



BHARAT SANCHAR NIGAM LIMITED
(Government of India Enterprise)
7th Floor, Revenue Assurance, Corporate Office
Janpath, New Delhi.

NO.1-7/2010/RA/BSNL

dated 10-4-2013.

To

All Heads of Territorial Circles and Metro Telephone Districts
Bharat Sanchar Nigam Limited.

All IFAs of Territorial Circles and Metro Telephone Districts
Bharat Sanchar Nigam Limited.

Sub:- Provision of ISD facility on PRIs - process regarding

It has come to notice of this office that certain SSA / Circles / Metro Districts have been following a policy of providing ISD facility by default on ISDN PRIs, without customer request. In certain cases of abuse of this facility has led to litigation where customers have disputed the default provisioning of ISD.

It is to be noted that the practice mentioned above is not in line with any approved policy of BSNL, and carries substantial risk of fraudulent abuse. It is requested that any such practice in vogue must be stopped immediately.

(K.R.Tiwari)
General Manager (RA/ERP)

Copy for kind information to:

1. Director (Finance /CFA/CM/ Enterprise), BSNL Corp. Office, New Delhi.
2. Executive Director (Finance), BSNL Corp. Office, New Delhi.