



BSNL's Fixed Line Prepaid Account Card

Clear Voice Calls with Prepaid

Note: For account cards to be printed from Ahmedabad SCP; the user guide should be printed by replacing 345 by 233 in all places of the user guide.

Bring a BSNL Fixed Line Prepaid Account Card.....and taste the prepaid flavor in Fixed Line. Just get a BSNL Prepaid Card for Fixed line and get connected clearly, affordably and reliably!

Fixed Line Prepaid Card offers :

- Conversion of fixed line to Pre Paid
- Easy de-linking when prepaid not required on any number
- Authentication of FLPP linked to your CLI
- No need to dial Account number/ PIN every time you make a call.
- Easy availability
- STD/ISD Facility
- Any time recharge facility
- On Line balance enquiry
- 'Follow on feature' on no reply, busy and called party release to dial another number for subscribers other than PCO.
- Recharge as much as you want to spend
- Keep recharging and no problem of bills
- Free Level 1 service like 100, 101, 102 etc. available.
- Free **Level 1 IN services** which are free to end-customers like Free Phone etc. are available.

TYPES OF FLPP SERVICES TO BE INTRODUCED IN BSNL :

There are three types of FLPP Accounts to be offered to BSNL Customers. **Please check which type of account you have purchased.**

1) PCO FLPP Account - offering only Prepaid Services (for Local +STD+ISD) :

- This Account will be provided to PCO owners only.
- The prepaid account will be directly linked to the PCO's telephone line.
- The customer line shall be suitably configured from the local exchange so that you can dial the destination number by lifting the phone.
- Home metering shall be provided so that you can charge your customer.
- Remote login facility is provided only to attach/detach line.
- PIN option can be enabled for fraud control purpose only. PIN is not mandatory to access menu, PIN can be enabled only to prevent fraud from direct line.
- Menu management shall be provided through access code of '1284#'.
- Only PCO line can be attached to FLPP account.
- Only one call possible at a time.

2) PCO FLPP 'Local Account' - offering only Prepaid Services (for local calls only) :

- This Account is essentially same as PCO FLPP Account except the fact that only local calls can be made from this Account.

3) General FLPP Account - offering both Prepaid & Postpaid services :

- This service can be provided to all wire-line customers other than PCOs i.e. to both residential as well as commercial customers. The customer has the option of making both prepaid calls through his FLPP account as well as postpaid calls.
- The customer is required to dial 1805 345 followed by destination number for making prepaid calls. Postpaid calls can be made directly.
- No configuration required to be done at the local exchange for the telephone line.
- Remote login facility is available.
- Redial & Follow-on facilities are available.
- PIN is not mandatory to access menu, PIN can be enabled only to prevent fraud from direct line.
- One FLPP account can be attached to only one CLI at a time and one CLI can be attached to single FLPP account at a time.
- Eight simultaneous calls possible from one Account at a time. One FLPP account can be attached to only one CLI at a time and one CLI can be attached to single FLPP account.

4) General FLPP Account offering only Prepaid services :

- This service can be provided to all wire-line customers, WLL other than PCOs i.e. to both residential as well as commercial customers.
- The customer can make only prepaid calls through his FLPP Account.
- The customer line will be configured from the exchange. The customer dials the desired number directly and the call is charged to his FLPP account.

- Remote login facility is available.
- Redial & Follow-on facilities are available.
- If PIN option is enabled for control purpose it will be mandatory to dial the PIN every time after dialing the destination no. (PIN is not mandatory to access menu, PIN can be enabled only to prevent fraud from direct line).
- One FLPP account can be attached to only one CLI at a time and one CLI can be attached to single FLPP account at a time.
- Eight simultaneous calls possible from one Account at a time.

GETTING ACTIVATED

- You have purchased a FLPP Account card.
- Follow the instructions given on the Account Card.
- Submit the Application form at BSNL office supplied along with the FLPP account card for configuration of your line.
- Your telephone line shall be configured for FLPP Account by BSNL.
- Your Account will get activated with the first outgoing call.
- After the account activation, you can make calls until the available credit is used or until the expiry of the activity period.

DIALING PROCEDURE:

- **First time use** – Dial 1284 from PCO or pure prepaid or use Remote access as defined below to attach your line (CLI) to your account.
- **Direct access** - Dial destination number directly. Authentication is automatic. You can make calls only from the telephone number whose CLI has been attached to the account. Your telephone line is configured at the local exchange for this purpose.
- **Remote access** - FLPP account can be used from any telephone line. To use this service dial 1806 345, after which you will be prompted for Account number followed by PIN followed by destination number followed by hash or dial 9 followed by hash to access main menu. Dial service number 4 to attach your line, dial '1' to continue.
- **Express access** - Dial 1805 345 followed by destination number. No need to dial account number & PIN authentication. For this purpose attach your telephone line to the account using the menu management feature.

RECHARGING YOUR BSNL FIXED LINE PRE-PAID ACCOUNT CARD :

- The balance in your account card keeps reducing as you make calls. **Once your prepaid account is exhausted or its validity period is over, you need to get your account recharged.**
- To recharge your account scratch the recharge coupon and obtain the 16 digits code.
- Dial 1805 345 1284 from postpaid + prepaid or just 1284 from pure prepaid. (Assuming that your account is already attached with a Phone line)
- You will hear the announcement “Please dial the destination number followed by hash or 9 followed by hash to access the main menu”

- Dial 9 followed by hash.
- You will hear the announcement “Please dial the service option, for help on service option dial 5 ”
- Dial 2
- You will hear the announcement “Please dial the recharge coupon secret code digits followed by hash”.
- Dial the 16 digits recharge code followed by hash (#)
- You will get your balance announcement. Verify that your credit has increased by the recharge value.

MENU MANAGEMENT :

You can change your PIN, enable/disable PIN, attach or detach your CLI, select languages, know your credit in the Account, recharge your account etc. You can access the menu in two ways:

- **Line configured in the Local Exchange:** You need to dial 1284# to access the menu.
- **Line not configured in the Local Exchange:** In this case to access the menu you will have to dial the remote login code 1806 345 for menu management.

The menu is operated by dialing service option for various purposes as follows.

- For language modification dial ‘0’
- For Pin Management dial 1 (1 to Change the PIN and 2 to enable or disable PIN)
- For Recharge dial 2
- To know your account balance, dial 3.

- For account attachment/detachment dial 4
- For Help dial 5
- For Remote access enable/disable dial 6
- For redial dial 7.

SOME USEFUL TIPS

- For choice of language of announcements the selection can be made at the time of first call or a default Language shall be attached to the account profile.
- The 4 digit PIN (if prompted) is provided for security and is available on your account card.
- You can enable or disable PIN as per your need/wish.
- Always remember your 4 digit PIN. If incorrect PIN is entered 3 times consecutively, your account will be blocked. At this stage you have to talk to the Help Desk executive.
- You must keep your account card very carefully. If it is lost/stolen/misplaced, it cannot be deactivated and therefore may be misused. You will then lose out on any credit remaining in your card.
- We recommend you to recharge your card within your Validity period and before your balance drops to less than Rs.50/-.
- You can carry over the remaining balance of your card to next cycle, if you recharge within Grace period.
- A voice message/tone will remind you to recharge your card every time you make a call, once your balance reaches less than a threshold.

- If you don't get your recharge within your validity period, your account will become inactive. In this state you cannot make outgoing calls however you will continue to get incoming calls within the Grace period. After Grace period your account will expire and you will not be able to recharge. In such a case you need to buy a new Account.
- Warning messages are provided for **end of validity period, end of inactivity period.**
- Always purchase recharge coupons matching your Account profile.

TERMS AND CONDITIONS

1. The customer will be required to fill in the prescribed form to get FLPP Service.
 2. Initial validity of this Account card is as per the validity applicable for the account. Subsequent recharge would set the validity period as per the respective recharge denomination used to recharge the account, from the date of recharge. BSNL reserves the rights to change the validity period at any time, subject to such approval as may be necessary, at its sole discretion and without any notice whatsoever.
 3. The balance account of each card as per the BSNL records and announced on the interactive voice response(IVR) system of the BSNL shall be treated as the correct value and be binding on the customer. Thus deactivation shall be carried out on the basis of the credit as announced on the said IVR system of the BSNL.
 4. The detail of the calls made or received on the card shall not be made available to the customer. The customer agrees that BSNL need not entertain any correspondence /calls in this regard.
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5. Increase /addition to taxes or any other statutory charges etc. and levy of any taxes, levies, duty etc. shall be to the customer's account without any notice to him and at all times shall be deemed to be part of tariff.
 6. BSNL may at any time suspend the services wholly or partially and/or disconnect any customer equipment from the network for any reason found to be reasonable by BSNL including any of the following circumstances
 - Due to any discrepancy noted in the records provided in the details given by the customer.
 - During any technical failure or testing of the network.
 7. If the customer account is lost or stolen; BSNL will not be in a position to take any action, or be liable for any refunds.
 8. The account card number shall always be sole property of BSNL and can be used by BSNL elsewhere upon termination and/or deactivation or temporary suspension of services. The customer shall have no right to the same, at any point of time, for any reason whatsoever.
 9. The customer must ensure the safe use of card, original receipt of purchase, and any other important document, as these might be required from time to time under different circumstances during interface with BSNL.
 10. In case of lost/misplaced/ stolen card etc. the entire liability of the lost/misplaced/ stolen card will be borne by the customer. No credit shall be given on the available balance of the lost/misplaced/stolen card to the customer.

11. The customer shall not use the services for any unlawful or abusive/obscene/indecent/ threatening purpose affecting /infringing upon national or social interest, nor create any damage or risk to the BSNL or its network or customer or any other person natural or legal whomsoever.
12. Service quality may be affected due to various factors outside BSNL's control.
13. Quality regarding calls originating & terminating from other networks will depend on quality of interconnected and service of other networks.
14. No warranties, representation, guarantees or undertakings are given by BSNL, which are not specifically mentioned here.
15. BSNL shall not be liable any act of omission or commission of any dealer/ retailer/ distributor/ third party/ supplier including any leasing company offering any privilege or benefits to the customer.
16. The prepaid card is non-refundable for cash under any circumstances.



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For any help, please dial Toll Free Number 1800-345-1800.