

Bharat Sanchar Nigam Ltd.

(A Government of India Enterprise)

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No. 26-19/2011-T&C-CM

Date: 11.11.2013

Circular T&C-CM No. 57/13-14

Sub: Clarification on rationalization of ISD STVs and Optional ISD packs under 2G & 3G mobile service-reg.

Kindly refer to this office order of even No. dated 07.10.2013 , 30.10.2013 and orders/clarifications issued from time to time vide which ISD Special Tariff Vouchers (STVs) under prepaid and Optional ISD packs under postpaid mobile services for availing reduced ISD voice and International SMS tariff were communicated. Now based on queries raised by INs / Billing Centers, the following clarifications/modifications are issued.

Sl. No.	Clarification sought from INs/Billing centers	Clarification/Modification
i.	Vide point(d) of circular T&C-CM No.48/13-14 "The reduced ISD voice and international SMS rate will also be allowed while roaming in BSNL network" which is not possible to identify between BSNL & other network.	In view of the technical limitations intimated by some of the Billing centers / INs, point (d) of the letter No. 26-19/2011-T&C-CM dated 07.10.2013, circular No. 48/13-14 is modified as "The reduced ISD voice and international SMS rate will be allowed while in Home LSA only".
ii.	Whether high cost destinations for countries can be included in the optional ISD packs.	No, the high cost destinations intimated vide CFA letter No. 3-1/2010-R&C-[CFA] dated 09.09.2013 and subsequent amendments if any issued for the countries are not to be included in the ISD Special Tariff Vouchers (STVs) and Optional ISD packs.
iii.	The countries Hong Kong, Thailand, Germany, Bahrain are moved from one group to other and the countries Pakistan, Nepal & Srilanka have been removed from the group. The country China is included in GROUP A. Whether the existing Groups are to be removed and the new groups to be formed for the existing and the new customers?	The existing groups prior to letter No. 26-19/2011-T&C-CM dated 07.10.2013, circular No. 48/13-14 should continue to be in the same group till the validity of the STV/Optional pack and new groups are to be formed as per above mentioned circular only for <u>new activation/subsription</u> .

2. All other terms and conditions will remain the same.

3. This may be brought to the notice of all concerned for taking necessary action in this regard. Customers may be informed about revision of Optional pack/STV and suitably educated about the revised tariff.

4. Circles have to update their website and report the same to TRAI as per tariff reporting requirement of TRAI. This circular has been issued based on ECT approval No.1321 dated 08.11.2013 in P&P-CM cell file. Queries/clarification/feedback in respect of above tariff may be addressed to Product and Pricing-CM Section, C.O., BSNL, New Delhi and monthly feedback may be sent on hqcm.pp@gmail.com, hqcm_pp@bsnl.co.in.



(N. S. Dhami)
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To
All CGMs- Telecom Circles/ Telephone Districts.

Copy to:

1. CMD, BSNL.
2. Directors- CM/ CFA/ EB/ HR/ Fin, BSNL.
3. ED-Fin/ CA / NB, BSNL.
4. All PGMs / GMs, BSNL C.O.
5. GM (IT) for making necessary update in website and place in news item.
6. Sr. GM (Sales & Marketing)- for marketing initiative.
7. GMs (CMTS/CDMA-Billing Centre).
8. GM (VAS-Tech)/GM (NWO)/PGM (Regulation), BSNL C.O.
9. Director General P & T Audit, Delhi- 110054.
10. Guard file.



(Subrat Kumar Mohakud)
Dy. Manager (T&C-CM)