

Maharashtra Telecom Circle,
6th Floor, B Wing, BSNL Admn.Bldg.,
Juhu Road,Santacruz(W), Mumbai -400 054.
Tel.No. 26613053 Fax. No. 26607518



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No.CGM/MHTC (S&M) CFA/Genl. Corr.

Date 18/01/2011.

To,
All SSA Head,
MH Circle.

SUB:- Activities to be carried out for launching of MNP on 20.01.2011.

As MNP is to be launched on 20.01.2011 in Maharashtra Circle, preparations are required at the SSA level for activities at the CSC's, Franchisee and retailers. A Nodal Officer is to be appointed at each SSA to monitor, Coordinate for the works listed below, details in attached Annexures.

<u>Sl.No.</u>		<u>Annexure No.</u>
1)	Activities to be undertaken prior to MNP	I
2)	Port in procedure	II
3)	Port out procedure	III
4)	Port in Registration Form	IV
5)	Guidelines for Port-in Customer	V
6)	Welcome letter to Customer by SSA Heads	VI
7)	FAQ	VII
8)	Freebies to Port-in Customer - CO letter	VIII
9)	Unpaired (unnumbered)SIM distribution	IX
10)	Port out tracking- One month by GM (Nodal)	X

Sajla
18/01/11
Sajla Garg
Sr. GM (S&M) CFA

Annexure-I

ACTIVITIES TO BE UNDERTAKEN PRIOR TO MNP - 20.01.2011

Sl. No.	Action	Implementation
1.	Nomination of MNP Nodal Officer at SSA level & Circle	
2.	Availability of Unpaired SIM (unnumbered SIM)	At all CSC's/ Franchisees
3	Availability of Port-in Application Form	At all CSC's / Franchisees/Retailers
4..	CAF Form	-do-
5.	Tariff / Freebies for Port-in customer	-do-
6.	Port-in Procedure	-do-
7.	FAQ's	-do-
8.	BSNL Tariff plans	-do-
9.	BSNL Call centre Number	-do-
10.	Port out cancellation procedure Nomination of MNP Nodal Officer at SSA level & Circle	-do-
11.	Training of CSC staff	-do-
12.	All CSCs are strictly required to maintain list of all such numbers which may be restricted from Porting out for any reasons prescribed by TRAI (TRAI guide lines are available on Intranet site intranethr.bsnl.co.in in SD-CM section on dated 27.10.2010) Circle Nodal Officer may ask for approval for porting out within a few hours.	

ACTIVITIES TO BE UNDERTAKEN POST MNP - 20.01.2011Port- in Procedure

Sl. No.	Action	Results	Time Frame
1.	Customer sends SMS to 1900 & types PORT followed by a space followed by the ten digit mobile number which is to be ported which shall be case insensitive (i.e. it can be port or Port etc.) (eg. PORT 98160xxxxx and send it to 1900)	Customer receives UPC (Unique porting Code) through SMS from his Telecom operator	At the Same time
2.	Customer approaches the BSNL CSC/ Franchisee	Receives Service Registration form for porting & CAF	At the Same time
3	Customer deposits CAF & Service Registration form to CSC / Franchisee & gives alternate number in addition to requested number & mentions desired FRC	Receives unnumbered SIM and waits for next SMS (on current SIM) for activating BSNL SIM.	72 to 96 hrs for activation of new SIM
4.	a) Franchisee to deposit CAF & registration forms at CSC for creation. b) After receiving CAF, CSC will provision the SIM for requested number from CSR terminal & the SIM will be automatically provisioned in active state in HLR & will be pre-active in IN.		
5.	Circle Nodal Officer will get SMS that the said number will shortly be disconnected from port-out operator and created at port-in operator.	The same SMS is to be forwarded to customer on his number / alternate number.	
6.	After that the desired FRC as entered in Fx GUI shall be loaded by the Circle MNP Nodal Officer & number will get activated.		
7.	SSA MNP Nodal Officer may confirm about loading of FRC from Circle MNP Nodal Officer & may accordingly inform to the customer on his / her alternate number		
8.	Customer inserts BSNL SIM on receiving SMS & dials 123 to activate.		

Port-out Process:

The port-out request would be received on 1900 and the customer will be allotted a UPC via SMS. The UPC would be received on MNP GUI by Nodal officer appointed by the SSA of the level of SDE/JTO. A Circle Nodal Officer will also be appointed. He / She has to give clearance for porting out within the prescribed timeframe in accordance with the TRAI regulations dated 23/09/09. The following Clauses need to be checked. A request for porting of a mobile number shall not be rejected by a Donor Operator on any ground other than the following grounds:

- a) there are outstanding payments due from the subscriber by way of pending bill or bills, as the case may be, issued as per the normal billing cycle but before the date of application for porting;
- b) the porting request has been made before the expiry of a period of ninety days from the date of activation of a new connection;
- c) a request for change of ownership of the mobile number is under process;
- d) the mobile number sought to be ported is sub-judice;
- e) porting of the mobile number has been prohibited by a Court of Law;
- f) subscriber has applied for inter-service area porting;
- g) the unique porting code mentioned in the porting request does not match with the unique porting code allocated by the Donor Operator for the mobile number sought to be ported;
- h) there are subsisting contractual obligations in respect of which an exit clause has been provided in the subscriber agreement but the subscriber has not complied with such exit clause:

Provided that where the Donor operator rejects a porting request on the ground of subsisting contractual obligations, he shall indicate the full details of such contractual obligations.

Information in respect of Clause no. a), b), f), g) will be checked automatically by the system and would be reflected on the Kenan FX GUI screen. As confirmed from DGM (B&CCS) Pune additional fields are being made available in the extended screen of Kenan FX GUI for entering information in respect of clauses c), d) e) and h).

The information in the fields for clauses c), d) e) and h) would be entered by respective SSAs.

CSR Terminal with MNP GUI will be extended to the office of AGM(Legal) at CTO Mumbai.

LI Nodal Officer:

Each port out request is also to be checked for LI and information is to sent to respective LEAs by the Circle LI Nodal Officer.

BHARAT SANCHAR NIGAM LIMITED

(A Government of India Enterprise)
 (CUSTOMER APPLICATION FORM FOR PORTING REQUEST)
 (Existing CAF for Post / Pre paid Connection is also to be filled along with this form)

1 Details of Mobile connection to be ported into BSNL i.e. details of present Mobile connection before porting:

2 Mobile No. Name of Service provider _____ GSM / 3G CDMA
 Type of Mobile Connection: Post Paid Prepaid
 Unique Porting Code (UPC) (Please refer Note iii below)
 Has the number been ported earlier? : Yes No If Yes, No. of days since last porting

In case present connection is Post paid :- I hereby undertake that I have already paid all billed dues to the Donor Operator as on the date of the request for porting and I shall pay dues to the Donor Operator pertaining to the mobile number till its eventual porting and that I understand and agree that in event of non-payment of any such dues to the Donor Operator, the ported mobile number is liable to be disconnected by the Recipient Operator without prejudice to any other remedies available to the Donor Operator under law for recovery of such dues.

OR

In case present connection is Pre paid :- I hereby undertake that I understand and agree that, upon porting of the mobile number, the balance amount of talk time, if any, at the time of porting shall lapse.

I / We hereby declare that information given above is true to the best of my knowledge and I will abide by the prevailing Telegraph Act/ Rules framed thereunder & tariffs as amended from time to time, I/we am not a defaulter on account of non-payment of bills for any telecom services provided by any service provider. I have read and understood the terms and conditions / notes below and agree to abide by them.

Signature of Customer/ Authorised Signatory

Signed on Date:

Signed on Time:

Notes:

(i) "Porting" means the process of moving, by a subscriber, of his mobile number from one Access Provider to another Access Provider or from one mobile technology to another of the same or any other Access Provider within LSA.

(ii) "Eligibility for porting" :

- (a) there are no outstanding payments due from the subscriber by way of pending bill or bills, as the case may be, issued as per the normal billing cycle but before the date of application for porting;
- (b) the porting request has been made after the expiry of a period of ninety days from the date of activation of a new connection or from last porting;
- (c) No request for change of ownership of the mobile number is under process;
- (d) the mobile number sought to be ported is not sub-judice;
- (e) porting of the mobile number has been not prohibited by any Court of Law;
- (f) subscriber has applied for porting within LSA (Licenced Service Area) ;
- (g) the unique porting code mentioned in the porting request matches with the unique porting code allocated by the Donor Operator for the mobile number sought to be ported;
- (h) the subscriber has not complied with exit clause for the present connection:

(iii) Procedure for allocation of UPC:

- (a) Send SMS PORT Mobile No. to 1900 to get 8 digit number called UPC. 'PORT' followed by a space followed by the ten digit mobile number which is to be ported which shall be case insensitive. (i.e. it can be port or Port etc.) The subscriber's Caller Line Identification should match with the ten digit mobile number in the SMS request. 8 digit UPC will be sent via SMS to the subscriber by the DONOR operator i.e. the present operator.
- (b) the Unique Porting Code allocated to a subscriber shall be valid for a period of fifteen days from the date of request or such time till the number is ported out, whichever is earlier, for all service areas except Jammu & Kashmir, Assam and North East licensed areas where the validity for the Unique Porting Code allocated to a subscriber shall be valid for a period of thirty days from the date of request or till such time the number is ported out, which ever is earlier, irrespective of. number of requests the subscriber makes;

(iv) Withdrawal of porting request:

A subscriber may, within twenty four hours of making a request for porting, withdraw such request by informing the Recipient Operator in writing: Provided that a subscriber withdrawing his porting request shall not be entitled to any refund of the porting charge paid by him to the Recipient Operator.

GUIDELINES FOR PORT-IN CUSTOMERS

- 1) Obtain Unique Porting Code (UPC) by sending an SMS to 1900 in the format "Port Space 10 digit mobile number."
- 2) Fill BSNL CAF for mobile connection and a Porting CAF mentioning UPC received in response of SMS. Also mention desired FRC and an alternate number on the BSNL / Porting CAF.
- 3) After that porting process will start which is likely to be completed in 72-96 hours. An SMS regarding provisioning of services from BSNL will be received in this duration.
- 4) Before activation of the BSNL services, there will be an interruption / transit time of around 2 hours i.e. subscriber will not be getting services of any operator.
- 5) After 2 hours, insert the SIM in your mobile and dial "123" to activate BSNL services.
- 6) In case of any query, please feel free to contact to Shri XYZ Mobile No. 94xxxxxxxx.
- 7) Special tariff offers for Port- in customers
 - i) Port-in charges will be waived off.
 - ii) 32K SIM will be given free of cost. In case of specific demand for other SIMs, actual SIM price will be charged.
 - iii) **Prepaid Connection :-**
 - a) At the time of activation of all port-in customers, additional talk value of Rs. 100 will be offered in addition to the normal free talk value available with FRC
 - b) All port-in customers will be offered 5 GB GPRS for one month free of charge.
 - iv) **Postpaid Connection:-**
 - a) Activation charges will be waived off.
 - b) 50% rebate in the FMC of first month after port in.
 - c) Freebies attached with the plan will remain same.

NOTE:- SSAs to enter name & mobile number of SSA Nodal Officer on Sl. No. 6.

Dear Customer,

Welcome to BSNL family! On behalf of BSNL I extend a warm welcome to you as a valued mobile customer in our network & assure you that you will never regret your decision to choose BSNL.

BSNL is the first telecom operator (apart from MTNL which operates in Mumbai) to launch state-of-art 3G services in India. Launch of 3G has brought in a revolution of sorts by offering data speed up to 3.6 Mbps and video calls. Apart from widest coverage in nooks & corners of the country and affordable rates, BSNL offers array of Value Added Services, such as Personalised Ring Back Tone, Hello Tunes, Mobile TV, Forecast, Games, Jobs, Jokes, Video on Demand, Movie on demand et al. You name it & we have it!

I take this opportunity to briefly tell you about the other services/ products offered by BSNL which may be of interest to you. Landline which even today remains an identity of every household is of course the flagship service of BSNL. In addition BSNL provides WLL, postpaid & prepaid Broadband, Dial-up Internet, Wireless Broadband through Data Card, NIC card, EVDO etc., Customised solutions and all the high-end services are also offered to the corporate customers. In short as far as telecom needs are concerned, *the buck stops here.*

For any information about BSNL services you can call, 1500 (For Landline & WLL), 1503 (For Mobile), 1504 (For Broadband) & 1505 (For Blackberry). Feel free to contact any officer of BSNL if need be. Accessibility & transparency are our virtues.

Assuring you best of services always,

With warm regards,

Yours Sincerely,

(.....*)

* Name of SSA Head

Sales & Marketing-CM
219, Eastern court
Corporate Office, New Delhi-1
Tel No 23326544, Fax 23326545
salescmhq@gmail.com, ddg_sales@bsnl.co.in

Annexure - vii

भारत संचार निगम लिमिटेड
BHARAT SANCHAR NIGAM LIMITED
A Govt. of India Enterprise

No. 15-2/2010-S&M-CM.

Date: 03.12.2010

To

Chief General Manager,
All Telecom Circles / Districts,
BSNL

Subject :- FAQ (Frequently Asked Questions) on MNP (Mobile Number Portability).

Please find enclosed herewith the list of FAQ (Frequently Asked Questions) by the customers on MNP (Mobile Number Portability). Circles are requested to circulate these FAQs to CSCs staff, Call center, channel partners and staff / Executives dealing with Franchisees / retailers to address the customer queries accordingly.

FAQs are also uploaded on the BSNL intranet portal.


AGM (S&M-CM)

Encl.: As above

Copy to:

1. GM (Training), BSNL CO – for information and necessary action
2. GM(NWO GSM-CM), BSNL CO - for information and necessary action

FREQUENTLY ASKED QUESTIONS

MOBILE NUMBER PORTABILITY

Q1. What is Mobile Number Portability?

A1. Mobile Number Portability (MNP) is the facility for users to switch to a new Mobile Service Provider in the same Licensed Service Area (LSA), while retaining their existing mobile number. SIM card and all services on the mobile connection will change and will be provided by the new Service Provider.

Q2. How can you benefit from MNP?

A2. The main benefit of MNP is freedom of choice and the competition that it generates. Now, you are free to choose a new Mobile Service Provider without having to change to a new number. This means you can avoid the inconvenience of having to notify friends and associates that you have changed your Number.

Q3. What is porting?

A3. 'Porting' is the act of switching to a new Mobile Service Provider within the same LSA, without changing your mobile number. However, only active mobile numbers can port. Thus, do not terminate your current line before porting.

Q4. Who can port?

A4. Any eligible Pre-Paid and Post-Paid (GSM / CDMA) mobile users can port. Eligibility conditions for porting are as follows :-

- (a) There are no outstanding payments due from the subscriber by way of pending bill or bills, as the case may be, issued as per the normal billing cycle but before the date of application for porting;
- (b) The porting request has been made after the expiry of a period of ninety days from the date of activation of a new connection or from last porting;
- (c) No request for change of ownership of the mobile number is under process;
- (d) The mobile number sought to be ported is not sub-judice;
- (e) Porting of the concerned mobile number has been not prohibited by any Court of Law;
- (f) Subscriber has applied for porting within LSA (Licensed Service Area) ;
- (g) The unique porting code mentioned in the porting request matches with the unique porting code allocated by the Donor Operator for the mobile number sought to be ported;
- (h) The subscriber has complied with exit clause for the present connection.

Q5. Can I port my number if I am on a pre-paid service?

A5. Yes, both pre-paid and post-paid customers can request for porting to either prepaid or post-paid plan with the new Mobile Service Provider. Subscriber who simply requires change in Plan from Post paid to pre-paid and vice versa can do so in BSNL without the process of porting. Porting process is involved only when subscriber desires to change his operator.

Q6. Can I port my number if I am on a CDMA service?

A6. Yes, any CDMA / GSM or 3G customers can request for a port to any technology with the new Mobile Service Provider, provided he meets the eligibility conditions stated in para 4 above.

Q7. What do you need to consider carefully before you port?

- A7. (a) Check if you meet the eligibility conditions stated in para 4 above.
- (b) If you have any overdue bills or have existing contracts with your current Mobile Service Provider, the current Mobile Service Provider will reject your porting request forwarded by the new Mobile Service Provider. In such a case, you will not get refund of the administrative porting fees. Kindly ensure that you do not have any bills overdue and you fulfil the exit clause with the existing service provider. Contracts still in place with the new Mobile Service Provider
- (c) For pre-paid users, you need to know that all existing credit (Talk value and validity) will expire upon porting and not be carried to the new Mobile Service Provider. Therefore, you are encouraged to plan accordingly.
- (d) You need to understand that the services, SMS / MMS coverage (i.e. networks to which one can send SMS / MMS), Value Added Services, coverage area (i.e. places where one can log on to the mobile network), call charges and packages offered by the new Mobile Service Provider may differ from your current Mobile Service Provider.
- (e) Choose wisely the timing of the change. Are you planning to travel outside the LSA / abroad during the porting process? There may be an impact on roaming if you travel during the porting process.

Q8. How can I port to a new Mobile Service Provider?

A8. The salient steps involved are as follows :-

- (i) You will have to go to the new Mobile Service Provider's Service Centre or Authorised Dealer to request for porting of your mobile number. Fill in a Service Registration Form and pay the porting fees for processing. (Presently BSNL is not charging any fees for porting into BSNL.)
- (ii) The Recipient Operator shall ask the subscriber to send a SMS to Donor Operator to request for UPC (Unique Porting Code) using short code 1900 from the mobile number which is sought to be ported.
- (iii) The SMS text for requesting UPC by a subscriber shall be the word 'PORT' followed by a space followed by the ten digit mobile number which is to be ported which shall be case insensitive. (i.e. it can be port or Port etc.) (eg PORT 98160xxxxx and send it to 1900)
- (iv) Upon receipt of the SMS, the Donor operator shall forthwith send back a reply SMS containing a unique porting code through an automated system. Subscriber will fill the UPC in the Application form for porting.
- (v) In case the subscriber's CLI does not match with the ten digit mobile number, UPC shall not be allotted but a message shall be generated to

inform such subscriber that the CLI does not match with the mobile number.

- (vi) UPC allocated to a subscriber shall be valid for a period of fifteen days from the date of request or such time till the number is ported out, whichever is earlier, for all service areas except Jammu & Kashmir, Assam and North East licensed areas the validity for the UPC shall be for a period of thirty days from the date of request or till such time the number is ported out, whichever is earlier, irrespective of number of requests the subscriber makes;
- (vii) You will be issued a new SIM card by the new service provider.
- (viii) Upon approval of porting request, the new Mobile Service Provider will inform you the date and time of porting. You are required to change your SIM card at the said time. In case of problem you need to contact the new Service Provider.

Q9. How long does it take to port to the new Mobile Service Provider?

A9. The porting process will take at least seven days in all LSAs except NE, Assam & J&K. In these three LSAs porting will take more time.

Q10. Can I port my number more than once?

A10. Yes, but you cannot make more than one porting request at a time to different Mobile Service Providers. Also you should fulfil all the eligibility conditions including at least 90 days subscription with your current Mobile Service Provider.

Q11. Can I decide the date and time at which my number is ported?

A11. No, you cannot dictate when your number should be ported. It is all automated and upon approval of porting request, the new Mobile Service Provider will inform you the tentative date and time of porting.

Q12. Before porting, I have to settle all necessary payments with the current provider. However, there will be a period between the final payment day and the porting day. To which provider do I have to pay for the transactions made during the time gap?

A12. You will have to pay to your previous Mobile Service Provider, and ensure to settle your account with the old service provider. While applying for porting, you need to clear all the bills issued to you till that time. All bills issued subsequent to the porting application also need to be cleared by their due date failing which, the connection is liable to be disconnected by the new service provider.

Q13. How much would it cost me to port to a new mobile service provider?

A13. BSNL is not charging any fee from subscriber for mobile number portability. However cost of SIM card will be charged as per plan opted by subscriber.

Q14. Can I cancel my port request after applying for porting? Will I get a refund?

A14. Yes, You may cancel your port request with your new Mobile Service Provider within 24 hours of making the port request.

Q15. Do I get a new SIM card when I change my Mobile Service Provider?

A15. Yes, the new Mobile Service Provider will give you a new SIM card.

Q16. Do I need to cancel my existing services before I port to a new Mobile Service Provider?

A16. No, you do not have to cancel your existing services. Your existing services with the current Mobile Service Provider will automatically be terminated once you have successfully ported to the new Mobile Service Provider.

Q17. Will I still enjoy the same Services during the porting process?

A17. Yes, you will still enjoy the same Services, except for International Roaming Services, which your current Mobile Service Provider may suspend upon your porting request.

Q18. After porting, will I enjoy the same services from the new Mobile Service Provider?

A18. No, you can only port your number and not services. You must re-register for all the value-added services (VAS) that you want to subscribe to with the new Mobile Service Provider. You need to know that the new Mobile Service Provider is not obligated to provide identical services.

Q19. What should I do, if I have taken a connection under Handset bundling scheme?

A19. You have 2 options:

Option 1 : To continue with your existing Mobile Service Provider until your contract expires, then only request for port.

Option 2 : Cancel your existing contract after complying with the exit clause in the contract for its premature termination and then apply for porting.

Q20. Can my request be rejected by my current Mobile Service Provider?

A20. Yes, if you do not meet the eligibility criteria for porting

Visit website www.bsnl.co.in for more information.

Bharat Sanchar Nigam Ltd.**(A Government of India Enterprise)**

Tariff & Costing-CM Section, Corporate Office,
 1st Floor, Bharat Sanchar Bhawan,
 H.C. Mathur Lane, Janpath, New Delhi - 110 001.
 Tel. No.011-23037200 Fax No.011-23329125

**No.26-22/2010-T&C-CM****Date: 11.01.2011****Circular T&C-CM No. 110/10-11****Sub: Special tariff offers for Port-in GSM customers under Mobile Number Portability (MNP) scenario-reg.**

In view of introduction of Mobile Number Portability (MNP), it has been decided by the competent authority to introduce the following special tariff offers for Port-in customers.

- i) Port-in charges will be waived off.
- ii) 32K SIM will be given free of cost. In case of specific demand for other SIMs, actual SIM price will be charged.

iii) Prepaid Connection:-

- a) At the time of activation of all port-in customers, additional talk value of Rs.100 will be offered in addition to the normal free talk value available with FRC.
- b) All port-in customers will be offered 5 GB GPRS for one month free of charge.

iv) Postpaid Connection:-

- a) Activation charges will be waived off.
- b) 50% rebate in the FMC of first month after port in.
- c) Freebies attached with the plan will remain same.

2. For all Telecom Circles except Haryana the above tariff will be implemented with effect from the date of implementation of MNP. In respect of Haryana Telecom Circle, the above tariff will be effective from 01.02.2011.

3. This may be brought to the notice of all concerned for taking necessary action. Press note and proper advertisement as deemed fit may be made to generate adequate response.

4. The impact of above tariff needs to be analyzed and feed back submitted on monthly basis to BSNL HQ for future reference on Fax No. 011-23329125 and e-mail – prema@bsnl.co.in or skmohakud@bsnl.co.in.


 (Prema Krishnamachari)
 Dy. General Manager (T&C)

To
 All CGMs- Telecom Circles/ Telephone Districts.

Contd...p/2

Copy to:

- 0) CMD, BSNL.
- 0) Directors- CM/CFA/E/HR/F, BSNL.
- 0) ED-F/CA/NB, BSNL.
- 0) All PGMs / Sr.GMs/GMs, BSNL C.O.
- 0) Sr. GM (S&M)-for publicity.
- 0) GM (IT) - for making necessary update in website and place in news item.
- 0) GMs (CMTS/CDMA-Billing Centre).
- 0) Director General P & T Audit, Delhi- 110054.
- 0) OL Section –for Hindi version.
- 0) Guard file.


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

PROPOSAL FOR MNP SIM ALLOTMENT

Sl. No.	SSA	No. of SIMs to be allotted
Group A		
1	Aurangabad	1500
2	Goa	1500
3	Kalyan	1500
4	Kolhapur	1500
5	Nagpur	1500
6	Nasik	1500
7	Pune	1500
	Total	10500
Group B		
1	Ahmednagar	1000
2	Amravati	1000
3	Dhule	1000
4	Jalgaon	1000
5	Sangli	1000
6	Satara	1000
7	Solapur	1000
	Total	7000
Group C		
1	Akola	500
2	Beed	500
3	Bhandara	500
4	Buldhana	500
5	Chandrapur	500
6	Gadchiroli	500
7	Jalna	500
8	Latur	500
9	Nanded	500
10	Osmanabad	500
11	Parbhani	500
12	Raigad	500
13	Ratnagiri	500
14	Sindhudurg	500
15	Wardha	500
16	Yeotmal	500
	Total	8000
Others		
1	CTO Mumbai	200
Grand Total		25700

Annexure - X

Maharashtra Telecom Circle
Marketing Section
6th Floor, B-Wing, Administrative
Building, B.S.N.L. Complex,
Juhu-Danda Road, Mumbai-54.
Tel: 2661 3072 Fax: 2661 0847



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

BSNL 3G))) BSNL LIVE
Faster than your thoughts 2010

General Manager Marketing (M&S-CM)

CGMT / MHTC / S&M-CFA / General Corr / 2010-11

Date 18/01/2011

To
GM – Mobile (Nodal)
BSNL – Pune Node
Pune

Subject: Analysis report of MNP- Port Out customers-reg

Mobile Number Portability is to be started in MH Telecom Circle from 20.01.2011. To analyze the reasons and causes which is resulting in 'Port Out' customers, it is requested to put BSNL Pune call center resources to collect feedback and specific reasons for Porting out from all such customers. This feedback is to be collected for minimum 1month from the start of MNP.

Analysis report of feedback and reasons as received from all ported out customers may kindly be provided daily basis to GM- NW OP (CM), GM- NWP (CM) and GM Sales & Marketing (CM) for suitable actions.

Sajle
18/01/11

Sr. GM-Mktg & Sales -CM
BSNL – MH Circle