

**ALL INDIA
BHARAT SANCHAR NIGAM LIMITED
EXECUTIVES' ASSOCIATION**

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No. AIBSNLEA/CMD/2017-18

Dated-08.01.2018

To

Shri Anupam Shrivastava,
CMD BSNL,
New Delhi-110001

Subject: Squishing of the free night calling hours – our concerns regarding

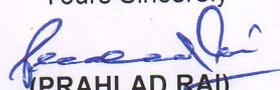
Respected Sir

We would like to mention that the decision of BSNL squishing the free night calling hours is totally anti subscriber and against the growth of the company. In this regard following points are submitted for your kind considerations please:

- 1) The effective calling time during the free calling hours was 9 pm to 11 pm and 6 am to 7 am during the total period of 9pm to 7am. This has been curtailed now which virtually means total withdrawal of the night free calling facility and hence this decision is going to adversely effect the land line customers.
- 2) The decision is implemented without proper publicity and in a hurried manner. Most of the subscribers are unaware about the decision and are continuing to make calls during the curtailed hours thinking that the period is free. They will realize their mistake only during mid-February when they will receive the bill for January. But it will be too late. At that point if anyone wants to retain his land line he will have to pay the inflated bill and pay for the calls which they made considering that they are making free calls. It is obvious that most of the subscribers will prefer to surrender the land lines instead of paying such inflated bills.
- 3) It is being told that such decision is taken with the intention of increase the revenue. Let us see the reality. In mobile sector, STV 485 is introduced where unlimited local and STD calls are offered for all 24 hours for 90 days in addition to 1 GB data per day. That means the monthly cost is ₹ 162 is for this plan. The land line customers are paying monthly rental of ₹ 220/240 and BSNL is unable to offer them unlimited call for 3 effective hours only during night and early morning when the network lies idle. Therefore one cannot understand the logic behind such decision. Even a loyal BSNL customer will be forced to surrender his land line and subscribe a mobile with plan 485 which will save him substantive amount of money.

We therefore apprehend that this decision will lead into huge surrender of land lines and loos of revenue in terms of monthly rental of surrendered land lines.

With Kind Regards,

Yours Sincerely

(PRAHLAD RAI)
General Secretary

Copy to-

1. The Director (CFA), BSNL Board, New Delhi-110001