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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)
BSNL 3G))) BSNL LIVE
2010

No. 4-31/2010-Regln./ 1025

Dated: 3rd Sep, 2012.

To,

Secretary,
Telecom Regulatory Authority of India
Mahanagar Doorsanchar Bhawan,
Jawahar Lal Nehru Marg, (Old Minto Road)
New Delhi-110002

Kind attention: Sh. A Robert. J. Ravi, Advisor(CI&QoS)

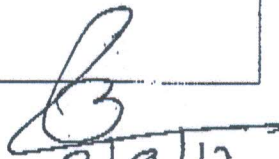
Sub:- The Telecom Commercial Communication Customer Preference (Tenth Amendment) Regulations, 2012

Sir,

Kindly refer your press release No. 174/2012 and the draft regulation on the subject cited above. In this context BSNL's comments point wise are as follows.

S.N.	Issue for consultation	Reply
1	For sending UCC, the unregistered telemarketers to be charged Rs 500 followed by disconnection of telecom resources.	Charging of Rs 500/- is not enforceable in case of prepaid customers where no security deposit is available with telcos and the amount available in its account is purely governed by the customer only. SMS warning followed by disconnection on repeat offence is possible
2	Easy lodging of UCC complaints by forwarding the SMS to 1909.	SMS, appended by the date of receipt of SMS and Mobile number from which it was received may be forwarded to 1909.
3	Access Providers to send SMS blast on periodic basis, at least twice in a year, advising consumers not to send any commercial communications. Also, they have to take an undertaking from the subscriber, at the time of selling a new telephone connection, that the SIM purchased by him shall not be used for telemarketing purpose.	No comments, The same can be implemented by Telcos.

This is for your kind consideration please


31/9/12
(Raghuvir Singh)
AGM (Regulation-II)