



**BHARAT SANCHAR NIGAM LIMITED**  
**BANGALORE TELECOM DISTRICT**  
**APPLICATION FOR FREE PHONE SERVICE (FPH)**

To  
The Commercial Officer (NS),  
Bangalore Telecom District,  
Amenity Block, Palace Road,  
Bangalore-560 001

I/We, the undersigned hereby apply for Free Phone (FPH) service under the terms and conditions detailed below:-

*(Please read the instructions before filling up the form)*  
*(\*Strike out whichever choice is not applicable)*

<b>1. Name and Address of the Applicant (in Block letters)</b>		<b>2. Billing Address</b>	
PIN <input type="text"/>		PIN <input type="text"/>	
Phone No(s).	Fax No(s).	Phone No(s).	Fax No(s).
<b>3. Address for correspondence</b>		<b>4. Number on which the Free Phone calls are to be received and the address where it is located</b>	
PIN <input type="text"/>			
Phone No(s).	Fax No(s).		
<b>5. Area to be covered for the service (mention the towns &amp; cities)</b>		<b>6. Preferred last four digits (ABCD) from 8000 - 8099 (subject to Availability)</b>	
		<input type="text"/>	
<b>7. Do you require origin dependent routing?</b>		<b>8. Do you require time dependent routing?</b>	
YES / NO*		YES / NO*	
<b>9. Do you require call forwarding in case of called number busy/no reply?</b>		<b>10. Status of Applicant</b>	
YES / NO*			
<b>11. Nominee (In case of individuals)</b> Name & age Address Relationship with applicant			
<b>12. Permanent Income Tax A/c No.</b>	<b>13. Payment Details: Amount &amp; Details of DD enclosed</b>		

I/We hereby confirm that I/We am/are the owner(s)/authorised signatory of the phone numbers mentioned in Columns 4 and in the annexure. As a proof, I/We hereby enclose copies of last paid bills of these phones. I/We hereby undertake to pay all the bills pertaining to the Free Phone (FPH) service allotted to me/us as per the tariff notified by BSNL.

I/We hereby declare that I/We will abide by the Indian Telegraph rules as amended from time to time.

Date:

Company Seal (if any)

Signature  
(Authorised Signatory)

**Annexure to Intelligent Network Service Application Form**  
*(Fill up this form if you require Origin and Time Dependent Routings for your IN Calls)*

Name of the Applicant (in Block Letters)	
Details of IN Service for which ODR and TDR are required	

**Routing Details of Calls made to IN Number**

For Calls coming from Locality / Station <i>A station is denoted by STD Code</i> <i>A Locality in a station is denoted by Exchange Code of that area</i>	STD Code :	
	Exchange Codes :	
Working Days in the week (Define)		Weekend / Holidays (attach a list of Holidays & define weekly holidays)
Working Hours:	Outside Working Hours:	
Phone No.:	Phone No.:	Phone No.:

For Calls coming from Locality / Station <i>A station is denoted by STD Code</i> <i>A Locality in a station is denoted by Exchange Code of that area</i>	STD Code :	
	Exchange Codes :	
Working Days in the week (Define)		Weekend / Holidays (attach a list of Holidays & define weekly holidays)
Working Hours:	Outside Working Hours:	
Phone No.:	Phone No.:	Phone No.:

For Calls coming from Locality / Station <i>A station is denoted by STD Code</i> <i>A Locality in a station is denoted by Exchange Code of that area</i>	STD Code :	
	Exchange Codes :	
Working Days in the week (Define)		Weekend / Holidays (attach a list of Holidays & define weekly holidays)
Working Hours:	Outside Working Hours:	
Phone No.:	Phone No.:	Phone No.:

For Calls coming from Locality / Station <i>A station is denoted by STD Code</i> <i>A Locality in a station is denoted by Exchange Code of that area</i>	STD Code :	
	Exchange Codes :	
Working Days in the week (Define)		Weekend / Holidays (attach a list of Holidays & define weekly holidays)
Working Hours:	Outside Working Hours:	
Phone No.:	Phone No.:	Phone No.:

- ❖ Specify Phone No. with full STD Code.
- ❖ Photocopy of this annexure can be used if more sheets are required.
- ❖ All the Phone numbers to which UN Calls are routed must belong to the applicant or organisation. The applicant should furnish the latest paid copy of telephone bills for these numbers.

Date:  
Company Seal (if any)

Signature  
(Authorised Signatory)

### **Instructions for Filling up the Application Form**

1. Individual must sign if the application is in individual's name.
2. In case of proprietary concern, proprietor must sign himself and affix rubber stamp.
3. In case of partnership concern, all the partners or any of the partner duly authorised or manager with the power of attorney may sign. In case of company, signature should be of a person on behalf of the company, in accordance with the provisions of its Articles of Association.
4. In case of Govt. Department, authorised person may sign and affix rubber stamp.
5. Copy of documents duly attested may be attached as applicable.
  - a) Power of attorney in case of authorisation.
  - b) Registered partnership deed or partnership deed with Form A issued by Registrar of Firms.
  - c) In case of SSI Unit, permanent SSI certificate and personal liability certificate from the proprietor of the unit.
  - d) In case of Limited Co., copy of the Articles of Association.
6. Status of Applicant (Please indicate one of the following) (Fill in block letters)

i) Individual	vii) PSU
ii) Partnership	viii) Government
iii) Proprietorship	ix) Statutory Body
iv) Limited Co.	x) HUF
v) Public Institution	xi) NRI
vi) Society/Association/Trust	xii) Foreign National
7. The telephone numbers on which IN calls are routed should be in the name of the applicant / firm / Company. The latest paid copies of Telephone bills are to be enclosed with the application. If the principal phone number does not belong to the applicant, consent letter of the original hirer of the Telephone should be produced.
8. For Free Phone (FPH), Universal Access Number (UAN), Premium Rate (PRM) and Tele-Voting (VOT) services it is possible to have Time Dependent Routings (TDR) and Origin Dependent Routings (ODR). If you require Time Dependent Routing (TDR) and Origin Dependent Routing (ODR) please fill up the annexure and attach with the application form. Photocopies of the annexure can be used for effecting the changes in the future.

# **FREE PHONE (FPH) SERVICE**

Why a (Toll) Free Phone?

Any company or organization can become a subscriber of Free Phone Service and can offer toll-free service to their customers or clients or prospective buyers for strengthening their marketing base, broadening their service areas and expanding their scope of activities with prime motive of enhancing their revenue growth. As the call charges are to be borne by the company or organization providing the Free Phone service, the number of callers will surely be swelling as after-all they are not required to pay anything for the call. In order to maintain its competitive edge in business in days to come, no organisation can afford to be without a Free Phone Service. The service becomes all the more powerful when features such as Origin Dependent Routing and Time Dependent Routing are utilized. This means that the calls can be routed to different numbers depending upon the caller's location, calling time. Free Phone service is provided to the IN subscriber **on existing telephone connection.**

## **Features offered in this service :**

**Basic Features :** Reverse Charging, one Free Phone Service number for multiple destinations, Hunting facility and Detailed Billing .

Optional features : Time dependent routing, Origin dependent routing, Call distribution, Selection Code, Customer specific recorded announcement and Call Forwarding on busy/No answer are the optional features. These are provided /deleted on specific requests from the IN subscriber.

### ◆ **Call Forwarding on Busy/No Answer:**

It allows the service subscriber to give an alternate number for his primary directory number in case the number is busy or he does not answer when the call had been initiated to his Free Phone number. In this case, if call lands on the serviced subscriber's line and subscriber is busy or does not answer, then the call is re-routed to the alternate number.

### ◆ **One Number :**

It allows the subscriber to have a single telephone number for two or more different terminating lines.

### ◆ **Reverse Charging :**

It allows the service subscriber to receive call at his own expense and be charged for the entire cost of the call.

### ◆ **Time Dependent Routing :**

It allows the subscriber to have several installations in the network. Subscriber can request for flexible routing or different call treatments depending upon time, day, date, holiday etc.

### ◆ **Origin Dependent Routing :**

It allows the subscriber to have several installations (or several directory numbers) and flexible routing depending on area of origination.

## **Access to the service :**

To access the Free Phone service, a user has to dial the access code (1600) of the service followed by the Free Phone number.

Example :	Service access code	<b>1600</b>
	Code for Service Control Point	<b>44</b>
	Four digit Free Phone number	<b>ABCD</b>
	Complete Dialing Plan	<b>1600 44 ABCD</b>

## **Charging:**

In this service, the IN subscriber is charged for each call to the Free Phone number. The calling number is not charged. The call units will be as per existing BSNL rates applicable for local/STD/ISD calls. **No free calls are allowed.**

## **TARIFF FOR FREE PHONE (FPH) SERVICE**

1	Registration Charges for the service (one time)	Rs.	3,000.00
2	Rental per month for the service (payable in advance)	Rs.	2,800.00
3.	Creation/Deletion/Modification/Addition of every FPH destination number	Rs.	100.00
4.	Basic Feature Charges (One FPH service number for multiple destinations and Hunting facility are the basic features)		NIL
5	Monthly Charges for additional feature (The additional features are optional and are provided/deleted by BSNL on request from subscribers. These features are time dependent routing, origin dependent routing, call distribution, selection code, customer specific recorded announcement, call redirection etc.)	Rs.	100.00
6	Charges for addition/alteration of features (per request)	Rs.	100.00
7	Call Charges per unit call	Rs.	1.20
8	Security deposit (Bank guarantee)	Rs.	10,000.00

### **The minimum period of hire is one month**

1. All payments are to be made by DD /Banker's cheque payable to **“SBI A/C, AOTD Bangalore”**
2. Add 5% surcharge to the total amount (excluding Security Deposit).
3. Bank guarantee from any authorised bank.
4. **The rates indicated are as per present tariff and are subject to change without any notice.**