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# BSNL aims to double post-paid mobile customer base to 10 per cent in one year

PTI | 4 May, 2014



NEW DELHI: As it aims to double its post-paid mobile customer base to 10 per cent in one year, BSNL has launched a facility wherein bills can be paid at over 5 lakh of its franchises or retailers all the seven days in a week. The state-owned telecom firm has been citing bill payment problem as one of the issues for decline in its high revenue post-paid customer base.

"One of the reason for our declining post-paid users was the problems related to bill payment. But with the launch of this new facility from May 1, we are targetting to double our post-paid users to 10 per cent by May next year," BSNL Director (Consumer Mobility) Anupam Shrivastava told PTI.

Currently, 5 per cent of BSNL's users are post paid as most of them prefer pre-paid due to hassles in bill payment. Customers had to pay the bills on BSNL's counters and billing centres during working hours only, which used to be a problem for working professionals. The state-run company had 9.48 crore wireless subscribers at the end of February 2014.

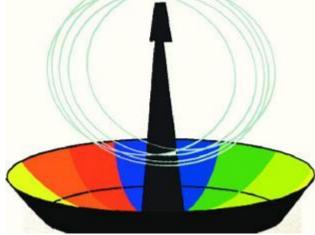
"The average revenue per user (ARPU) for post-paid is around Rs 400 whereas for pre-paid, it is in the range of Rs 90-100. It will be good for BSNL's profitability, if we can increase the post paid users," Shrivastava said. He added the company has attractive post-paid plans but most of

the people prefer pre-paid due to bill payment.

BSNL has a network of around 5 lakh franchisees and retailers across the country. The new facility will allow users to pay bills all the seven days and also during government holidays. No additional amount will be charged from customers for using this facility. BSNL has been logging losses since 2009-10. The company's profits started declining after 2004-05, when it had made net gains of Rs 10,183 crore. The government had also constituted a Group of Ministers (GoM) for revival of BSNL and MTNL...

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NEW DELHI: Foreign telecom operators could soon explore tie-ups with Indian partners, now that the general elections underway and would end shortly, says Joequin Rodriguez Torres, head of technology, media and telecom for Deutsche Bank. In an interview to ET, Torres says that while currency volatility and unstable policy environment could have put off foreign investors in the last few years, the expected rise in average revenue per user along with growing data usage means India could be an attractive market going forward. Edited excerpts:

## What would explain the lack of interest among foreign investors despite 100% FDI being allowed?

Over time we should start seeing investments. Currency volatility and regulatory environment have to be stable. Elections is another crucial factor, companies are waiting and watching the space out. However, despite the 100% FDI, I think foreign players want to establish relationships with local players in India given the operational environment. India is one of those markets where foreign players feel being local is critical, so a lot of fresh investments will have to come through partnerships local players.

Which emerging markets are attracting telecom funds globally?

Currently, there is lot of interest in South East Asian markets of Philippines, Indonesia, Malaysia and South American markets of Brazil and Mexico, and to a lesser extent Argentina.

### Why not India?

India is very unique. It is a low ARPU, high volume and low smartphone penetration market. The ability to generate value from another subscriber is lower in India than in other markets. There is possibility of ARPUs increasing in India and globally players in the US, Europe and Asia are starting to settle in. They are looking for markets beyond specific geographies and soon India will make a lot of sense.

### How are telecom operators globally reacting to OTT (over the top) players?

OTT is a real threat for network providers who don't adapt to the new realities and we are seeing that happen globally. Some operators have tried to prevent these OTT models to take off by somehow trying to limit the usage like in certain regulated markets. However, this cannot sustain in the long-term. So far, operators think of themselves more like being a utility. They think how can we build infrastructure and expand space rather than how can we use this infrastructure to build value. That mentality has to change.

## Given that Indian telecom operators claim to be spectrum starved, how do you see the data services growing in the country?

Streaming video clips on the phone requires tremendous amount of bandwidth. Those kinds of models will take time to develop successfully in India. I think India will increasingly adopt and already has social messaging platforms in a manner which is at par elsewhere in the world. These platforms require certain bandwidth and don't require being constantly online as much leading to much more efficient use of bandwidth. Hence, a lot of interesting services are being built around these models model like Whatsapp and WeChat.

### How do see the mobile internet space growing here?

We are at inflexion point where users have crossed 200 million. China hit its inflexion point at 300-400 million users and the growth of internet will mean a lot more in India. In the next five to 10 years, internet space will create value worth another \$100-200 billion.

The other trend I am very interested in is e-finance. Financial services are migrating to electronic platform, including internet and mobile. If you create a platform where people can just meet but the transactions happen through a proper banking platform, and through mobile banking one

could facilitate the meeting.

A lot of economies are under banked. So the penetration of credit cards and bank accounts is low and as e-commerce starts to become a more meaningful part of the economy, one is going to need these platforms. One could start using money flowing through these platforms accumulated into an escrow account in a meaningful way like Alipay in China.

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BSNL facilitates GSM customers to pay their phone bills at Franchisee/ Retailers

1 May 2014



BSNL have very attractive GSM Postpaid plans but some customers are reluctant in subscribing these postpaid plans because they don't want to stand in long queues at BSNL counter to pay their phone bills.But now onwards they need not to do so because, starting from today, 1-May-2014, customer may also have other option to pay their postpaid bills at their nearest franchisee or retailer.

BSNL have a vast network of 5 lakhs franchisee and retailers throughout country which works round the clock so now customer can pay their phone bills at these points hassle free, without standing in queue and even they can pay before or after office hours or on Sunday or holidays as per their convenience.

This service is free for the customers i.e. they can pay their phone bill at franchisee or retailers without any extra charge.BSNL is paying 2% of the postpaid mobile phone bill amount as a commission to franchisee. You can also pay your landline or broadband bills at franchisee without any extra charge but franchisee gets 2% of phone bill amount as commission from BSNL with a capping of Rs 10 per bill.

In other words, if a BSNL customer pays mobile phone bill of Rs 1000, then franchisee will receive commission of Rs 20 from BSNL but for landline bill of Rs 1000, franchisee will get Rs 10 only.

So now search the franchisee or retailer near to you ....

### **Exclusive: BSNL introduces new Landline Annual Plan 1540: Analysis**



April 13, 2014

BSNL is making two big changes in tariffs for its landline customers, to be effective from 1-May-2014.

First the PSU is all set to hike the FMC from Rs 110 to Rs 120 for all its landline customers in rural areas as well as it is also changing minor changes in freebies i.e. out of total 75 free calls, rural customers will now be allowed 60 free calls on BSNL network and 15 free calls on other network.

# Enhancement of FMC from Rs.110/ per month to Rs.120/- per month in respect of Rural area customers of General Landline/CDMA (Fixed) Plan ( where exchange capacity is ≥ 1000 line & < 30000 line).

Particular	Existing FMC	Revised FMC
Fixed Monthly charge in Rs.	Rs.110	Rs.120
Free MCUs Per Month (local + STD)	50: ON-NET	60: ON-NET
	25: OFF-NET	15: OFF-NET
Call charges (local + STD) beyond free MCUs.	Re. 1.00 Per ONNET MCU	Re. 1.00 Per ONNET MCU
	Rs. 1.20 Per OFF-NET MCU	Rs. 1.20 Per OFF-NET MCU

1) The above tariff will be applicable from 1st May 2014.

Second, BSNL is introducing a New Annual Landline Plan 1540 for urban as well as rural customers on PAN India basis. New landline plan will be offered for an advance annual fixed charge of Rs 1540. Customers will not be offered any free calls and all calls will be charged at flat rate of Rs 1.20 per minutes. This new annual plan is being launched on promotional basis for a limited period of 90 days starting from 1-5-2014.

Introduction of New Annual Plan for Landline under Rural/Urban areas on promotional basis for a period of 90days.

Annual Plan for Rural/Urban		
Particular	Plan 1540	
Advanced Annual Fixed charges	Rs.1540	
Monthly Charges	Nil	
FREE(Local+STD) MCUs per Month	Nil	
Unit Rate per MCU(For Local+STD calls)	Rs.1.20(Onnet/Offnet)	
Validity of Plan	12 Months	
ISD Calls Charges	As per general Landline Plan	
Pulse Duration of Local/STD calls	As per General landline Plan	
Installation Charges and other terms & condition.	As per General landline Plan	

1. The promotional scheme may be launched for a period of 90 days w.e.f. 01.05.2014

If we analyse above two announcement of BSNL, we find that as per first announcement, the annual charges comes Rs 1320 for rural customers where FMC is Rs 120. Customers also get 75 free calls and additional calls, after free calls, are being charged differentially i.e on-net calls @Rs1/min and off-net calls@Rs1.20/min. while new annual plan 1540 is costly by Rs 220 and also not offering any free calls and even calls charges on on-net are also costlier.

In some rural area where FMC is Rs 150, there advance annual payment comes Rs 1650 hence customers at these places may find this new annual plan cheaper by Rs 110 but they will loose 75 free calls and differential call charging.

If an urban customers, where FMC is Rs 140, want to differentiate between its existing plan and new annual plan 1540 then he finds that new annual plan is just 44 cheaper, but he looses 50 free calls and differential call charges.

The new annual plan 1540 may be useful in those urban area where presently FMC is Rs 195 and advance annual payment comes Rs 2145. Hence customer will find new annual plan cheaper by Rs 605 but they will loose feature of free calls and differential call charging. Some budget conscious urban customers at these places may get attracted to this new annual plan 1540. @@@@@@@@@@@@@@@@@@

WiMax and WiFi to play key role in BSNL's 4G Rollout May 5, 2014



India's state owned service provider BSNL is moving towards 4G in its own way of having a converged technology approach of having WiMax and WiFi to deliver 4G for its set of customers in India.

Even though it has surrendered six circles where it had Wimax spectrum, it still has 16 circles with Wimax and this is here that the service provider will be launching 4G services riding high on Wimax technology.

"We are not taking the LTE approach now. We already have WiMax spectrum for 16 circles. This is where we will be launching 4G services for our customers. We will have different approach of incorporating a rainbow of technologies including Wifi to enable next generation mobility for our customers," explained, Anupam Shrivastava, Director, Consumer Mobility, BSNL.

### **BSNL 4G by March 2015**

As far as reaching out to its end customers, BSNL is looking towards WiFi offloading as a way to bridge the connect between Wimax and its legacy telecom infrastructure.

"We are looking at March 2015 to launch our 4G services in the country. WiFi offloading is a great technology that will enable us to deliver 4G services to our customers. We already have Wimax equipment from Huawei and are evaluating WiFi offloading solutions from Cisco and Ahmedabad based Elitecore. All this will be procured keeping in mind the Preferential Market Access policy that we have in place," he added.

### **Converged Mobile and Fixed Telephony**

This kind of approach towards 4G services can take full advantage of communications technologies such as Wimax and WiFi and as today a lot of Service Providers are looking at ways to converge fixed and mobile telephony into a single communications service, this can pave way for a robust 4G rollout in India.

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BSNL VAS Site Defaced Yet again by Hackers, When will BSNL Learn?

May 5, 2014

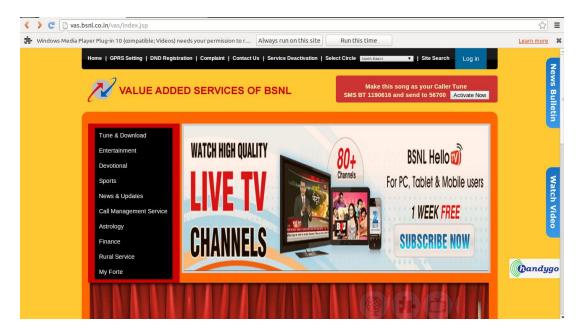
BSNL's web properties have been a favourite target of hackers for years now. Once in every few months some or the other BSNL site gets hacked and the hackers leave their messages on the site. It takes several hours for BSNL to get the site up and running after these incidents.

But the worst part is BSNL never learnt from all these and these incidents keep repeating.

### What Happened?

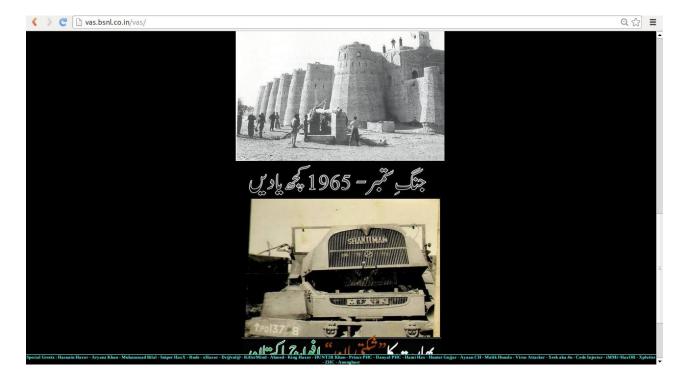
BSNL's VAS Site (http://vas.bsnl.co.in/) has been today's target of Pakistani Hackers. At the time of writing the home page was showing up but choosing a circle would lead to the hacked page. The hack was reported to us four hours ago.

### **Home Page**



### **Hacker's Messages**





### When will BSNL Learn?

According to us BSNL's lax attitude with regard to security implementations seems to be the reason for these repeated hacks. BSNL's Web team should be proactive w.r.t. improving the security of web properties and maintain real time vigil. On the contrary, there were times when BSNL reportedly used to pull of the plug on their web servers. BSNL must also consider having a full fledged monitoring team at a central location. At present BSNL has several websites which are controlled by their divisions across the nation.

So readers, what do you feel about this BSNL site being hacked repeatedly? Are you worried about your data being compromised? Let us know.

# Reliance Communications, Tata Tele and Aircel tie up for 3G services

PTI | Apr 28, 2014, 12.33 PM IST



Reliance Communications has announced a tripartite agreement with Tata Teleservices and Aircel to provide 3G roaming services.

NEW DELHI: Telecom operator Reliance Communications has announced a tripartite agreement with Tata Teleservices and Aircel to provide 3G roaming services to each others customers using their network across country.

RCom and Aircel have permits for 3G services in 13 out of 22 service areas while Tata Teleservices has permit in 9 circles.

"We are delighted to be the first operator to offer 3G national roaming to our customers in partnership with other telecom firms having state-of-the-art 3G networks.

"These alliances will further consolidate RCom's position as the leading data operator in the country and will help the Company improve its post-paid and Corporate customer market share," RCom's Chief Executive Officer for Consumer Business, Gurdeep Singh, said in a statement.

RCom circles comprise Delhi, Mumbai, Kolkata, Punjab, Rajasthan, Madhya Pradesh, West Bengal, Himachal Pradesh, Bihar, Orissa, Assam, North East, Jammu & Kashmir.

With this agreement, RCom gets access to 5 uncommon service areas - Andhra Pradesh, Karnataka, Tamil Nadu, Kerala and UP East where Aircel has presence. Its agreement with TTSL gives it access to Maharashtra, Gujarat, Haryana and UP west.

The partnership gives Aircel and Tata Teleservices access to most expensive service areas of Delhi and Mumbai where RCom has permits.

For the quarter ended 31 December 2013, the RCom had 36.2 million data customers, including 11.1 million 3g customers.