



SANCHAR NIGAM EXECUTIVES' ASSOCIATION

Rajasthan Telecom Circle, Jaipur

No: SNEA/Rajasthan/Correspondence/2017-2018/55

Date: 18.01.2018

To,

**Chief General Manager,
Rajasthan Telecom Circle
Jaipur**

Sub: Restoration of "Unlimited Sunday free voice calling" to any network from landline and broadband plans and previous "Night free calling time": in the interest of BSNL.

Ref: Corporate office letter no. R&C-CFA No. 214/17-18 dated 16.01.2018

BSNL has announced the withdrawal of unlimited Sunday free voice calling on any network from its landline/combo/FTTH/broadband plans. This change in freebies will be effective from 01.02.2018 and applicable to new as well as existing customers. Recently timing for night calling was also changed instead of 9 PM to 7 AM to 10:30 PM to 06 AM.

CFA segment is already under tremendous pressure due to sharp declining of its revenue in F.Y. 2016-17 due to very tuff competition with other private operators especially with Reliance Jio. This move of corporate office will certainly create problems to grab new customers as well as to retain existing customers. The withdrawal of these freebies will create huge impact on our subscriber base. These changes will lead to dissatisfaction among our existing customer so it will be very difficult to retain them with BSNL.

Presently BSNL is the leading broadband service provider in the country due to its very attractive broadband plans. It is worth to mention here that the IUC charges on the landline service is nil and network remains free on Sunday then revenue of the company is not affecting due to this free calling facility to customer. This move will hamper the growth of landline/broadband segment so BSNL should not withdraw this Sunday free calling facility to customer to retain its no.1 position in broadband service provider.

Hence it is requested that write a strong DO letter to corporate office for withdrawal of this above referred letter in the interest of company.

**(S S Rajput)
Circle Secretary SNEA
Rajasthan Circle Jaipur**

Copy to:

1. Sr. GM (CFA) O/o CGMT Raj. Circle Jaipur
2. Sh. K Sebastin GS SNEA New Delhi