



## ANNEXURE FOR UNIVERSAL PERSONAL NUMBER SERVICE

( Please read instructions carefully before filling up the form )

1. Service required for period from 

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 to 

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2. Origin/Time Dependent Routing

S/No.	Name of Area/City	Day of Year	Time of Day		Destination No.
			From	To	
1					
2					
3					

( Use extra page if required )

3. Alternative destination

S/No.	Original Destination No.	On busy divert to	On no reply divert to
1.			
2.			

5. Max. Simultaneous Calls  
( Max. 255 )

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<input type="checkbox"/>	<input type="checkbox"/>
Y	N

6 Call indication to called party

7. Time Limit per call ( in sec. )

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8. Number to be used for Mass calling

<input type="checkbox"/>	<input type="checkbox"/>
Y	N

9. One out of the following to be filled if required

Max. no. of calls per hour

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OR

Max. no. of calls per day

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10. Call Distribution

S/no.	Destination no.	Priority	Percentage
		I	
		II	

11. Line Hunting

Destination no.(I)		Destination no. ( II )		Destination no. ( III )	
S/no.	Tel. No.	S/no.	Tel. No.	S/no.	Tel. No.
1		1		1	
2		2		2	

12. Additional Features ( subject to availability)

Black list nos/Grey list nos. ( Attach list in following forms )

S/no.	Black list Telephone Numbers	Grey list Telephone Numbers
1		
2		

( Signature of Customer/Authorized signatory )

Company Seal ( if any )

Date :

## INSTRUCTIONS

### 1. Charges:-

(a)	Activation Charge	
(b)	Monthly Rental	
(c)	Minimum hire period	
(d)	Security Deposit	
(e)	Creation/Deletion/Modification of every UPN destination no.	
(f)	Any outgoing call made from the phone Assigned for UPN	
(g)	Charges for <b>Vanity UPN No.</b> (Optional )	

### 2. Usage Call Charges:-

Call charges to UPN customer	When UPN receives calls	UPN in reg. LDCA & calling party also in reg. LDCA	
		UPN in reg. LDCA & calling party outside reg. LDCA	
		UPN outside reg. LDCA & calling party in reg. LDCA	
		UPN outside reg. LDCA & calling party also outside LDCA	
	When UPN make calls	UPN in reg. LDCA & called party also in reg. LDCA	
		UPN in reg. LDCA & called party outside reg. LDCA	
		UPN outside reg. LDCA & called party in reg. LDCA	
		UPN outside reg. LDCA & called party also outside LDCA	
Call charges to calling party	UPN in reg. LDCA & calling party also in reg. LDCA		
	UPN in reg. LDCA & calling party outside reg. LDCA		
	UPN outside reg. LDCA & calling party in reg. LDCA		
	UPN outside reg. LDCA & calling party also outside LDCA		

### 3. Enclosures:-

- a) Copy of latest Phone bills for ALL the Phones nos. where UPN calls are to be routed.
- b) In case of UPN being subscribed by an Organisation, authorisation letter from Company for Authorised Signatory.
- c) In case of Individual please attach self attested photo.

### 4. Cheque / D.D

Application money in form of cheque / DD to be issued in favour of "**Account officer, BSNL , Calcutta Telephones** payable at Calcutta". Work Order will be issued subject to the realisation of Cheque. Add Rs.25/- for Cheque drawn on outstation Bank.

### 5. Submission of application:-

- a) Specify Phone No. with full STD code.
- b) All the phone numbers to which free phone calls are to be routed must belong to the applicant/organization.
- c) Please use photocopy of annexure if you require more sheets.
- d) Application to be deposited at **O/O C.O /LD-I, 5<sup>th</sup> floor, Telephone Bhawan, Kolkata-700001.**

### 6. Availability of FORM ( Free of cost ) :-

- a) at Customer Care Centre, Ground floor, Telephone Bhawan ,Kolkata:-700001.

### 7. For any assistance please contact:-

- a) DE (IN)/Ph-22105682, & SDE (IN)/Ph-22109011, BSNL, 3<sup>rd</sup> floor ,Telephone Bhawan, Kolkata:-700001.
  - b) Dial helpline:-1800 345 1600,(Toll free number.)
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