

NWO-CM Cell
BSNL Corporate Office
1st Floor, Bharat Sanchar Bhawan,
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New Delhi-110 001.



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

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No. MOB-53/Int Roam-Gen Corr/2013/45

Dated: 12th November ,2013

To

The CGM
Orissa Telecom Circle
Bubaneswar

Subject:-Excessive Billing on account of data usage during International Roaming.

Reference is invited towards your office letter OR/CMTS/Bill Complain/2013-14 dated at Bhubneswar 23.10.2013, vide which complaint of a customer regarding excessive charging on account of data usage during International Roaming has been forwarded to this office. In this regard following may be noted for information and strict compliance:

- (a) During International Roaming Calling Scenarios, VPLMN (Visited Public Land Mobile Network) operator sends HUR (High Usage Report) / NRTRDE (Near Real Time Roaming Data Exchange) reports periodically to HPLMN (Home Public Land Mobile Network) wherever usage of roaming customer exceeds a predecided threshold level. These reports to be monitored at circle, without fail, and necessary action to be taken thereof.
- (b) The instruction regarding disconnection of a number after a pre-setted threshold limit is already in place vide this office letter no MOB-32/Billing/General-2011 (Pt)/26 dated 20.04.2013 read with letter even no dated 08.08.2012 and reminder of even no dated 07.05.2013. The billing Nodal Centres / circles need to strictly follow these instructions to avoid any fraud / excessive billing.
- (c) Further, International Roaming services are premium services involving high costs. Furthermore, the tariff for International Roaming services is decided by VPLMN operator and BSNL is not having any control over it. Even BSNL charges data @ INR 350/MB with its International Inroamers while for domestic subscriber the value is mere INR 2/MB. The International Roaming Subscriber be advised to go through tariff applicable in visited network, which are available in BSNL website www.ir.bsnl.co.in

2. As such it is reiterated that in the instant case, these reports should have been generated & subsequently analyzed by circle for taking necessary action.

(Than Singh)
AGM (NWO-CM-II)
Tel : 23766251

Copy to :

- (i) All CGM Telecom Circle/ Metro District for kind information & necessary action please.
- (ii) GM (N/W-CM)- for kind information & necessary action please