

**ALL INDIA
BHARAT SANCHAR NIGAM LIMITED
EXECUTIVES' ASSOCIATION**

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No. AIBSNLEA/CHQ/CMD/2015

Dated 30th September, 2015

To,

**Shri Anupam Srivastava,
CMD, BSNL
New Delhi-110001**

Subject: "Hungama" service to BSNL customers on Broadband - Regarding

Respected Sir,

During our Odisha Circle conference, it has been brought to the notice that:

- "Hungama" is a Value added Service tied up with BSNL to provide 'Games on Demand, Movie on Demand & Music on demand' with a revenue sharing arrangement.
- This service is provided with an additional charge of Rs. 410/- per month in BSNL Broad Band bill
- "Hungama" is authorized to activate its service taking consent of the subscriber through DTMF Mode.
- To increase their revenue "Hungama" executives are calling to the telephone number of BB subscriber and try to allure the person holding the telephone and tells them to push '1#' on a certain tone. Basing on this, the service is activated and billing start to Rs. 410/- per month.
- In most of the cases person who receives the call from "Hungama" are children / servant / relative of subscriber. The original subscriber remains ignorant till he receives bill from BSNL
- Which follows a lot of complain from the subscriber regarding this excess billing of Rs. 410/- per month for "Hungama" service. In many cases subscriber refuse to pay the bills and his connection is disconnected and BSNL loses a subscriber
- Such type of problem is being faced by other circles also like Tamil Nadu.

It is, therefore, requested to kindly examine the case and take necessary corrective measures to resolve this odd situation. It is requested that all services which have a financial implication should be done through Commercial Officer only.

With kind regards,

Yours Sincerely


(PRAHLAD RAI)
General Secretary

Copy to-

1. Shri N.K. Gupta, Director (CFA), BSNL Board, New Delhi
2. The GM (NWP-CFA), BSNL Corporate Office, New Delhi