

[illegible][illegible]

Free call forwarding facility is given w.e.f 04.02.2021 with GSM prepaid mobile services to LI/other BSNL mobile number/ other operator's Mobile number (i.e. without any activation fee for the call forwarding facility) with call charges applicable as per plan.

Note:

- The call forwarding facility is free i.e. without any activation fee for the call forwarding facility. The features/facility of the call forwarding is given at free of cost.
- The call forwarding to landline/BSNL/mobile/other operator mobile is with call charges applicable as per plan. The charging for call forwarding is as per the facilities of plan/STV/bill of the plan.
- For example, a customer in unlimited free voice plan or with unlimited free voice STV, the charging of the outgoing call is zero, similarly the call forwarding to another number is also treated as outgoing call and charged as zero. Further, if a customer is in plan 106 or any other plan with no remaining voice facilities, then the call forwarding is charged as per the voice tariff for the outgoing call in that particular plan.