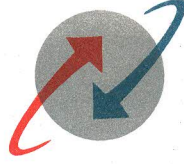


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भारत संचार निगम लिमिटेड  
( भारत सरकार का उद्यम )  
**BHARAT SANCHAR NIGAM LTD.**  
(A Government of India Enterprises)

अनुपम श्रीवास्तव

अध्यक्ष एवं प्रबन्ध निदेशक

**ANUPAM SHRIVASTAVA**

Chairman & Managing Director

CMD/BSNL/2016 ( 001 )

January 1<sup>st</sup>, 2017

Dear BSNL Customers,

At the very outset, on behalf of whole BSNL community, I would like to wish you, your family and friends a **Very Happy & Prosperous 2017**. I would further like to take this opportunity to express my sincere gratitude for your continued trust and support to BSNL.

You would be pleased to know that BSNL remained at number one position for substantial part of year 2016, as far as new mobile customer acquisition is concerned. This all is because of your faith in our unique offerings based on principles of transparency and universal coverage. You would appreciate that it is only BSNL where any of our esteemed customers can directly reach to the top level of management for redressal of his or her service related grievance.

To serve you better and provide competitive rates for our landline, mobile and broadband services, BSNL has offered many unique plans like few mentioned below:

- Free night calling to any network and free calling on all Sundays for BSNL landline customers
- Broadband Plan starts from Rs. 249 with minimum speed of 2 Mbps for landline customers
- Unlimited data plan of Rs.1099 Mobile customers of BSNL
- BSNL has installed > 4200 Wi-Fi Hotspots at various locations of strategic importance


The response to all above plans / offerings has been quite promising from BSNL customer.

To encourage e-payments, in line with the Digital India Program, BSNL presently offers 0.75% discount on all electronic receipt / payment transactions for our services. BSNL is proud to share the vision of our Hon'ble Prime Minister for cashless economy to improve transparency. Recently, we have also launched MOBICASH wallet with SBI which is available to all mobile users whether they use smartphones or any feature phone or are even customers of any telecom service provider.

**Service With A Smile (SWAS)** has now been integrated as permanent feature of all BSNL employees, an assurance of which I give on behalf of BSNL family. I reassure you that your satisfaction shall remain our topmost priority and we would continue to provide you with best of the technology in all forms of telecom services. I request you to encourage your family members and friends also to avail BSNL services and experience our robust network and translucent delivery system.

With regards,

Yours sincerely,

  
(Anupam Shrivastava)