

## **SMS BASED SERVICES**

### **RECHARGE VOUCHERS (RCV)**

**Q-1. *What is the necessity of Recharge Vouchers (RCV)?***

**A-1.** A pre-paid customer requires Recharge Vouchers (RCV) for 'Extension of Validity', 'Top-Up talk Value', 'Migration to new Plans', 'Magic/Power facility' etc.

**Q-2. *Why SMS based services ?***

**A-2.** It can be done effectively to recharge by anybody / anytime / anywhere without going to any agents/retailers.

**Q-3. *How do we get SMS based services for recharging ?***

**A-3.** Just type RCV <space>Amount ( MRP of RCV) and send it to '53738' to get variety of recharge vouchers ranging from Rs. 55/- to Rs. 550/- as per requirement.

**Q-4. *What is the requirement for availing SMS based services in order to recharge ?***

**A-4.** The customer should be a PRE- PAID customer and his balance needs to be more than the MRP of recharge vouchers (RCV).

**Q-5. *Is there any charge involved for availing the services ?***

**A-5.** A transaction fee of Re. 1/- will be charged per successful Transaction, except transaction for CREDIT, HELP and RETURN VOUCHERS which are TOLL FREE.

**Q-6. What are the denominations of recharge vouchers (RCV) of Calcutta Telephones ?**

SL. NO.	Denomination (MRP)	Description
1	RCV 55	Talk Time – Rs.35/-, Validity – 15 days
2	RCV 110	Talk Time – Rs.75/-, Validity – 30 days
3	RCV 124 (Abaar Kolkata)	Talk Time – Rs.30/-, Local Free SMS – 50, Validity – 30 days
4	RCV 220	Talk Time – Rs.160/-, Validity – 60 days
5	RCV 249 (Abaar Kolkata)	Talk Time – Rs.70/-, Local Free SMS – 100, Validity – 60 days
6	RCV 280	Talk Time – Rs.40/-, Validity – 365 days
7	RCV 330	Talk Time – Rs.250/-, Validity – 90 days
8	RCV 550	Talk Time – Rs.400/-, Validity – 180 days

**SPECIAL TARIFF VOUCHERS (STV)**

**Q-1. What is the necessity of Special Tariff Vouchers (STV) ?**

A-1. It helps for migration to a service class to get the benefit of LOWER TARIFF by recharging through SPECIAL TARIFF VOUCHERS (STV).

**Q-2. How do we get SMS based services for migration ?**

A-2. Just type STV<space>Amount (MRP of STV) and send it to '53738' to get the benefit of lower tariff as per requirement.

**Q-3. What is the requirement for availing SMS based services in order to get the benefit lower tariff ?**

A-4. The customer should be a PRE- PAID customer and his balance needs to be more than the MRP of Special tariff Vouchers (STV).

**Q-5. Is there any charge involved for availing the services ?**

**A-5.** A transaction fee of Re. 1/- will be charged per successful transaction.

**Q-6. What are the denominations of Special Tariff vouchers (STV) of Calcutta Telephones ?**

<b>SL. NO.</b>	<b>Denomination (MRP) of STVs</b>	<b>Description</b>
<b>1</b>	<b>STV 29</b>	<b>All call &amp; SMS ( all N/W) @49P, Validity – 180 days</b>
<b>2</b>	<b>STV 49</b>	<b>Talk Value – Rs.5/-, All call, SMS (all N/W) @ 49P, Validity – 365 days</b>
<b>3</b>	<b>STV 45</b>	<b>1 sec pulse plan, Validity – 365 days</b>
<b>4</b>	<b>STV 48</b>	<b>Local Free On-net – 50 Min, Off-net – 20 Min, SMS – 40, Validity – 30 days</b>
<b>5</b>	<b>STV 54</b>	<b>Local Call On-net – 25P/Min, Off-net – 50P/Min, STD Call (EZ) On-net – 50P/Min, Off-net – 90P/Min, Rest same as main plan, Validity – 30 days</b>
<b>6</b>	<b>STV 25</b>	<b>SMS Power, Local - 150 SMS Free, Validity – 30 days</b>
<b>7</b>	<b>STV 50</b>	<b>SMS Power, Local - 200 SMS Free, STD – 100 SMS Free, Validity – 30 days</b>
<b>8</b>	<b>STV 98</b>	<b>GPRS Card, 2 GB Free, Validity – 30 days</b>
<b>9</b>	<b>STV 274</b>	<b>GPRS Card, Unlimited, Validity – 30 days</b>

## **RETURN VOUCHER**

**Q-1. What is return Voucher ?**

**A-1.** A customer migrated to any temporary service class can RETURN to the ORIGINAL service class before expiry of the Validity period.

**Q-2. *How do we get the Return Voucher for migration ?***

**A-2.** Just type STV<space>5 (MRP of STV) and send it to '53738' to get the benefit of migration.

**Q-3. *What is the requirement for availing Return Voucher in order to get the benefit of migration ?***

**A-4.** The balance should be more than MRP of the Voucher ( Rs.5/-).

**Q-5. *Is there any charge involved for availing the services ?***

**A-5.** No. It is Toll Free.

## **GIFT OF TALK VALUE**

**Q-1. *Who can Gift ?***

**A-1.** A Pre-paid customer can gift his Talk value to another customer during active period of service and having balance.

### **Conditions:**

- Transferee should be in the active period of service.
- Maximum Talk value is Rs.100/- per transaction.
- Maximum one transaction per day.
- Gift is restricted within *Circle*.

**Q-2. *How do we get SMS based services for Gift ?***

**A-2.** Just type GIFT <space> Pre-paid No. to whom Gift to be made <space>Amount.

**Q-3. *Is there any charge involved for availing the services ?***

**A-3.** A transaction fee of Re.1/- will be charged per successful transaction.

## **SMS FOR GETTING CREDIT**

**Q-1. *What is this service ?***

**A-1.** A prepaid customer having balance lower than Rs.10/- ( but not negative) but wants to make a call urgently and is not possible for him to recharge immediately, can get the credit of Rs.10/-. Immediately on SMS (SMS format : CREDIT) Rs.10/- will be added to his account instantly.

### **Conditions:**

- The same feature will not be allowed again to the customer till he/she recharges.
- A sum of Rs.10/- will be debited from his balance on the next day midnight.
- If the customer does not recharge within next day, the balance will go to negative.
- An amount of Re.1/- will be charged per successful transaction.

## **ADDITIONAL FEATURES ABOUT SMS BASED SERVICES**

### ***Q-1. How to know your 'Plan' ?***

**A-1.** Any prepaid customer will be able to know the 'Plan' of his/her connection i.e. about the service class and tariff details of his/her existing 'Plan'. SMS Format is " MY PLAN" or "MYPLAN". It is a ***Toll-Free*** service.

### ***Q-2. How to get 'HELP' ?***

**A-2.** Any prepaid customer can avail this feature to know about all the schemes available in the SMS based services and RCV or STV operational in the Circle and included in this service. This also provides the list of RCV and STV that can be availed through SMS based service.

***SMS Format :***

Help<space>Scheme or RCV or STV. It is a Toll Free service.

### ***Q-3. Will there be any response from the system against the SMS sent during transaction ?***

**A-3.** *The system will respond by a return SMS:*

- On successful transaction.
- On unsuccessful transaction.
- On wrong SMS Format, it will suggest Help.