

## **Dialing Procedure for Fixed Line Pre-Paid (FLPP) PCO Service**

### **FLPP-(PCO Type) Pre Paid users:**

**User will have Direct access facility on his account.**

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#### **1. Procedure for Direct access.**

1. Your phone line needs to be configured with necessary category in the local exchange.
  2. If your account is not attached to your phone line do the following steps.  
**Procedure for account attachment:**
    - a. Dial 1284 followed by #. You will hear the announcement “ Welcome to FLPP service of BSNL, Please dial your account number followed by hash (#)”.
    - b. Dial your account number followed by hash (#).
    - c. Dial your Pin number followed by hash (#).
    - d. You will hear the announcement “Your credit is ... You can make calls until .... Please dial the destination number followed by hash or dial 9 hash (#) to go to the main menu”.
    - e. Dial 9 followed by hash (#).
    - f. You will hear the announcement “Please dial the service option, for help on service option please dial 5”.
    - g. Dial the service number 4 to attach your line, you will get the announcement “Your account is currently not attached press 1 to continue”.
    - h. Dial 1, you will get the announcement “ You have successfully attached your account-----”.
  3. If you have already attached your account to your phone line and line has been configured with necessary category dial directly the destination number. For example if you want to make a call to the number 2222 5555 dial 2222 5555 #.
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#### **2. Procedure to Recharge your account**

- a. Please scratch off the panel to obtain the 16 digits recharge code from your recharge voucher.
  - b. Dial 1284 #.
  - c. You will hear the announcement “Please dial the destination number followed by hash or 9 hash (#) to access the main menu”
  - d. Dial 9 followed by hash (#).
  - e. You will hear the announcement “ Please dial the service number”
  - f. Dial 2.
  - g. You will hear the announcement “ Please dial the recharge code digits followed by hash (#)”.
  - h. Dial the 16 digits recharge code followed by hash (#)
  - i. You will get your balance announcement. Verify that your credit has increased by the recharge value.
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#### **3. Menu Operations**

The menu is operated by dialing service numbers for various purposes as follows.

- a. For language modification dial 0
  - b. For Pin modification dial 1
  - c. For account Refill dial 2
  - d. For credit interrogation dial 3
  - e. For calling line attachment/detachment dial 4
  - f. For help dial 5
  - g. For Remote access enable/disable dial 6
  - h. For redial dial 7
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