

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

### Fixed Line Pre Paid over postpaid users:

User will have **Express access and Remote access facility on your account.**

**Express access:** Caller will have to dial 1805345 followed by the destination number where he wants to make a call. Express access is applicable for calling line attached to accounts.

**Remote access:** The caller will have to dial the access code 1806345 each time wants to make a call. The remote access shall facilitate the call from anywhere in India.

---

#### 1. Procedure for Remote access:

- a) Dial 1806345, you will get announcement “ Welcome to FLPP service of BSNL, Please dial your account number followed by hash (#)”.
- b) Dial your account number followed by hash (#). You will be asked to dial your Pin.
- c) Dial your Pin number followed by hash (#). You will get the announcement “Please dial your destination number followed by hash or dial 9 followed by hash to access main menu”.
- d) Dial the phone number where you want to make the call followed by hash.

**Postpaid use:** You can also make general postpaid calls and you will be billed for that call.

---

#### 2. Procedure for Express access.

##### i). Procedure for account attachment:

- a) Dial 1806345, 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 (#), you will get the announcement “Please dial the destination number followed by hash or dial 9 followed by hash to access main menu”.
- d) Dial 9 followed by hash., you will hear the announcement “Please dial the service option, for help on service option please dial 5”
- e) Dial the service number 4 to attach your line, you will get the announcement “Your account is currently not attached press 1 to continue”.
- f) Dial 1, you will get the announcement “ You have successfully attached your account-----”.
- g). If you have already attached your account to your phone line dial 1805345 followed by the destination number. For example if you want to make a call to the number 2222 5555 dial 1805345 2222 5555 #.

#### 3. Procedure to Recharge your account

- a) Please scratch off the panel to obtain the 16 digits recharge code from your recharge voucher.
- b) Dial 1806345, you will get announcement “ Welcome to FLPP service of BSNL, Please dial your account number followed by hash (#)”.
- c) Dial your account number followed by hash (#). You will be asked to dial your Pin.
- d) Dial your Pin number followed by hash (#). You will get the announcement “Please dial your destination number followed by hash or dial 9 followed by hash to access main menu”.
- e) Dial 9 followed by hash., you will hear the announcement “Please dial the service option, for help on service option please dial 5”
- f) Dial 2, you will hear the announcement “ Please dial the recharge code digits followed by hash”.
- g) Dial the 16 digits recharge code followed by hash (#)
- h) You will get your balance announcement. Verify that your credit has increased by the recharge value.

#### 4. Menu Operations

The Menu Option / Service Options are as follows follows.

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