



## MAHARASHTRA TELECOM CIRCLE

Dear Customers,

BSNL, Maharashtra Telecom Circle is the largest Telecom Service provider in the states of Maharashtra & Goa. It is also the largest telecom circle of BSNL both in terms of number of connections as well as revenue. It provides total telecom solutions to its valued customers including landline connections, mobile connections, fixed and limited mobility wireless connections, Internet and Broadband connections, High speed Giga Bit FTTH- Fibre to the Home, Bharat air Fibre, ISDN connections, Leased circuits, MPLS-VPNs and EPABXs/SIP PBX. It also provides a host of Value Added Services on its wireline and wireless networks and services such as audio conferencing and video conferencing. It's motto is to provide these services with complete transparency, reliability, economy and coverage to its customers.

The mission of BSNL Maharashtra Telecom Circle is to provide the state of the art telecom services to all parts of the States of Maharashtra and Goa including the remote areas. For this purpose, it has got a network of almost 5000 telephone exchanges spread all over the state connected with reliable optical fibre media. Most of the villages of the States of Maharashtra and Goa have already been covered with telecom facility and our endeavor is to cover the remaining villages also during the current year. The coverage of mobile network of BSNL is also being gradually expanded and efforts are being made to cover all the villages with a population of 5000 during the current year and thereafter cover all villages upto 1000 populations also in next 1 year. The Broadband connectivity is also being progressively extended beyond the district towns to cover all the exchanges/ Gram Panchayats.

Our efforts are to provide the best customer care for which the customer service centers are upgraded to provide single window service to our valued customers for extended hours on all working days and also on Sundays. For any grievance, our call center or concerned officers can be always contacted for which their contact numbers and e-mail address are provided on the web site.

Assuring you of our best services.

Yours sincerely,

CGM, MH

Circle.

### OUR GOAL

- Revolutionize Wireless Communication - GSM
- Broadband Services - Infotainment & Internet
- Intelligent Network - Switching of Services
- CRM & Call Centers - Customer relation & satisfaction

### FOCUS AREA

- 3 G /4 G Mobile
- Bandwidth on Demand
- Broad band Internet & FTTH
- Bharat Air Fibre
- Next Generation Network for Converge