

DYNAMIC STD/ISD CONTROL FACILITY

MAHANAGAR TELEPHONE NIGAM LIMITED

Q. 1. What is meant by Dynamic STD/ISD Control facility ?

A. With this facility, you can yourself lock/unlock the STD/ISD on your telephone by directly interacting with exchange computer through four digits secret code.

Q.2. Is it a reliable safeguard against misuse of STD/ISD facility by others?

A. Yes, since the code is known only to you and locking is done electronically from within the exchange computer, it provides a reliable safeguard against misuse of your STD/ISD facility by others.

Q. 3. How can the secret code be chosen and registered?

A.You can select a combination of any four digits 'ABCD' from '0000' to '9999' as your secret code such as 1234, 1144, 6789, 2233 etc. To register the chosen secret code directly from your telephone, follow either the procedure I or procedure II whichever is applicable for your exchange.

Procedure No. I : Dial 1 2 3 ABCD ABCD i.e. 1 2 3 followed by your secret code twice (eleven digits in succession without pause. On completion of above, you will hear an acceptance tone confirming that your chosen secret code has been registered by the exchange computer. Now replace your handset. This procedure is applicable for the telephone numbers starting with the exchange codes given in list- I below:

List-I:Digital Electronic exchanges 211,214, 215, 216,217,218 220,221,222,223, 224, 22516/ 7/ 8/9/, 241/ 2 /3 /4 /5 /6 /7 /8 /9 /294/6, 302, 323/5/6/7/8/9, 334/5/6/7/8, 35415, 371/2/3/4/5/8/9, 436, 460/1/2/3/4/9, 540/2/3/4/5/6/9, 550/1/1/2/3/4/5/6/, 557/8/9/, 561/2/5/7/8/, 570/5/6/7/8/9, 611 621/2/3, 645/6/7/8/9, 651/2, 680/1/2/3/4/5/6, 687/8, 691/2/3/4/6/8/9, 710/3/4/6/7/8/9, 720/1/2/3/4/5/6/7/8/9, 741/2/3, 753, 786/7/9,

Procedure -II : Dial 1 2 3 1111 ABCD (eleven digits in such Without pause) acceptance tone will confirm the registration. Now replace your handset This procedure is applicable for the telephone numbers starting with the exchanges codes given in list-II and list-III below:

List-II: Digital Electronic exchanges:

510/1/2/3/4/8/9, 547, 610/3/6/7/8/9, 689, 701, 702, 704, 705 & 745.

List- III: Analog Electronic exchanges:

291/2/3, 301, 331, 332, 572/3/4, 642/3/4, 751/2 & 777.

Q. 4. What is the procedure for locking/unlocking STD/ISD on a telephone ?

A. After you have registered your secret code, follow the procedure given below. In fact, you can avail of several possible combinations of facilities and even change your secret code by proper selection of control digit, a single digit number (0, 1, 2, 3, 4, 5, 6)

Facilities required For Digital Electronic Exchanges For Analog Electronic

(List I & II) Exchanges (List-III)

For phones with For phones having For phones having STD

STD & ISD both STD only (ISD & ISD both

barred)

Allowing all type Dial 124 ABCD 0 Not available Dial 124 ABCD 0

of calls (including

ISD).

Barring STD/ISD Dial 124 ABCD 1 Dial 124 ABCD 1 Dial 124 ABCD 1

calls.

Barring Dial 124 ABCD 2 Dial 124 ABCD Dial 124 ABCD 2

STD/ISD/Special 2

Services calls.

Allowing all types Dial 124 ABCD 3 Dial 124 ABCD 3 Dial 124 ABCD 3

calls except ISD

calls.

Barring all Dial 124 ABCD 4 Dial 124 ABCD 4 Not available

outgoing calls.

Barring only STD Dial 124 ABCD 5 Not available Not available

calls (ISD

available)

Barring only Dial 124 ABCD 6 Not available Not available

Local/Special

Services calls.

Changing the four Dial 123 ABCD Dial 123 ABCD Dial 123 ABCD

secret code PQRS PQRS PQRS

(where PQRS is the new four digits secret code selected by you.)

After each operation, viz. registration locking/unlocking etc., replace the handset after you hear an acceptance tone.

Illustrations:

i) Suppose

- Your telephone belongs to list II .
- You have both SID & ISD available.
- You have chosen 2233 as secret code.

Then to register your code initially dial 1 2 3 1111 2233 and replace

handset after you hear an acceptance tone.

Thereafter you will dial 12422330 to enable both STD and ISD on your telephone and 1242233 1 to bar both STD and ISD).

ii) Now suppose you want to change your secret code from 2233 to 6879, dial 1 2 3 2233 6879.

Acceptance tone confirms the registration of now secret code. Replace the handset.

Q.5. Is there any prescribed form to be filled up for availing this facility? If so, from where can the form be had.

A. Yes, the form can be obtained, free of cost, from any of the Area/Divisional/Mobile Customer Service Centres. Form can also be had from AUTOCOM service by faxing your request on fax No. 1661.

Q. 6. To whom should the filled-up application form be sent?

A. The completed application should be deposited at the respective Divisional Customer Service Centre.

Q.7. What are the charges for availing dynamic STD/ISD lock facility?

A. It is provided free of charge. please not that repetitive attempts using a wrong code may permanently jam the STD/ISD and disable the dynamic control facility. In such a case resetting is done on submission of an application at the respective Divisional Customer Service Centre and a charge of Rs. 30/- is levied.

Q.8. From where can more information or guidance be had?

A. Contact the Public Relation Officer (Assistance) of your area for any information/guidance.

The procedure for Dynamic STD/ISD control facility can also be had from our Billing Information Service Telephone Number 622 6600 and AUTOCOM Service fax Number 1661.