



Bharat Sanchar Nigam Ltd.

(A Government of India Enterprise)
(Corporate Office)

Room No. 29, I R Hall, Eastern Court, Janpath, New Delhi-110001
[RTI Cell]

No. 21-602/12-RTI

Dated: 3 .10.2012

To

Sh.Snehashish Ghosh
Centre for Internet and Society,
#194, 2nd 'C' Cross, Domlur 2nd Stage,
Bangalore-560071 (Karnataka)

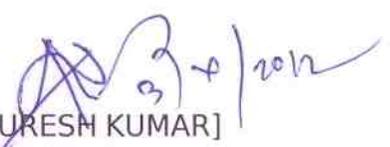
Sub: Supply of information under the provisions of Right to Information Act,
2005.

Kindly refer to your RTI application dated 10.09.2012 on the above
mentioned subject, information sought is enclosed herewith.

In case you are not satisfied, you can appeal to the Appellate Authority of
BSNL CO. The details of the Appellate Authority are as follows: /

Name : Shri Rajvir Sharma
Designation : GM (Coordination)
Address : Room No. 27, I R Hall, Eastern Court, Janpath,
New Delhi-110001

Encl: as above


[SURESH KUMAR]
Addl.GM (MIS) & CPIO
Tel: 2373 4311

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ACT - 2005

How long does BSNL store:

1. IP session information (Connection start and end time, bytes in and out): -3 years offline
2. Media Access Control (MAC) address of the modem/router/device: -3 years offline (time window of maximum 2 months has to be specified for querying since querying through full raw data may hang the system)
3. IP destination information (Browsing logs/history/access records): -Not feasible now
4. Browsing data (Inbound and outbound data content websites visited, email sent and received): -Not feasible now
5. Bill copies for post paid and recharge/top up billing details for prepaid: -Billing information of post paid Broadband are available in CDR system under ITPC. Prepaid voucher details are available for last 6 months.

Handwritten signature/initials: *Handwritten signature/initials*

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Does BSNL store the following information/data

- Text message detail (To and From cell numbers, timestamps)

Ans- Yes.

- Text message content (The text and/or data content of the SMS or MMS)

Ans- No.

- Call detail records (Inbound and outbound phone numbers, call duration)

Ans- Yes.

- Bill copies for postpaid and recharge/topup billing details for prepaid

Ans- Yes.

- Location Data (Based on cell tower, GPS, wi-fi hotspots or any combination thereof)

Ans- No.

2. If it does store data then

- For what period does BSNL store SMS and MMS messages, cellular and mobile data, customer data?

Ans- Only CDR for SMS & MMS messages is retained for 1 year. Content of these messages is not stored.

- What procedures for retention does BSNL have for SMS and MMS messages, cellular and mobile data, and customer data?

Ans- Current data in System, rest data in backup (Archived)

- What procedures for deletion of SMS and MMS messages, cellular and mobile data, and customer data?

Ans- Purged after one year.

- What security procedures are in place for SMS and MMS messages, cellular and mobile data, and customer data?

Ans- Industry standard security in conformity with the license conditions are in place.


कुलबीर सिंह
KULBIR SINGH
उप प्रबंधक
Deputy Manager
भारत संचार निगम लिमिटेड, मुख्यालय, नई दिल्ली
S. M. L. Corporate Office, New Delhi

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