



No. 64-370/2015-16/BB/Tariff/Pt.1

Dated: 12-01-2016


To
The CGMT,
ITPC, Pune

Subject:- Clarification regarding promotional scheme to offer ADSL WiFi modem at reduced sale price/free of cost to the new Broadband customers - reg.

1. Kindly refer to your office letter vide no. ITPC/CDR Project/BSNL CO/2015-16/23 dated 28-12-2015 regarding above cited subject.
2. In this regard, following clarifications are hereby issued:-

S. No.	Query	Clarification
1	Whether the Modem charges (recovery) to be applied only in the first 1/2/3 year (in case of annual, bi-annual, triennial) or for subsequent years also? Ex: A customer opted for annual plan. He successfully completed the first year and during the second year, he may disconnect the service or change his plan.	<i>The modem charges as communicated vide para (1) (c) of the circular, are to be adjusted in the first commitment period (annual/bi-annual/triennial) only.</i>
2	How to manage modem charges for below plan change scenario's: 1) Plan change from Annual/Bi-annual/Triennial to monthly (higher to lower)	<i>For the plan change during first commitment period (annual/bi-annual/triennial) only, the modem charges shall be adjusted as follows: (a) If subscriber has WiFi modem at reduced sale price, Rs. 1000/- shall be adjusted. (b) If subscriber has WiFi modem 'Free of cost', Rs. 1500/- shall be adjusted. The above shall be applicable whether plan is changed from higher to lower FMC or lower to higher FMC.</i>
	2) Plan change from Annual to Bi-annual/triennial	<i>a) If there is no change in the FMC of the plan, no charges towards the cost of modem shall be adjusted. b) If subscriber having WiFi modem at reduced sale price of Rs. 500/-, changes his plan between annual/Bi-annual/triennial with plan FMC less than Rs. 600/-, Rs. 1000/- shall be adjusted.</i>
	3) Plan change from Bi-annual to Annual /triennial	<i>c) If subscriber having WiFi modem 'free of cost', changes his plan between annual/Bi-annual/triennial with plan FMC less than Rs. 600/-, Rs. 1500/- shall be adjusted.</i>
	4) Plan change from triennial to Annual/Bi-annual	<i>d) If subscriber having WiFi modem 'free of cost', changes his plan between annual/Bi-annual/triennial with plan FMC Rs. 600/- & above but less than Rs. 1000/-, Rs. 500/- shall be adjusted.</i>

3. This has the approval of Director (CFA), BSNL Board.


(Deepak Garg)

12.1.16
Addl. GM (NWP-BB)

Copy to:

1. All CGMs, Telecom Circles/Metro Districts/BBNW Circle.
2. GM (Finance-CFA), BSNL C.O., New Delhi

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