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12/e  
भारत संचार निगम लिमिटेड  
(भारत सरकार का उपक्रम)  
BHARAT SANCHAR NIGAM LIMITED  
(A Govt. of India Enterprise)

File No: 64-03/2009-BB/

Dated 17-08-2011

To,

All CGMs  
BSNL Circles & Telecom Districts

**Subject:- Clarifications regarding longer duration payment options under postpaid broadband.**

Kind reference is invited to R&C-CFA letter No. 1-1/2009-R&C [CFA] dated 08.06.2011 (i.e. Circular R&C-CFA No. 05/11-12) regarding introduction of "Longer duration Payment options" to the Broadband customers across all the Postpaid Broadband Plans.

Many field units have been approaching this office for issuing some clarifications pertaining to the above mentioned scheme. In this regard, following clarifications are hereby issued:-

**Query-1:** Applicability of scheme to employees/retired employees of Govt./PSU.

**Reply:-** For the working/retired Govt./PSU employees, the 20% discount scheme on BB plan rental and usage shall not be applicable under two years and three years payment options.

**Query-2:** Accounting procedure in case of premature closure.

**Reply:-** The existing instructions for annual payment option as issued by commercial cell letter no. 111-19/08-CommI dated 12/09/2008 shall also apply for two years and three years payment options.

**Query-3:** Applicability of the scheme to BSNL employees.

**Reply:-** The annual/ two years/ three years payment options are not allowed to BSNL employees.

**Query-4:** Change from existing annual payment option to long duration option in case of existing customers.

**Reply:-** As one time measure and for a limited period of 30 days, existing BSNL BB customers may be allowed to change from annual payment option to two/three years payment option during the currency of validity period. The balance amount with BSNL may be worked out based on pro rata discounted charges and difference may be collected.

**For example:-**

- Customer enrolled for annual payment option under Plan 250 in Jan 2011.
- Amount paid in advance Rs. 2500/-
- Customer opts for three years payment option under the same plan from August 2011
- Then Balance with BSNL at the time of change = Rs. 2500 - [(2500/12)\*7] = Rs. 2500-1458 = Rs. 1042/-
- Customer may be enrolled in three years payment option by collecting Rs. (24\*250)-1042 = Rs. 4958/-

**Query-5:** Change between annual/two years/three years payment options during currency of validity period for new BB customers.

**Reply:-** New BB customers registered under annual/two years/three years payment options are not allowed to change between annual/two years/three years payment options during currency of validity period.

**Query-6:** Change of plan from higher to lower FMC and vice versa.

**Reply:-** The customer can change the plan from higher to lower FMC and vice versa under same payment option. The balance amount with BSNL for the earlier plan may be worked out based on pro rata discounted charges and difference may be collected.

**For example:-**

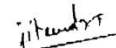
- Customer enrolled for two years payment option under Plan 250 in Jan 2011.
- Amount paid in advance Rs. 4500/-
- Customer opts for Plan 750 under same two years payment option from August 2011
- Then Balance with BSNL at the time of change = Rs. 4500 - [(4500/12)\*7] = Rs. 4500 - 1312.50 = Rs. 3188/-
- Customer may be enrolled in Plan 750 under same two years payment option by collecting Rs. (18\*750) - 3188 = Rs. 10312/-
- After collecting such an amount, the customer will be eligible for 24 months validity w.e.f. August 2011.
- The same method of calculation will apply when customer changes from higher to lower FMC plan.

**Query-7:** An existing customer has got a modem of his own. If he opts for longer duration payment scheme, whether he will be supplied free modem under eligible plans.

**Reply:-** No please.

**Query-8:** An existing customer has got a modem of his own. If he opts for longer duration payment scheme, asks for discount in cash against free modem, whether he is eligible.

**Reply:-** No please.

  
(Jitendra Kumar)  
DGM (S&M)-CFA

Copy for kind information please and n/a to:-

1. CGM (BBNW), New Delhi.
2. CGM (ITPC), Pune.

Endt.Lr.No. MKTG-CFA/Tariff/LL-BB - WLL/2010-11/13 dated at Chennai. 600 006. the 20-08-2011  
Copy forwarded to all Heads of SSAs of Tamilnadu Circle for information and necessary action.

  
Assistant General Manager (S & M)  
O/o GM (S&M,CFA), BSNL, TN Circle,  
Chennai 600 006.

**Copy to:**

1. DGM(IT), Circle office, Chennai-2.,
2. Sr. GM (TR), Circle office, Chennai-2.,
3. Call Centre, Trichy,
4. GM (ITPC), Hyderabad.,
5. AGM (CSC)/ AGM (MKTG -CFA)/ AGM (Udaan)/ of all SSAs,
6. AGM (BB) Circle Office
7. Circle intranet. 8.Spare



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