



No. 1-1/2013-R&C [CFA]

Dated: 07-05-2013

Circular R&C-CFA No.12/13-14

Subject: Discontinuance of charging one month FMC as penal charges for migration from lower FMC plan to Higher FMC plan under annual payment option - reg.

Kindly refer to R&C unit letter no. 3-21/2008-R&C (Circular No. 70) dated 14-01-2009 vide which it was clarified that if change of plan under annual payment option is opted by the customer towards a different monthly plan charges, one month full FMC as early termination charge shall be recovered from the customer.

2. Now it has been decided by the Competent Authority ***“for not deducting one month FMC as penal rent whenever a customer is migrating from lower FMC plan (under annual payment option) to higher FMC plan (under annual payment option).”***
3. The above instructions **shall have the immediate effect.**
4. All other terms and conditions shall remain unchanged.
5. Monthly feedback report may kindly be sent at tccfa.hq@bsnl.co.in and broadbandbsnlco@gmail.com.

(K.K.jain)
AGM (T&C)-CFA

To

All CGMs –Telecom Circles / Metro Telephone Districts.

Copy for information to: -

Copy for information to: -

1. CMD, BSNL.
2. Directors (CFA / CM / ENT / HR / FIN) on BSNLs Board.
3. PGMs Regulation, CO BSNL – for kind information and n/a.
4. GM (Marketing), CO BSNL, for adequate publicity and marketing of the service.
5. GM (CIT), CO BSNL – for placement on BSNL Website.
6. GM (NWP-BB)-CFA, CO BSNL w.r.t case mark: 64-03/08-BB/Pt.2 carrying the approval of the Competent Authority in the matter. It is requested that necessary action may be taken regarding website updation.
7. CGM (ITPC), Pune for necessary changes in CDR/billing systems.
8. Secretary TRAI – for kind information please
9. GM (BBNW), Bangalore NOC, East Telephone Exchange Building, Lazar Road, Near Bangalore east Rly Station Bangalore.
10. Director General P&T audit, Shyam Nath Marg, Near Old Secretariat, Delhi-110 054.
11. Guard File.

(S.S.Verma)
DM (T&C)-CFA