



**Circular R&C-CFA No. 24/11-12**

**Subject: Clarification regarding Free Modem for existing Broadband customers under monthly payment option who opt for annual payment option and waiving FMC for modem - reg.**

The field units have been seeking clarifications regarding Free Modem for existing Broadband customer under monthly payment option who opts for annual payment option where free modem is available and waiving of modem FMC. The case has been examined in this office and the following clarification is hereby issued with the approval of Competent Authority:-

- (i) *If an existing BB customer under monthly payment option having the modem on rental basis, opts for annual payment option (with/without plan change) where free modem is to be provided, the monthly rental of the modem will not be charged till the customer remains in the annual payment option. No additional modem (as per the plan applicability) will be provided to the customers in such cases.*
- (ii) *If an existing BB customer under monthly payment option having the modem on outright purchase from BSNL/ customer owned basis, opts for annual payment option (with/without plan change), No additional modem (as per the plan applicability) will be provided to the customers.*
- (iii) *It is also clarified that the customer, having already been provided free modem on his earlier annual rental subscription, shall not be given further any free modem on subsequent annual rental subscription.*

2. All other relevant terms and conditions as per the earlier circulars shall remain unchanged.

3. This circular is issued based on the approval of Competent Authority in NWP-BB file No. 64-133/BB/Tariff/11-12/Pt.4. For any clarification/correspondence, in this regard, matter may be taken up with Broadband Section, BSNL Corporate Office, Janpath, New Delhi-110001 (Tel. No. 011-23322064 and Fax No. 011-23734052).

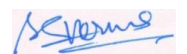
Sd/  
(S. L.Meena)  
AGM (T&C)-CFA

To

All CGMs - Telecom Circles/ Metro Telephone Districts.

Copy for information to: -

1. CMD, BSNL.
2. Directors (CFA / CM / ENT / HR / FIN) on BSNLs Board.
3. Executive Director (Finance)/CA/NB, CO BSNL.
4. All PGMs / GMs - CFA, CO BSNL.
5. GM (Marketing), CO BSNL.
6. GM (IT), CO BSNL – for placement on BSNL Website.
7. GM (NWP-BB)-CFA, CO BSNL w.r.t case mark: 64-133/BB/Tariff/11-12/Pt.4 carrying the approval of the Competent Authority in the matter. It is requested that necessary action may be taken regarding website updation.
8. CGM (ITPC), Pune, for necessary changes in CDR/billing system.
9. CGM (BBNW), BSNL, CTS Compound, Netaji Nagar, New Delhi-23.
10. GM (BBNW), Bangalore NOC, East Telephone Exchange Building, Lazar Road, Near Bangalore east Rly Station Bangalore.
11. Director General P&T audit, Shyam Nath Marg, Near Old Secretariat, Delhi-110 054.
12. Guard File.

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