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

File No: 64-27/08-BB/Pt.1

Dated 05-08-2011

To:

All CGMs
BSNL Circles & Telecom Districts

Subject:- Clarifications regarding Prepaid Broadband recharge vouchers.

Kind reference is invited to R&C-CFA letter No. 1-1/2009-R&C [CFA] dated 19.10.2009, 22.06.2010 & 25.07.2011 (i.e. Circular R&C-CFA No. 09/09-10, 07/10-11 & 16/11-12) regarding tariff for prepaid broadband services on DSL access.

Many field units have been approaching this office for treatment of existing Value based recharge vouchers and other voucher related issues. In this regard, following is clarified:-

1. Treatment of existing Value based prepaid BB recharge vouchers:-

- Value based Prepaid Broadband vouchers (as issued by R&C-CFA circular no. 09/09-10 dated 19-10-2009) should not be printed/promoted further.
- The existing Value based Prepaid Broadband vouchers which are 'already activated by the customer' may continue to be operated in the system.
- The existing Value based recharge vouchers "already purchased by the customers but not activated" may be allowed to activate.
- The existing Value based recharge vouchers available "in stock or with BSNL CSCs", may be withdrawn and should be replenished with the new/ revised **volume** based vouchers.


2. Mechanism to use existing Volume based recharge vouchers after revision:- Existing Volume based recharge vouchers (BBV RL 250, BBV RL 350, BBV RL 450, BBV RL 600, BBV RL 1000, BBV RL 1400, BBV RL 1750, BBV RL 1800, BBV RL 3000) available "in stock or with BSNL CSCs/franchisees" may be got stamped suitably with the corresponding revised usage/validity etc.

The customers who "already purchased the volume based vouchers but not activated yet" will automatically get the revised usage/validity etc. upon activation.

3. Following 'disclaimer' may be added in the terms and conditions of Prepaid broadband CAF:

"The prepaid broadband service can be used on any DSL enabled BSNL landline, and no claims of rebate or extension of validity etc will be admissible by linking it with any BSNL landline"

4. The new Volume based recharge vouchers (BBV RL 200, BBV RL 800, BBV RL 1500, BBV RL 6000) may immediately be got printed. It is also observed that some circles have not yet printed the volume based vouchers (as launched by R&C-CFA circular no. 07/10-11 dated 22-06-2010). Hence all the field units are requested to immediately print new/revised Volume based recharge vouchers (if not printed already) and made them available at BSNL CSCs/franchisees.


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

Copy to:-

1. CGM (BBNW), New Delhi for kind information please.