



**No.64-491/2020-NWP-BB**

**Dated 25.4.2020**

To,  
The CGMs  
All Telecom Circles and Metro Districts.

**Subject: Open Policy for engagement of Public Wi-Fi Partners (PWP) for provisioning of Wi-Fi services for Enterprise customers (bulk plans)-regarding.**

1. BSNL has deployed Wi-Fi Core System with main at Bangalore and DR at Pune. WAG and DHCP servers are located at five RPOP locations namely Bangalore, Pune, Chennai, Noida and Kolkata.
2. Overall utilization of the system in respect of aggregate WAG throughput (average of all five locations) is at a level , where in lot of bulk enterprise WiFi can be added , without any compromise on performance .
3. Thus there is immense scope for increasing Wi-Fi footprints in vast territory of the country especially for Enterprise customers through Bulk plans.
4. Therefore, for monetization of of deployed core Wifisystem, model of Wi-Fi open policy has been deliberatedat BSNL Corporate office in consultation with Wi-Fi Core team at Bangalore. The aim is to increase Wi fi coverage.
5. The Open Wi-Fi Policy for engagement/empanelment of Public Wi-Fi Providers to provide Wi-Fi services under Bulk user plan on revenue share basis is enclosed as Annexure.
6. The open policyshall be applicable for provisioning of Bulk User Wi-Fi plans .
7. This open policy shall be applicable for all the circles except Bihar, Jharkhand, Assam and Andaman Nicobar circles where exclusive contract with M/s GoIP is valid till 2021. For these circles, the same shall be considered for launch after the term of exclusive contract with M/s GoIP is over in 2021.
8. Circle shall start popularizing the policy and start engaging the Public Wi fi Partners with immediate effect. The agreement including terms and conditions of the Open Policy at the annexure shall be signed by SSA/BA levels.
9. Plan charges for various range of AP plans( 1-4 AP, 5-10 AP and 11-20 AP) is indicated in the enclosed policy. Any discounting power for these plans shall be decided by GM (CFA) with the approval of Director (CFA).
10. **BBNW NOC Bangalore shall make necessary arrangements for signing of agreement with OEMs and testing of Wi-Fi Access Location equipment at RPOP locations on priority so as to allow testing of the Wi-Fi services through this open policy in circles within above timelines.**
11. This is issued with the Approval of CMD(BSNL).

  
Sushma Mishra  
GM(NWP-BB)BSNL CO

Copy to:

- 1) CMD, BSNL for kind information, please.
- 2) Director(CFA)/Director(EB)/Director (CM) for kind info
- 3) CGM(ITPC)/CGM(BBNW) for info and necessary action

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## **Enterprise Wi-Fi Open Policy**

### **1. Enterprise Wi Fi Model**

- (i) Public Wi-Fi Providers/Partners (PWPs) shall be permitted on first come first served basis as per the requirement of SSAs/Circles.
- (ii) The PWP can deploy the APs both Indoor and Outdoor using the available models (including RAPs with mesh APs).
- (iii) The Public Wi-Fi provider (PWP) shall supply, install, commission, operate and maintain the PoEs/APs/UPS in customer premises.
- (iv) BSNL Reserves the right to broadcast its own SSID Other than captive traffic in future with addition additional bandwidth provision .
- (v) The required bandwidth for provisioning of bulk user plans shall be bundled with the various plans. Beyond this bandwidth, incremental BW charges shall be applicable for which BSNL will raise separate invoice to the bulk customers. No revenue share shall be payable to the Public Wi-Fi partners for the cumulative total Bandwidth charges beyond bundled BW.
- (vi) Internet shall be unlimited.
- (vii) Captive portal for customer authentication shall be customized as per client requirement. SSID will be configured as per the clients/Partner's choice

### **2. Responsibilities of Public Wi-Fi Partners (PWPs): -**

- (i) The Public Wi-Fi Partners engaged through this open policy shall supply, install, commission, operate and maintain Wi-Fi Hotspot location equipment such as Access Points (which may be indoor or outdoor), UPS, POE, racks and associated installation materials at hotspot locations, detailed architecture plan is at **Annexure-IA**.
- (ii) BSNL shall extend bandwidth as per tariff plans purchased by the customer. The Public Wi-Fi Partner shall be responsible for extending the Bandwidth connectivity from this single point to the remaining access points at that hotspot location including electrical wiring starting from UPS, optical , data, LAN cabling etc. For non-feasible locations, PWP can establish fiber or radio backhaul links to BSNL nearest point of presence. .
- (iii) Access Points (APs) shall be integrated with OEM's WLC and create CAP/WAP tunnel as per standard CAP/WAP protocol. Integration of deployed Access Points/POE/UPSs with the WLCs/EMS/CMS shall be responsibility of the Public Wi-Fi Partner and BSNL shall not bear any expense on account of it.
- (iv) The PWP shall plan the hotspot locations by site survey, plan logistics etc. and get the acceptance testing etc completed. The location /address details along with Lat/long of the HS/AP shall be furnished to BSNL and the Wi-Fi service provider shall not relocate the HS/AP without the concurrence from BSNL to comply with the security requirement of Govt/DoT/Regulator/LEAs.

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- (v) The Wi-Fi partner will be fully responsible for the operation and maintenance of HS/APs/PoEs/WLCs/EMSs being deployed under this partnership and shall have back to back arrangement with OEM of AP/WLC.
- (vi) Detailed scope of work regarding installation of Wi-Fi Hotspots, integration details of WLCs with BSNL's existing WAG/DHCP and integration of EMSs/CMSs shall be discussed and finalized with the Wi-Fi NoC team at the time of validation/testing.
- (vii) **Promotion and Marketing of services**—Public Wi-Fi Partners shall pro-actively market Wi-Fi services by educating the customer on the usage / benefits of the service & BSNL tariff plan etc. in consultation with BSNL. BSNL shall lock the marketing lead with the concerned partner only.
- (viii) The Public Wi-Fi Partner shall carry-out formalities for Customer acquisition, assisting customers in filling up of CAF (customer acquisition form), and subscription of BSNL services by residents in a pro-active manner. The Wi-Fi partner shall carryout required co-ordination with BSNL commercial / booking offices for completion of commercial formalities.

### 3. Responsibilities of BSNL:

- (i) BSNL shall provide space and power at Central location for Installation of WLC/EMS free of cost. No co-location charges shall be taken from the OEM/authorized partner of the OEM.
- (ii) The B/W or backhaul shall be bundled by BSNL as per the bulk user plan. To start with a minimum of 10 Mbps will be given and can be scaled upto 100 Mbps depending upon the usage/sessions/users/throughput which will be detailed by NoC. Initially plans ranging from 10-60 Mbps are proposed for Wi-Fi Hotspots with maximum of 10 Access Points. For larger Wi-Fi plans ranging from 11-20 Access Points, backhaul of 100 Mbps may be bundled with the plans for better customer experience.
- (iii) BSNL shall be responsible for integration of WLC/EMS with BSNL Core.
- (iv) Provisioning and Billing Shall be BSNL's responsibility.
- (v) BSNL shall provide necessary support to the PWP/OEM/authorized OEM for integration with the BSNL Core network, marketing strategies and use of prepaid Wallet system etc.

### 4. Eligibility Requirements of Public Wi-Fi Partners (PWPs):

- (i) Any registered/partnership/proprietorship firm/Society including existing Telecom Infra provider, having minimum turnover of Rs5 lakhs per year during the last three consecutive years shall be eligible.
- (ii) The registered/partnership/proprietorship firm/Society shall have worked with Telecom Service Provider(s)/ISP(s) for minimum 1 year.
- (iii) Existing FTTH Franchisee/Franchisee with good record of providing FTTH connections/BSNL services shall be eligible to become Public Wi-Fi Partners.
- (iv) One time Registration charges of Rs.10,000/- (non-refundable) and applicable taxes shall be taken at the time of registration.

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**5. Revenue share of the Wi-Fi Service Partners (PWPs):**

- (i) For feasible areas where BSNL bandwidth is available within 250 meters of the customer premises, Public Wi-Fi Partner (PWP) shall be responsible for extending the Bandwidth connectivity from this single point to the remaining access points:
- (ii) Revenue share to the PWP shall be at 25% of the net revenue for 1-4 APs plans.
- (iii) Revenue share to the PWP shall be at 28% of the net revenue for 5-10 APs plans.
- (iv) Share of revenue to the PWP shall be @30% of the net revenue for plans beyond 4 APs.
- (v) Plan charges and applicable revenue share to the PWP for 1-4 APs, 5-10 APs and 11-20 APs plans is provided in the table below:

Min. bandwidth in Mbps	Annual Plan charges for 1-4 AP plans	Revenue share to PWP	Min. bandwidth in Mbps	Annual Plan charges for 5-10 AP plans	Revenue share to PWP	Min. bandwidth in Mbps	Annual Plan charges for 11-20 AP plans	Revenue share to PWP
10	300000	25% of the net realised revenue	X	X	X	X	X	X
20	350000		X	X	X	X	X	X
30	400000		√	525000	28% of the net realised revenue	X	X	X
40	450000		√	575000		X	X	X
50	500000		√	625000		√	900000	30% of the net revenue
60	550000		√	675000		√	950000	
100	Revenue share to the PWP shall be as per the no. of AP plans, however, incremental BW charges applicable which shall be payable to BSNL only.					√	1050000	

- 5.1 For non-feasible areas where the Public Wi-Fi Partner (PWP) is required to extend bandwidth through radio antenna or through Optical Fiber arrangement from nearest PoP of BSNL, additional 8% of the revenue share (net realized revenue) on and above revenue share shall payable to the PWP.
- 5.2 Upon successful implementation of 3 projects under such arrangement, the Public Wi-Fi Partner (PWP) shall be considered for providing Large Solutions in BSNL's bid proposal to other Government entities. This shall encourage PWP for generating more business leads to BSNL.

**6. Payment terms:**

- (i) BSNL shall not pay any amount, out of security deposit collected by BSNL from Wi-Fi bulk customer, if any.
- (ii) The plan configuration and Billing for Bulk customers is already available in CDR System. Accordingly, the revenue Share and Tagging of the Public Wi-Fi Partners shall be done in the Clarity and CRM systems.

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- (iii) The revenue share reports shall be published in CDR using FMS system. FMS system shall provide Revenue Report by taking annual payments, cancellation and refunds into account. The Revenue Report is generated after realization of revenue for any given Bulk customer.
- (iv) After generation of revenue reports on FMS, since the revenue share and Tagging of the Public Wi-Fi Partner is available in Clarity and CRM systems, Payment of Bills to PWPs shall be made centrally at Circle level, based on the online Report of Revenue Share. One central location in the circle shall be responsible for the payment of all PWPs in the circle and payment shall be made within one month from realization of revenue from bulk user customer.
- (v) The Public Wi-Fi Provider shall receive upto 90% revenue share after deduction of 5% TDS margin & SLA after payment of bill by the customer. The Public Wi-Fi Partner shall submit invoice for 100% amount including GST. The withheld amount shall be settled after confirmation of satisfactory SLA by customers.
- (vi) In the enterprise WiFi, customers shall be shared in advance for the annual charges. The PWP partner can be paid revenue share on quarterly basis for 25% of the annual charges for first three quarters. In fourth quarter the charges shall be paid after settlement of SLA/related penalties agreed with customer.
- (vii) Rebates and compensation given by courts/TRAI/ any regulatory body to the customers, due to service deficiency, if any, shall be deducted from the due payment to the channel partner.
- (viii) Any discrepancy found in the payment settlement shall be mutually discussed and resolved. Balance of payments arising due to any reason shall be adjusted in future. In case of bill cancellation (due to wrong billing etc.) later, any excess payment made paid to Public Wi-Fi Partner (PWP) shall be adjusted accordingly on quarterly basis.
- (ix) For the Wi-Fi bulk user plans, the SLAs agreed with customers shall be applied back to back on the PWP. However, the Public Wi-Fi Partner shall not be levied penalty for faults on part of BSNL.
- (x) Since present prepaid wallet system is not suitable for high amount bills, the online payment method of revenue share shall be separately developed. Prepaid wallet of payment to Public Wi-Fi Partners (PWP) shall be implemented after further technical feasibility and successful testing of the same by ITPC.

**7. Duration of the contract period:**

- (i) Duration of contract shall be 3 years from the date of award of work. After 1 year, the contract can be extended for 2 years on satisfactory service to customer.
- (ii) Renewal or extension of the agreement after 3 years period will be based on the performance of the Public Wi-Fi provider (PWP).
- (iii) There shall be a lock in period of minimum 3 years for the PWP in order to ensure maintenance unless BSNL terminates the contract, the bidder is bound to provide services for 3 years. The exit during lock in period shall carry penalty in terms of surrender of all the equipment to the BSNL at no cost.

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**8. Termination - the agreement shall be terminated by giving a one months' notice to the Wi-Fi partner in case of :**

- (i) Failure to perform any obligation(s) under the Contract;
- (ii) Equipment does not perform satisfactory in the field in accordance with the specifications.
- (iii) Failure to meet the SLAs parameters continuously for 3 months.
- (iv) The agreement may also be terminated by mutual, written consent of the both parties by giving 6 months' notice.

**9. Responsibilities of OEM/Authorized partner of OEM for Access equipment at central locations**

- i) Wi-Fi Access Systems like WLCs, EMS/CMS shall be supplied, installed and commissioned by respective OEMs/authorized partner(s). All the OEMs/authorized representative(s) of OEMs of WLCs, EMSs for shall be allowed to deploy new Access Systems or augment existing Wi-Fi Access Infrastructure of BSNL at 5 RPOP locations namely Bangalore, Pune, Chennai, Kolkata and Noida.
- ii) All the OEM shall be offered to install and integrate Wi-Fi Access Systems (like WLC, EMS) with BSNL's Wi-Fi Core System and test one deployed Wi-Fi Access System within six (6) months at the location decided by BSNL
- iii) A Suitable Agreement shall be signed by PGM(NOC), Bangalore.
- iv) WLC shall be installed at RPOP locations of BSNL, in 1+1 configuration.
- v) The co-location of equipment by OEMs or authorized partner shall be permitted by BSNL. BSNL shall provide space, electricity, bandwidth for connecting the WLC free of cost.
- vi) WLC shall be Wi-Fi alliance certified for Passpoint™(Release 2 & above). It should have proven and security hardened operating system and shall provide network services like QoS, 802.1Q, Telnet, Radius, WPA, 802.11x etc. It should comply to Security standards such as 802.11i, WPA, WPA2 etc. Security guidelines of DoT/Government of India/LEA/Regulatory authority issued from time to time shall be adhered to.
- vii) BSNL shall facilitate the integration of deployed Wireless Access System (WLC, EMS/CMS) with BSNL existing Core System.
- viii) The Wireless LAN (WLC) supplied by the Wi-Fi shall be capable of managing multiple Access Points from central location. WLC shall be able to provide the status for each Access Point being managed and shall be able to remotely handle configuration, reboot, update of Firmware, backup of a group (one or more) of Access Points according to a schedule.
- ix) EMS/CMS supplied by Wi-Fi Access System Providers should have the capability to integrate with NMS in future. The cost shall be borne by the OEM/authorized partner of OEM.
- x) Further, Helpdesk for management, trouble ticketing, etc. of the deployed Access & hotspot equipment shall be setup by the OEM/authorized partner of OEM. The supplier shall provide a portal for booking faults and share the user id and password to all the node Incharges/NOC/Management for booking/closure of dockets and taking out necessary reports.

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