

412, 4th Floor, Bharat Sanchar Bhawan,
Harish Chandra Mathur Lane,
New Delhi – 110001
Ph.: 011-23765199
Fax.: 011-23731760
Email: navneet.dgmbssl@gmail.com



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

Letter No. BSNL/BD/Circle/2008/(Pt.-34)/2-36/170-1-1

Dated: - 28/09/2011

03/10/2011

**The GM (Enterprise-Circles)
All the Telecom Circle/ Telecom Districts**

Sub: Policy for EB Customers below Silver customers- Regarding

Ref:

1. CGMT/MH/EB-MH/Genl Corr/3

Dated: - 18/04/2011

With reference to above letter, Maharashtra Circle had requested for formulation of Policy for EB Customers below Silver category. The proposal was examined at BSNL CO and the competent authority has approved to the following:

1. As a policy matter all the leased line/ILL/MPLS VPN customers are considered as Enterprise Customers. In view of these, leased line/ILL/MPLS VPN customers who are not falling within the ambit of criteria, laid for platinum/Gold & Silver enterprise customers but availing enterprise services viz. Leased Lines/ILL/MPLS VPN, may be treated at par Silver customers and discounts allowed for silver enterprise customers may also be extended to them.
2. Accordingly in such cases the SSA heads and GM (EBs) are empowered for exercising similar discount structures as being offered for silver category customers **but only for those Enterprise customers who are not retail customers and availing the enterprise services viz. leased lines, ILL & MPLS VPN.**

It is requested that the necessary action may be taken accordingly.


(Navneet Chouhan)
DGM (EB-II)

Copy to: The CGM All the Telecom Circle/ Telecom Districts, for information please.