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भारत संचार निगम लिमिटेड

(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

No.: 61-40/2014-Infra Sales/Vol.I

Dated 23/01-2015

To
The Chief General Managers
All Telecom circle/Metro Distt.
Bharat Sanchar Nigam Limited

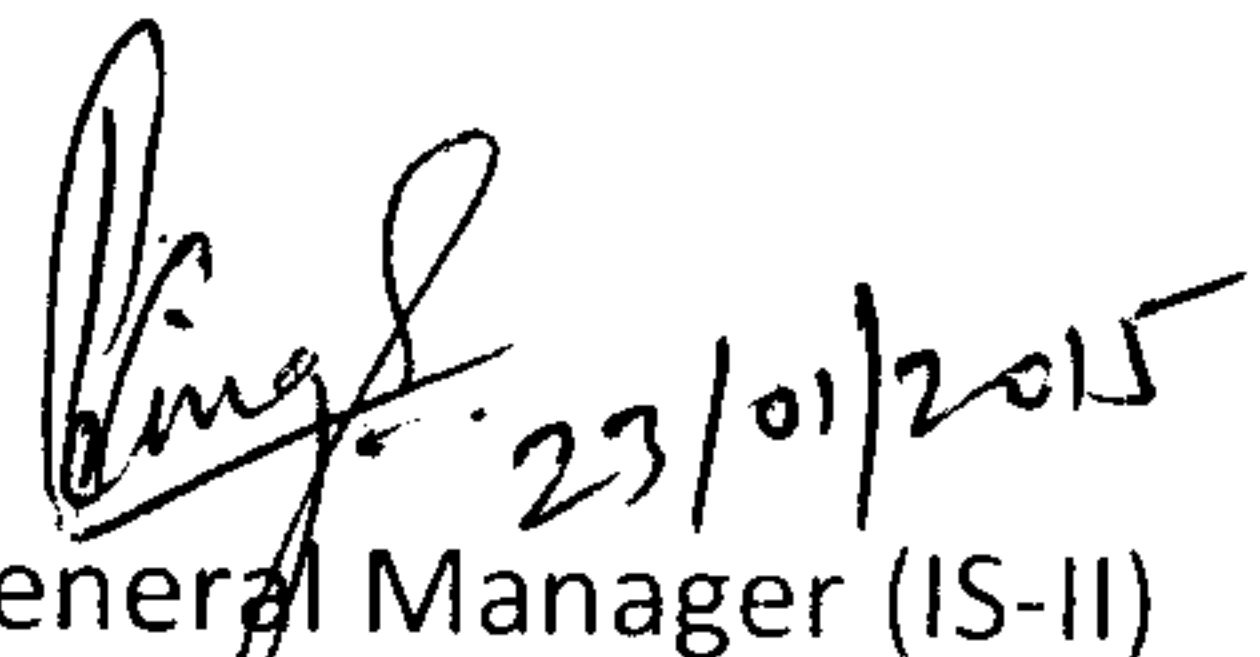
Subject: Compensation payable to BSNL due to outage beyond stipulated downtime.

Sir,

In continuation of this office letter No. 61-40/2014-Infra Sales dated 03.12.2014 regarding compensation payable to BSNL due to outage beyond stipulated downtime.

In this regard, I have been directed to request you that that the said letter is intended for improving uptime, provide continued services & reduce public complaints/help meet SLA's and ensure efficient mobile services in a friendly manner, giving reasonable time to IP's to set right their systems and improve uptime/ SLA's. In case of persistent failure by the IP, a notice may be issued to IP for taking action to control site outage as per provision in the MSA. If IP does not take corrective steps and improves the things in the reasonable time frame, despite 2 to 3 notices, the case may be processed for levy of compensation to BSNL.

This is issued with approval of competent authority.


Asstt. General Manager (IS-II)

Copy to:
All IPs for information and necessary action.