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Bharat Sanchar Bhawan  
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**भारत संचार निगम लिमिटेड**

(भारत सरकार का उपक्रम)

**BHARAT SANCHAR NIGAM LIMITED**

(A Govt. of India Enterprise)

No: 64-01/08- Broadband ( Pt-1)

15/09/09

To,

- [1] M/s HTL LTD GST Road Guindy, Chennai
- [2] M/s Sterlite Optical Technologies Ltd, New Delhi
- [3] M/s UTStarcom, Gurgaon
- [4] M/s ITI / M/s Sem India system Pvt Ltd, Bangalore
- [5] M/s Nokia Siemens Network, Gurgaon
- [6] M/s ZTE, Gurgaon
- [7] M/s Sterlite Telelink Ltd, New Delhi

Sub: Non repairing of Broadband modems

Kindly refer the subject above. Feed back received from circles indicates that faulty modems sent for repair to your firm are not being repaired within prescribed period. Also faulty modems under warranty are not being replaced in time as a result CPEs are accumulating with repair centers.

It is therefore requested that faulty modems under Warranty be replaced & warranty expired CPEs be repaired as per Terms & conditions of agreement.

A report of the details of CPEs to be collected, received, repaired & returned, replaced, pending with your repair centre may be submitted to this office by 15/09/09.

This may be treated as most urgent.

( R Saji Kumar )  
DGM( NWP-IV) CFA

Copy to : ALL CGMs( Circles/ Metro Districts)