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

No. 69-22/2008-CDMA/Vol-II

Dated: 11.01.2010

To,  
The CGMTs,  
All BSNL Telecom Circles.

**Sub.:- Guidelines for maintenance of EVDO/NIC data card in CDMA.**

**Ref.:- letter no. CGM/ MH NWP-AMC/ TE 337/ Nextera 019/ 09-10/ 8 dated 18.11.09 of MH circle.**

Kindly refer letter cited under reference I am directed to intimate, that competent authority has approved the following **guidelines for maintenance of EVDO/ NIC data card**

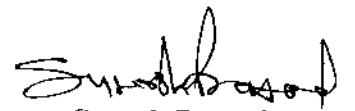
1. The field units shall keep 10% of EVDO/NIC working data card as maintenance stock
2. AMC shall not be entered into for NIC/EVDO data cards.
3. Circle shall follow following methodology to maintain the NIC/EVDO connections.

**(A). For Data Cards provided on Sale basis:**

Six month warranty shall be extended to customers from date of activation of data card connection. Faulty NIC data card/ EVDO data cards should be replaced as and when reported, from maintenance stocks, up to six months time from activation of data card connection. After expiry of six months warranty period , customer shall have choice to buy the data card either from BSNL, on prevailing prices or he can buy from the open market.

**(B). For Data Cards provided on Rent:**

Faulty NIC data card/ EVDO data cards should be replaced as and when reported, from maintenance stocks

  
(Suresh Prasad)  
AGM (CDMA)

Copy for information to:

- (i) GM (MM), BSNL CO.
- (ii) GM (NW Ops.-GSM), BSNL C.O.