



BHARAT SANCHAR NIGAM LTD.

Tamilnadu Telecom Circle

BSNL

Connecting India

TARIFF PLAN
CFA SERVICES

Updated till July 2011

Useful TIPS to customers

- **Land line/Broadband service at your door step: Send SMS 'LL' to 94000 54141**

- **Book your landline/broadband on line: Visit www.tamilnadu.bsnl.co.in**

- **1% discount on ECS Payment /On line payment of bills:**

Customers who pay their bills through Electronic clearance or on line get 1% discount on their bills. The discount will be effected in the next bill. Visit www.tamilnadu.bsnl.co.in

- **Which Broadband plan will suit you the best?**

Please visit www.tamilnadu.bsnl.co.in and click ' Broad band Best plan selector ' link.

- **Customers in limited download broad band plans!**

- Know your broad band usage and control expense. Send SMS '**BBU<space><STD Code><your Telephone number>**' to **52295** if your mobile is BSNL mobile. Other mobile users send SMS to **9448077777**.

Eg: A Vellore customer with number 2246190 has to type 'BBU 04162246190'

- Get alert on exceeding broadband free usage. Send SMS '**REG<space><STD Code><your Telephone number>**' to 52295 if your mobile is BSNL mobile. Other mobile users send SMS to 9448077777.

- **Purchase ITC /FLPP cards on line:**

ITC /FLPP cards are now available for purchase on line. www.tamilnadu.bsnl.co.in.

- **Avail Personalized Ring back tone on your land line:** Dial 56700

- **Get entertainment services** Mobile Radio, Cricket, Ringtones, News, Astrology etc: Dial 12555.

- **Music On demand service on Broadband**

Visit <http://www.bsnl.hungama.com> or call 1800-209-7010 toll free or SMS 'BSNL ACT' to 54646

- **Games On Demand service on Broad band :** Visit <http://bsnl.indiagames.com> or call 1800-425-0500 toll free

- **Avail Audio conferencing/PC conferencing service:** Visit www.meetingjunction.net.in or click meeting junction link in www.tamilnadu.bsnl.co.in.

- **Prepaid Broadband Recharge** facility available Online

For Internal circulation only

C.G.M.

July 29, 2011.

Dear friends,

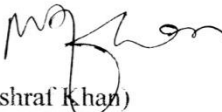
I have great pleasure in releasing the Tariff book-let for all services under CFA vertical (updated as on 19th July 2011).

The list is exhaustive and will be useful for reference while marketing our products to all sections of society viz. Corporate / Individual, Urban / Rural customers for our regular services as well as the Value Added Services.

With this Tariff Card on hand which will certainly serve as a ready reckoner, I am sure our sales/marketing personnel will be in a position to market our services more effectively and thus help in improving our revenue.

With regards,

Yours sincerely,


(Md. Ashraf Khan)

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A. LANDLINE AND WLL TARIFF PLANS

A.01 LANDLINE/WLL TARIFF PLANS FOR URBAN AREA

Particulars	Sulabh	General	One India	Economy	Special	Special Plus	Super	Premium
1. Security Deposit (Refundable)	Local + STD: Rs. 500, Local + STD + ISD: Rs. 2000, Rs.500/- for Sulabh with outgoing only on ITC (Existing BSNL landline customers are exempted)							
2. Installation Charges#	Rs.500							
3. Fixed Monthly Charges (Rs.)								
(a) Less than 30000 lines	75	120	180	300	425	975	1450	2450
(b) >30000 lines	99	180	180	300	425	975	1450	2450
4. Free Calls allowances (In MCU per month)	Nil	50	50	225	400	1000	1500	3000
5. Unit Call Charges (Rs.) (Except for free calls)	Rs.1.20	Rs.1.00 (<300 calls) Rs.1.20 (>300 calls)	Rs.1.00	Rs.1.20	Rs.1.10	Rs.1.00	Rs.0.90	Rs.0.80
6. CLIP Charges	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
7. Call Forwarding (Permitted within the BSNL Network & within the License Service Area, LSA)	If "A" originates a call to "B" and "B" forwards the call to "C" then charges will be Charges for "A" : Normal call charges between "A" & "B" Charges for "B" : Normal call charges between "B" & "C" as per plan. No fixed charge is payable for call forwarding. Charge for "C" : Nil							

PULSE RATE IN SECONDS PER MCU (w.e.f 1st December, 2010)

Particular	BSNL Network		Other Network	
	Fixed/WLL (except 10 digit numbers)	Cellular / WLL (10 digit numbers)	Fixed/WLL (except 10 digit numbers)	Cellular / WLL (10 digit numbers)
Local & Intra Circle Calls				
Local	180	120	180	60
0 -50 Km	180	120	180	60
> 50 Km	180	120	180	60
Inter Circle Calls (STD Calls outside Circle)				
0 -50 Km	180	60	180	60
> 50 Km	180	60	180	60

ISD PULSE RATE (w.e.f 22.01.2011)

Name of Country	Pulse in second	Rs. per minute*
USA, Canada, UK, Srilanka	10	7.20
Europe (Other than UK), Singapore, Thailand, Malaysia, Indonesia, Hong Kong, Kuwait, Bahrain, UAE, Bangladesh, Bhutan, Maldives, Nepal & Pakistan	7.5	9.60
Oman and Qatar	6	12.00
Cook Island, Cuba, East Timor, Guinea, Sao Tome, Zimbabwe	1.8	40
Diego Garcia	.72	100
Maldives	1.8	40
Rest of World	6	12

Note: (i) * Per Minute rates are based on Rs. 1.20 per pulse. The amount will be charged as per unit call charge in respective plan.
(ii) ISD calls rates are applicable to all calls originated from fixed, cellular, WLL services of BSNL.

PSTN ACCESS CHARGES FOR DIAL UP INTERNET

Time	Pulse Rate in second	Unit charge	Charges per Hour (In Rs.)
Peak hours: 07:30 to 22:30			
For One India Plan	375 Sec	As per plan	Rs.9.60 (Based on unit call rate of Rs.1.00)
For Other Plan	450 Sec	As per plan	Rs.9.60 (Based on unit call rate of Rs.1.20)
Off-Peak Hours: 22:30 to 7:30			
For One India Plan	750 Sec	As per plan	Rs.4.80 (Based on unit call rate of Rs.1.00)
For Other Plan	900 Sec	As per plan	Rs.4.80 (Based on unit call rate of Rs.1.20)
All Sunday (24 Hrs) and 3 national holiday will be Off-Peak Hours			

Note:

- All plans of Landline & WLL service have option of Annual Payment. Fixed Monthly Charges of 10 months will be charged against 12 months in this option when payment is made at a time in advance. This option is valid for plans issued by Corporate Office only.
- Internet facility on FWT can be availed @ Rs.250/- per month with unlimited download/upload limit.
- Annual & Biennial Fixed Charge Plan 600/ Plan 1200 & Plan 2160 respectively are also available in Landline/FWT/WLL with option of lump-sum payment of fixed charges on annual/biennial basis.

Safe Custody Plan for Landline services

Customers, who do not intend to use their landline connection for more than three months period and want to ensure that their line is not misused in their absence, can avail the Safe Custody Plan at very nominal charges:

- ✚ The safe custody charges will be Rs. 50/- per month for urban areas and Rs. 30/- per month for Rural areas. The charges will be paid in advance.
- ✚ The phone connection will be disabled for the period of safe custody.
- ✚ Telephone number will be retained and will be restored after the period of safe custody on the request of customer.
- ✚ The minimum period of safe custody will be three months.
- ✚ The charges will be applicable w.e.f. 5-5-09

A.02 LANDLINE/WLL TARIFF PLANS FOR RURAL AREAS

Particulars	Sulabh *	General	Economy (Old)	One India	Economy (New)	Special (New)	Special (Old)	Special Plus	Super	Premium
1. Security Deposit# (Refundable)	Local: Rs. 250, Local+STD: Rs. 500, Local+STD+ISD: Rs. 2000, Rs.500/- for Sulabh with outgoing only on ITC (Existing BSNL bfone customers are exempted)									
2. Installation Charges#	Rs.300									
3. Fixed Monthly Charges (Rs.)										
(a) Less than 1000 lines	75	50	150	180	300	425	650	975	1450	2450
(b) >1000 to < 30000 lines	75	110	150	180	300	425	650	975	1450	2450
(c) >30000 lines	99	150	150	180	300	425	650	975	1450	2450
4. Free Calls allowances (In MCU per month)	Nil	75	150	50	225	400	700	1000	1500	3000
5. Unit Call Charges (After free calls) (in Rs.)	1.20	0.80 (<300 calls) Rs. 1.20 (>300 calls)	1.20	1.00	1.20	1.10	1.10	1.00	0.90	0.80
6. Clip Charges	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

PULSE RATE IN SECONDS PER MCU (w.e.f 1st December, 2010)

Particular	BSNL Network		Other Network	
	Fixed/WLL (except 10 digit numbers)	Cellular / WLL (10 digit numbers)	Fixed/WLL (except 10 digit numbers)	Cellular / WLL (10 digit numbers)
Local & Intra Circle Calls				
Local	180	120	180	60
0 -50 Km	180	120	180	60
> 50 Km	180	120	180	60
Inter Circle Calls (STD Calls outside Circle)				
0 -50 Km	180	60	180	60
> 50 Km	180	60	180	60

ISD PULSE RATE (w.e.f 22.01.2011)

Name of Country	Pulse in second	Rs. per minute*
USA, Canada, UK, Srilanka	10	7.20
Europe (Other than UK), Singapore, Thailand, Malaysia, Indonesia, Hong Kong, Kuwait, Bahrain, UAE, Bangladesh, Bhutan, Maldives, Nepal & Pakistan	7.5	9.60
Oman and Qatar	6	12.00
Cook Island, Cuba, East Timor, Guinea, Sao Tome, Zimbabwe	1.8	40
Diegao Garcia	.72	100
Maldives	1.8	40
Rest of World	6	12

Note: (i) * Per Minute rates are based on Rs. 1.20 per pulse. The amount will be charged as per unit call charge in respective plan.

(ii) ISD calls rates are applicable to all calls originated from fixed, cellular, WLL services of BSNL.

10 free calls available on all type of VPTs.

PSTN ACCESS CHARGES FOR DIAL UP INTERNET

Time	Pulse Rate in second	Unit charge	Charges per hour in Rs.
Peak hours: 07:30 to 22:30			
For One India Plan	375 Sec	As per plan	Rs.9.60 (Based on unit call rate of Rs.1.00)
For Other Plan	450 Sec	As per plan	Rs.9.60 (Based on unit call rate of Rs.1.20)
Off-Peak Hours: 22:30 to 7:30			
For One India Plan	750 Sec	As per plan	Rs.4.80 (Based on unit call rate of Rs.1.00)
For Other Plan	900 Sec	As per plan	Rs.4.80 (Based on unit call rate of Rs.1.20)
All Sunday (24 Hrs) and 3 national holiday will be Off-Peak Hours			

FWT INTERNET USAGE CHARGES WITH SPEED OF 144 Kbps

Item	Charges/Pulse
Internet Access Pulse	60 Seconds
Charges per minute (Composite charges inclusive of internet access and ISP charges)	Rs.0.30 per minute
Speed	Upto 144 Kbps

Note:

- All plans of Landline & WLL service have option of annual payment. Fixed monthly charges of 10 months will be charged against 12 months in this option when payment is made at a time in advance. This option is valid for plans issued by Corporate Office only. The annual charges shall be collected from existing customers through the immediate next bill after a request for change of payment option has been received. (3-21/2008-R&C Dated 10-7-2009)
- Internet facility on FWT can be avail @ Rs.250/- per month with unlimited download/upload limit.

Safe Custody Plan for Landline services

Customers, who do not intend to use their landline connection for more than three months period and want to ensure that their line is not misused in their absence, can avail the Safe Custody Plan at very nominal charges:

- ✚ The safe custody charges will be Rs. 50/- per month for urban areas and Rs. 30/- per month for Rural areas. The charges will be paid in advance.
- ✚ The phone connection will be disabled for the period of safe custody.
- ✚ Telephone number will be retained and will be restored after the period of safe custody on the request of customer.
- ✚ The minimum period of safe custody will be three months.
- ✚ The charges will be applicable w.e.f. 5-5-09

A.03 LANDLINE/WLL ANNUAL/BIENNIAL FIXED CHARGES PLANS (w.e.f 31.03.2010)

Particular	Rural	Urban	
	Plan 600	Plan 1200	Plan 2160
Lump-sum fixed charges (non -refundable)	Rs. 600	Rs. 1200	2160
Monthly charges	Nil	Nil	Nil
Free calls per month (MCU)	30	50	50
Total Free Calls in MCU during the validity of plan	360	600	1200
Unit rate per MCU	0.80	1.00	1.00
Validity	12 months	12 months	24 months
Pulses	As per General Plan	As per General Plan	As per General Plan

Note:-

- (i) Service tax extra as applicable.
- (ii) Installation charges, security deposit & all other terms & condition will be applicable as per existing instructions.
- (iii) Free calls will be allowed on monthly basis e.g. under Rural One India Plan, free calls of 360 MCU may be provided to the customer on monthly basis i.e. 30 MCU free calls per month and bills will be issued as per the billing schedule.
- (iv) One month before the date of expiry, message will be sent to the customer through IVRS/telephone requesting him to renew the validity.
- (v) After expiry of validity period, if customer do not renew or not given the written consent for any plan, the connection will be disconnected immediately.
- (vi) Existing customers will also take the above plans by making lump-sum payment. The switch over to new plans will be applicable from 1st of next month.
- (vii) **Under Annual/Biennial Plans in case surrender of the connection / change of plan prior to the hire period of one / two year, the charges shall be adjusted on pro-rata basis taking the annual / biennial fixed charges divided by 12/24. In addition, one month charges, i.e., annual / biennial fixed charges divided by 10/18 as early termination charge shall also be charged after adjusting outstanding dues from the balance amount.**

A.04 ANNUAL PAYMENT OPTION FOR ALL EXISTING PLANS OF LANDLINE/WLL.

Annual payment option facility has been approved by the Competent Authority in all existing plans landline/WLL service by levying fixed monthly charges of 10 months as against 12 months when the payment is made at a time in advance (Circular No. 3-2/2010-R&C[CFA] dated 14-03-2011)

A.05 ZERO/REDUCED MONTHLY FIXED CHARGES UNDER LANDLINE SERVICES IN RURAL AREAS WITH EXCHANGE CAPACITY LESS THAN 1000:

A. Security deposit and installation charges:

Particular	Installation Charges	Security Deposit	
		Local	Local/STD
Charges	Rs.200	Rs.250	Rs.500

Note: The security deposit and installation charges may be recovered upto 4 installments equally if so desired by the customer.

B. Fixed monthly charges and call charges:

Particular	Option-I	Option-II
Lump-sum charges (non-refundable)	Rs.250/-	Nil
Fixed monthly charges for one year from the date of installation	Nil	Rs.20/-
Fixed monthly charges for 2 nd year	Nil	Rs.20/-
Free Calls in MCU	Nil	20
Validity	24 months	-
Unit rate inclusive of service tax	Rs.1.00/-	Rs.1.00/-

C. Pulse Rate: As per existing rate.

Note:

1. For ISD facility, an additional security deposit of Rs.1000/- may be collected at the time of installation or at the time of request for provision of ISD facility.
2. The connections should be provided by the best possible utilization of available resources in terms of Lines & Wires, drop wire, subscribers instruments and other items. No additional expenditure should be incurred for laying cables etc. for providing these connections.
3. The existing customers can opt to shift under this plan and vice versa.
4. **The above scheme is launched on promotional basis for 90 days w.e.f 01/08/2008.**

A.06 OPTIONAL PLANS UNDER LANDLINE/WLL FOR RURAL & URBAN AREAS

Particulars	Rural Gramin-75 (For Rural)	Plan-120 (For Urban)
For Exchange Capacity	>999 & <30000 lines	*For all areas
Fixed monthly charges in Rs.	75	120
Free calls in MCU/Month	75	50
Pulse Rate	As per General Plan	As per General Plan
Unit Rate in Rs.		
Upto 300 MCU/Month	1.00	1.20
> 300 MCU/Month	1.20	1.20

1. *The new optional Plan 120 is basically meant for the subscribers, who are paying fixed monthly charges more than Rs.120/-.
2. The above plans are optional only. 4

A.07 SPECIAL SCHEMES ON LANDLINE/FWT/WLL

1. Rent Free Landline Connection Scheme:

One landline (bfone) connection would be offered free of cost (No rental but usage charges will be there) to the CICs/Corporate/General Customer of bfone having average monthly bill of Rs.500 and more (average of last six months).

Important Features:

1. Fixed Monthly Rental : Nil
2. Free Calls: Nil
3. Call Charges: Rs.1.20 per MCU
4. The connection will be provided to the individual or organization in the same premises where bfone is working.
5. Initially connection will be provided without STD.
6. For STD facility subscriber has to give request with applicable security deposit.

2. New Telephone connections to govt. department without security deposit:

New telephone connections (bfone) except temporary connection may be provided without security deposit (ARD) to the State government departments, Central government departments, Central PSUs, Local/Municipal bodies etc. No refund/adjustment of existing ARD/Security deposit is permitted under any circumstances.

Special package for fixed line phone used for Swiping Credit /Debit card authorization

Security Deposit	As applicable	
Installation Charges	Rs. 500	
Fixed Monthly Charges	Rs. 450/- p.m.	
Free calls	Nil	
(i) Local Calls	(a) Fixed to Fixed	50 paise per 60 sec. pulse
	(b) Fixed to Cell	As per existing tariff
(ii) STD/ISD CALLS	As per existing tariff	

A.08 FIXED LANDLINE PREPAID (FLPP) SERVICES.

TARIFF FOR PREPAID (FLPP SERVICE) OVER POSTPAID LANDLINE

This service can be offered on any landline in any post-paid plans subject to technical feasibility. The service shall get activated as soon as the customer activates the account with the help of Retail Account Card for the service. The tariff over post-paid service is as under

Retail Prepaid + Postpaid Account Card Profiles

S.No.	Particulars	Retail Prepaid
1.	One time activation charge	Rs.100/-
2.	Service Tax + Education Cess @ 10.30 %	Rs.10.30
3.	Sale Value of Card	Rs.110.00
4.	Talk Value	Rs.90
5.	Validity of Account Card	60 days
6.	Unit Rate	Rs.1.20

Recharge Coupons

S.No.	Card Value (In Rs)	100	200	500
1.	Talk Value	120	240	600
2.	Service Tax + Education Cess @ 10.30 %	10.30	20.60	51.50
3.	Sale Value including service tax (In Rs.)	110	221	552
4.	Validity (Days)	90	120	150
5.	Grace Period (Days)	7	7	7
6.	MCU Rate (In Rs.)	1.20	1.20	1.20

Call Tariff

Calls from FLPP over PostPaid Landline	Pulse (Seconds)			
	BSNL Network		Other Network	
	Fixed Line /WLL (except 10 digit nos.)	Cellular/WLL (10 digit nos.)	Fixed Line /WLL (except 10 digit nos.)	Cellular/WLL (10 digit nos.)
Local & Intra Circle Calls				
Local & Intra Up to 50 Kms	180	120	180	60
Intra Circle Calls > 50 Kms	180	120	180	60
Inter Circle Calls				
0-50 Kms	180	60	180	60
>50 Kms	180	60	180	60

A.09 ISDN PRI AND BRI SERVICES

TARIFF PLAN FOR ISDN PRI SERVICE

Particulars	General Plan	Economy	Special Plan	Super Plan	Mega Plan	Super Mega Plan
Registration	Nil	Nil	Nil	Nil	Nil	Nil
Initial Deposit	Rs. 10000	Rs. 15000	Rs.15000	Rs.15000	Rs.15000	Rs.15000
Fixed Monthly Charges	Rs.1750 p.m* & Rs.1000 on each additional Km or part**	Rs.1750	Rs.1750	Rs.1750	Rs.1750	Rs.1750
Plan Charges	-----	Rs.8250	Rs.18250	Rs.43250	Rs.88250	Rs.298250
Free Calls (MCU)	Nil	7500	18000	44000	90000	325000
Call charges (After free calls)	Rs. 1.10	Rs. 1.10	Rs. 1.00	Rs. 0.85	Rs. 0.80	Rs. 0.70

Note:

- (i) *Subject to Technical feasibility on existing media/ copper media
- (ii) ** Only if additional equipment or resources utilized for providing ISDN PRI connection after 3 Km
- (iii) Above plans are w.e.f 11/06/2008.

Optional "ONE INDIA" Plan for ISDN PRI Customers:

S.No.	Particulars	Amount in Rupees
1	Fixed Monthly Charges	10000/-
2	Free Calls	Nil
3	Unit Rate	1.00
4	Pulses	As per existing One India Plan of bfone

Note:

- (i) All other terms and conditions shall remain unchanged.
- (ii) This offer is effective from 01/08/2007.

Free Modem to CICs in Super Mega & Mega Plan ISDN PRI service options:

Particulars	Minimum Commitment Period
Super Mega Plan	One Year
Mega Plan	Two Year

NOTE: In case customers wants to switchover from Mega Plan to Super Mega Plan, the commitment of 2 years in Mega Plan may be cancelled and new commitment of one year for Super Mega Plan may be commenced from the date such conversion is allowed.

Other Terms & Conditions:

1. All above plans are not applicable for DID EPABX (BSNL Franchisee) scheme, Licensed Telecom Service Providers and only incoming PRI subscribers
2. Lower rental of Rs.1750/- per month can be offered to VAS service providers on the condition that the service provider takes all resources from BSNL and pays minimum revenue of Rs.12 lakh per month.
3. The above charges shall be on non-graded basis.
4. Migration of one plan to another plan will be permissible without any additional charges.

TARIFF PLAN FOR ISDN BRI SERVICE (w.e.f 01/05/06)

Particulars	General Plan	Economy Plan	Special Plan	Super Plan
Registration	Nil	Nil	Nil	Nil
Initial Deposit (ARD)	Rs. 3000	Rs. 3000	Rs. 3000	Rs. 3000
Fixed Monthly Charges	360	360	360	360
Plan Charges	Nil	590	1140	2640
Monthly free calls	0	700	1250	3000
Unit call charges beyond free calls	1.10	1.00	0.90	0.85

Note: The above tariff shall not be applicable to ISDN PRIs taken only for incoming calls and to licensed telecom service providers

Minimum Hiring period of regular ISDN BRA/PRA connection

Type of connection installed	Before 1/4/1999	Before 1/4/99 to 30/06/2005	After 01/07/2005
ISDN BRA	1 Year	Nil	3 Months
ISDN PRA	1 Year	Nil	3 Months

B. LOCAL/STD/ISD PCOs/VPTs

B.01 LOCAL/STD/ISD PCOs/VPT INCLUDING CCB TYPE PCOs

1. Minimum Guarantee and Security Deposit:

Particulars	Local CCB Type PCO		Local VPTs		Local VPTs y/STD VPTs	Local/STD/ISD* PCOs	
	Rural	Urban	Rural	Urban	Rural	Rural	Urban
Minimum Guarantee**	100	100	0	0	0	80	200
Security Deposit*							
Handicapped	0	0	0	0	250	0	0
Other than Handicapped	600	1000	0	0	250	600	1000

* For ISD facility, additional security deposit of Rs.2000 may be taken for urban areas PCOs.

** Minimum guarantee is inclusive of service tax but exclusive of commission viz. net billing in respect of Local CCB Type PCOs and in respect of Local/ STD/ISD PCOs both for rural and urban minimum guarantee is exclusive of service tax and education cess.

10 MCUs as free calls per month for all VPTs working on landline/DSPT/CDMA postpaid service (Circular No. 6-1/2009-R&C-CFA dated 24.12.2009).

2. Pulse Rate

(i) Local / STD Pulse Rate for all type of PCOs: (w.e.f. 01.05.2009)

Particulars	Unit Rate (inclusive of service tax)	From Landline / WLL / FLPP PCOs				From GSM / CDMA PCOs (Full Mobility)
		BSNL Network		Other Network		All Networks
		Wireline / WLL*	Cellular/ CDMA	Wireline/ WLL*	Cellular/ CDMA	All Calls
1. Local & Intra Circle Calls :						
a) Local & Intra Circle upto 50 kms	Re.1.00	90	60	90	60	
b) Intra Circle > 50 kms	Re.1.00	60		60		
2. Inter Circle Calls	Re.1.00		60		60	

*WLL numbers are less than 10 digit number (without STD code)

(ii) Pulse rate for PCOs working on DSPT [w.e.f. 01.05.2009]

Particulars	Unit Rate . (Rs.)	Pulse in Sec	Remarks
Local & Intra Circle Calls	1.00	60	Irrespective of distance
Inter Circle Calls	1.00	60	

(iii) ISD Call Charges (Unit Rate of Rs.1.00 inclusive of Service Tax):

Country Category	Pulse (Sec)	Rs./Min. inclusive of Service Tax
USA, Canada, UK, Sri Lanka	6	10
Europe (Other than UK), Singapore, Thailand, Malaysia, Indonesia and Hong Kong, Kuwait, Bahrain, UAE,	5	12
Cook Islands, Cuba, East Timor, Guinea, Maldives, Sao Tome, Zimbabwe	1.5	40
Diegao Garcia	.6	100
Rest of World (Including Oman and Qatar)	4	15

Note:(a) All type of PCOs means Local PCOs including CCB/Handicapped PCO, local VPTs, STD/ISD & STD VPTs.

(b) All Local PCOs shall have STD facility.

3. Defined Rates for billing of Land line PCOs:

(i) For All type of Postpaid Landline PCOs including fixed PCOs provided on WLL & VPTs (except Local VPT) w.e.f. 01.09.2010:

Billed MCU per month	MRP per MCU	Defined Rate	ST & Cess applicable on defined rate (10.3%)	Net billed to PCO Operator per MCU inclusive of ST & Cess
C1	C2	C3	C4=C3*10.3%	C5=C3+C4
<=400	1	0.662	0.068	0.730
>400 <=1500	1	0.617	0.063	0.680
>1500 <=2500	1	0.571	0.059	0.630
>2500	1	0.544	0.056	0.600

Note: 1. MRP is defined as: Maximum limit of the price allowed to be charged to public by the PCO operator.

2. Defined rate is: Basic price charged to PCO operators (excluding S.T & Cess).

(ii) For Local VPT:

There is no change in discount structure of local VPT no service tax is leviable on local calls made from Local VPT. However billing shall be done in respect of Local VPT Operators on the basis of revised billing policy i.e. Bills shall be issued to VPT Operators @ 50 paise per MCU after allowing discount instead of Rs.1.00 per MCU.

4. **Loyalty Bonus:** Loyalty bonus discontinued w.e.f. 01/06/2008

5. **Service charge for franchised STD/ISD PCOs & STD VPTs:** Since the tariff is also applicable to CCB type PCOs, the levy of service charge is not mandatory.

6. **Billing Schedule:** Monthly Billing for all type of PCOs has been prescribed.

B.02 FIXED LANDLINE PREPAID (FLPP) PCO

1. FLPP Local/STD/ISD PCO Call Charges:

Type of Call	Unit Rate (Incl. S.T)	Pulse (Seconds)			
		BSNL Network		Other Network	
		Fixed Line /WLL	Cellular	Fixed Line	Cellular/WLL
Local & Intra Circle Calls					
Local & Intra Up to 50 Kms	Rs.1.00	90	60	60	60
Intra Circle Calls > 50 Kms	Rs.1.00	60	60	60	60
Inter Circle Calls					
0-50 Kms	Rs.1.00	30	30	30	30
>50 Kms	Rs.1.00	30	30	30	30
ISD Calls					
Name of countries					Pulse (Seconds)
(a) USA, Canada, UK, Srilanka					6
(b) Europe (other than UK), Singapore, Indonesia, Hongkong, Kuwait, Bahrain, UAE, Oman & Qatar					5
(c) Rest of World					4

2. Account card, Recharge Coupons Value, Validity and Net Sale Priced for FLPP PCO w.e.f 01/08/2011, Modified vide Circular No.15/11-12 dtd 19.07.2011

Card Value	Account Card	Recharge Coupons							Validity Coupon
Card Value (Rs.)	300	300	500	1000	3000	3500	5000	10000	150
Validity (In Days)	7	30	45	60	60	60	60	75	20
Talk Value (Rs.)	200	300	500	1000	3000	3500	5000	10000	Nil
Ser. Tax (10.30%) (Rs.)	28	28	47	93	280	327	467	934	14
% of Comm.	N.A	32	33.5	36	36.5	38	40	42.5	Nil
Comm. Amount (Rs.)	N.A	87	152	327	993	1206	1813	3853	Nil
Net Sale Price* (Rs.)	300	213	348	673	2007	2294	3187	6147	150
MCU Rate (ST Included)	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

*** Net Sale price of all recharge coupons is inclusive of service Tax & Education Cess and Higher education cess.**

- Commission will be paid upfront i.e. net amount after deducting commission will be charged at the time of sale of the recharge coupon.
- These PCO cards will be sold from the BSNL Customer Center only.
- Uniform Grace period of 22 days is allowed for all value of cards. However no additional grace period is allowed. No outgoing call is allowed during the grace period. The unutilized balance amount in the previous card can be carried forward in case of renewal within the grace period, thereafter it shall lapse.
- The Service charges as applicable in the present regime of Post paid STD PCO shall continue.
- The Security Deposit already given by the PCO holder should be refunded after three months of migration to Prepaid PCO. The refund may be in terms of cash after 3 months of migration to take care of accounting issue.
- The Top Up cards in Pre-Paid PCOs (FLPP PCO) are not permissible.
- The shelf life for account card will be of 5 years and of recharge coupons will be of 3 years.
- All the prevailing instructions/guidelines issued by corporate office for post paid STD PCOs/Local PCOs will be applicable for universal PCOs (FLPP account) also.

Concessional Telephone facility for Personnel of Armed Forces and Paramilitary forces.

vide letter No. 11-04/99-PHA dated 25th April 2000, concessional tariff facility was given at ¼ of normal rate to armed forces and paramilitary forces for STD calls made from PCOs in Kargil, Nobra and Leh SDCA operated by any Armed forces. ISD calls made to Nepal from these PCOs were also covered under this concessional tariff facility.

Vide letter No. 2-10/01 PHA dated 17th April, 2001 for the benefit of personnel of Armed forces as well as paramilitary forces, STD calls made from 0800 hours to 2130 hours from STD PCOs operated by armed forces in the forward area of Nathual (Sikkim) shall be charged @ 50% of normal rates on all days of the week. The same concession would also be applicable for ISD calls made to Nepal from these PCOs.

C. DSPT Tariff

C.01 TARIFF OF DSPT SERVICE ON COMMERCIAL BASIS

A. Tariff for Digital Satellite Public Telephone (DSPT) Service on Commercial basis

S. No.	Particulars	Amount
1	Sale Price including installation of each DSPT terminal (1.2 m Antenna Diameter with BUC (1 Watt)	Rs.80,000 (Non refundable)
2	Sale Price of SPV equipment per unit	Rs.35,000 (Non refundable)
3 (i)	Voice Usage Charges (Within India) Fixed monthly charges	Rs.500.00
(ii)	Call charges per minute	Rs. 5.00
(iii)	Pulse rate	60 seconds
4	Minimum Commitment	2 years
5	Other charges	WPC charges, Service Tax , Licence Fee etc.

(105-1/2008-Comml Dated 18-6-2008 and 10-3/Comm./2009-R&C Dated 26-5-2009).

Other terms and conditions: DSPT service shall be provided after an agreement is signed with the customer. The agreement should, inter alia, include following points:

- (i) For commercial purpose, DSPT will be procured based on the request received from the customer;
- (ii) In case of surrender of service by the customer before the expiry of the minimum commitment period, the customer shall be liable to pay the dues on account of all engaged service, for the remaining period;
- (iii) In addition to (ii) above, in case of surrender before the expiry of commitment period, the decommissioning charges @Rs.10,000/per DSPT terminal shall also be payable by the customer;
- (iv) The transportation of equipment to site is customer's responsibility;
- (v) WPC charges, Licence Fees will be charged @ 15% on item 1 & 2 above (i.e. Sale price of DSPT Terminal and Sale price of SPV equipment)
- (vi) Broadband Service to DSPT customer may be provided under Unlimited Business Plan UL3300/UL3300 plus as per existing guidelines for Broadband services

B. Shifting Charges of DSPT service on Commercial basis

S.No.	Particulars	Charges (Rs.)
1	Dismantling of DSPT	10000/-
2	Re-installation of DSPT	10000/-
3	Transportation charges	4000/-
4	Site survey charges	2500/-
5	LF & WPC charges @ 15% of (1+2+3+4)	3975/-
6	Total charges for shifting of DSPT	30475 /-

(6-1/2009-R&C [CFA] Dated 24-9-09)

- (i) Service Tax will be charged extra, as applicable.
- (ii) The equipment shall be insured for any damage caused during transit and the insurance charges shall be borne by the customer.
- (iii) Shifting charges are applicable to customers for DSPT taken on commercial basis only.

C.02 Tariff for provisioning of (i) 2nd Telephone Connection on the 2nd Port of DSPT

connection to the same user and (ii) Temporary DSPT connection on Commercial Basis.

a. Tariff for Provisioning and Installation of 2nd Telephone connection on the existing DSPT (w.e.f 21.07.2010)

Sl.No	Particulars	Charges (in Rs.)
1.	One Time Provisioning Charge	35,000/-
2.	Fixed Monthly charges (FMC)	500/-
3.	Call charges per Minute	5/-
4.	Pulse Rate	60 sec.
5.	ISD call charges for DSPT connection on any port	Existing ISD rate + Rs. 5/- per minute.
6.	Security Deposit	
a.	For 1 st (main) connection (Non-ISD)	Average billed amount of last 3 billing cycles.
b.	For 2 nd connection (Non-ISD)	Rs. 15,000/-, subject to review after 3 months.
Additional Security Deposit of Rs. 10,000/- shall be obtained for provisioning of ISD facility in addition to the amount specified at 6(a) & 6(b) above.		

b. Tariff for Temporary provisioning of DSPT connection: (w.e.f.21.07.2010)

Sl. No.	Particulars	Charges (in Rs.)
1.	Security Deposit for provisioning of DSPT without SPV system	1,00,000/-
2.	Security Deposit for provisioning of DSPT with SPV system	1,40,000/-
3.	Installation, Commissioning & Transportation	15,000/-
4.	LF & WPC charges	a) DSPT system without SPV system b) DSPT system with SPV system
		12,000/- 17,250/-
5.	Fixed Monthly charges (FMC)	5,000/-
6.	Call Charges Per Minute	5/-
7.	Pulse Rate	60 sec
8.	Dismantle Charges	10,000/-

Note: Temporary DSPT connection can be given for a maximum period of three (3) months only.

c. Tariff for Internet Access with facility of download of data at 64 Kbps on DSPT : (w.e.f. 17.08.2010)

Sl. No.	Particulars	Charges (in Rs.)
1.	Fixed Monthly Charges (FMC) :	
a.	For Unlimited Plan	Rs. 9,999/-
b.	For Limited Plan with Free Download upto 200 MB	Rs. 1,350/-
	Additional usage Charges per MB beyond 200 MB in case of Limited Plan	Rs. 4/- per MB
2.	Provisioning/Installation charges	Rs. 1000/-

D. Broadband Services (Rationalised w.e.f. 01.02.2011)

D.01 BROADBAND TARIFF LIMITED PLANS (w.e.f. 01-02-2011)

Particulars	Limited Plans										
	BBG 250	BBG Combo 299	BBG 300 CS3*	BBG FN Combo 500	BBG FN Combo 599	BBG FN Combo 600	BBG 700	BBG Combo 1111	BBG Speed Combo 2799	BBG Super Speed Combo 4999	BBG Super Speed Combo 6999
Bandwidth (Download Speed) upto	Upto 2Mbps	256 kbps	Upto 512 Kbps	Upto 2 Mbps	upto 512 Kbps	Upto 2 Mbps	Upto 2Mbps	upto 2 Mbps	Upto 8Mbps	Upto 16 Mbps	Upto 24 Mbps
Applicability	All Users	All Users	All Users in Assam Circle only	All Users	All Users	All Users	All Users	All Users	All Users	All Users	All Users
Monthly Charges (Rs)	250	299	300	500	599	600	700	1111	2799	4999	6999
Annual Payment Option (Rs)	2500	2990	3000	5000	5990	6000	7000	11110	27990	49990	69990
Two Years Payment Option@ (Rs.) [18 x FMC]	4500	5382	5400	9000	10782	10800	12600	19998	50382	89982	125982
Three Years Payment Option@ (Rs.) [24 x FMC]	6000	7176	7200	12000	14376	14400	16800	26664	67176	119976	167976
Download/Upload Limit (MB/ GB) per month	1.0 GB	1.0 GB	2 GB	1.5 GB	4 GB	2.5 GB	4 GB	15 GB	60 GB	125 GB	250 GB
Additional Usage Charges/MB beyond free download/upload limit (Rs)	0.20 upto 5 GB, 0.10 thereafter	0.20 upto 5 GB, 0.10 thereafter	0.20 upto 10 GB, 0.10 thereafter	0.20	0.20	0.20 upto 5 GB, 0.10 thereafter	0.20 upto 5 GB, 0.10 thereafter	0.10	0.10	0.10	0.10
Night Unlimited (0200-0800 Hrs)	No	No	No	Yes	Yes	Yes	No	No	No	No	No
Free E-mail IDs/Space (Per E-mail ID)	1/5 MB	1/5 MB	1/5 MB	1/5 MB	1/5 MB	1/5 MB	1/5 MB	1/5 MB	1/5 MB	1/5 MB	1/5 MB
Static IP Address (On Request)	NA	NA	NA	NA	NA	NA	NA	One @ Rs. 2000/- p.a. additional	One Free	One Free	One Free
Security Deposit	NIL	NIL	NIL	NIL	One Month charges	One Month charges	One Month charges	One Month charges	One Month charges	One Month charges	One Month charges
Minimum Hire Period	One Month	One Month	One Month	One Month	One Month	One Month	One Month	One Month	One Month	One Month	One Month
Telephone fixed monthly charges in Rs	As per existing Landline Plan	NIL	As per existing Landline Plan	NIL	NIL	NIL	As per existing Landline Plan	NIL	NIL	NIL	NIL
Free Calls		NIL		175	200	250		500	500	1000	1000
MCU charges/pulse in Rs.		1		1	1	1		1	1	1	1
Committed Period for FREE MODEM**	Not Applicable	Not Applicable	Not applicable	Not Applicable	Not applicable	Not Applicable	Not Applicable	12 Months	12 Months	12 Months	12 Months
Type of Modem\$	NA	NA	NA	NA	NA	NA	NA	ADSL Basic	ADSL WiFi	VDSL WiFi	VDSL WiFi

@ w.e.f. 01-07-2011

* Promotional plan in Assam Circle only upto 28-06-2011

** The modem shall be given FREE if the customer commits for the period as shown and pays the necessary charges in advance. In this case customers will than own the modem and not required to return the modem.

\$ Customer eligible for ADSL Basic modem may be offered Other Modem Types on payment of Half the price Customers eligible for ADSL Wifi modem may be offered ADSL Basic modem if they choose without an extra cost.

Note:-

D.02 BROADBAND TARIFF UNLIMITED PLANS

Particulars	Unlimited Plans									
	BB Home UL 499	BB Home Combo UL 625	BB Home UL 750	BB Home Combo UL 750	BBG Combo ULD 850	BB Home Combo ULD 900	BBG Combo ULD 1000	BBG Combo ULD 1350	BBG Combo ULD 1700	BBG ULD 2150
Bandwidth (Download Speed) upto	256 Kbps##	256 Kbps	512 Kbps	512 Kbps	1 Mbps upto 8 GB, 256 Kbps beyond 8 GB	4 Mbps upto 8 GB, 256 Kbps beyond 8 GB	2 Mbps upto 15 GB, 256 Kbps beyond 15 GB	4 Mbps upto 20 GB, 512 kbps beyond 20 GB	2 Mbps upto 40 GB, 256 kbps beyond 40 GB	1 Mbps upto 100 GB, 256 Kbps beyond 100 GB
Applicability	Home only	Home only	Home only	Home only	All Users	Home only	All Users	All Users	All Users	All Users
Monthly Charges (Rs)	499	625	750	750	850	900	1000	1350	1700	2150
Annual Payment Option (Rs)	4990	6250	7500	7500	8500	9000	10000	13500	17000	21500
Two Years Payment Option@ (Rs.) [18 x FMC]	8982	11250	13500	13500	15300	16200	18000	24300	30600	38700
Three Years Payment Option@ (Rs.) [24 x FMC]	11976	15000	18000	18000	20400	21600	24000	32400	40800	51600
Download/Upload Limit (MB/ GB) per month	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Additional Usage Charges/MB beyond free download/upload limit (Rs)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Night Unlimited (0200-0800 Hrs)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Free E-mail IDs/Space (Per E-mail ID)	1/5 MB	1/5 MB	2/5 MB	2/5 MB	1/5 MB	1/5 MB	1/5 MB	2/5 MB	1/5 MB	1/5 MB
Static IP Address (On Request)	NA	NA	NA	NA	NA	NA	One @ Rs. 2000/- p.a. additional	One @ Rs. 2000/- p.a. additional	One @ Rs. 1800/- p.a. additional	One @ Rs. 1800/- p.a. additional
Security Deposit	One Month charges	One Month charges	One Month charges	One Month charges	One Month charges	One Month charges	One Month charges	One Month charges	One Month charges	One Month charges
Minimum Hire Period	One Month	One Month	One Month	One Month	One Month	One Month	One Month	One Month	One Month	One Month
Telephone fixed monthly charges in Rs	As per existing Landline Plan	NIL	As per existing Landline Plan	NIL	NIL	NIL	NIL	NIL	NIL	As per existing Landline Plan
Free Calls		100		NIL	350	400	450	250	50	
MCU charges/pulse in Rs.		1		1	1	1	1	1	1	
Committed Period for FREE MODEM**	Not Applicable	Not Applicable	Not applicable	Not Applicable	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months
Type of Modem\$	NA	NA	NA	NA	ADSL Basic	ADSL Basic	ADSL Basic	ADSL Basic	ADSL Basic	ADSL WiFi

@ w.e.f. 01-07-2011

[512 Kbps upto 2 GB, 256 Kbps beyond] in Hyderabad TD only as a promotion measure for 90 days w.e.f. 01-05-2011.

** The modem shall be given FREE if the customer commits for the period as shown and pays the necessary charges in advance.

In this case customers will than own the modem and not required to return the modem.

\$ Customer eligible for ADSL Basic modem may be offered Other Modem Types on payment of Half the price

Customers eligible for ADSL Wifi modem may be offered ADSL Basic modem if they choose without an extra cost.

Note:-

1. The above rates are exclusive of Service Tax, which will be charged as per prevailing rates.

D.03 BROADBAND TARIFF UNLIMITED PLANS

Particulars	Unlimited Plans								
	BBG Combo ULD 2150	BBG ULD 3300	BBG Combo ULD 3300	BBG ULD 6000	BBG Combo ULD 6000	BBG UL 9000	BBG Combo UL 9000	BBG UL 15000	BBG Combo UL 15000
Bandwidth (Download Speed) upto	1 Mbps upto 100 GB, 256 Kbps beyond 100 GB	2 Mbps upto 150 GB, 512 Kbps beyond 150 GB	2 Mbps upto 150 GB, 512 Kbps beyond 150 GB	4 Mbps upto 200 GB, 1 Mbps beyond 200 GB	4 Mbps upto 200 GB, 1 Mbps beyond 200 GB	2 Mbps Unlimited	2 Mbps Unlimited	4 Mbps Unlimited	4 Mbps Unlimited
Applicability	All Users	All Users	All Users	All Users	All Users	All Users	All Users	All Users	All Users
Monthly Charges (Rs)	2150	3300	3300	6000	6000	9000	9000	15000	15000
Annual Payment Option (Rs)	21500	33000	33000	60000	60000	90000	90000	150000	150000
Two Years Payment Option@ (Rs.) [18 x FMC]	38700	59400	59400	108000	108000	162000	162000	270000	270000
Three Years Payment Option@ (Rs.) [24 x FMC]	51600	79200	79200	144000	144000	216000	216000	360000	360000
Download/Upload Limit (MB/ GB) per month	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Additional Usage Charges/MB beyond free download/upload limit (Rs)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Night Unlimited (0200-0800 Hrs)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Free E-mail IDs/Space (Per E-mail ID)	1/5 MB	4/5MB	4/5MB	4/5MB	4/5MB	4/5MB	4/5MB	4/5MB	4/5MB
Static IP Address (On Request)	One @ Rs. 1800/- p.a. additional	One Free	One Free	One Free	One Free	One Free	One Free	One Free	One Free
Security Deposit	One Month charges	One Month charges	One Month charges	One Month charges	One Month charges	One Month charges	One Month charges	One Month charges	One Month charges
Minimum Hire Period	One Month	One Month	One Month	One Month	One Month	One Month	One Month	One Month	One Month
Telephone fixed monthly charges in Rs	NIL	As per existing Landline Plan	NIL	As per existing Landline Plan	NIL	As per existing Landline Plan	NIL	As per existing Landline Plan	NIL
Free Calls	250		500		1000		1500		2000
MCU charges/pulse in Rs.	1		0.8		0.8		0.8		0.8
Committed Period for FREE MODEM**	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	1 Month	1 Month
Type of Modem\$	ADSL WiFi	ADSL WiFi	ADSL WiFi	ADSL WiFi	ADSL WiFi	ADSL WiFi	ADSL WiFi	ADSL WiFi	ADSL WiFi

@ w.e.f. 01-07-2011

** The modem shall be given FREE if the customer commits for the period as shown and pays the necessary charges in advance. In this case customers will then own the modem and not required to return the modem.

\$ Customer eligible for ADSL Basic modem may be offered Other Modem Types on payment of Half the price
Customers eligible for ADSL Wifi modem may be offered ADSL Basic modem if they choose without an extra cost.

Note:-

1. The above rates are exclusive of Service Tax, which will be charged as per prevailing rates.

D.04 BROADBAND TARIFF RURAL PLANS

Particulars	Rural Plans [^]					
	BBG Rural USOF 99	BBG Rural USOF 150	BBG Rural Combo 250	BBHome Rural Combo ULD 500	BBG Rural Combo 550	BBG Rural Combo 999
Bandwidth (Download Speed) upto	512 Kbps/ upto 2Mbps	512 Kbps/ upto 2Mbps	512 Kbps/ upto 2Mbps	512 Kbps upto 6 GB & 256 Kbps beyond 6 GB	512 Kbps/ upto 2Mbps	512 Kbps/ up to 2 Mbps
Applicability	All Rural	All Rural	All Rural	Rural Home	All Rural	All Rural
Monthly Charges (Rs)	99	150	250	500	550	999
Annual Payment Option (Rs)	990	1500	2500	5000	5500	9990
Two Years Payment Option@ (Rs.) [18 x FMC]	1782	2700	4500	9000	9900	17982
Three Years Payment Option@ (Rs.) [24 x FMC]	2376	3600	6000	12000	13200	23976
Download/Upload Limit (MB/ GB) per month	400 MB	1 GB	1.5 GB	Unlimited	6 GB	20 GB
Additional Usage Charges/MB beyond free download/upload limit (Rs)	0.30 upto 3 GB, 0.10 beyond 3 GB	0.30 upto 3 GB, 0.10 beyond 3 GB	0.20 upto 3 GB, 0.10 beyond 3 GB	N/A	0.15 upto 8 GB, 0.10 thereafter	0.10
Night Unlimited (0200-0800 Hrs)	No	No	No	Not Applicable	No	No
Free E-mail IDs/Space (Per E-mail ID)	1/5 MB	1/5 MB	1/5 MB	1/5 MB	1/5 MB	1/5 MB
Static IP Address (On Request)	NA	NA	NA	NA	NA	NA
Security Deposit	Nil	Nil	Nil	Nil	Nil	Nil
Minimum Hire Period	Nil	Nil	Nil	Nil	Nil	Nil
Telephone fixed monthly charges in Rs	As per existing Rural Landline Plan	As per existing Rural Landline Plan	NIL	NIL	NIL	NIL
Free Calls			100	150	250	450
MCU charges/ pulse in Rs.			1	1	1	1
Committed Period for FREE MODEM**	Nil	Nil	Nil	Nil	Nil	Nil
Type of Modem\$	ADSL Basic	ADSL Basic	ADSL Basic	ADSL Basic	ADSL Basic	ADSL Basic

@ w.e.f. 01-07-2011

** The modem shall be given FREE if the customer commits for the period as shown and pays the necessary charges in advance. In this case customers will than own the modem and not required to return the modem.

[^] **No charges for registration, modem, security deposit and installation will be taken from customers for these USO plans in rural areas.**

\$ Customer eligible for ADSL Basic modem may be offered Other Modem Types on payment of Half the price
Customers eligible for ADSL Wifi modem may be offered ADSL Basic modem if they choose without an extra cost.

Note:-

1. The above rates are exclusive of Service Tax, which will be charged as per prevailing rates.

D.05 BROADBAND TARIFF (CSC/PCO) PLANS

Particulars	CSC Plans				PCO Plans	
	BB CSC 400	BB CSC 1000	BB CSC ULD 999	BB CSC UL 1500	BB PCO 400	BB PCO 1000
Bandwidth (Download Speed) upto	512 Kbps/ Upto 2Mbps	512 Kbps/ Upto 2Mbps	512 Kbps upto 6 GB & 256 Kbps beyond 6 GB	512 Kbps	512 Kbps/ Upto 2Mbps	512 Kbps/ Upto 2Mbps
Applicability	CSCs under e-governance and "Private Broadband Kiosks in rural USOF areas"	CSCs under e-governance and "Private Broadband Kiosks in rural USOF areas"	CSCs under e-governance	CSCs under e-governance	PCOs Only	PCOs only
Monthly Charges (Rs)	400	1000	999	1500	400	1000
Annual Payment Option (Rs)	NA	NA	NA	NA	NA	NA
Two Years Payment Option@ (Rs.) [18 x FMC]	7200	18000	17982	27000	7200	18000
Three Years Payment Option@ (Rs.) [24 x FMC]	9600	24000	23976	36000	9600	24000
Download/Upload Limit (MB/ GB) per month	4 GB	10 GB	Unlimited	Unlimited	4 GB	10 GB
Additional Usage Charges/MB beyond free download/upload limit (Rs)	0.15	0.10	NA	NA	0.15	0.10
Night Unlimited (0200-0800 Hrs)	No	No	No	No	No	No
Free E-mail IDs/Space (Per E-mail ID)	1/5 MB	1/5 MB	1/5 MB	1/5 MB	1/5 MB	1/5 MB
Static IP Address (On Request)	NA	NA	NA	NA	NA	NA
Security Deposit	One Month charges	One Month charges	One Month charges	One Month charges	One Month charges	One Month charges
Minimum Hire Period	Nil	Nil	Nil	Nil	Nil	Nil
Telephone fixed monthly charges in Rs	As per existing Landline Plan	As per existing Landline Plan	As per existing Landline Plan	As per existing Landline Plan	As per Existing PCO Tariff	As per existing PCO Tariff
Free Calls						
MCU charges/ pulse in Rs.						
Committed Period for FREE MODEM**	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Type of Modem\$	NA	NA	NA	NA	NA	NA

@ w.e.f. 01-07-2011

** The modem shall be given FREE if the customer commits for the period as shown and pays the necessary charges in advance. In this case customers will than own the modem and not required to return the modem.

\$ Customer eligible for ADSL Basic modem may be offered Other Modem Types on payment of Half the price
Customers eligible for ADSL Wifi modem may be offered ADSL Basic modem if they choose without an extra cost.

Note:-

1. The above rates are exclusive of Service Tax, which will be charged as per prevailing rates.

D.06 BROADBAND TARIFF INSTALLATION/MODEM CHARGES/SCHEMES

INITIAL AND OTHER CHARGES:				
Installation charges	Rs 250 (In case of modem from BSNL on rental or customer owned modem)			
Shifting Charges	Nil			
Change of Plan Charges	Nil			
Modem Charges:- (A) Modem on Outright purchase: Different options are given below:				
Ports	ADSL Basic Modem	ADSL WiFi Modem	ADSL WiFi-TA Modem	VDSL WiFi Modem
Ethernet	One	Four	Four	Four
Wi-Fi	-	One	One	One
USB	One	-	-	-
Terminal Adapter	-	-	One	-
MRP Charges (Rs) ~	1100	1800	2250	2950
(B) Modem on Rent: (i) The monthly rental for modems shall be as given below:				
Particulars	Modem Type			
	ADSL Basic Modem	ADSL WiFi Modem	ADSL WiFi-TA Modem	VDSL WiFi Modem
Monthly Rental (Upto 24 Months)	Rs. 50 p.m.	Rs. 80 p.m.	Rs. 100 p.m.	Rs. 130 p.m.
Monthly Rental (After 24 Months)	Rs. 25 p.m.	Rs. 40 p.m.	Rs. 50 p.m.	Rs. 65 p.m.
(ii) Security Deposit (refundable) : Rs 500				

~ Inclusive of VAT/Sales Tax

Special Discount scheme for Central Govt. / State Govt./ PSU employees and to Visually Impaired customers of both existing/new.

Discount @ 20% of FMC & usage charges is available to serving/retired Employees of Central/State Govt/PSUs except BSNL employees for the broadband connections working for them on concessional basis or as service broadband connections under official capacity. However, the 20% discount is admissible to the BSNL employees at par with Central/State Govt/ PSUs employees if the said broadband connection is other than the concessional broadband connection or residential service broadband connection provided in official capacity.

Exiting Special Relief Scheme “SAMADHAAN” for settlement of disputes in r/o BB usage Bills for the benefit of existing and ex-customers of Broadband Service of BSNL upto 30th September 2011.

As per information gathered from the field units there have been disconnections/disputes in respect of Broadband Connections. The main reasons for non-payment of Broadband bill/s are reported to be the customer getting a bill for usage of Broadband beyond his expected usage. This generally happens in the initial usage of Broadband Connections due to non awareness about the appropriate plan required to be selected to suffice the Customer requirements.

To win back such customers BSNL has decided to **introduce onetime Special Relief Scheme “SAMADHAAN” with the options as indicated below as a goodwill gesture as one time relief to such customers:**

Option - I (Applicable to all customers – Home & Business)

A customer against whom one or more such alleged excessive bill/s is/are outstanding may under this option settle his bill/s to the extent of maximum three bills of three consecutive billing cycles as follows :

1. Pay Rs. 750/- for excess usage (beyond the admissible limit as per plan) for first 5 GB per Bill and the remaining excess usage (if any) beyond 5 GB @ Rs. 100/- per GB or part thereof per bill. This settlement shall be applicable individually against each disputed bill.
2. The relief mentioned at (i) above under this option can be availed of up to a maximum of three consecutive bills only i.e., the latest disputed bills and two immediately preceding bills, in case these two preceding bills too are disputed and unpaid.
3. Head of the SSA may, however, on the merits of each case allow settlement of such disputed bills for six consecutive billing cycles i.e., the latest disputed bill and preceding five bills, if disputed and unpaid.
4. The above mentioned relief shall be allowed to the customer, if the customer (Home & Business) simultaneously chooses a **BB Plan at least Start up 250** or any other higher Plan (in terms of FMC). A Home user can choose only Home Plan and the Business user has to choose a suitable Business/General Plan. Both the category of customers have to commit to remain in the BB Plan so chosen for a period of twelve months after the aforesaid settlement, by payment of ten months FMC as Annual Payment in advance.

Option - II (Applicable to all customers – Home & Business)

Under this option the customer can settle his disputed bill/s as follows:

1. The customers may choose **any limited usage Broadband Plan of higher FMC**. The customer's disputed bills under the earlier plan may be settled as per the chosen New Limited Usage Plan. In case the free usage in the chosen plan is less than the total usage in each of the disputed bills, the remaining usage against each such bill may be settled as per the existing usage charges per MB prescribed in the chosen plan.
2. The above relief shall be applicable to customer only if the customer commits to remain in the chosen limited Plan for three months by payment of FMC for three months in advance, after the settlement of the disputed bill/s.
3. The relief mentioned at (i) above under this option shall be applicable uniformly up to three consecutive bills only i.e., the latest disputed bills and two immediately preceding bills, in case these two preceding bills too are disputed and unpaid.
4. Head of the SSA may, however, on the merits of each case allow settlement of such disputed bills for six consecutive billing cycles i.e., the latest disputed bill and preceding five bills, if disputed and unpaid.

Option - III (A) (Applicable to Home User only)

1. The customer can select any of the following **Unlimited Home Plans** to get corresponding rebate on the excess usage of his/her disputed bill/s.

Plan Name	Speed	Rebate (in GB)	Extra usage charges (per GB or part thereof) beyond the rebate in each disputed bills
BB Home UL 499	256 Kbps	5 GB	Rs. 125/-
BB Home Combo UL 625	256 Kbps	5 GB	Rs. 125/-
BB Home UL 750	512 Kbps	10 GB	Rs. 100/-
BB Home Combo UL 750	512 Kbps	10 GB	Rs. 100/-
BB Home Combo ULD 900	4 Mbps upto 8 GB, 256 Kbps beyond 8 GB	12 GB	Rs. 100/-

2. The relief mentioned at (i) above under this option shall be applicable uniformly up to three consecutive bills only i.e., the latest disputed bills and two immediately preceding bills, in case these two preceding bills too are disputed and unpaid.
3. Head of the SSA may, however, on the merits of each case allow settlement of such disputed bills for six consecutive billing cycles i.e., the latest disputed bill and preceding five bills, if disputed and unpaid.
4. The above relief shall be applicable to customer only if the customer commits to remain in the chosen plan **either** (i) for a period of six months after the aforesaid settlement, by paying six months FMC in advance **or** (ii) for a period of twelve months after the aforesaid settlement, by payment of ten months FMC as Annual payment in advance.

Option-III (B) (Applicable to any General User)

1. The customer can select any of the following **Unlimited General Plans** to get corresponding rebate on the excess usage of his/her disputed bill/s.

Plan Name	Speed	Rebate (in GB)	Extra usage charges (per GB or part thereof) beyond the rebate in each disputed bills
BBG Combo ULD 850	1 Mbps upto 8 GB, 256 Kbps beyond 8 GB	8 GB	Rs. 100/-
BBG Combo ULD 1000	2 Mbps upto 15 GB, 256 Kbps beyond 15 GB	11 GB	Rs. 100/-
BBG Combo ULD 1350	4 Mbps upto 20 GB, 512 Kbps beyond 20 GB	16 GB	Rs. 75/-
BBG Combo ULD 1700	2 Mbps upto 40 GB, 256 Kbps beyond 40 GB	22 GB	Rs. 75/-
BBG UL 2150	1 Mbps upto 100 GB, 256 Kbps beyond 100 GB	30 GB	Rs. 65/-
BBG Combo UL 2150	1 Mbps upto 100 GB, 256 Kbps beyond 100 GB	30 GB	Rs. 65/-
BBG ULD 3300	2 Mbps upto 150 GB, 512 Kbps beyond 150 GB	50 GB	Rs. 65/-
BBG Combo ULD 3300	2 Mbps upto 150 GB, 512 Kbps beyond 150 GB	50 GB	Rs. 65/-
BBG ULD 6000	4 Mbps upto 200 GB, 1 Mbps beyond 200 GB	100 GB	Rs. 65/-
BBG Combo ULD 6000	4 Mbps upto 200 GB, 1 Mbps beyond 200 GB	100 GB	Rs. 65/-
BBG ULD 9000	2 Mbps Unlimited	150 GB	Rs. 65/-
BBG Combo ULD 9000	2 Mbps Unlimited	150 GB	Rs. 65/-
BBG ULD 15000	4 Mbps Unlimited	250 GB	Rs. 65/-
BBG Combo ULD 15000	4 Mbps Unlimited	250 GB	Rs. 65/-

2. **The plan selected by the customer under this option should be of same/higher FMC than the plan availed by the customer in exiting disputed bill.**
3. The relief mentioned at (i) above under this option shall be applicable uniformly up to three consecutive bills only i.e., the latest disputed bills and two immediately preceding bills, in case these two preceding bills too are disputed and unpaid.
4. Head of the SSA may, however, on the merits of each case allow settlement of such disputed bills for six consecutive billing cycles i.e., the latest disputed bill and preceding five bills, if disputed and unpaid.
5. The above relief shall be applicable to customer only if the customer commits to remain in the chosen plan **either** (i) for a period of six months after the aforesaid settlement, by paying six months FMC in advance **or** (ii) for a period of twelve months after the aforesaid settlement, by payment of ten months FMC as Annual payment in advance.

Option-IV (Applicable to all customers)

- i. In case where the customer does not want to give any commitment for the future, he may be given the option to settle his disputed bills by allowing him to pay excess usage as follows:
 - a. Payment for FMC: as per earlier plan
 - b. Payment of excess usage beyond free limit shall be @
 - Rs 1000/- up to first 5 GB
 - Rs 200/- per GB for every additional GB or part thereof beyond 5 GB up to 10 GB
 - Rs. 100/- per GB for every additional GB or part thereof beyond 10 GB
- ii. The customer can avail any plan thereafter.
- iii. The relief mentioned at (i) above under this option shall be applicable uniformly **up to three consecutive bills only** i.e., the latest disputed bills and two immediately preceding bills, in case these two preceding bills too are disputed and unpaid.

Other terms and condition:

- i. **The scheme is valid up to 30th September'2011.**
- ii. **A customer can avail any of the options in the above mentioned scheme only once in lifetime on a particular connection. .**
- iii. Plan chosen under relief scheme shall be applicable only for all the disputed bills and the future committed period. **No past undisputed bill shall be settled through this scheme.**
- iv. Any hitherto regretted case & disconnected for non-payment, which could have been settled on the basis of options of this concession scheme may also be considered for settlement under the scheme, if the customer makes an appeal.
- v. In case a customer is already disconnected and wants to avail any of the options of the above scheme, he shall not be charged any reconnection/installation fee and Fixed monthly charges for the intervening period i.e., from the date of disconnection of BB connection up to the date of reconnection.
- vi. Disconnected BB connections under the scheme shall be reconnected on customer's request after receipt of payment through different settlement options indicated above and clearance of outstanding bills against related landline connection.
- vii. The bills relating to landline connection, outstanding if any shall be paid by the customer as required under existing instructions for restoration of disconnected b-fone connections.
- viii. The customer should be asked to give his Cell Phone number on which usage alerts can be sent in future. He may also be advised to keep a check on his usage by checking the web portal: www.dataone.in showing the customer log details and should keep watch on the pop-up alerts on the screen.

Other terms and conditions:-

- All other terms and conditions of Broad Band Services will remain same.

D.07. VOLUME BASED PREPAID TARIFF BROADBAND TARIFF (Effective from 05.07.2010) P-17

A. Initial Charges at the time of application:

Particulars		Amount in Rs.
Installation charge		Rs. 250/- (*)
Modem charges for outright purchase	ADSL Basic	Rs. 1100/- (#)
	ADSL WiFi	Rs. 1800/- (#)

(*) Service Tax extra, (#) Inclusive of VAT/Sales Tax

- Installation charges and Modem charges shall be collected in advance through Demand Note through the local commercial system at the time of application for Prepaid BB connection.
- In case of customer having his/her own modem, only Installation charges shall be collected in advance through Demand Note through the local commercial system at the time of application for Prepaid BB connection.

B. Creation of Prepaid Broadband account: The creation of Prepaid BB account will be FREE of any charges (other than mentioned at A above) and the account will be created with complementary balance of 50 MB and with validity of 15 days from the date of creation.

C. Volume based Prepaid Recharge Vouchers (upto 2 Mbps speed)

S. No.	Voucher Type	MRP of the Voucher in Rs. (inclusive of Service Tax)	Data Usage in GB	Validity in days	GP-1*	GP-2**
1	BBV RL 250	250	1	7	15	45
2	BBV RL 350	350	3	7	15	45
3	BBV RL 450	450	3	15	15	45
4	BBV RL 600	600	6	15	15	45
5	BBV RL 1000	1000	10	30	15	45
6	BBV RL 1400	1400	15	45	15	45
7	BBV RL 1750	1750	20	60	15	45
8	BBV RL 1800	1800	6	180	15	45
9	BBV RL 3000	3000	12	360	15	45

For limited plans, balance usage available if any will be carried forward, in case of recharge within the Grace Period *GP-1 (i.e. 15 days). Beyond 15 days (*GP-1), balance usage available if any will not be carried forward, but the customer can recharge his account upto another 45 days (** GP-2). After expiry of the additional grace period of 45 days (**GP-2), the account of the customer shall be deleted from the system. .

D. Top up Vouchers for Volume Based Plans:

Top up vouchers of the following denominations shall be available for additional data usage without any change in validity:

S. No.	Voucher Type	MRP of the Voucher in Rs. (inclusive of Service Tax)	Data Usage in GB
1	BBV Topup 200	200	2
2	BBV Topup 375	375	5

E. Validity Vouchers for Volume Based Plans:

S. No.	Voucher Type	MRP of the Voucher in Rs. (inclusive of Service Tax)	Validity in days
1	BBV Validity 200	200	7
2	BBV Validity 300	300	15

F. E-mail ID: On request by the customer, an email id with 5 MB mail space shall be given in bsnl.in domain.

G. Renewal / Recharge of account:- The customer can recharge his account online from the BSNL portal after purchasing the voucher either through BSNL CSC or other retail outlets. The customer can also recharge through online payment mode.

D.08 BROADBAND TARIFF (SPECIAL TARIFF PLANS FOR MPs LS&RS)

Particulars	BB MP ULD 1500	BB MP ULD 1000
Bandwidth (Download Speed)	2 Mbps upto 30 GB / 512 Kbps beyond 30 GB	1 Mbps upto 15 GB / 512 Kbps beyond 15 GB
Applicability	Hon'ble Members of Parliament.	Hon'ble Members of Parliament.
	BB connection under this Plan to be provided on any of the two Telephone connections working in the service area of BSNL for an MP, only if, the Broadband facility for which charges are payable by <i>Lok Sabha/Rajya Sabha Sectt.</i> is not already availed by the MP against telephones provided by MTNL at Delhi / Mumbai.	BB connection under this Plan to be provided to MPs on any of the two Telephone connections working in the service area of BSNL.
Fixed Monthly Charges	Rs. 1500/- <i>(payable by Lok Sabha/Rajya Sabha Sectt.)</i>	Rs. 1000/- <i>(payable by Lok Sabha/Rajya Sabha Sectt. by adjustment against the value of 10,000 calls per annum surrendered by Hon'ble MP from allotted free call quota of 1,50,000 calls against all telephones).</i>
Annual Payment Option (Rs)	NA	NA
Telephone fixed monthly charges in Rs.	As per the provisions governing allotment of Telephones to MPs.	As per the provisions governing allotment of Telephones to MPs.
Free Calls		
MCU charges/ pulse in Rs.		
Download/Upload Limit (MB/ GB) per month	Unlimited	Unlimited
Additional Usage Charges/MB beyond free download/upload limit (Rs)	NA	NA
Free E-mail IDs/Space (Per E-mail ID)	2/5 MB	1/5 MB
Static IP Address (On Written Request)	NA	NA
Security Deposit for Broadband	NIL	NIL

Other Terms & conditions

1. The rates indicated are exclusive of Service Tax, which will be charged extra as per prevailing tariff.
2. Charges for Modem, Installation and Security Deposit waived off from these two BB Plans for the Hon'ble MPs.
3. **No discount shall be applicable for these plans.**

E. VAS ON BROADBAND P18

E.01. GAMES ON DEMAND SERVICE ON BROADBAND P18

1. The service is provided in association with M/s Indiagames Ltd. as franchisee on revenue sharing basis.
2. The Gaming Service to broadband customers is available under the post paid packages:

Sl. No.	Package	Charges
1.	Casual Package	Rs.100/- p.m
2	Premium package	Rs.200/- p.m
3	Economy Package*	Rs. 49/- p.m.

*Economy Package has been launched in June, 2011 on promotional basis for 90 days.

3. Data usage on account of GoD service will not be chargeable to the customer.

E.02 TARIFF FOR MUSIC ON DEMAND & GAMING HUNGAMA SERVICES ON BROADBAND

1. Music on Demand & Gaming Hungama services are provided in association with M/s Hungama Digital Media Entertainment Pvt. Ltd. as franchisee on revenue sharing basis.

2. Tariff for online Music on Demand services:

Sl. No.	Package	Subscription Type	Charges*
1.	Package 1 comprising of 60,000+ audio and 1500+ Music videos tracks	Flat rental for unlimited download (Refer Para 4)	Rs.149/- p.m.

*Service Tax charges shall be extra as applicable.

3. Tariff for Games on demand (Gaming Hungama) services:

S.No	Package	Subscription Type	Charges*
1.	Package 1 comprising of 130+ casual web based games	Flat rental for unlimited download	Rs.49/- per month

*Service Tax charges shall be extra as applicable.

The tariffs shall be regulated, maintained and reviewed by BSNL from time to time.

3. Billing: - The billing of this service is Post Paid. The services are billed as part of Broadband/Basic Telephony services provided by BSNL.

4. Data download: - The data transaction volumes involved in connection with Music and Gaming content download usage from the Hungama portal shall also be added to the normal Broadband usage of the customer.

E.03 IP TV AND VIDEO ON DEMAND

BSNL has launched Multiplay Services for its Broadband Customers to provide nearly 100 numbers of TV Channels and Video on Demand Services. Initially two services namely **IPTV** and **Video on Demand** have been launched. IPTV service will make available to the customers to watch many TV channels over broadband connectivity which is similar to what is being provided by cable operator and the DTH services providers. The Video on Demand Services (VoD) are basically meant for the customers who would like to watch the movies/shows on their TV/Computer through broadband connectivity. Any Broadband Customer of BSNL can avail these services by purchasing/hiring a Set Top Box.

IPTV services are being offered to BSNL customers in association with the IPTV Franchisees. The franchisee has been allowed to set its local tariff subject to the ceiling in consultation with the concerned field unit head to make its offering more competitive. The ceiling for IPTV service components are as follows :

Tariff ceiling for IP TV and Video on Demand

(i) Free to Air package tariff ceiling

S No	Package	No of FTA chls	Price ceiling /month*
1	Package 1	<75	Rs 100/-
2	Package 2	>75 to 150	Rs 150/-

(ii) Paid channels tariff ceiling

S No	Offering type	Max Rate/ channel/ month *
1.	A-la-carte	Rs 8/-
2.	Bouquet	Rs 5/-

(iii) VOD content

S.No	Package	Ceiling /Movie			
		Latest	Current	Normal	Premium
		(Released within one month)	(Released within one year)		(in Demand)
1	Bollywood	Rs. 75/-	Rs. 50/-	Rs. 25/-	Rs. 75/-
2	Hollywood	Rs. 125/-	Rs. 75/-	Rs. 50/-	Rs. 125/-
3	Regional	Rs. 50/-	Rs. 35/-	Rs. 25/-	Rs. 50/-

(iv) STB charges *

S No	STB Type	Maximum Charges for purchase	Max. Rental/month ; Security Deposit (Rs 1500/- Maximum)
1	STB with PVR (80 GB)	Rs 5000/- (life time warranty)	Rs 140/-
2	STB without PVR	Rs 2500/- (life time warranty)	Rs 70/-

(v) Installation and commissioning charges – Rs 250/- (maximum)

*Service tax and other taxes extra

Note:

1. Installation charges for bfone and broadband shall be extra as per existing rules
2. The franchisee shall directly provide the STB to the customer in case of one time sale basis.
3. The fixed monthly charges for STB will be applicable when the customer opts for not purchasing the STB and is ready to pay monthly charges for the use of STB. In this case, he has to pay a refundable SD of Rs. 1500(Maximum) .(Service and other Taxes will be charged as applicable

Service Tax and Entertainment Tax: The Service Tax and other Taxes shall be as applicable.

4. The above tariff is applicable w.e.f 29/09/2008.

5. Other conditions:

- (i) **How to charge a customer in between the month:** In case of monthly fixed charges, the charging for the first month can be proportionate.
- (ii) **Charging of subscribers leaving in the middle of the month :** At the time of registration, it may be made clear to the customer that no rebate would be admissible in case the subscription is withdrawn in the middle of the month

E.04 VPN OVER DSL BROADBAND (VPNoBB) SERVICE

VPNoBB will be offered as a separate service in line with the services offerings of MPLS VPN i.e. as a low-cost version of MPLS VPN. VPNoBB Service will be offered in following two versions:

- (a) Low cost Basic Version without fixed IP and on purely best effort basis.
- (b) High cost Premium Version with fixed IP and committed data rate.

Tariff for BroadNet Basic Version:

Particulars	VPNoBB 256 (Basic 256)	VPNoBB 512 (Basic 512)
Up and Down BW	256 Kbps	512 Kbps
Fixed Charges per annum	Rs. 50000	Rs. 90000
Monthly Charges	Rs. 5000	Rs. 9000
1. Unlimited usage; 2. Without fixed IP; 3. On purely Best Effort basis.		

Tariff for BroadNet Premium Version:

Particulars	VPNoBB 256 (Premium 256)	VPNoBB 512 (Premium 512)
Up and Down BW	256 Kbps	512 Kbps
Fixed Charges per annum	Rs.65000	Rs.110000
Monthly Charges	Rs.6500	Rs.11000
1. Unlimited usage; 2. Without fixed IP; 3. Committed data rate of 25%.		

NOTE:

1. All existing customers to be migrated to Basic version after expiry of present committed period or after completion of at least 6 months w.e.f. the date of applicability of new tariff, whichever is later.
2. The above tariff is applicable w.e.f. 1st Feb, 2008 subject to the following:
 - (i) The tariff issued earlier will continue for e-Governance and all projects of Ministry of IT, Government of India.
 - (ii) The VPNoBB will be launched as a separate service and not as an ADD ON service. However, it would be provided only with BSNL landline.
 - (iii) The discounts, as applicable to MPLS VPN, will also apply to the Premium and Basic VPNoBB plans.

E.05 WEB HOSTING, WEB MESSAGING & WEB CO-LOCATION SERVICES**Web Hosting Service**

BSNL has built up multi-terabyte storage for offering web hosting services to its customer. Web Hosting services are available for all users, ranging from home users who wish to establish their web presence to corporate houses with high-end hosting requirements. The data center is equipped with fast servers on powerful and robust hardware and sizeable amount of internet bandwidth. By hosting their web pages/ web-site on the web servers of BSNL, the customer is assured of superior bandwidth infrastructure ensuring faster connections, high availability, Backup, round the clock monitoring, high level security such as firewall, IDS and Antivirus.

Web hosting services are more advantageous because the physical location of the web server does not reside at the consumer's premises and the customer effectively transfers responsibility for maintaining his website to BSNL. The administrative control of the website remains with the customer, though the website is in the BSNL server.

1. Web Hosting Packages:**(i) Packages/ Plans of Web Hosting (bundled with Messaging Hosting):**

Component Name	Plan I	Plan II	Plan III	Plan IV	Plan V	Plan VI
Web Space	50 MB	100 MB	250 MB	500 MB	750 MB	1000 MB
Email Space	300 MB	400 MB	400 MB	600 MB	600 MB	600 MB
Web Space charge/ year in Rs	500	800	2000	5000	7000	9000
Email Space charge/year in Rs	800	1500	2000	5000	5500	6000
Free Data transfer per month	200MB	500MB	1GB	Unlimited	Unlimited	Unlimited
Free Email IDs	10	20	25	40	50	60
Charges for additional 5 email Ids (Min=0,Max=20)/ year in Rs	No	500	500	500	500	500
Charges for every 5 child ftp users (Min=0,Max=4)/ year in Rs	No	500	1000	1500	2000	2000
Charge for additional 50 MB Web space (Min=0, Max=10)/ year in Rs	600	600	600	600	600	600
Charge for additional 50 MB Email space (Min=0, Max=10) / year in Rs	600	600	600	600	600	600
IMAP Charges per year in Rs	No	500	1000	1000	2000	2000
SSL Charges per year in Rs	No	1000	2000	2000	4000	4000
Non-BSNL IP pool (Charges based on number of email IDs)/ year in Rs	No	1000	2000	2000	4000	4000
DB Hosting Charge per year in Rs	0	0	0	0	0	0

NOTE:

- Minimum commitment period is 1 Year and charges will be taken in advance.
- One Domain shall be given.
- Domain hosting charge will be Rs. 500 per year. New domain Registration will be charged as per actual and will be adjusted in next bill.
- Charges in excess of free Data Transfer up to 2 GB: Rs 2000/-.
- Charges in excess of free Data Transfer up to 5 GB: Rs 4000/-.
- Data Transfer over above slabs will be charged in slab of 5 GB Data Transfer.
- Service tax will be extra.
- Special customized plans to suite big corporate can also be offered. (Conditions apply).

(ii) Additional Attributes of the package:

Component Name	Plan I	Plan II	Plan III	Plan IV	Plan V	Plan VI
Platform	Windows/ Unix	Windows/ Unix	Windows/ Unix	Windows/ Unix	Windows/ Unix	Windows/ Unix
DB hosting	N.A	Oracle/SQL	Oracle/SQL	Oracle/SQL	Oracle/SQL	Oracle/SQL
Admin FTP user	1	1	1	1	1	1
HTTP	Yes	Yes	Yes	Yes	Yes	Yes
SMTP/POP	Yes	Yes	Yes	Yes	Yes	Yes
AV	Yes	Yes	Yes	Yes	Yes	Yes
AS	Yes	Yes	Yes	Yes	Yes	Yes
Auto-reply	Yes	Yes	Yes	Yes	Yes	Yes
Mail Forwarding	Yes	Yes	Yes	Yes	Yes	Yes
One Database and One DB user	Yes	Yes	Yes	Yes	Yes	Yes
SMS	No	No	No	No	No	No
WAP	No	No	No	No	No	No
Message data transfer per month	No	No	No	No	No	No

E.06 WEB HOSTING, WEB MESSAGING & WEB CO-LOCATION SERVICES

Web Messaging Service

BSNL provides message hosting services for its corporate users to allow them to have full control over their corporate communication. The solution aims to provide custom branding coupled with feature rich, secure and efficient messaging service which can be used by the corporate employees.

Salient features:

- Domain Name Hosting.
- Multiple e-mail ids with flexible mail quota possible.
- Antivirus/ Anti-Spam.
- SMS, WAP facility.
- SMTP, POP, IMAP, SSL.
- Mail Forwarding facility, Mailing List.
- Multiple Message Hosting Plans to choose.
- Round the clock Technical support.

2. Message Hosting Services (Corporate Email solutions):

(i) Packages / Plans of Message Hosting:

Component Name	Plan I	Plan II	Plan III	Plan IV	Plan V	Plan VI	Plan VII
Email Space	100 MB	250 MB	500 MB	1000 MB	2500 MB	5000 MB	10GB
Email Space Charges/ year in Rs	1000	2500	6000	15000	40000	90000	200000
Max Email IDs	15	30	60	150	300	600	1500
Charges for additional 5 email IDs (Min=0, Max=20)/year in Rs	500	500	500	500	500	500	No
Charge for every additional 50 MB Email space(Min=0, Max=10)/year in Rs	600	600	600	600	600	600	No
IMAP Charges per year in Rs	No	No	1000	1500	3500	7000	15000
Charge per SMS in Rs	No	No	No	No	No	No	No
WAP charge per year in Rs	No	No	No	No	No	No	No
SSL Charges per year in Rs	No	No	2000	3000	7000	14000	30000
Non-BSNL IP pool (Charge per 8 static IPs allowed)/year in Rs	No	No	2000	3000	7000	14000	30000

NOTE:

- Minimum commitment period is 1 Year and charges will be taken in advance.
- One Domain shall be given.
- Domain hosting charge will be Rs. 500 per year. New domain Registration will be charged as per actual and will be adjusted in next bill.
- Service tax will be extra.

(ii) Additional Attributes of the package:

Component Name	Plan I	Plan II	Plan III	Plan IV	Plan V	Plan VI	Plan VII
HTTP	Yes	Yes	Yes	Yes	Yes	Yes	Yes
SMTP/POP	Yes	Yes	Yes	Yes	Yes	Yes	Yes
AV	Yes	Yes	Yes	Yes	Yes	Yes	Yes
AS	Yes	Yes	Yes	Yes	Yes	Yes	Yes
SMS	No	No	No	No	No	No	No
WAP	No	No	No	No	No	No	No
Auto-reply	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Mail Forwarding	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Message data transfer per month	No	No	No	No	No	No	No

E.07 WEB HOSTING, WEB MESSAGING & WEB CO-LOCATION SERVICES**Web Co-Location Service**

Web Co-location is an easy and cost effective solution to house a company's powerful infrastructure without losing the administrative control on the equipments. Web Co-location eliminates much of the Infrastructure costs as well as the maintenance cost of such equipments apart from avoiding the last mile problems. Web Co-location provides the infrastructure at a nominal value keeping the customer comfortable and focused in maintaining the Applications /Services of the company. Apart from enjoying the bandwidth and facilities, the customer retains control over his equipment, software and operating system. The customer simply leases the physical space and high-grade, tier one network access from BSNL the hosting provider. Companies of all the sectors can co-locate their servers with the service provider's network equipment without bothering for maintenance.

TYPICAL APPLICATIONS:

E-commerce, financial, B2B, email and other data storage and retrieval

3. Web Co-location Tariff:

Component Name	Plan I	Plan II	Plan III	Plan IV	Plan V
Fixed Monthly Charge (in Rs)	4000	5000	7000	12000	20000
Free Data transfer per month	50 GB	100 GB	200 GB	500 GB	1000 GB
Email IDs of BSNL domain	1	1	2	2	5
Addl data transfer charges per GB (Rs.)	100	80	50	40	30

NOTE:

- i. Services will be over 10 Mbps shared Ethernet.
- ii. Rack space charges per month per 1U will be Rs 5000.
- iii. Following discount is applicable for customers opting for multiple racks:
 - a) 2-4 number of 42U racks : 5%.
 - b) 5 or more number of 42U racks : 10%.
- iv. Initial Deposit will include:
 - a) Registration fee of Rs 2500 (non-refundable).
 - b) Installation Charges equal to One month tariff (non-refundable).
- v. Domain hosting charge will be Rs. 500 per year.
- vi. Charges per month in excess of free Data Transfer per GB: Rs 250/-.
- vii. Volume based billing will start from 01/01/2007 and till this period, charge from extra data transfer will not be calculated.
- viii. New domain Registration will be charged as per actual and will be adjusted in next bill.
- ix. Customers co-locating other network devices such as routers, hubs, load balancers, storage, monitor etc. will be charged as per 1U standard tariff on pro-rata basis cumulatively.

4. The existing customers of Web Hosting and Web Co-location Service will be migrated to appropriate new Plan after intimating the customers & taking their express approval.

5. The above tariffs are applicable for a period of One year initially (w.e.f 01/01/2007).

F. INTERNET SERVICES

F.01 SANCHARNET TARIFF CARD

A. PSTN Dial Up Access Tariff Card:

Package	Hours	Limited Access & 4 MB Email Space		Limited Access & 10 MB Email Space		Unlimited Access & 10 MB Email Space	
		Validity	Charge	Validity	Charge	Validity	Charge
Temporary	25	6 Months	Rs.150	N.A	N.A	N.A	N.A
Regular	50	1 Year	Rs.250	N.A	N.A	N.A	N.A
Executive	100	2 Years	Rs.500	N.A	N.A	N.A	N.A
Silver Pass	200	2 Years	Rs.1000	N.A	N.A	N.A	N.A
Gold Pass	500	2 Years	Rs.2300	1 Year	Rs.2500	N.A	N.A
Corporate	1000	2 Years	Rs.4500	1 Year	Rs.5000	N.A	N.A
Enterprise	Unlimited	N.A	N.A	N.A	N.A	6 Months	Rs.9000

B. ISDN Dial Up (64 kbps) Access Tariff Card:

Package	Hours	Limited Access & 4 MB Email Space		Limited Access & 10 MB Email Space		Unlimited Access & 10 MB Email Space		Fixed IP & Unlimited Access	
		Validity	Charge	Validity	Charge	Validity	Charge	Validity	Charge
Personal	100	2 Years	Rs.1000	N.A	N.A	N.A	N.A	N.A	N.A
Professional	500	2 Years	Rs.4500	1 Year	Rs.5000	N.A	N.A	N.A	N.A
Corporate	1000	2 Years	Rs.8000	1 Year	Rs.9000	N.A	N.A	N.A	N.A
Enterprise	Unlimited	N.A	N.A	N.A	N.A	6 Months	Rs.16000	N.A	N.A
Fixed IP Package	Unlimited	N.A	N.A	N.A	N.A	N.A	N.A	6 Months	Rs.30000

C. ISDN Dial Up (128 kbps) Access Tariff Card:

Package	Hours	Limited Access & 4 MB Email Space		Limited Access & 10 MB Email Space		Unlimited Access & 10 MB Email Space		Fixed IP & Unlimited Access	
		Validity	Charge	Validity	Charge	Validity	Charge	Validity	Charge
Personal	100	2 Years	Rs.2000	N.A	N.A	N.A	N.A	N.A	N.A
Professional	500	2 Years	Rs.9000	1 Year	Rs.10000	N.A	N.A	N.A	N.A
Corporate	1000	2 Years	Rs.16000	1 Year	Rs.18000	N.A	N.A	N.A	N.A
Enterprise	Unlimited	N.A	N.A	N.A	N.A	6 Months	Rs.32000	N.A	N.A
Fixed IP Package	Unlimited	N.A	N.A	N.A	N.A	N.A	N.A	6 Months	Rs.54000

Note:

- i. Service Tax as applicable shall be extra
- ii. One User ID and E-mail ID per package except for Corporate Package where it is 2.
- iii. Simultaneous logins per user ID shall be 2 in case of limited access & one in case of unlimited access scheme.
- iv. In unlimited access schemes the access is restricted from two specified telephone numbers (CLIP restriction)
- v. E-mail space per E-mail ID shall be 4 MB or 10 MB
- vi. Free web space for user ID shall be 1 MB
- vii. **Free access from 11 P.M. to 8 A.M. on weekdays & for full day on Sundays and 3 national holidays.**

PSTN CALL CHARGES FOR DIAL UP INTERNET

Time	Pulse Rate in second	Unit charge	Charges per Hour (In Rs.)
Peak hours: 07:30 to 22:30			
For One India Plan	375 Sec	As per plan	Rs.9.60 (Based on unit call rate of Rs.1.00)
For Other Plan	450 Sec	As per plan	Rs.9.60 (Based on unit call rate of Rs.1.20)
Off-Peak Hours: 22:30 to 7:30			
For One India Plan	750 Sec	As per plan	Rs.4.80 (Based on unit call rate of Rs.1.00)
For Other Plan		As per plan	Rs.4.80 (Based on unit call rate of Rs.1.20)
All Sunday (24 Hrs) and 3 national holiday will be Off-Peak Hours			

Internet PCOTariff Card: Rs.10/- per 20 minutes or part thereof

F.02 NETONE INTERNET SERVICE

(CLI based Internet Service on landline & ISDN line)

NETONE is an account free post-paid Internet dial up access based on CLI. It is inbuilt Internet facility on all landline telephone of urban areas & rural areas. CLI based dial up Internet service "Netone" is also available to ISDN customers. It is Post paid Internet Service in which the customer can access the Internet from any BSNL telephone without having an Internet account. The Internet surfing charge is internet usage charge (10 paise per minute for PSTN) plus internet access local telephone charge for PSTN/ISDN. The Internet usage charges will come separately in the telephone bill.

FEATURES OF NETONE CLI ACCOUNT:

- ➔ BSNL Account Less Internet Access (Calling Line Identification based) - easiest yet most reliable.
- ➔ Use First, Pay Later
- ➔ No paper work, No Form filling, Hassle Free.
- ➔ No need to purchase Internet Account.
- ➔ There is no chance of Account being misused.
- ➔ Free Online Registration.
- ➔ See your full usage report in "My Account"

PROCEDURE FOR INTERNET ACCESS THROUGH NETONE:

- ➔ Dial **172222** from your Computer through a modem connected with your **telephone line**.
- ➔ In case of **ISDN** connection access no. of this service is **172223**.
- ➔ Give username as "STD Code followed by PSTN Number" (Total of 10 digit username)
For Example for telephone no. 26123456 of Chennai (STD code – 044) the Username will be 4426123456
- ➔ Give any Password of your choice.
- ➔ Now you are connected to internet. Follow the same procedure everytime you want to access internet through netone.
- ➔ In case user wishes to avail the "My Account" features for checking his usage details etc. he has to go to registration website – www.netoneahd.bsnl.co.in and register for the service by filling of registration form.
- ➔ For any assistance Dial Telephone no. **1500 or 1957**.

TARIFF FOR CLI BASED ACCOUNT FREE INTERNET FOR DIAL UP THROUGH PSTN/ISDN:

1. Tariff for Internet Usage Charges for PSTN/ISDN:

S.No.	Types of Access	Internet Usage Charges
1	PSTN	Rs.0.10 per minute
2	64 K ISDN	Rs.0.20 per minute
3	128 K ISDN	Rs.0.40 per minute

Note:

(i) Internet access local calls shall be charged extra as per prevailing tariff of PSTN/ ISDN

Peak Hours		Off Peak Hours	
Period (Hr)	Pulse (Seconds)	Period (Hr)	Pulse (Seconds)
07:30 – 22:30	450	22:30 – 07:30	900

(ii) You will get your Internet usage charge in your telephone bill.

(iii) One 5 MB Email Account will be provided free.

2. Optional Paid Services:

S.No.	Optional Paid Services	Annual Charges (Payable in Advance)
1	Charge for additional 5 MB space (Min=0, Max=10)	Rs.50/-
2	Webmail	Free
3	Antispam	Free
4	Antivirus Charge	Rs.100/-
5	SMTP/POP Charge	Rs.100/-
6	SMTP/IMAP Charge	Rs.100/-
7	SMS Charge	N/A
8	WAP Charge	Rs.100/-
9	Mail Forwarding	Rs.50/-
10	Auto Reply Charge	Rs.50/-
Monthly Credit Limit based on internet usage charges		Rs.1000/-

Note: Optional paid services are minimum commitment charges and will be taken as advance in first bill after subscription.

- **Monthly Credit Limit based on internet usage charges:** Rs.1000 (Note: Account will be deactivated once credit limit is crossed)

F.03 LANDLINE SCHEME FOR INTERNET

Tariff Charges:

Plan	Exchange Capacity	Fixed Monthly charges	PSTN access charges	Internet Usages	Accessible levels
Plan 249	Any	Rs. 249	Nil	Payable	172XXX

NOTE:

1. New as well as existing customer of BSNL can take advantage of this scheme.
2. **The scheme is available for both commercial and residential users. However, this scheme should not be extended for Internet Dhabhas, Internet Café or any other organization / Customer for resale to other customers.**
3. Security deposit of Rs.500 shall be taken if no other SD/ARD already available for the customer.
4. No PSTN access charges will be taken under this scheme
5. Internet usage charges will be payable.
6. No telephone instrument will be provided for this connection.
7. No volume or any other discounts will be applicable on the connections provided under this scheme.
8. Conversion of existing second wire line connection under this scheme is permitted
9. No incoming facility is to be given on above plan.

F.04 DIRECT INTERNET ACCESS SYSTEM (DIAS)

SALIENT FEATURES OF DIAS:

- No dial up Internet connection and modem are required.
- High speed Internet surfing with speed of 64/128 kbps for 24 hours.
- The Internet and telephone connection, both on the same telephone line with digital features.
- The telephone conversation is available with high degree of security due to digital features.
- No busy tone for incoming callers due to simultaneous working of phone and Internet.
- In case of power failure, there is no interruption in conversation.
- All telephone facilities like STD, Call transfer, call waiting, 16 KHz metering signal etc. can be availed on this digital telephone.

DIAS IS USEFUL FOR:

- Cyber café who use continuous surfing and frequent telephonic conversation.
- Corporate bodies that require high speed Internet surfing facility with telephone connection.
- Even any individual can avail this facility who requires Internet surfing continuously as well as telephone conversation simultaneously.

TARIFF (w.e.f-1/06/2005):

DIAS	Plan-0	Plan-I	Plan-II	Plan-III
Activation Charges (non refundable)	Rs. 500/-	Rs. 500/-	Rs.500/-	Rs.500/-
Security Deposit	Nil	Nil	Nil	Nil
Fixed Monthly Charges Per user	Rs. 300/-	Rs.500/-	Rs.900/-	Rs. 1500/-
Free Usages per month	0.5 GB	1.0 GB	2.0 GB	Unlimited
Additional Usages charges/Mb	Rs. 1.40	Rs.1.40	Rs.1.40	N.A

This tariff includes Internet usage charges. The subscriber need not pay any additional amount for

- (i) PSTN Dialup Access for Internet
- (ii) Port charges for Internet Leased Line.

F.05 TARIFF FOR SHORT DURATION INTERNET CONNECTIVITY:

S.No.	Item	Details
1	Minimum period of hire	(i) upto 7 days (ii) more than 7 days but less than 15 days
2	Minimum hire bandwidth	512 Kbps
3	Initial Charges (One time) as per prevailing rates	Rs.1000/-
4	Fixed Charges	To be charged as per prevailing rates as under:- (i) upto 7 days equivalent to charges of 15 days (ii) more than 7 days and less than 15 days, equivalent to 1 month charges
5	Local Lead charges (on existing infrastructure)	As per Para C (3). Connectivity is to be provided on existing infrastructure only.
6	Special discount to institutions	No discount applicable
7	Payment	All payments will be in advance

G. Intelligent Network Services

G.01 INDIA TELEPHONE CARD (ITC)

India Telephone Card (ITC) or Virtual Card Calling (VCC) card uses IN services by which subscriber can make calls from any normal telephone connection to any destination number and have the cost of these charged to the account of particular ITC, without any charge on calling or called line. This service is available from local PCO also. With the help of this card STD/ISD calls can also be made from the telephone with STD/ISD barred. ITC card purchased in one city can be used in any other city where this service is available. ITC card can also be used from BSNLWLL & Cellone connections.

1. Tariff for ITC Cards

1. Card Details:

MRP (in Rs.) in all States	20	55	110	300	550	1100
Usage period after first use i.e., Validity (in days)	10	30	60	90	120	180
Service Tax+ Education cess applicable except in J& K State (in Rs.)	1.87	5.14	10.27	28.01	51.36	102.72
Expiry Period (Shelf life in months)	18	18	18	18	18	18
Card value and Talk value (in Rs.)						
A) For cards to be sold in States other than J & K						
Card Value	18.13	49.86	99.73	271.99	498.64	997.28
Talk Value	16	47	100	281	520	1050
B) For cards to be sold in J & K State						
Card Value	20	55	110	300	550	1100
Talk Value	18	52	110	310	574	1158

Fixed To Fixed	1	1	1	1	1	1
Fixed To Mobile(10 digit)	1	1	1	1	1	1
Mobile To Fixed	1	1	1	1	1	1
Mobile To Mobile(10 digit)	1	1	1	1	1	1

2. Local & STD tariff in paisa per second:

3. ISD tariffs in paisa per second:

Region	Country	ISD Rates (Paisa per Second)
Gulf:	Kuwait	11
	Bahrain	11
	UAE	12
	Oman	18
	Qatar	13
	Saudi Arabia	11
	Yemen	11
US/ CANADA/ UK	US	6
	Canada	6
	UK	13
SEA	Singapore	6
	Thailand	6
	Malaysia	6
	Indonesia	6
	Hong Kong	6
SAARC	Sri Lanka	14
	Bangladesh	14
	Bhutan	14
	Maldives	45
	Nepal	14
	Pakistan	14
Other	France	14
	Russia	14
	Other Europe	14
	Australia	13
	Newzealand	13
	Other countries	17

G.2 ISD tariff of VCC, Land Line/WLL and PCOs.

Universal ITC/ITC/CALL NOW/GULF CALLNOW/FLPP:

Country	Existing Tariff		Revised Tariff	
	Rate in Paisa per Second	Pulse in seconds	Rates in Paisa Per Second	Pulse in seconds
Cook Islands	17.00	1	100.00	1
Cuba	17.00	1	100.00	1
Diegao Garcia	17.00	1	200.00	1
East Timor	17.00	1	100.00	1
Guinea	17.00	1	100.00	1
Maldives	45.00	1	100.00	1
Sao Tome	17.00	1	100.00	1
Zimbabwe	17.00	1	100.00	1

A. Land Line and WLL :

Country	Existing Tariff		Revised Tariff	
	*Rate in Rs. per Minute	Pulse in seconds	*Rates in Rs. Per Minute	Pulse in seconds
Cook Islands	12.00	6	40.00	1.8
Cuba	12.00	6	40.00	1.8
Diegao Garcia	12.00	6	100.00	0.72
East Timor	12.00	6	40.00	1.8
Guinea	12.00	6	40.00	1.8
Maldives	9.60	7.5	40.00	1.8
Sao Tome	12.00	6	40.00	1.8
Zimbabwe	12.00	6	40.00	1.8

* Based on unit call rate of Rs. 1.20, for other unit calls rates, the amount will be charged accordingly.

B. Landline/WLL PCOs/VPTs:

Country	Existing Tariff		Revised Tariff	
	*Rate in Rs. per Minute	Pulse in seconds	*Rates in Rs. Per Minute	Pulse in seconds
Cook Islands	15.00	4	40.00	1.5
Cuba	15.00	4	40.00	1.5
Diegao Garcia	15.00	4	100.00	0.6
East Timor	15.00	4	40.00	1.5
Guinea	15.00	4	40.00	1.5
Maldives	15.00	4	40.00	1.5
Sao Tome	15.00	4	40.00	1.5
Zimbabwe	15.00	4	40.00	1.5

* **Unit Rate of Rs. 1.00 inclusive of Service Tax.**

- ISD rates of all other countries will remain as per existing. Charge Band information for new pulses will be issued separately by NWO-CFA cell.
- The pulses/rates of Land Line and WLL will also be applicable for "BSNL One India"/Other Alternate package and Trunk calls.
- The revised tariff will be applicable from 22nd January, 2011.**
- TRAI guidelines regarding increasing any tariff item is to be observed at the time of implementation.
- This may be brought to the notice of all concerned and necessary steps taken for its proper implementation.

H FPH, UAN, PRM, TELEVOTING

H.01 FREE PHONE / TOLL FREE SERVICE

This service is an ideal business promotion tool for business communities who want their customer to call them free of cost. Totally customer oriented organizations can provide information about their products, allow customers to place orders or even register their complaints/suggestions and offer assistance to customers without the user getting charges. Other features are:

- This service can be taken on any existing telephone line without requiring any additional line.
- Any user of BSNL telephone network can call FPH/TLF number free of charge.
- All charges are to pay by the FPH/TLF holder (who has taken this service & receive the call).
- The service subscriber is allotted a FPH service number (Eleven digits). For same FPH service number, the subscriber can have many destination numbers.
- Any subscriber who is willing to become a free phone subscriber outside the cities where the IN switches are installed, the call charges will be as per the national STD tariff.
- The charges indicated here are FPH service charges and they do not include the normal charges levied for basic telephony service.
- Billing for the same is separately issued to subscriber on monthly basis, which does not include landline rent & charges on which the TLF/FPH services is taken.
- Access Code is 1800233 (For new IN platform).**
- Total digit for service is 1800-233-ABCD (For new IN platform)**
- Vanity numbers are available for selection of ABCD on charge basis.**

TARIFF:

1. Processing charge for service (Non refundable)	Rs.3000/-	
2. Security deposit (Refundable) (To be reviewed every 6 months)	Initially Rs.10,000/- & to be updated to 2 months average billing	
3. Fixed Monthly Charges for service	Rs.1000/- per month	
4. Call Charges	From Basic/WLL	
Local (Within same SDCA)	Rs.1.20/120 sec	
Intra Circle (Within same circle)	Rs.1.20/60 sec	
Inter Circle	Rs.1.20/60 sec	
	Cellular	
Within LSA	Rs.1.20/60 sec	
Outside LSA	Rs.1.60/60 sec	
National Roaming	Rs.1.60/60 sec	
5. Discount To Free Phone subscriber	Monthly Bill	Discount
(Note: The discount is on non-graded basis)	Upto 10000	Nil
	10001 to 50000	10 %
	50001 to 250000	15 %
	250001 to 500000	20 %
	> 500000	25 %
6. IN Number	New IN platform	
	1800233ABCD	
7. Charges for any modification in service on request from subscriber	Rs.100/- per modification	
8. Detail billing soft copy (on demand by Sub.) (Per month)	Rs.100/-	
9. Vanity Numbers Charges	One Time	Monthly Payment
Super Premium (Category A)	Rs.10000/-	Rs.1000/-
Premium (Category B)	Rs.7500/-	Rs.750/-
Prime (Category C)	Rs.5000/-	Rs.500/-

NOTE:

1. The processing charge may be waived off for CIC and Corporate customers giving revenue of Rs.1,00,000/- per month from other BSNL services.
2. The fixed monthly charges applicable to FPH/UAN number may be waived off for customers with call revenue of Rs.50,000/- p.m or more from the particular FPH/UAN number.

H.02 UNIVERSAL ACCESS NUMBER (UAN)

The subscriber having this service can be reached nationwide under a unique IN number. The calling user will pay the charges upto SSP as per local / STD rates (to be charged at local exchange) and the called subscriber will pay from SSP up to destination (through detailed billing at SSP). A number of destination numbers can be designated to an UAN number. Other features are:

1. This service can be taken on any existing telephone line without requiring any additional line.
2. Any user in BSNL telephone network can call this number.
3. The calling user will pay the charges upto SSP as per local/STD rates (to be charged at local exchange) and the called subscriber will pay from SSP up to destination (through detailed billing at SSP).
4. Charges from out of station calls are same as per the existing STD rates in BSNL.
5. Billing for the same is included with landline rent & charges who dials this UAN number.
6. Unit charge/pulse is Rs.1.20.
7. **Access Code for "UAN" is 1860-XYZ (XYZ – SCP code)**
8. **Total digit for service is 1860-XYZ-ABCD**
9. **Vanity numbers are available for selection of ABCD on charge basis.**

TARIFF:

Particulars	UAN-Full Charge		UAN-Split Charge	
1. Processing charge for service (Nonrefundable)	Rs.5000/-		Rs.3000/-	
2. Security deposit (Refundable) (To be reviewed every 6 months)	N.A		Initially Rs.10,000/- & to be updated to 2 months average billing	
3. Fixed Monthly Charges for service	Rs.3,000/- per month		Rs.1,000/- per month	
4. Call Charges Payable by	Calling Party (Rs./Sec)		Calling Party (Rs./Sec)	Called Party (Rs./Sec)
(I) From Landline/WLL				
(a) Local (Within same SDCA)				
(i) From BSNL/MTNL	30 Sec		Local call charge to PSTN	Free
(ii) From Other Networks	Not Applicable		Not Applicable	1.20/180
(b) Intra Circle (Within same circle)	30 Sec		Local call charge to PSTN	1.20/60
(c) Inter Circle	30 Sec		Local call charge to PSTN	1.60/60
(II) From Cellular				
(a) Within LSA	2.00/60		Local C2F as per plan	1.20/60
(b) Outside LSA	2.00/60		Local C2F as per plan	1.60/60
(c) National Roaming	Prevailing national roaming tariff (calls beyond visited LSA) as per plan		Prevailing national roaming tariff within LSA as per plan	1.60/60
5. Discount To Free Phone subscriber	Monthly Bill	Discount	Monthly Bill	Discount
Note:	Upto 10000	Nil	Upto 10000	Nil
(i) The discount is on non-graded basis	10001 to 50000	15 %	10001 to 50000	15 %
(ii) In case of UAN (Split charging)	50001 to 250000	20 %	50001 to 250000	20 %
Excludes local calls	250001 to 500000	25 %	250001 to 500000	25 %
	> 500000	30 %	> 500000	30 %
4. IN Number	1860 XYZ ABCD		1860 XYZ ABCD	
	XYZ – SCP Code		XYZ – SCP Code	
	ABCD - (0001 TO 4999)		ABCD - (5000 TO 9999)	
5. Any modification in service (on demand)	Rs.100/-		Rs.100/-	
6.Detail billing soft copy (Per month) (On demand by subscriber)	Rs.100/-		Rs.100/-	
7. Vanity Numbers Charges	One Time		Monthly Payment	
Super Premium (Category A)	Rs.10000/-		Rs.1000/-	
Premium (Category B)	Rs.7500/-		Rs.750/-	
Prime (Category C)	Rs.5000/-		Rs.500/-	

NOTE:

- *Rate per MCU is as per applicable plan
- The processing charge may be waived off for CIC and Corporate customers giving revenue of Rs.100000/- per month from other BSNL services.
- The fixed monthly charges applicable to FPH/UAN number may be waived off for customers with call revenue of Rs.50000/- p.m or more from the particular FPH/UAN number.

H.03 VOICE VIRTUAL PRIVATE NETWORK

The Voice VPN service enables the subscribers to establish a private network using public network resources. The subscriber's lines connected to different fixed line network switches constitute a Virtual PABX including a number of PABX capabilities such as Private Numbering Plan (PNP), Call Transfer and Call Hold etc. Restrictions on O/G and I/C calls can also be imposed.

ACCESS CODE: 1801-XYZ (XYZ – SCP code)

TARIFF:

The Voice VPN on the fixed lines, through IN platform, may be offered in three categories namely within SDCA, within Circle and All India. The charges for such VPN services shall be split in to two parts namely Fixed Plan Charges and Usage charges per minute. The usage charges shall be ON-Net (Within VPN) and OFF-Net (Outside VPN). The OFF-Net charges shall be as per the applicable tariff of BSNL. Following are the VPN tariff in addition to normal rental/plan charges of basic phone DEL in the group.

1. Activation Charge	Rs.1000/-			
2. Minimum Period of hire	One Year			
3. Creation/Deletion/Addition/Modification per no.	Rs.100			
4. Charges for the change of feature (per request)	Rs.100			
5. VPN and Usage Charges	SDCA	LDCA	Circle	All India
(a) Minimum Connections for VPN (PNP)	25	25	25	50
(b) Fixed VPN Charges per month per DEL (In Rs.)	99	149	249	399
(c) ON-Net Charges per minute	Nil	Nil	Nil	Nil
(d) OFF-Net Charges outside VPN (Local, STD, ISD, Cellular and WLL (M))	As per the existing tariff from fixed to other networks			
6. Discount on the OFF-Net Calls of the group (Only on calls) (On graded basis)-All existing subscriber of C-Dot platform will get this discount only when migrated to new platform.				
(a) Below 10000	Nil			
(b) 10001 to 25000	2.5 %			
(c) 25001 to 50000	5 %			
(d) 50001 to 100000	7.5 %			
(e) > 100001	10 %			
Note: No other Corporate Discount scheme will be applicable on the above charges				
7. Any creation/deletion/addition/modification per number	Rs.100/-			
8. Charges for the change of feature (per request)	Rs.100/-			
9. Addition/Deletion/Modification of any of the following feature per request per extension				
(i) Exception List (List of numbers not allowed for incoming and outgoing calls)				Rs.100/-
(ii) Barring of off-net calls (Barred from making call outside VPN)				Rs.100/-
(iii) Selected off-net destinations (only selected destinations outside VPN is allowed)				Rs.100/-
(iv) Barring/Opening STD, ISD on number within VPN (Normal STD/ISD opening/barring)				Rs.100/-
(v) Time dependent routing of incoming calls (All incoming call can be routed according to time).				Rs.100/-
(vi) Origin dependent routing of incoming calls (All incoming call can be routed according to their origin).				Rs.100/-
(vii) Multiple Account Code (Allows users of given VPN group to mark their calls according to business so that company receives a bill, which details cost of communication according to company activities and organization)				Rs.1000/- per month
(viii) Dual Invoicing (Allows to bill calls made by VPN extension either on companies corporate account or on personal account)				Rs.100/- per extension

H.04 PREMIUM RATE SERVICE (PRM)

This is a service that can be accessed by **Pre-paid Mobile telephone subscribers only** all over the country on new Intelligent Network platform. The PRM service will facilitate service providers to offer service like forecast, future, share market, job consultation etc. The service provider is allotted a PRM service number (1867-XYZ-ABCD) by the network operator (BSNL) and that number can be accessed from any point in the network. For this service, call charges will be at a higher rate (these charges will be borne by calling users) i.e. premium rate and the revenue earned is shared between service provider (receiver of call) and network provider (BSNL). For the same PRM service number, the subscriber can have a number of destination numbers. Other features are:

1. This service is available on any existing **Pre-paid Mobile** telephone.
2. Any **Pre-paid Mobile** user in the telephone network can call PRM number.
3. All charges are paid by the calling user.
4. Charges from out of station call are as same as existing STD rates in BSNL plus premium rate choice by the service provider (receiver of call).
5. Minimum period of hire of the service will be one month.
6. **Access Code: 1867-XYZ (XYZ – SCP code).**
7. **Total digit for service is 1867-XYZ-ABCD**

TARIFF:

1. Activation Charge	Rs.3000/-
2. Fixed Monthly Charges	Equivalent to the monthly rental of an ordinary line applicable to different exchange system capacity.
3. Fixed PRM Charges Per Month	Rs.500/-
4. Minimum Hire Period	One Month
3. Any modification, addition, and deletion in time dependent routing, origin dependent routing and all such available features	Rs.100/- per addition/per deletion
4. Pulse duration (Depending upon the premium service Type)(Applicable on the new IN platform as well)	2, 3, 4, 8, 30, 60 & 90 seconds per unit call
5. Call charges	Rs.1.20 per pulse
6. All the other miscellaneous charges including Vanity number	As in case of Free Phone, UAN etc.
7. Revenue share on graded basis to customers of Premium Rate Service Monthly billed MCUs to IN subscriber per month	Revenue Share (In Rs.)
a) Up to 1 Lakh	0.20
b) 1 to 5 Lakhs	0.30
c) >5 to 10 Lakhs	0.40
d) >10 Lakhs	0.50

H.05 TELEVOTING SERVICE

Tele voting is a service by which a telephone subscriber can indicate his opinion on any matter by dialing an IN number of the service subscriber followed by a single digit for the opinion. This service is very useful where large number of TV programs are operating incentive schemes to increase/retain their viewers. Service provider can get the choice by calls made by public on per day/per week/per month in percentage. Other features are:

1. This service is available on any existing telephone line and does not require any additional line.
2. Any user in telephone network can call televoting number.
3. All charges are pay by the service receiver who receives the call.
4. Charge for the call is same as the existing Local/STD rates in BSNL.
5. **Access Code for Televoting (Pollster Pays) is 1803-424, for Televoting (Voter Pays) is 1861-424& for Premium Televoting (Voter Pays) is 1862-424.**
6. **Total digit for Televoting (Pollster Pays) is 1803-424-ABCD, for Televoting (Voter Pays) is 1861-424-ABCD & for Premium Televoting (Voter Pays) is 1862-424-ABCD.**
7. **Two MCUs will be charged to customers voting on IN No.1862-424-ABCD**
8. **Vanity numbers are available for selection of ABCD on charge basis.**

TARIFF:

Particulars	Televoting- (Pollster Pays)		Televoting- (Voter Pays)	
	PSTN/WLL	Cellular	PSTN/WLL	Cellular
1. Processing charge for service (Nonrefundable)	Rs.5000/- (Nonrefundable)		Rs.5000/- (Nonrefundable)	
2. Security Deposit (Refundable) (Amount to be reviewed every 6 months)	Initially Rs.10,000/- & to be updated to 2 months average billing		N.A	
3. Fixed Monthly charges for service	Rs.1500 per week or Rs.4000 per month		Rs.1500 per week or Rs.4000 per month	
4. Call Charges	PSTN/WLL	Cellular	PSTN/WLL	Cellular
(i) Charge from calling party	N.A	No Access	1 unit call per vote	No Access
(ii) Charge from Called/IN subs. party	Rs.1.20 per vote	No Access	N.A	No Access
5. Discount to televoting subscriber	Votes polled/week	Rate (Rs.) per vote	N.A	N.A
	Upto 1 lakh	0.2	N.A	N.A
	>1-5 lakhs	0.3	N.A	N.A
	>5-10 lakhs	0.4	N.A	N.A
	>10 lakhs	0.5	N.A	N.A
6. Any modification in service (on demand)	Rs.100/-			
7. Extension of monitoring facility to view the televoting results online	Rs.500 per week. Nil in case weekly votes are >1 lakh			
8. Vanity Numbers Charges	One Time		Monthly Payment	
Super Premium (Category A)	Rs.10000/-		Rs.1000/-	
Premium (Category B)	Rs.7500/-		Rs.750/-	
Prime (Category C)	Rs.5000/-		Rs.500/-	

S.No.	Televoting (Voter Pays)		Premium Televoting (Voter Pays)	
	Televotes poled per week	Revenue Share (In Rs.) On graded basis	Televotes poled per week	Revenue Share (In Rs.) On graded basis
1	Upto 1 lakh	0.2/Vote	Upto 1 lakh	Nil
2	>1-5 lakhs	0.3/Vote	>1-5 lakhs	0.45/Vote
3	>5-10 lakhs	0.4/Vote	>5-10 lakhs	0.60/Vote
4	>10 lakhs	0.5/Vote	>10 lakhs	0.75/Vote

H.06 UNIVERSAL PERSONAL NUMBER (UPN)

A subscriber to this service can receive or make calls using his Universal Personal Number from any BSNL phone. The subscriber will be given some management codes and password. Using that he can convert/reconvert any BSNL phone into his Universal Personal Number. All the calls made by subscriber using his UPN will be billed at his UPN by the IN Platform. The subscriber will be able to get all his calls incoming on the UPN number anywhere in India. **Access Code for UPN is 1808-XYZ (XYZ – SCP code)**

1. Initial and Miscellaneous Charges:

Item	Charges (In Rs.)
Activation Charge	Rs.100
Fixed Monthly Charges	Rs.25 (The service can be offered free to existing fixed line customers whose average monthly bill is Rs.1000 or more)
Minimum Hire Period	Three Months
ARD/Security Deposit	Rs.2000 (Not to be taken if fixed line security is available)
White List: UPN subscriber can select numbers from where incoming calls can be allowed	Rs.100 Per addition/Per deletion
Grey List: UPN Subscriber can select numbers from where incoming calls are not admissible	Rs.100 Per addition/Per deletion

2. Usage Call Charges:

Type	Call Charges to UPN Subscriber		Call Charges to Calling Party
	When UPN receive calls	When UPN makes calls	Call Charges to Calling Party
UPN in Reg. LDCA & Calling party also in Reg. LDCA	No Charge	As per ITC Table (From Origination to Destination)	As per ITC Table (From Origination to Destination)
UPN in Reg. LDCA & Calling party outside Reg. LDCA	No Charges		
UPN outside Reg. LDCA & Calling party in Reg. LDCA	Rs.1.00 per 60 Sec pulse		
UPN outside Reg. LDCA & Calling party also outside Reg. LDCA	Rs.2.00 per 60 Sec pulse		

UITC PIN-LESS DIALING PROCEDURE

To enable the customers for making calls easily, the PIN less dialing in UITC is introduced and implemented in Tamil Nadu circle with effect from 21/6/2011.

One ITC card can be attached to 5 telephone numbers at a time.

Features of PIN less dialing:-

1. PIN less dialing is enabled once customer registers/attaches his landline/mobile i.e. CLI against his UITC card.
2. Customer has to dial his PIN only once at the time of CLI registration/attachment.
3. After successful CLI registration/attachment authorization is automatically carried out using CLI and caller is not asked for dialing the PIN.
4. The caller has to dial a new code to register his number against any UITC cards as per the details below.
5. Up to 5 telephone numbers can be attached to one ITC card. **More than one UITC cannot be connected to a single telephone.**
6. Reattachment/re-registration is possible at any time by dialing the same code used for CLI attachment/registration.

A. Dialing Procedure for PIN less dialing:-

1. Dial 1288-425
2. Select Language after getting the announcement.
3. Dial card number
4. On getting Announcement: "To attach CLI press 1" - Dial 1
5. Announcement: "CLI attached"
6. Call disconnects.

B. Dialing procedure for De-Registration/CLI de-attachment with UITC calling cards:-

1. Dial 1288-425
2. Select Language after getting the announcement
3. On getting announcement : "If you want to detach press 1" - Dial 1
4. Announcement: "CLI is de-attached"
5. Call disconnects.

C. Dialing procedure for making a call with Registered/CLI attached phone/mobile using UITC calling cards:-

1. From the CLI attached phone, dial 1802-425
2. Select Language after getting the announcement.
3. No need to dial card number, straightaway balance announcement is announced and then "dial destination number" is announced.
4. Dial destination number.

Whenever customer wants to make a call he has to repeat steps from 1-3.

SMART ITC USAGE PROCEDURE (FLPP General)

Smart ITC cards have features of both Landline and Mobile i.e one can enjoy voice quality of landline with flexibility of mobile phones.

FLPP Prepaid over Postpaid is repositioned and renamed as Smart ITC. Tariff of Smart ITC card is same as that of Universal ITC. Smart ITC is accessible from Landline / Mobile.

Smart Account card of Rs. 110, Recharge cards of Rs.20, 55,110 and validity card of Rs.20 were already issued to Accounts Officer (Cash) of all SSAs in Tamil Nadu circle.

8 simultaneous calls are possible with one Smart ITC card.

I. Instruction to use Smart ITC cards:

(a) Account Card:

1. Please scratch to obtain 16 digits number. First 12 digits is your account number and last 4 digits is PIN (Secret Code). Change the PIN after first use.
2. Dial 1806 233 & dial your account number followed by PIN when prompted. Dial 9# for main menu.
3. After that you can attach your line from main menu by dialing -> option 4. Please confirm the attachment of line by dialing 1.
4. Once line is attached with account you can dial 1805 233 followed by destination number from your telephone line.
5. Recharge your account before expiry of validity from main menu (9#) option ->2 to avoid disconnection.
6. For balance enquiry select main menu (9#) option ->3.
7. Helpline is 1800 345 1800.

Main Menu can be accessed by dialing 9# and the options available in main menu are:-

1. For language modification dial '0'
2. For PIN management dial 1 (then in sub menu dial 1 to change the PIN and 2 to enable or disable PIN)
3. For Recharge dial '2'
4. To Know your account balance dial '3'
5. For account attachment/detachment dial '4'
6. For Help dial '5'
7. For remote access enable/disable dial '6'
8. For redial dial '7'
9. To go to Main menu dial '9'.

(b) Smart ITC Recharge Coupons of BSNL

- 1) The Recharge Coupon is valid on Smart ITC Account.
- 2) Please scratch to obtain 16 digits secret number of recharge coupons.
- 3) Dial 1806 233 1284#.
- 4) Select main menu (9#) option ->2
- 5) Dial your 16 digit recharge coupon number followed by #.
- 6) Your balance will be announced immediately after recharge.
- 7) Validity of the recharge coupon is --- days from date of recharge.
- 8) Helpline is 1800 345 1800.

(C) Smart ITC Validity Coupons of BSNL

- 1) The Validity Coupon is valid on Smart ITC Account.
- 2) Please scratch to obtain 16 digits secret number of recharge coupons.
- 3) Dial 1806 233 1284#.
- 4) Select main menu (9#) option ->2
- 5) Dial your 16 digit validity coupon number followed by #.
- 6) Your balance will be announced immediately after recharge.
- 7) Validity of the validity coupon is --- days from date of recharge.
- 8) Helpline is 1800 345 1800.

II Main features of Smart ITC

1. The authentication of Smart ITC can be linked to a telephone line and the user is not required to dial the 16 digit Account number / PIN for authentication every time to make a call.
2. After attaching the Smart ITC account with phone's CLI another optional level of additional security can be enabled i.e even after attaching the phone with Smart ITC account system will ask for four digits PIN at the time of making a call.
3. Easy linking / de-linking of Account card with telephone line by customer himself i.e. a local phone can be easily converted in to STD / ISD phone and vice-versa by customer himself as per his convenience / requirement.
4. On line balance enquiry any time.
5. 'Follow on feature' on no reply, busy and called party release.
6. Easy recharge of ITC Account and no wastage of leftover account balance.
7. Though one Smart ITC account can be linked with only one phone line but eight numbers of simultaneous calls can be originated.
8. Language selection of announcement is also possible for subscribers (English/Hindi).

CFA FRANCHISEE COMMISSION STRUCTURE (as per order dated 08.08.2011)			
S.No.	Name of product / service	Franchise Commission (Rs)	Commission Payment Schedule
1	Landline-fixed plan charges/ plan up to Rs 500/- per month	One month's FMC (Fixed monthly charges) with minimum commission of Rs. 250/- per connection	100% Commission payment after first bill payment by the customer.
2	Landline/-fixed plan charges /plan more than Rs 500/- per month	Half month's FMC (Fixed monthly charges) with minimum commission of Rs. 500/- per connection	
3	Conversion to any higher plan	Rs 100/- per conversion	100% after realization of first bill.
4	Reconnection of Landline	Rs 100/- per connection	100% after realization of first bill. If plan conversion is also involved along with reconnection, then commission for both will be payable.
5	Broadband Monthly Plan Charge upto Rs 500/- (Stand alone as well as Combo)	One month's FMC (Fixed monthly charges) per connection	100% Commission payment after first bill payment by the customer.
6	Broadband Monthly Plan Charge above Rs.500/- (Stand alone as well as Combo)	Half month FMC (Fixed monthly charges) with minimum commission of Rs.500/- per connection	
7	Broadband Monthly Combo Plan Charge upto Rs 500/- (If Broadband is provided with new Landline)	One month's FMC (Fixed monthly charges) + Rs 100/- per connection	100% Commission payment after first bill payment by the customer.
8	Broadband Monthly Combo Plan Charge above Rs 500/- (If Broadband is provided with new Landline)	Half month's FMC (Fixed monthly charges) with minimum commission of Rs. 500/-) + Rs 100/- per connection	
9	New Pre-Paid Broadband connection	N/A	Rs 100/- up front per connection with the condition that Installation charges are recovered at the time of registration by the customer.

S.No.	Name of product/service	Franchisee Commission (Rs)	Commission Payment Schedule
10	Centrex/ CUG (Minimum 5 paid connections)	One month FMC per member line	100% commission payable after first bill payment by the customer.
11	VPN (Minimum 25 paid connections)	One month FMC per member line	100% commission payable after first bill payment by the customer.
12	Free Phone services	Rs 5000/- per connection	100% commission payable after first bill payment by the customer.
13	Universal Access Number	Rs 5000/- per connection	100% commission payable after first bill payment by the customer.
14	ACC Service	Rs 500/- per connection	100% commission payable after first recharge by the customer.
15	Premium Rate Service	Rs 3000/- per connection	100% commission payable after first bill payment by the customer.
16	Tele-Voting	1. Rs 500/- in case of weekly Plan.	100% after realization of first bill.
		2. Rs 1500/- in case of monthly plan.	
17	BRI ISDN	One month's FMC (Fixed monthly charges) per connection	100% Commission payment after first bill payment by the customer.
18	PRA only incoming	Half month's FMC (Fixed monthly charges) per connection	100% Commission payment after first bill payment by the customer.
19	PRA-Normal	One month's FMC (Fixed monthly charges) per connection	
20	PCO (Any technology)	Rs 500/- per connection	100% commission payment after second bill payment by the customer.

S.No.	Name of product/service	Franchisee Commission (Rs)	Commission Payment Schedule
21	Internet through NIC cards	One month's FMC (Fixed monthly charges) per connection	100% Commission payment after first bill payment by the customer.
22	Universal ITC Card	8% base commission plus bulk discount as applicable to ITC franchisees	Upfront Payment
23	Prepaid Broadband Recharge coupons & Sanchar net cards	5%	Upfront Payment
24	FLPP card	8%	Upfront Payment
<u>Telephone Bills</u>			
1	Bill collection	Rs.5/- per Bill	On monthly Bill collection
2	Bill distribution	90% of P.O. Rate	On monthly Bill collection

- For each landline connection beyond 500 provided in a month by the franchisee, additional commission of Rs.50 per landline shall be payable to the Franchisee.
- For each broadband connection beyond 500 provided in a month by the franchisee, additional commission of Rs.100 per broadband shall be payable to the Franchisee.
- Any other CFA product that may be included in future the discount/commission will be informed as and when introduced.
- For post offices, BA, PCO operators and DSA's the commission will be payable at 75% of the rates prescribed vide this new Franchisee Commission structure for CFA products.
- Additional trade scheme for sale of CFA products can also be declared by corporate office from time to time.

PROMOTIONAL OFFERS

I . For New Broadband Customers:

Customers registering from 4.07.2011 to 1.9.2011 (i.e. 60 days)

- (i) No installation Charges.
- (ii) Security Deposit for Broadband connection shall be payable in 3 installments starting from first bill.
- (iii) Modem Security Deposit (in case modem is taken on rental from BSNL) shall be payable in 3 installments starting from first bill.

Apart from the above the following are also offered for customers who register from 1/8/2011 to 29/9/2011 (i.e 60 days)

- (i) Free Games On Demand (GOD) of Economy package worth Rs.49/ per month for 30 days .
- (ii) Free Music and Video On Demand (MOD) package worth Rs.149/ per month for 30 days.
- (iii) Free Gaming Hungama (GOD) package worth Rs.49/- per month for 30 days.

II For New Broadband Customers who provide their Own Modem:

Post paid customers who register from 26.7.2011 to 23.10.2011 (i.e.90 days)

- (i) No Installation charges
- (ii) 500 MB free download per month for 4 months starting from the 2nd billing cycle.
This free offer is over and above the free download admissible under the chosen BB plan
And will have to be utilized in the respective month.

Pre paid customers who register from 10.7.2011 to 7.10.2011 (i.e.90 days)

- (i) No Installation Charges.
- (ii) 100 MB free download with 15 days validity.

III. For Discontinued Postpaid Broadband Customers:

Discontinued Post paid Broadband customers having Modem on outright purchase from BSNL or their own Modem is offered to restore their connection as Prepaid Broadband

- (I) No Installation Charges.
- (II) 100 MB free download with 15 days validity

After collecting the outstanding dues if any the Post paid Broadband account of the customer shall be closed and a new user id for Prepaid Broadband account shall be created..

IV Annual / Long Duration Payment Option for Broadband Customers:

This offer has the following three options.

- (i) Pay in advance for 24 months and avail service for 36 months.
- (ii) Pay in advance for 18 months and avail service for 24 months
- (iii) Pay in advance for 10 months and avail service for 12 months

V. New Landline Customers who provide their Own Telephone Instrument:

Customers who register for New Telephone Connection from 1/7/2011 to 28/9/2011 (i.e 90 days) are offered

- (i) 300 MCUs free over and above the free MCUs available on their plan opted. These free MCUs will be distributed equally in three billing cycles @ 100 per billing cycle and shall be available from the 2nd bill onwards.
- (ii) Rebate in the installation charges (Rs.250/- for urban and Rs.200/- for Rural) will be given in the first bill..

VI. UITC Jeevan Saathi Bundling Scheme for 3 months (12.05.2011 to 11.08.2001):

This is a promotional scheme in which one promotional UITC card of Rs. 55/- is bundled with Rs. 110/- UITC card under Scheme - I and with Rs.300 UITC card under Scheme – II. Total talk time of the Bundled pack is :

Bundling scheme	MRP of Main Card in Rs.	MRP of Promotional Card in Rs.	Total in RS.	Talk value In Rs.
Scheme I	110	55	165	100+ 70 = 170
Scheme	330	55	385	300+90 = 390

This Rs. 55/- Promotional UITC card is ISD Barred and other tariff of the promotional card is the same as in Rs.55 UITC card.

VII. Reduction of tariff to Popular countries for UITC customers for 90 days from 27.06.2011. The revised tariff shall be applicable for all denominations of Rs.300 and above. Revised tariff against the concerned countries are given below.

Group	Country	Existing Tariff	Revised Tariff
A	USA, Canada, Singapore, Hong Kong, Thailand, Malasia UK(Fixed), Australia(Fixed) Germany(Fixed), Bangladesh China	6 p / sec 13 p/ sec 14 p / sec 17 p / sec	3 p / sec (~ Rs 1.8 / min)
B	Pakistan, France, Sweden, Bahrain	14 p / sec 11 p / sec	10 p / sec (~ Rs. 6 / min)

Revision of Validity for FLPP PCO

Revision of validity for FLPP PCO recharge coupons is with effect from 01.09.2011 :

Existing and revised validity period noted against each denomination of cards are given below:

Card value (in Rs)	300	500	1000	3000	3500	5000	9000*	10000
Existing validity (in days)	15	30	45	45	45	45	100	60
Revised validity (in days)	30	45	60	60	60	60	*	75

* Recharge coupon of Rs.9000 stands withdrawn

Grace period for renewal of FLPP PCO services is increased from existing 15 days to 25 days.

Fault Booking / Helplines

Any Land line or Broadband faults:

Dial **198** (computerised fault booking mechanism).

Directory Enquiry: Dial 197

Registering/de registering of UITC: Dial 1288-425 and follow voice response. **And to use UITC** dial 1802-425 and follow voice response

Registering/de registering Smart ITC: 1806-233 and follow voice response

To use Smart ITC dial 1805-233 and follow voice response

BSNL has setup 24 X 7 customer support:

For any queries on landline/WLL/Broadband / mobile service call

Service	From any BSNL number	From other numbers
Landline	1500	1800-345-1500
WLL	1502	1800-180-1502
Mobile	1503	1800-180-1503
Broadband	1504	1800-345-1504

**Office of General Manager
(Sales & Marketing-CFA)**
BSNL, Tamilnadu Circle,
New CTS Building, Ground Floor,
16, Greams Road, Chennai-6.

Send your
queries / suggestions on
this booklet to
marketingcfatnc@gmail.com

- BEST OFFERS for BSNL Broadband**
- Pay in advance for **24** months & enjoy for **36** months
 - Pay in advance for **18** months & enjoy for **24** months
 - Pay in advance for **10** months & enjoy for **12** months
 - Unlimited Plans starting from Rs.499/- onwards
 - No installation charge



Pay Monthly charges for 24 months in advance and enjoy service for 36 months

- BEST OFFERS for BSNL Broadband**
- Pay in advance for **24** months & enjoy for **36** months
 - Pay in advance for **18** months & enjoy for **24** months
 - Pay in advance for **10** months & enjoy for **12** months
 - Unlimited Plans starting from Rs.499/- onwards
 - No installation charge

To get BSNL service at your doorstep type **"BB"** and send SMS to **9400054141**

Free offers from 1st Aug, 2011

- Games worth Rs.49/-from India Games portal
- Music & Video on Demand worth Rs.149/-
- Games worth Rs.49/- from Hungama Portal

BSNL Landline the Right Choice !

Launching Soon !
Friend and Family Scheme for
Tamilnadu BSNL Landline customers.

- Call any where in India @ local call rates.
- Pay 10 months in advance and enjoy for 12 months.
- 300 free calls & no installation charge for customers opting for own instrument.

ITC Cards

Use ITC cards on Landline and Mobile.
Enjoy Pinless dialing and
per second billing.
ISD Calls @ 3 paise per second onwards.