



EBU/TN/P1/Streamlining &Revision / ISDN PRI Tariff/2013-14

15 June 2013

To
The Principal General Manager/General Manager
BSNL, Tamilnadu Circle
All SSAs

Sub : Streamlining &Revision of ISDN PRI Tariff

BSNL Corporate office has streamlined and revised the ISDN PRI tariff. The competent authority from BSNL corporate office has approved 14 ISDN PRI plans. The tariff structure of 14 PRI plans is enclosed.

The ISDN PRI tariff are streamlined and revised by BSNL corporate office considering the customers in education, service, business, banking and financial sectors etc

Target customers in various sectors

1. Universities and colleges
2. Call centers
3. Small and medium business firms
4. Enterprise Business firms
5. Call taxi operators
6. Hotels and Malls
7. Textile shops
8. Banks
9. Finance companies
10. Housing complexes etc

All SSAs are requested to analyze the infrastructure (ISDN PRI cards, modem etc) to promote the revised ISDN PRI plans. Enterprise Business Tamilnadu circle has fixed target to all SSAs as per the guidelines of BSNL corporate office.

It is requested that the new revised ISDN PRI plan may be popularized among the Enterprise customers in all SSAs for grabbing maximum business in ISDN PRI.

BSNL corporate office has given the following guidelines to be followed ~~to be followed~~ with respect to the new ISDN PRI tariff plans

1. The new tariff of ISDN PRI plan shall be applicable from 20th June 2013
2. Existing customers shall be persuaded to migrate to new ISDN PRI tariff plans after expiry of committed period. In case the customer refuses to migrate despite best efforts, EB unit may decide for disconnection/continuation in old tariff plans on case by case basis.
3. The minimum hire period of ISDN PRI plan shall be three months
4. In case of fault in ISDN PRI line the rental rebate shall be given taking FMC ₹ 2000/- per month in accordance with rental rebate given to telephone customers
5. Customer has to opt for any one pulse which shall apply for local and STD calls. However, all ISD calls are to be of 60 sec pulse duration only irrespective of pulse rate of local/STD calls. General ISD tariff shall be charged for all ISD calls.



6. While providing EPABX under BSNL free EPABX scheme, guideline already issued by BSNL corporate office on BSNL last mile services has to be followed in respect of ARPU. (Attached for ready reference)

The feedback from customers and the business grabbed in the revised plan may kindly intimated to this office. The guidelines of BSNL corporate office in migration of plan for the existing customers and rental rebate incase of fault may strictly be followed.


Assistant General Manager (Enterprise Business)

Copy for kind information to

1. DGM (TR) and CAO (TR) of all SSAs

Encl :

1. Revised ISDN PRI tariff
2. Guidelines for free EPABX scheme



No. 3-4/2013-R&C [CFA]

Dated: 11-06-2013

Circular R&C-CFA No. 20/13-14

Subject:- Streamlining & Revision of ISDN PRI Tariff.

Proposal for rationalization of ISDN PRI tariff has been under consideration in this office for some time in past. The matter was referred to a High Power Committee constituted in this office to review the existing ISDN PRI Tariff and furnish report for consideration / approval of Competent Authority.

On the recommendations of said Committee, the Competent Authority has approved the 14 ISDN PRI Plans with tariff structure as follows:-

New ISDN PRI Plans 1-4:

Particulars	BASIC Plan	Plan-3000	Plan-8000	Plan-12000
Registration	0	0	0	0
Installation Charges (in Rs.)	3000	3000	3000	3000
Initial Security Deposit (Refundable)-To be paid along with first Bill.	2000	One Month advance plan charges	One Month advance plan charges	One Month advance plan charges
Modem Rental, if provided by BSNL	500	500	500	300
Fixed Monthly Charges	2500	2000	2000	2000
Plan charges (in Rs) per E1		3000	8000	12000
Annual advance plan charge and rental option	11 months advance	11 months advance	11 months advance	11 months advance
Biennial advance plan charge and rental option	21 months advance	21 months advance	21 months advance	21 months advance
Triennial advance plan charge and rental option	30 months advances	30 months advances	30 months advances	30 months advances
Free Local+STD ONNET Calls (worth Rs.)	0	750	2000	3000
Free Local+STD OFFNET Calls worth Rs	0	2250	6000	9000
Free ISD Calls worth Rs	0	0	0	0
Charges beyond free Usage				
Local+STD Call charges in Rs./Min (for 60 sec pulse)	ON NET	1.00	1.00	0.98
	OFF NET	1.10	1.10	1.09
Local+STD Call charges in Rs./Min (for 30 sec pulse)	ON NET	Not Available	1.1	1.08
	OFF NET	Not Available	1.16	1.14
ISD Call charges	As per Landline general plan	As per Landline general plan	As per Landline general plan	As per Landline general plan
Charges for providing Free EPBAX /internal wiring and CLIP instruments.	Instruction as issued by EB-II	Instruction as issued by EB-II	Instructions as issued by EB-II	Instructions as issued by EB-II
Charges (in Rs per Extension)for providing VPN on PRI's of existing Customer(SDCA/SSA/Circle/All India)	NO VPN	59/79/129/199	58/78/128/198	57/77/127/197
Monthly Charge for DID Block allotment(Minimum 70 per E1, Maximum 300 per E1) in Rs per extension	20	20	20	20
Number of junctions allowed under same Plan Charges	30	30	30	30
Add. Bulk Discount on Billed amount, if Billed amount exceeds Plan charges by 25%	0%	2%	2%	2%
Add. Bulk Discount on Billed amount, if Billed amount exceeds Plan charges by 50%	0%	5%	5%	5%
Add. Bulk Discount on Billed amount, if Billed amount exceeds Plan charges by more than 100%	0%	10%	10%	10%

NEW ISDN PRI Plan 5-8:-

Particulars		Plan-15000	Plan-20000	Plan-30000	Plan-50000
Registration		0	0	0	0
Installation Charges (in Rs.)		3000	3000	3000	3000
Initial Security Deposit (Refundable)- To be paid along with first Bill.		One Month Advance Plan Charge	One Month Advance Plan Charge	One Month Advance Plan Charge	One Month Advance Plan Charge
Modem Rental, if provided by BSNL		300	300	200	0
Fixed Monthly Charges.		2000	0	0	0
plan charges (in Rs) per E1		15000	20000	30000	50000
Annual advance plan charge and rental option		11 months advance	11 months advance	11 months advance	11 months advance
Biennial advance plan charge and rental option		21 months advance	21 months advance	21 months advance	21 months advance
Triennial advance plan charge and rental option		30 months advance	30 months advance	30 months advance	30 months advance
Free Local+STD ONNET Calls worth Rs.		3750	5000	7500	12500
Free Local+STD OFFNET Calls worth Rs.		11250	15000	22500	37500
Free ISD Calls worth Rs.		0	0	0	0
Charges beyond free Usage					
Local+STD Call charges in Rs./Min (for 60 sec pulse)	ON NET	0.95	0.93	0.89	0.81
	OFF NET	1.08	1.07	1.05	1.01
Local+STD Call charges in Rs./Min (for 30 sec pulse)	ON NET	1.05	1.02	0.98	0.89
	OFF NET	1.13	1.12	1.1	1.06
ISD Call charges		As per Landline general plan	As per Landline general plan	As per Landline general plan	As per Landline general plan
Charges for providing Free EPBAX/ internal wiring and CLIP instruments.		Instructions as issued by EB-II	Instructions as issued by EB-II	Instructions as issued by EB-II	Instructions as issued by EB-II
Charges (in Rs per Extension)for providing VPN on PRI's of existing Customer(SDCA/SSA/Circle/All India)		57/77/127/197	56/76/126/196	54/74/124/194	50/70/120/190
Monthly Charge for DID Block allotment(Minimum 70 per E1, Maximum 300 per E1) in Rs per extension		15	10	10	0
Number of junctions allowed under same Plan Charges		30	30	30	60
Add. Bulk Discount on Billed amount, if Billed amount exceeds Plan charges by 25%		2%	5%	5%	7%
Add. Bulk Discount on Billed amount, if Billed amount exceeds Plan charges by 50%		5%	7%	7%	10%
Add. Bulk Discount on Billed amount, if Billed amount exceeds Plan charges by more than 100%		10%	10%	10%	15%

NEW ISDN PRI Plan 9-11:-

Particulars		Plan-80000	Plan-120000	Plan-150000
Registration		0	0	0
Installation Charges (in Rs.)		3000	3000	3000
Initial Security Deposit (Refundable)-To be paid along with first Bill		One Month Advance Plan Charge	One Month Advance Plan Charge	One Month Advance Plan Charge
Modem Rental, if provided by BSNL		0	0	0
Fixed Monthly Charges.		0	0	0
Plan charges (in Rs) per E1		80000	120000	150000
Annual advance plan charge and rental option		11 months advance	11 months advance	11 months advance
Biennial advance plan charge and rental option		21 months advance	21 months advance	21 months advance
Triennial advance plan charge and rental option		30 months advance	30 months advance	30 months advance
Free Local+STD ONNET Calls worth Rs .		20000	30000	37500
Free Local+STD OFFNET Calls worth Rs		60000	90000	112500
Free ISD Calls worth Rs		0	0	0
Charges beyond free Usage				
Local+STD Call charges in Rs./Min (for 60 sec pulse)	ON NET	0.69	0.53	0.41
	OFF NET	0.95	0.87	0.81
Local+STD Call charges in Rs./Min (for 30 sec pulse)	ON NET	0.76	0.58	0.45
	OFF NET	1.0	0.91	0.85
ISD Call charges		As per Landline General Plan	As per Landline General Plan	As per Landline General Plan
Charges for providing Free EPBAX /internal wiring and CLIP instruments		Instructions as issued by EB-II	Instructions as issued by EB-II	Instructions as issued by EB-II
Charges (in Rs per Extension)for providing VPN on PRI's of existing Customer(SDCA/SSA/Circle/All India		44/64/114/184	36/56/106/176	30/50/100/170
Monthly Charge for DID Block allotment(Minimum 70 per E1, Maximum 300 per E1) in Rs per extension		0	0	0
Number of junctions allowed under same Plan Charges		60	120	150
Add. Bulk Discount on Billed amount, if Billed amount exceeds Plan charges by 25%		7%	7%	7%
Add. Bulk Discount on Billed amount, if Billed amount exceeds Plan charges by 50%		10%	10%	10%
Add. Bulk Discount on Billed amount, if Billed amount exceeds Plan charges by more than 100%		15%	15%	15%

NEW ISDN PRI Plan 12-14:-

Particulars		Plan-200000	Plan-250000	Plan-300000
Registration		0	0	0
Installation Charges (in Rs.)		3000	3000	3000
Initial Security Deposit (Refundable)-To be paid along with first Bill		One Month Advance Plan Charge	One Month Advance Plan Charge	One Month Advance Plan Charge
Modem Rental, if provided by BSNL		0	0	0
Fixed Monthly Charges		0	0	0
plan charges (in Rs) per E1		200000	250000	300000
Annual advance plan charge and rental option		11 months advance	11 months advance	11 months advance
Biennial advance plan charge and rental option		21 months advance	21 months advance	21 months advance
Triennial advance plan charge and rental option		30 months advance	30 months advance	30 months advance
Free Local+STD ONNET Calls worth Rs .		50000	Unlimited	Unlimited
Free Local+STD OFFNET Calls worth Rs.		150000	187500	225000
Free ISD Calls worth Rs		0	0	0
Charges beyond free Usage				
Local+STD Call charges in Rs./Min (for 60 sec pulse)	ON NET	0.21	0	0
	OFF NET	0.71	0.61	0.51
Local+STD Call charges in Rs./Min (for 30 sec pulse)	ON NET	0.23	0	0
	OFF NET	0.75	0.64	0.54
ISD Call charges		As per Landline General Plan	As per Landline General Plan	As per Landline General Plan
Charges for providing Free EPBAX /internal wiring and CLIP instruments.		Instructions as issued by EB-II.	Instructions as issued by EB-II.	Instructions as issued by EB-II
Charges (in Rs per Extension)for providing VPN on PRI's of existing Customer(SDCA/SSA/Circle/All India		20/40/90/160	10/30/80/150	0/20/70/140
Monthly Charge for DID Block allotment(Minimum 70 per E1, Maximum 300 per E1) in Rs per extension		0	0	0
Number of junctions allowed under same Plan Charges		240	300	450
Add. Bulk Discount on Billed amount, if Billed amount exceeds Plan charges by 25%		7%	7%	7%
Add. Bulk Discount on Billed amount, if Billed amount exceeds Plan charges by 50%		10%	10%	10%
Add. Bulk Discount on Billed amount, if Billed amount exceeds Plan charges by more than 100%		15%	15%	15%

-: 5 :-

- (i) Customer has to opt for any one pulse which shall apply for all local and STD calls. However, all ISD calls are to be of 60 Sec pulse duration only irrespective of pulse rate of local/STD calls. General ISD tariff shall be charged for all ISD calls.
- (ii) On launch of new ISDN PRI tariff Plans, existing Customers shall be persuaded to migrate to new ISDN PRI tariff Plans after expiry of committed period. In case the customer refuses to migrate despite best efforts, EB unit may decide for disconnection / Continuation in old Tariff Plans on case to case basis.
- (iii) In case of fault in ISDN PRI line the rental rebate shall be given taking FMC Rs. 2000/- per month in accordance with rental rebate given to telephone customers.
- (iv) The minimum hire period of ISDN PRI Plan shall be Three Months.
- (v) The new tariff of ISDN PRI shall be applicable from 20th June, 2013.h
- (vi) All Regulatory requirements may kindly be complied with while implementing the above tariff..

The circular is issued based on approval of the Competent Authority in PDP-CFA unit file No. 4-4/PDP-CFA/2012-13. For any clarification /correspondence in respect of aforesaid plans, matter may be taken up with PDP-CFA unit of BSNL CO New Delhi. The impact of NEW ISDN PRI Plans may be analysed and feedback submitted immediately after one month of launch of these plans to PDP-CFA and T&C-CFA branch of corporate office through email to pdpcfa@gmail.com & tccfa.bsnl@gmail.com respectively. PH.NO.011-23329495 & Fax. 011-23329496

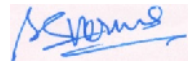


(K.K. Jain)
AGM (T&C)-CFA

To,
All CGMs – Telecom Circles/Metro Telephone Districts /ITPC Pune.

Copy for information to:-

- 1) CMD, BSNL.
- 2) Directors (CFA / CM / ENT / HR / FIN) on BSNLs Board.
- 3) PGM Regulation for information & n/a.
1. Sr.GM (PDP)-CFA, CO BSNL w.r.t case mark: IT-CFA File No. 4-4/PDP-CFA/2013-13 carrying the approval of the Competent Authority in the matter. It is requested that necessary action may be taken regarding website updation.
- 4) Sr. GM (CIT) BSNL CO – for placement on website.
- 5) CGM (ITPC), Pune, for necessary changes in CDR/billing system.
- 6) GM (BBNW), Bangalore NOC, East Telephone Exchange Building, Lazar Road, Near Bangalore east Rly Station Bangalore.
- 7) Secretary TRAI - for kind information.
- 8) Guard File.



(S.S.Verma)
DM (T&C)-CFA

Guidelines for the Free EPABX Scheme

BSNL had launched 'Free EPABX Scheme' by providing free of cost "*Managed Voice and Data Services*" through ISDN IP ready EPABX to the customers for acquiring Commercially Important Customers. But the competitive and technological scenario has undergone a major shift since the launch of Free EPABX Scheme in 2005. The technical and commercial requirements have evolved into just not the provisions of customer premises EPABX Systems but into provisioning of a wholesome and varied range of last mile Telecom Services to the today's demanding customer in dynamically changing environment.

In between, many clarifications/modifications/additions, from time to time, have been approved from BSNL Corporate Office as per the needs and requirement of the corporate customers. In view of this these modifications and in order to clarify/consolidate various circulars issued from time to time, these amended guidelines/instructions are being promulgated thereby consolidating all existing issues brought up by the field units from time to time along with addressing some of the upcoming/future requirements. Although all the previous modifications/clarifications seem to have been incorporated in these guidelines, any approval, if inadvertently left out, may be brought to the notice of BSNL CO for inclusion in these guidelines.

The services proposed to be provided under the "BSNL Last Mile" Services are as under

1) Voice & Data Services

- a. Nature of Services extended as per ANNEXURE – 1.0
- b. Service deployment as per ANNEXURE – 1.1
- c. Tariff structure as per ANNEXURE – 1.2
- d. Revenue Share with franchisee as per ANNEXURE – 1.3
- e. Scope of Work as per ANNEXURE – 1.4

2) Point to Point Voice & Data Backhaul Services

- a. Nature of Services extended as per ANNEXURE – 2.0
- b. Service deployment as per ANNEXURE – 2.1
- c. Tariff structure as per ANNEXURE – 2.2
- d. Revenue Share with franchisee as per ANNEXURE – 2.3
- e. Scope of Work as per ANNEXURE – 2.4

3) Hotspot Services

- a. Nature of Services extended as per ANNEXURE – 3.0
- b. Service deployment as per ANNEXURE – 3.1
- c. Tariff structure as per ANNEXURE – 3.2
- d. Revenue Share with franchisee as per ANNEXURE – 3.3
- e. Scope of Work as per ANNEXURE – 3.4

The above mentioned services are separate services and franchisees' may choose to provide any one or all the services. Further, the customer is free to avail any one or combination of any two or more services.

The above Services portfolio shall be continuously updated to include latest services in line with the customers' preferences, market demands and in accordance with BSNL requirements, from time to time.

ANNEXURE – 1.0 – NATURE OF SERVICES EXTENDED

1) Voice & Data Services (up to 7000 ports): for the provision of the following (As amendment to Annexure – ‘A’: Notification no. **BSNL/BD/EPABX/2004 dated 13th April 2005**)

a) Services - for the provision of the following

- i) Basic Voice Connectivity for inter and intra office communication through Analog, Digital, IP Ports
- ii) Data Connectivity for Internet Access through ADSL2+ and Wireless Ports (As amendment to Annexure – ‘B’: Notification no. BSNL/BD/EPBAX/3-46/2007 dt.12/12/2007)
- iii) In Campus Wi-Fi Services
- iv) Value Added Services (VAS) for provision of
 - GSM Trunk Ports
 - Voice Mail Ports
 - Voice Guidance Ports
 - Interconnectivity Ports
 - Other Specialised Ports such as E&M etc.
 - Computer Telephony Interface (CTI) solutions through Application such as Agent Management Software, Diallers, Voice Loggers, etc.

The above services will be offered through two types of switches.

***j) Small Wired Voice PBX with Wi-Fi** –shall be pre-configured and will be provided in 5 variants i.e.*

- **24 Ports** – with 1 PRI, 2 Analog Trunk Lines, 1 GSM Trunk Line, 2 Digital Extensions and 24 Analog Extensions, One Wi-Fi Access Point (in case a customer takes Broadband Plan)
- **32 Ports** – with 1 PRI, 2 Analog Trunk Lines, 1 GSM Trunk Line, 2 Digital Extensions and 32 Analog Extensions, One Wi-Fi Access Point (in case a customer takes Broadband Plan)
- **48 Ports** - with 1PRI, 2 Analog Trunk Lines, 1 GSM Trunk Line, 2 Digital Extensions and 48 Analog Extensions, One Wi-Fi Access Point (in case a customer takes Broadband Plan)
- **72 Ports** - with 1PRI, 2 Analog Trunk Lines, 1 GSM Trunk Line, 2 Digital Extensions and 72 Analog Extensions, up to 3 Wi-Fi Access Point (in case a customer takes Broadband Plan)
- **96 Ports** - with 1PRI, 2 Analog Trunk Lines, 1 GSM Trunk Line, 2 Digital Extensions and 96 Analog Extensions, up to 5 Wi-Fi Access Point (in case a customer takes Broadband Plan)

The above systems shall work on AC Power and use normal phones in the Analog Extensions. The Digital Phones for use with the Digital Trunk Lines shall, however, have to be purchased from the Franchisee.

The above system is a pure voice device and would not support data (ADSL/ broadband) other than dial up.

ii) Full Featured Voice & Data Enterprise Switch – shall be a configurable system capable of providing both voice (analog, digital and IP) and data (ADSL2+ and wireless) in any combination from 100 extension ports to 7000 extension ports. The systems shall be capable of providing backhaul connectivity through analog trunk lines, GSM Trunk Lines, E1, ISDN PRI and V5.2 and would work on DC Input.

The systems shall work on DC Power and use normal phones in the Analog Extensions. The Digital Phones and Operator Consoles for use with the Digital extensions shall however have to be purchased on an outright purchase basis from the Franchisee. For Systems larger than 100 extension ports the Digital Phones, however, can also be provided on R&G Basis. A suitable quote for Outright purchase cost may be taken from the franchisee on a case to case basis for Digital Key Telephone and Operator Consoles

ANNEXURE – 1.1 –SERVICE DEPLOYMENT

1 b) Deployment Methodology (As amendment to Annexure – ‘A’: Notification no. **BSNL/BD/EPABX/2004 dated 13th April 2005**) - are to be deployed in three (3) below mentioned categories

Service Deployment For Single Billed Customers such as PSUs, Corporate, hospitals etc.

Sl. No.	Service Type	Small Wired PBX with Wi-Fi (24, 32 and 48 ports)	Small Wired PBX with Wi-Fi (72 and 96 ports)	Featured Voice & Data Switch
1)	Voice Services			
	- Analog Voice Extension	Yes	Yes	Yes
	- Digital Voice Extension (for use with Key Telephone)	Yes	Yes	Yes
	- IP Voice Extension (for use with IP Phone)	No	No	Yes
2)	Value Added Services & DSL			
	- FCT Port (for GSM Trunk Connectivity)	Yes	Yes	Yes
	- Voice Mail Port	No	Yes	Yes
	- Interconnectivity Port	No	No	Yes
	- ADSL Port	No	No	Yes
	- E&M Port	No	No	Yes
	- Additional Trunk Ports (beyond minimum 10% or on free rental as per the scheme)	No	No	Yes
	- Other Misc. Port	No	No	Yes
3)	Trunk Side			
	- GSM Trunk (Any Post Paid Plan)	Yes	Yes	Yes
	- Analog Co Trunk (Any Plan)	Yes	Yes	Yes
	- ISDN BRI Trunk (Any Plan)	No	No	Yes
	- E1/ISDN PRA Trunk on Wired Line(Any Plan)	Yes	Yes	Yes
	- E1/ISDN PRA Trunk on Wireless (Any Plan)	No	No	Yes
	- V5.2 Trunk on E1 (for individually Billed Sites only)	No	No	Yes
	- Data Link through DSL, Leased Line, Nx64 and Tier 1 or 2 Ethernet Switch with BBRAS (for individually billed sites only)	Yes (DSL only for Wi-Fi)	Yes (DSL only for Wi-Fi)	Yes

Service Deployment For multiple Billed Customers (Individual subscribers) such as housing complexes, shopping malls etc.

Sl. No.	Service Heads	Category 'A'	Category 'B'	Category 'C'
1)	Fixed Monthly Charges - Voice Services			
	- Analog Voice Extension	No		Yes
	- Digital Voice Extension (for use with Key Telephone)	N.A.	N.A.	N.A.
	- IP Voice Extension (for use with IP Phone)	N.A.	N.A.	N.A.
2)	Fixed Monthly Charges - Value Added Services			
	- FCT Port (for GSM Trunk Connectivity)	N.A.	N.A.	N.A.
	- Voice Mail Port	N.A.	N.A.	N.A.
	- Interconnectivity Port	N.A.	N.A.	N.A.
	- ADSL Port for Broadband	N.A.	N.A.	Yes
	- E&M Port	N.A.	N.A.	N.A.
	- Additional Trunk Ports (beyond minimum 10% or on free rental as per the scheme)	N.A.	N.A.	N.A.
	- Other Misc. Port such as BRI port etc.	N.A.	N.A.	N.A.
3)	Fixed Monthly Charges - Trunk Side			
	- GSM Trunk	N.A.	N.A.	
	- Analog Co Trunk	N.A.	N.A.	
	- ISDN BRI Trunk	N.A.	N.A.	
	- V5.2 on E1 Trunk on Wired Line	N.A.	Yes	
	- V5.2 on E1 Trunk on Wireless (In case of TNF)	N.A.	Yes	
	- E1/ISDN PRA Trunk on Wireless (In case of customer demand)	N.A.	Yes	Yes

ANNEXURE – 1.2 –TARIFF

1 c) Tariff Structure (Per Month) (As amendment to the following notifications:
Annexure – ‘C’: Notification no. BSNL/BD/EPABX/2005 dt 21.11.2006
Annexure – ‘D’: Notification no. BSNL/BD/EPABX/2006 (Pt.) dt 16.04.2007

– are based on reclassification of various categories in terms of the changing market scenario in the form of competition, customers’ expectations and demands;

- i) Category ‘A’: Small Wired PBX configured for 24, 32 and 48 extension ports
- ii) Category ‘B’: Small Wired PBX configured for 72 and 96 extension ports
- iii) Category ‘C’: Featured Voice & Data Switches for 100 Ports & above

Tariff For Single Billed Customers such as PSUs, Corporate, hospitals etc.

S. No.	Service Heads	Category ‘A’	Category ‘B’	Category ‘C’
1)	Fixed Monthly Charges per port (Rs.)- Voice Services			
	- Analog Voice Extension	Nil	75	60
	- Digital Voice Extension (for use with Key Telephone)	Nil	75	60
	- IP Voice Extension (for use with IP Phone)	N.A.	N.A.	180
2)	Fixed Monthly Charges per port (Rs.) - Value Added Services			
	- FCT Port (for GSM Trunk Connectivity)	Nil	225	180
	- Voice Mail Port	N.A.	225	180
	- Interconnectivity Port	N.A.	N.A.	180
	- ADSL Port	N.A.	N.A.	180
	- E&M Port	N.A.	N.A.	180
	- Additional Trunk Ports (beyond minimum 10% or on free rental as per the scheme)	N.A.	N.A.	Nil
	- Other Misc. Port	N.A.	N.A.	180
3)	Fixed Monthly Charges (Rs.)- Trunk Side			
	- GSM Trunk	Plan 999 or above	Any Post Paid BSNL Mobile Plan	
	- Analog Co Trunk	Any Plan of Rs. 2450 or above	Any BSNL Landline Plan	
	- ISDN BRI Trunk	N.A.	Any BSNL Plan	
	- E1/ISDN PRA Trunk on Wired Line	Any PRA Plan		
	- E1/ISDN PRA Trunk on Wireless (In case of TNF)	Any PRA Plan		

	- E1/ISDN PRA Trunk on Wireless (In case of customer demand)	15,000	15,000	15,000
	- Data Link through DSL, Leased Line, Nx64 and Tier 1 or 2 Ethernet Switch with BBRAS (for individually billed sites only)	-N.A.		As per any BSNL Broad band Plan

Note:

- i. The Digital Phones and operator consoles for use with the Digital extensions shall however have to be purchased on an outright purchase basis from the Franchisee. For Systems larger than 100 extension ports the Digital Phones, however, can also be provided on R&G Basis.
- ii. IP phones should be purchased from the franchisee or from outside on an outright purchase basis.
- iii. A suitable quote for the above on Outright purchase basis may be taken from the franchisee on a case to case basis.

Tariff For multiple Billed Customers (Individual subscribers) such as housing complexes, shopping malls etc.

S. No.	Service Heads	Category 'A'	Category 'B'	Category 'C'
1)	Fixed Monthly Charges - Voice Services			
	- Analog Voice Extension	N.A.		Any BSNL Landline Plan
	- Digital Voice Extension (for use with Key Telephone)	N.A.	N.A.	N.A.
	- IP Voice Extension (for use with IP Phone)	N.A.	N.A.	N.A.
2)	Fixed Monthly Charges - Value Added Services			
	- FCT Port (for GSM Trunk Connectivity)	N.A.	N.A.	N.A.
	- Voice Mail Port	N.A.	N.A.	N.A.
	- Interconnectivity Port	N.A.	N.A.	N.A.
	- ADSL Port for Broadband	N.A.	N.A.	Any BSNL Home/Business Broadband Plan as applicable
	- E&M Port	N.A.	N.A.	N.A.
	- Additional Trunk Ports (beyond minimum 10% or on free rental as per the scheme)	N.A.	N.A.	N.A.
	- Other Misc. Port such as BRI port etc.	N.A.	N.A.	N.A.
3)	Fixed Monthly Charges - Trunk Side			
	- GSM Trunk	N.A.	N.A.	
	- Analog Co Trunk	N.A.	N.A.	
	- ISDN BRI Trunk	N.A.	N.A.	
	- V5.2 on E1 Trunk on Wired Line	N.A.	Free as backhaul for Voice Extensions	
	- V5.2 on E1 Trunk on Wireless (In case of TNF)	N.A.	Free as backhaul for Voice Extensions	
	- E1/ISDN PRA Trunk on Wireless (In case of customer demand)	N.A.	15,000	15,000

Discounting Structure (As amendment to Annexure – “E”: Notification no. BSNL/BD/CIC/2006 dt. 02.07.2007) – shall be based on ARPU per extension port per month and shall be as under.

- **100% Rental Waiver on Wireless PRI:** Rental charges on wireless PRI will be completely waived off in the following cases.
 - i. Area is Technically Not Feasible
 - ii. Average monthly revenue from PRI Calling is more than Rs. 1.5 Lacs per PRI.

Extension Rental Waiver – 100%: Rental charges on all voice extension ports will be completely waived off if average ARPU per extension port per month is Rs. 450 or more. This ARPU will be ensured by taking written commitment from customer for minimum billing charges for a minimum period of two years.

Or

Providing PRI plan in a way wherein only plan charge itself ensures average minimum ARPU of Rs.450 on each extension. It would need to be ensured that the customer does not degrade the plan within two years of the commencement of service with a view to bring down the ARPU.

Or

In case no commitment is being given then the rentals shall be waived off only with the prior consent of the franchisee and due approval of the CGM based on a recommendation from GM/PGM (TD) or GM (BD) with a view to match the competitors’ tariff or with a view to retain or bring to fold a customer of high potential.

Remarks: It may be noted that in case per PRI average monthly revenue is more than 1.5 Lacs and average monthly ARPU is more than Rs. 450 per extension; both wireless PRI rental and extension rental will be completely waived off.

- **Extension Rental Waiver – Up to 50%:** General Manager (Telecom District)/PGM in every SSA or General Manager (Business Development) in every Telecom Circle will be empowered to give discount of 50% on extension rental charges with the prior consent of franchisee. This discount may be given by GMTD or GMBD or PGM in order to match competitor’s tariff or tariff may be reduced in order to keep the competitor out of customers’ premises, with the prior consent of franchisee.

ANNEXURE – 1.3 – REVENUE SHARE

1 d) Revenue Share with the Franchisee

Revenue share For Single Billed Customers such as PSUs, corporate, hospitals etc.

S. No.	Services	BSNL Share (In %)	Franchisee Share (In %)
1)	Voice Services Fixed Monthly Charges		
	- Analog Voice Extension	40%	60%
	- Digital Voice Extension <i>(for use with Key Telephone)</i>	40%	60%
	- IP Voice Extension (for use with IP Phone)	40%	60%
2)	Value Added Services Fixed Monthly Charges		
	- FCT Port (for GSM Trunk Connectivity)	40%	60%
	- Voice Mail Port	40%	60%
	- Interconnectivity Port	40%	60%
	- ADSL Port	40%	60%
	- E&M Port	40%	60%
	- Additional Trunk Ports	40%	60%
	- Other Misc. Port such as BRI port etc.	40%	60%
	- Data Link through DSL, Leased Line, Nx64	40%	60%
3)	Call Charges <i>(Including all kind of trunk connectivity Rental Charges/Fixed Monthly Charges, Plan charges and Call Usage Charges) – In case trunk connectivity is on BSNL' Wired Line Media</i>	80%	20%
4)	Call Charges <i>(Including all kind of trunk connectivity (wired line and wireless) Rental Charges/ Fixed Monthly Charges, Plan charges and Call Usage Charges) – In case trunk connectivity on Wireless Media provided by franchisee in TNF area.</i>	70%	30%
5)	Call Charges <i>(Including all kind of trunk connectivity (wired line and wireless) Rental Charges/ Fixed Monthly Charges, Plan charges and Call Usage Charges) – In case trunk connectivity is on Wireless Media provided by franchisee for redundancy or otherwise and customer not being charged extra rental on wireless link.</i>	70%	30%

6)	Broadband Charges (Including rental charges/ Fixed Monthly Charges, plan charges and excess data usage charges)	80%	20% (subject to a maximum of Rs. 100 per port)
7)	Wireless PRI Rental Charges (In case BSNL charges rental from customer)	40%	60%

Revenue Share For multiple billed customers (Individual subscribers) such as housing complexes, shopping malls etc.

- i. **Revenue Share on Fixed Monthly Charges/Call Charges:** Standard Basic Landline plans will be applicable on all extensions in this scenario. Franchisee will share 20% on rental/**Fixed Monthly Charges/ Plan charges** and call charges. These charges will include Trunk (*All type of trunk terminated on EPABX*), Rental Charges/**Fixed Monthly Charges**, Plan Charges and Call Usage Charges.

In case of TNF area where E1 is extended on wireless by the franchisee, 70% on rental/ Fixed Monthly Charges, Plan Charges and call charges will be shared by BSNL and 30% will be shared by the franchisee. These charges will include Trunk (*All type of trunk terminated on EPABX*), Rental Charges/ **Fixed Monthly Charges**, Plan Charges and Call Usage Charges.

Revenue share on Data Connectivity: 20% of Broadband Charges including Fixed Monthly Charges/Rental Charges, Plan Charges & additional Usage Charges will be shared by the franchisee subject to a maximum of Rs. 100. In case of TNF area where bandwidth is terminated through wireless by the franchisee, 70% on Rental/ **Fixed Monthly Charges**, Plan Charges and additional usage charges will be shared by BSNL and 30% will be shared by the franchisee.

ANNEXURE – 1.4 – Scope of Work

1 e) Scope of Work

Sl. No.	Scope of Work	Category ‘A’	Category ‘B’	Category ‘C’
1	EPABX/Exchange/DSLAM with FCBC, batteries, MDF, Software as required	Franchisee (DSLAM – N.A)	Franchisee (DSLAM – N.A)	Franchisee
2	Earthing	Customer	Customer	Customer
3	All Backhaul Connectivity from BSNL Exchange to Customer Premises	BSNL	BSNL	BSNL
4	Billing	BSNL	BSNL	BSNL
5	Space for PBX with Air conditioning	Customer	Customer	Customer
6	Provision & Maintenance of Internal Wiring (Single Billed Customer) *	Customer	Customer	Customer
7	Internal Wiring if available (Individually Billed Customer) **	Customer	Customer	Customer
8	Internal Wiring if not available (Individually Billed Customer) **	BSNL	BSNL	BSNL
9	Entry Permit/Road Permit	BSNL	BSNL	BSNL
10	Hiring of Space, Electricity Bill etc. (wherever required)	BSNL and Franchisee (50% each)	BSNL and Franchisee (50% each)	BSNL and Franchisee (50% each)
11	ADSL Modem Provisioning	N.A	N.A.	BSNL
12	PRI Modem Provisioning #	Customer or BSNL	Customer or BSNL	Customer or BSNL Or Franchisee

Note:

* Can be provided on Outright Sale or R&G Basis by BSNL or Franchisee and in case of Individually Billed customers wherein the standard BSNL Landline & Broadband plans are being charged for all voice and data extensions wiring if not available shall be provided by BSNL

** Maintenance can be done by BSNL or Franchisee

To provide the modem under the free EPABX scheme, following procedure has been decided by BSNL HQ vide Notification No. BSNL/BD/EPABX/2004 Dated 27th July, 2005

1. BSNL may ask the modem from the customer for PRI for extending connectivity to EPABX.

2. If customer does not agree and PRI modem is available with BSNL it may be provided by the respective Circles.

3. If customer and BSNL are unable to provide the PRI modem, the franchisee will be made responsible for providing the modem and BSNL will bear a portion of the cost by increasing the revenue share in rental at the rate of Rs.10/- per extension to franchisee for 18 months. For example, if customer is paying rental of Rs.75/- per extension, BSNL's share of Rs.30/- will reduce to Rs.20/- and franchisee's share will increase from Rs.45/- to Rs.55/- for the first 18 months.

4. If the customer wants more number of PRIs then specified concentration, i.e., 1:10 (1 PRI for upto 300 extensions), the cost of the PRI modem shall be borne by the customer as per the agreement terms and conditions.

All the field units are requested to provide the modem to the customer for the ISDN PRI connectivity, in the order of priority as mentioned above.

ANNEXURE 2.0: Service extended-Point to Point Voice & Data Backhaul Services

2. a) Point to Point Voice & Data Backhaul Services are proposed for the provision of the following

- 1) E1/PRI/V5.2/Data Connectivity to the customers under the Free EPABX Scheme and falling in TNF Areas
- 2) E1/PRI/V5.2/Data Connectivity to the customers falling in TNF Areas where EPABX of some other make is operating
- 3) E1/PRI/Data Connectivity to Desirous Customers as redundant circuits
- 4) E1/PRI/Data Connectivity to Customers for interconnectivity of remotely located offices or different buildings in the campus of the customer

**ANNEXURE 2.1: Service Deployment -
-Point to Point Voice & Data backhaul Services**

2 b)

i) **Backhaul Connectivity in TNF Areas:** Backhaul connectivity of the following nature in TNF areas shall be provided on Wireless links

- **Voice Connectivity** through the provision of PRI/E1/V5.2 link. The same shall be achieved by setting up a point to point radio link from the nearest BSNL exchange to the required location. The connectivity would require a site survey to establish the feasibility of setting up such a link in terms of distance, line of sight and other parameters required for QOS. The said connectivity can be provided for multiple links of PRI/E1/V5.2. **It may please be noted that PRI/E1/V5.2 link on wireless link shall also be provided to a customer where there is already an EPABX running which may or may not be under The Free EPABX Scheme.**

The system in BSNL shall work on DC input while the setup on the customer' side shall operate on DC/AC input.

ii) **Wireless Point to Point Connectivity as Redundant link (on customer demand or to meet stringent service based SLA)** shall be provided to desiring customers under this scheme on lines as are similar to the above connectivity.

- The links shall however be done on the specific request of the Customer to provide adequate redundancy on a charged basis, both for the Voice & Data Links. The connectivity would require a site survey to establish the feasibility of setting up such a link in terms of distance, line of sight and other parameters required for QOS.
- **It may please be noted that this type of connectivity shall also be provided to a customer where there is an EPABX already running which may or may not be under The Free EPABX Scheme.**
- The links shall also be provided to Commercially Important Customers availing multiple E1/PRI/V5.2 links to provide redundancy and a higher QOS. The service shall however not be charged and provided to such customers based on a minimum ARPU per Link (To be decided by GMTD/PGM/GMBD).
- BSNL will provide space, power with necessary backup to the franchisee to put in place one of the radio setups in BSNL exchange while customer will provide free space, power and earthing on the setup being installed on its end. The system in BSNL shall work on DC input while the setup on the customer' side shall operate on AC/DC input.

ANNEXURE 2.2: TARIFF-
Point to Point Voice & Data Backhaul Services

2 c).

Monthly Tariff for singularly billed customers like PSUs/ Corporate/ Etc

S. No.	Service Heads	Tariff per month to Customer (Rs.)
1)	- E1/ISDN PRA Trunk on Wireless (In case of TNF and customer under Free EPABX Scheme or link provided in order to meet SLA)	Any PRA Plan
2)	- E1/ISDN PRA Trunk on Wireless (In case of TNF and customer is not under Free EPABX Scheme)	Any PRA Plan
3)	- E1/ISDN PRA Trunk on Wireless (In case of customer demand or redundancy or both)	15,000
4)	- Last Mile Data Connectivity (For Internet Leased Port) on Wireless (in case of TNF Area)	Internet Leased Port Charges as per BSNL tariff
5)	- Last Mile Data Connectivity on Wireless (in case of customer demand or redundancy or both)	15,000

**ANNEXURE 2.3: REVENUE SHARE –
Point to Point Voice & Data Backhaul Services**

2 d) Revenue Share

Sl. No.	Service Heads	BSNL Share (In %)	Franchisee Share (In %)
1)	- Call Charges - E1/ISDN PRA Trunk on Wireless (In case of TNF and customer under Free EPABX Scheme i.e. franchisee provides both EPABX & wireless link)	70%	30%
2)	- Call Charges - E1/ISDN PRA Trunk on Wireless (In case of TNF and customer is not under Free EPABX Scheme i.e. franchisee provides only wireless link and not the EPABX)	90%	10%
3)	- E1/ISDN PRA Trunk on Wireless (In case of customer demand or redundancy or both)	40%	60%
4)	- Last Mile Data Connectivity (For Internet Leased Port) on Wireless (in case of TNF Area)	80%	20%
5)	- Last Mile Data Connectivity on Wireless (in case of customer demand or redundancy or both)	40%	60%
6)	- Interconnectivity (Voice Only) between remote customer locations	40%	60%

Note:

1. In case, customer is not under FREE EPABX SCHEME and BSNL has to provide only wireless link through the franchisee, respective SSA/circle office shall take prior consent from franchisee for the deployment.
2. The franchisee shall provide Ethernet port at customer end. Customer shall take the same to its network thereafter.

**ANNEXURE 2.4: SCOPE OF WORK –
Point to Point Voice & Data Backhaul Services**

2 e) Scope of Work

Sl No.	Scope of Work	BSNL	FRANCHISEE	CUSTOMER
1	Solution Hardware with Mast and Software as required *	No	Yes	No
2	Mast, Space, DC Power with backup and Earthing (BSNL end)	Yes	No	No
3	All Backhaul Connectivity from BSNL Exchange to Customer Premises	Yes	No	No
4	Billing to Customer	Yes	No	No
5	Space, AC Power and Earthing (Customer end)	No	No	Yes
6	AC Power Backup (Customer end)	No	Yes	No
7	Mast – Customer End	No	Yes	No
8	Mast – BSNL End	Yes	No	No

* Does not include router and other network components

ANNEXURE 3.0: Service extended – Wireless Hotspot Services

3. Wireless Hotspot Services: for the provision of wireless internet access at public and/or premium places such as at Airports, Railway Stations, University & College Campus', Sports Complexes, Municipal Areas, Restaurants', Cafes, Shopping Malls, Housing Societies etc.

a) Services: shall be set up for the customers for the provision of for the provision of wireless internet access at

- i) Public places such as at Railway Stations, University & College Campus', Sports Complexes, Office Complexes, Municipal Areas etc. and
- ii) Premium Locations such as Airports, Hotels, Restaurants', Cafes, Shopping Malls etc.

ANNEXURE 3.1: Service Deployment – Wireless Hotspot Services

It is proposed to initially provide these services on a pre-paid time limited basis as also limited service provisioning is proposed on a free of cost basis as detailed hereunder. It is intended to provide wireless connectivity at 256 kbps to the paid users and at a minimum of 64 kbps to the unpaid users.

The target areas would be carpeted by the usage of Outdoor and Indoor Access Points while the backhaul to such areas can be extended through both wire line and wireless means. Larger areas shall have mesh architecture. The carpeting shall be on Wi-Fi mode as most customer devices today are compliant to 802.11 b/g.

While all active elements in the network including Radio's, Access Points, AAA Servers, Billing Servers, Access CPE's, including there installation, maintenance and operations shall be done by the franchisee, the passive elements including towers, if required, electricity, backhaul bandwidth shall be shall be provided by BSNL in case of Public Areas and by the Customer in case of a customer specific location such as a hotel, cafe etc.

ANNEXURE 3.2: Tariff– Wireless Hotspot Services

Tariff Structure - will be purely pre-paid and will be provided on recharge coupons. Tariff for Wi-Fi services will be as below.

i. Wi-Fi Services over Public Places:

Coupon Value	* MRP	Minutes	Validity	Usage Charges (Rs. Per Minute)
30	33.71	35	4 Hours	0.86
50	56.18	60	7 Days	0.83
100	112.36	125	15 Days	0.80
250	280.90	320	30 Days	0.78
500	561.80	680	50 Days	0.74
1000	1,123.60	1500	90 Days	0.67
2000	2,247.20	3100	180 Days	0.65
3000	3,370.80	4800	365 Days	0.63

BSNL Existing Wi-Fi Tariff Plans

Coupon value in Rs.	Coupon Sale Price	Minutes of usage (in minutes)	Validity (in days)	Usage charges/per minute in Rs.
100	112	100	15	1
250	281	275	30	0.91
500	561	600	45	0.83
1000	1122	1500	90	0.67

** Includes applicable Service Rate; presently@ 12.36%*

ii. Wi-Fi Services over Premium Locations:

Sl. No.	Location	Charges per Hour
1	5 Star Hotels	250.00
2	3 Star Hotels	100.00
3	Café and Restaurants	75.00
4	Domestic Airport	75.00
5	International Airport	100.00

iii. In-Campus Wi-Fi Carpeting:

Sl. No.	Service Head	Fixed Monthly Charges (Rs.)
1	Indoor Access Point	250
2	Outdoor Access Point	1000

ANNEXURE 3.3: Revenue Share– Wireless Hotspot Services

3 d) Revenue Share –of franchisee will be as per below details.

Sl. No.	Service Head	BSNL Share (In %)	Franchisee Share (In %)
1)	- Indoor Access point	40%	60%
2)	Outdoor Access Point	40%	60%
3)	- Bandwidth Charges (<i>Including Fixed Monthly Charges/Rental, Plan Charges and Additional Usage Charges</i>)	80%	20%

ANNEXURE 3.4: Revenue Share– Wireless Hotspot Services

3 e) Scope of Work

SI No.	Scope of Work	BSNL	FRANCHISEE	CUSTOMER
1	Solution Hardware with Mast and Software as required	No	Yes	No
2	All Backhaul Connectivity from BSNL Exchange to Customer Premises	Yes	No	No
3	Billing to Customer	Yes	No	No
4	Space, Power and Earthing	No	No	Yes
5	Power Backup	No	No	Yes

- b) Work Order and Advice Note to Franchisee:** In order to bring in uniformity across all circles, Work Order will be issued along with Advice Note as per Annexure 'X'. A copy of the Application and Agreement received from the customer to be attached with the WORK ORDER. A copy of the Work order / Sanction note / Advise note / Application copy has to be sent to all the concerned including the Billing section of concerned SSA. The billing has to be done to the customer for the ports provided by the Franchisee; an installation report has to be collected from the franchisee with a signature from the customer.

No. GMTD/...../

Date: -----

WORK ORDER

To

M/s Franchisee

Kind Attention: Mr. ABC

Subject: Installation of EPABX at M/s Customer under Free EPABX Scheme

Ref: Agreement dated 12-04-2005 between BSNL and M/s Franchisee

It is to intimate you that BSNL, (SSA) has signed an agreement with M/s “Customer” for providing the EPABX services. In this regard you are requested to kindly start the installation work in for providing EPABX facility as per details in annexure.

As per **Schedule III – Financial Terms and Conditions** of the agreement, revenue share of M/s Franchisee will be as follows wherein the balance revenue shall be of BSNL.

- --% on extension rental i.e. Rs./- per month per extension.
- --% on VAS rental charges i.e. Rs./- per month per VAS port
- --% on billing charges including the following
 - Fixed Monthly Charges
 - Plan Charges
 - Call Charges
- --% on Wireless PRI rental (In case PRI on wireless has been demanded by the customer and has been extended by M/s Franchisee).
- --% of Bandwidth Charges including Plan Charges, Rental Charges and Excess Usage Charges.

For Bharat Sanchar Nigam Ltd

General Manager

-----Telecom District

Annexure – ‘A’ (Contd...)

Requirement Details

Sl. No	Item Description	Qty. (Ports)	Rate per Port (Rs.)	Total Rent per month (Rs.)
1	- Analog Extensions			
2	- Digital Extensions			
3	- Voice Mail Ports (Under VAS Charges)			
4	- BRI Ports (Under VAS Charges)			
5	- FCT Ports (Under VAS Charges)			
6	- Interconnect Ports (Under VAS Charges)			
7	- Digital Phones (KTS) - Under R&G			
8	- Digital Phones (Operator Consoles) - R&G			
9	- ISDN PRA Trunk			
10	- Analog CO Trunk Circuits			
11	MDF with adequate protection			
12	FCBC with Battery			
13	Call Billing S/w			
Total Rental Charges				

Advice Note for ISDN-PRA for Free EPABX

1. A/N No.

Dated:

2. **Name & Address of the Subscriber:**

3. **Name of Contact Person (With Tel No. and Email)**

4. **EPABX Location Details**

5. **Nature of Work:** Provide ... No ISDN PRI (Both Way) through 2 Mbps each stream extended on O.F. system from “BSNL exchange address” to “Subscriber Address” for the Free EPABX provided by BSNL with details as per Annexure ‘A’. The EPABX is to be installed and maintained by M/s Franchisee

6. **Approval:** i) BSNL Circular No. BSNL/BD/EPABX/2004 dt. 13-04-2005
ii) Circle Office/SSA Approval Letter No.

7. **Initial Payment:** Security Deposit and advance rental details (If given by customer)

8. **Billing:** Subscriber to be charged rental for items as described in Annexure ‘A’ and call charges on PRI/Analog Trunk

9. **Remarks:**

- i) PRI is provided free of rental charges under Super Mega Plan for termination on EPABX installed at M/s Customer by M/s Franchisee.
- ii) M/s Franchisee will provide modem on both sides if necessary.