


महाप्रबंधक (एन.डब्ल्यू.पी-सी.एफ.ए) General Manager (NWP-CFA) तमिलनाडु दूरसंचार परिमंडल TAMIL NADU TELECOM CIRCLE 60 , एतिराज सालै / Ethiraj Salai, चेन्नै / Chennai-8		 भारत संचार निगम लिमिटेड (भारत सरकार का उपक्रम) BHARAT SANCHAR NIGAM LIMITED (A Govt. of India Enterprise)
Ph:	044	28265559
FAX:	044	28204398

To:

Pr.General Manager, Coimbatore / Trichy
All Heads of SSAs in Tamilnadu Circle

No.GM(NWP-CFA)/VVoBB/2012-13/11 dated at Chennai-8 the 30 -01-2013.

Sub: Rollout of Voice & Video over Broadband (VVoBB) Service in TN Circle - reg.

Ref:-1) BSNL CO.ND lr. No.64-44/10-BB/ITI/ DTD 18/09/2012.

2) BSNL CO. ND lr. No64-44/10-88 /ITI/IT-CFA DTD 14/12/2012.

3) M/S CLICK BG lr. No.Clik/ITI/VVoBB/January/2013/TN/1/001 15/1/2013

-000-

This is regarding rollout of VVoBB services in TN Circle and activities to be completed for launch of VVoBB services.

BSNL has signed franchisee agreement with M/s ITI to offer VVoBB services to BSNL broadband customers in South & East zones. M/s Click Telecom India Limited is consortium partner of M/s ITI. Copy of the agreement is available in this office and this office is arranging to upload it in the circle intranet.

The agreement signed on 16-8-12 and shall be valid up to 4-5-2014. At the end of the agreement the same can be extended for a period of 2 years at a time on mutually agreed terms and conditions.

The salient features of the VVoBB are given below:

1. This agreement enables the franchisee to provide Voice and Video over BB services to BSNL's BB customers of BSNL network through network sharing agreement.
2. VVoBB infrastructure shall comprise equipment like Soft Switch, SIP Application Server, billing server, media server etc. The franchisee shall also be responsible for supply of installation of the customer's premises equipment (CPE) in customer's premises.
3. BSNL shall provide the required connectivity. Bandwidth as required shall be provided by BSNL subject to technical feasibility and availability.

4. Franchisee shall bear all capital investment /suitable operate/test, commission and maintain the equipment to provide VVOBB services to BSNL customers.
5. The franchisee's call centre should render assistance in its area of responsibility like VVOBB equipment, billing, dispute, CPE problem etc. The call centre will have interface with BSNL's call centre to handle escalated queries.
6. Various options for providing CPEs to the customer shall be worked out /devised by Franchisee in consultation with BSNL. While finalizing the tariff package(s) Plan(s) such as outright purchase. Monthly rental/lease and Term Finance etc. In addition, customer shall be permitted to procure his own CPE form the market. The CPE models as recommended by the franchisee shall however be listed on BSNL website for customer information.
7. The services would be on trial basis for a period of 1 month from the date of launch of service. During this period performance would be monitored by a validation committee constituted by BSNL ,wherein it would be seen that the quality of service offered to the customer is at a satisfactory level .The customers would be provided free service during the trial period.
8. The minimum rollout obligations shall be as given below and the time shell counted from the date of signing of the agreement. The duration indicated below shall include the trial period also.

<u>Period</u>	<u>No. of customers</u>
6 months	7500
12 months	22500
18 months	50000


9. Franchisee shall share with BSNL, all data pertaining to the usage of services by the subscribers of BSNL and will help BSNL in leveraging the same in effective advertising/promoting/marketing.
10. BSNL and franchisee may work out special promotion schemes/contests, etc exclusively for BSNL's Broadband subscribers. On mutually agreed basis, under this agreement.
11. Franchisee shall maintain the branding of BSNL throughout the interaction with the subscribers while they will be availing the services.
12. Franchisee shall jointly work with BSNL for working out strategies for advertising marketing and promoting the services to BSNL's customers.
13. BSNL shall be solely responsible for all commercial functions of bill issue and its collection for the VVOBB services provided to BSNL's customers under this agreement. The services shall be billed as part of Broadband/Basic Telephony services provided by BSNL. The bills will be raised and collected by BSNL from the subscribers.
14. Service Usage information as provided by the franchisee shall be used to generate the bill for the customer of BSNL.

15. The Revenue share payable to the franchisee/BSNL for postpaid/prepaid services shall be calculated on the billed amount. BSNL is entitled to retain the statutory levies/ duties payable to the government and thereafter calculate and pay to the franchisee the agreed share of revenue for post paid service. In similar way franchisee may calculate the share of BSNL and forward the levies/ duties payable to the government for the prepaid service along with the BSNL share. In addition to BSNL's revenue share, BSNL will retain additional 2.5% of the sharable amount towards securitization against bad debt for post paid services.
16. The revenue share will be different for the international (PC/IP device to PST/PLMN overseas) and domestic services(PC/IP device to PC/IP device) to the customers for VOBB services of the Franchisee (Inclusive for fixed subscription and value added services) as given below:
17. For the international VVOBB calls: For international VVOBB calls from PC/IP device to PSTN/PLMN overseas, the revenue share to the Franchisee shall be 40% with balance to BSNL (however, in addition to BSNL's revenue share BSNL will retain additional 2.5% of the shareable amount, towards securitization against bad debt).
18. Spare pool of 5 lakhs numbers have been allotted for VVoBB services in Tamil Nadu circle. This may be used as user part in URI for VVoBB customers of Tamil Nadu circle. 4 lakh numbers 435 22xxxxx, 435 23xxxxx, 435 25xxxxx, 435 26xxxxx and 1 lakh number 416 24xxxxx.
19. Tariff for the above service is enclosed in the Annexure.

SSAs are requested to complete the following activities and also extend support to M/s ITI/Click Telecom representatives, who will co-ordinate in all the activities for implementation of VVoBB Project in your SSA.

- i) SSA level Nodal officers not below the rank of SDE (one for Technical and Provisioning purpose preferably BB/NIB in charges and one for commercial activities) may please be nominated.
- ii) The nominated nodal officer's details like Name, designation, Office Landline, Mobile no, email-ID etc. may be furnished to this office.

This office is trying to arrange a demonstration for this service for which date and venue will be intimated later.


महाप्रबंधक (एन.डब्ल्यू.पी.-सी.एफ.ए.)
General Manager (NWP-CFA)
60, एथिराज सालै / Ethiraj Salai,
चेन्नै / Chennai-8

Copy to:

1. PGM(F), GM(TR) for information.
2. GM (S&M-CFA), Chennai-6.
3. GM(NWO-CFA), Circle office, Chennai-2
4. GM(EB), 60 Ethiraj salai, Chennai-8