

O/o. General Manager (S & M - CM)
Sales & Marketing - Consumer Mobility
3rd Floor, "A" Wing, New Administrative Building
16, Greams Road, Chennai – 600 006
Phone: 044-28297878, Fax: 044-28297979



भारत संचार निगम लिमिटेड
(भारत सरकार का उद्यम)
BHARAT SANCHAR NIGAM LIMITED
(A Government of India Enterprise)

Sales & Mktg.-CM/154-1/TRAI AUDIT/2012-13/21

DATED

30.7.2015.

Sub: **Modifications in Terms and conditions as printed overleaf on CAF – reg.**

Ref: BSNL Corporate Officer Letter No 32-3/2013-14/S&M-CM/25 dated, the 25.09.2014.

Kindly refer to the above cited letter. Accordingly, certain **TRAI mandated changes** in Contractual Terms and Conditions printed overleaf on CAF are to be modified.

Copy of the letter referred above is enclosed for information and necessary action by all concerned.

The matter may be treated as **Most Important**.

Anandhi Sankararaman

(Anandhi Sankararaman)

Assistant General Manager (Mktg.-CM)

Encl.: As above.

To

All Heads of SSA

Tamilnadu Circle.



No. 32-3/2013-14/S&M-CM/25

Date: 25.09.2014

To

The Chief General Manager,
Haryana Telecom circle
BSNL

Sub: - Modifications in terms and conditions as printed overleaf on CAF.

Ref: CGMT/HR/Comml-CM/Audit/2010/27 dated. 14-08-2014

On the above mentioned subject and letter under reference, TRAI mandated certain changes in Contractual terms and conditions printed overleaf on CAF . These are based on TRAI Audit 2013-14 in Haryana Telecom Circle. Required changes in terms and conditions are given in the Annexure.

You are requested to ensure implementation of the same. The action taken report may be sent to this office on salescmhq@gmail.com .

Upendra Bakolia
Addl. GM(S&M) CM

Encl: As above

Copy to: The CGMs, All other Telecom Circles, for the implementation of above.

Annexure

Sr. No.	(Presently in CAF)	To be Modified as
1.	1. Clause 3.5- BSNL is entitled to, without any liability, refuse, limit, suspend, vary, disconnect and/or interrupt the service, in whole or in part at any time, at its sole discretion, with respect to one / all customer(s) without any notice.	BSNL is entitled to, without any liability, refuse, limit, suspend, vary, and/or disconnect the service, in whole or in part at any time, at its sole discretion, with respect to one / all customer(s) with prior notice/message to the customer .
2.	2. Clause No.-4.6-The present rate of deposits, connection charges, monthly rental charges, call charges and other payable charges are set out in the tariff schedule as notified by BSNL. BSNL shall have the option to vary the tariff charges for value added services, supplementary service and any other condition of services retrospectively or from future date and the same shall be binding on the customer.	The present rate of deposits, connection charges, monthly rental charges, call charges and other payable charges are set out in the tariff schedule as notified by BSNL , which shall have the option to vary the tariff charges for services, and any other condition of services prospectively and with due notification.
3.	3. Clause No.-6.1(d)-BSNL reserves the right to totally or partially disconnect the customer connection or to put him on local calling facility or only incoming call facility with or without notifying him in the case of his exceeding the prescribed credit limit.	BSNL reserves the right to totally or partially disconnect the customer connection or to put him on local calling facility or only incoming call facility with prior notification.