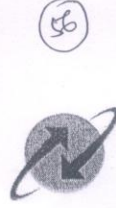


Rates & Costing Section - CFA
Corporate Office,
Eastern Court
Janpath, New Delhi



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

No. 1-1/2013-R&C [CFA]

Circular R&C-CFA No. 31/13-14

Dated: 29-08-2013

Subject: Re-launch of Special Relief Scheme "SAMADHAAN" with modifications for settlement of disputes in r/o BB usage Bills for the benefit of existing and ex-customers of Broadband Service of BSNL - reg.

Kind reference is invited to this office letter no. 1-1/2009-R&C [CFA] dated 11.01.2010 (circular No. 20/09-10) conveying approval of the competent authority regarding introduction of Special Relief Scheme "SAMADHAAN" upto 31-03-2010 for settlement of disputes in r/o BB usage Bills for the benefit of existing and ex-customers of Broadband Service of BSNL.

2. The said scheme was further extended/modified from time to time upto 31-03-2013 vide letter no. 1-1/2009-R&C [CFA] dated 15.04.10 (circular no. 40/09-10), letter no. 1-1/2009-R&C [CFA] dated 24-06-2010 (circular no. 08/10-11), letter no. 1-1/2009-R&C [CFA] dated 09-12-2010 (circular no. 45/10-11), letter no. 1-1/2009-R&C [CFA] dated 31-05-2011 (circular no. 04/11-12), letter no. 1-1/2009-R&C [CFA] dated 27-09-2011 (circular no. 30/11-12), letter no. 1-1/2012-R&C [CFA] dated 17-05-2012 (circular no. 05/12-13) and letter no. 1-1/2012-R&C [CFA] dated 31-12-2012 (circular no. 51/12-13).
3. Competent Authority has decided to re-launch the said scheme with the modification in some of the options. Accordingly the approval of competent authority is hereby conveyed to re-launch the "SAMADHAAN" scheme w.e.f. 07-09-2013 for a period upto 31-03-2014 with the modification in some of the options of existing "SAMADHAAN" scheme as follows:-

A. Modification in Para (4) of option-I:- (Applicable to all customers – Home & Business):-

- a. The para (4) of option-I may be modified as follows:-

"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 eleven months FMC as Annual Payment in advance."

- b. Other terms and conditions under option – I shall remain same as per existing.

B. Modification in Para (1) & Para (4) of option-III (A):- (Applicable to Home user only)

- a. The para (1) of option-III (A) may be modified as follows:-

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 ULD 525	512 Kbps upto 4 GB, 256 Kbps beyond	5 GB	Rs. 125/-
BB Home Combo ULD 650	512 Kbps upto 4 GB, 256 Kbps beyond	5 GB	Rs. 125/-
BB Home Combo ULD 800	1 Mbps upto 6 GB, 512 Kbps beyond	10 GB	Rs. 100/-
BB Home Combo ULD 950	4 Mbps upto 8 GB, 512 Kbps beyond 8 GB	12 GB	Rs. 100/-

- b. The Para (4) of option-III.(A) may be modified as follows:-

"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 eleven months FMC as Annual payment in advance."

- c. Other terms and conditions under option – III (A) shall remain same as per existing.

C. **Modification in Para (1) & Para (5) of option-III (B):- (Applicable to any General user)**

- a. The Para (1) of option-III (B) may be modified as follows:-

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 900	2 Mbps upto 8 GB, 512 Kbps beyond 8 GB	8 GB	Rs. 100/-
BBG Combo ULD 1425	4 Mbps upto 20 GB, 512 Kbps beyond 20 GB	16 GB	Rs. 75/-
BBG Combo ULD 1800	2 Mbps upto 40 GB, 256 Kbps beyond 40 GB	22 GB	Rs. 75/-
BBG Combo ULD 2250	1 Mbps upto 100 GB, 256 Kbps beyond 100 GB	30 GB	Rs. 65/-
BBG Combo ULD 3500	2 Mbps upto 150 GB, 512 Kbps beyond 150 GB	50 GB	Rs. 65/-
BBG Combo ULD 6300	4 Mbps upto 200 GB, 1 Mbps beyond 200 GB	100 GB	Rs. 65/-

- b. The Para (5) of option-III (B) may be modified as follows:-

"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 eleven months FMC as Annual payment in advance."

- c. Other terms and conditions under option – III (B) shall remain same as per existing.


4. All other options, terms & conditions will remain same as per the existing "SAMADHAAN" scheme.
5. The above instructions shall be effective w.e.f. 01-09-2013 for a period upto 31-03-2014 in all the circles.
6. This Circular is issued based on the approval of Competent Authority in Broadband Cell File No. 64-03/08-BB/Pt.4. Clarification/correspondence, if any, in respect of above tariff may be sent to Broadband Section, BSNL, Corporate Office, Janpath, New Delhi-110001, Tel. No. 011-23322064 and Fax No. 011-23734052.
7. All the circles are requested to submit the report regarding plan wise details of revenue earned and outstanding settled on monthly basis to T&C-CFA and NWP-BB (CFA) branch of Corporate Office electronically at tcfa.hq@bsnl.co.in, tcfa.bsnl@gmail.com and broadbandbsnlco@gmail.com respectively.



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

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

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ENDT.No.CS-CFA/TAC Rulings /2011-12/ dated at Chennai-600 006, dated 2/9/2013
Copy forwarded to the all Heads of SSA for information and further necessary action.


Asst.General Manager (CS-CFA),
O/o the General Manager (S&M-CFA)
BSNL, Tamilnadu Circle, Chennai-600 006.

Copy to:

- 1.Sr.General Manager (TR), O/o CGM BSNL, TN Circle, Chennai-600 002.
- 2.The Dy. General Manager (IT), O/o CGM BSNL, TN Circle, Chennai-600 002.
- 3.AGM (MKTG-CFA)/ AGM (Udaan),
4. AGM (CSC), O/o GM S& M (CM), 3rd Floor,16, Greams Road, Chennai-600 006.
5. AGM (BB), O/o the GM(Dev),No.60, Ethiraj Salai, Chennai-600 008.
- 6.Circle Intranet. 7. Spare.

