

O/o PGM(CFA),TAMILNADU CIRCLE,  
Room No 404, 4th Floor,  
Tamilnadu Telecom Complex,  
60, Ethiraj Salai, Chennai-600 008.  
Tel.: 044 – 28261515  
Fax: 044 – 28220555



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

**BSNL 3G** ))) **BSNL LIVE**  
Faster than your thoughts 2010

E-mail:rbabusrinivas@bsnl.co.in

To  
All Heads of SSA

**No: BB/Novatium/2010-11/Part-I/61, dated at Chennai the 06.01.2011.**

Sub: Disconnection of Nova NetPC service before Lock in Period  
and /or Without following the buyback procedure –reg.

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A copy of letter dated 27.12.2010 received from M/s Novatium Ltd on the above subject is enclosed herewith for your information and strict adherence to the USOF agreement.

Encl: As stated.

Sd/-  
Assistant General Manager(VAS),  
O/o Principal General Manager(Dev),  
Chennai – 8.



DGM BROADBAND  
CHENNAI

Sr. No: 1/28.12.10  
Date:

Novatium Solutions (P) Ltd.  
3rd Floor, Temple Towers,  
#672, Anna Salai, Nandanam,  
Chennai - 600 035, India.  
Tel : +91 - 44 - 42055322  
Fax : +91 - 44 - 42055320  
Website : www.novatium.com

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Monday, December 27, 2010

M/s. Bharat Sanchar Nigam Limited,  
O/o PGM (CFA)  
Tamil Nadu Telecom Circle  
Chennai - 600 008

Kind Attn.: Mr.R.Babu srivasa kumar, I.T.S. D.G.M - Transmission

Sir,

Sub.: Disconnection of Nova NetPC Service before Lock-in-period and / or  
Without following the buyback procedure - Reg.

We wish to bring to your kind attention that the Nova NetPC is provided to the broadband customers of BSNL at a highly discounted price on the basis that the Subscribers will continue to avail the Service for a long period subject to a minimum of 3 years in the case of USOF Scheme.

As per the clause 4.4.5.2 of the Agreement dated 24<sup>th</sup> December 2008, for any disconnection, there should be advance intimation to Novatium and the customer has to return the Product for which Novatium has undertaken to refund a part of the upfront charges paid by the Subscriber.

Further, Clause 11 of the Nova NetPC for "New Broadband Rural Plan and USOF Scheme" (Reference: BSNL CO DDG (BB)/64-73/08-Broadband dated 09-03-2009) issued by the Corporate Office of BSNL, clearly states, "The information of surrender of NetPC by the customer will be forwarded by BSNL to M/s. Novatium which will collect the equipment and store the same till handing over to the next customer" and that Clause 13.a of the USOF Scheme as above states, "Each customer subscribing to this (USOF) Scheme, shall agree to lock-in-period of 36 months".

In spite of the above agreement between BSNL and Novatium, it is observed that some of your SSAs are stopping the billing of monthly Nova NetPC Charges without any intimation to us which is in utter non-compliance of Agreement and prejudice to the interest of Novatium and deprive its income of Nova NetPC Charges.

We, hereby, wish to inform you that till such time Novatium is informed in advance about any such customer applying for disconnection and till such time the BSNL's broad band subscriber complies with the 'Buy back' process, Novatium will be eligible for the monthly Nova NetPC charges.

We also wish to clarify that BSNL stopping the billing of customers for Nova NetPC charges without Novatium's confirmation of completion of buy back of product will not absolve BSNL of its liability toward Novatium with regard to its share of monthly Nova NetPC Charges.

Your strict compliance of the same is highly solicited.

We also hereby request you to instruct your regional offices accordingly.

For further clarifications if any, kindly write to the undersigned.

Thanking you,

Yours truly,

M.Mohanbabu  
Head - TN Sales  
Novatium Solutions (P) Ltd

Copy to: 1. CMD, BSNL, New Delhi  
2. General Manager (BD), Corporate Office, BSNL, New Delhi  
3. All General Managers (Broadband), Telecom Circles.

A.G.M (BB-V)  
- All intimation to all  
SSAs for strict compliance  
- Include as per point  
for discussion on 7.12.10  
at 11:30  
28/12/10  
M.M.