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

No: Sr. GM (BB)/ Misc-09/27-10(2)

Dated: 06.08.2014

To  
Chief General Managers  
All Telecom circles

**Subject:** “Regarding Outsourcing of Wireline broadband services (Provisioning and maintenance)”

With respect to the subject mentioned above, it is intimated that the performance of those circles, who have outsourced Wireline broadband services (Provisioning and maintenance) has been analysed with the feedback/information furnished by them and following observations are noted-

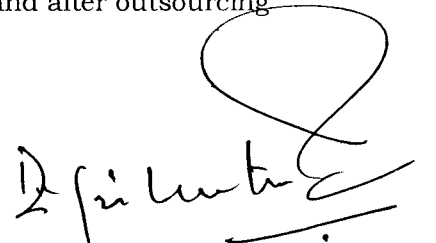
- i) The customer satisfaction and reduction in fault rate does not appear tenable as the circles who have entered into maintenance contract have registered negative growth for BB connections.
- ii) The cost benefit analysis furnished by the field units is also not satisfactory.

In the light of observations detailed above, the agreement for outsourcing the Wireline BB services should not be extended further without prior approval of the corporate office.

In case, if it is felt necessary to go ahead with outsourcing wireline BB services, the respective circle heads should send their justified business proposal to extend the contract to corporate office highlighting following details for last two years of the contract-

- a) Basis of payment for maintenance - Per fault basis or fixed amount payable based on Equipped port capacity/ no. of working broadband connections etc
- b) Basis of Payment for provisioning- Per connection fixed amount or variable amount payable based on BB plan selected by customer etc
- c) SLA for BB provisioning and BB fault rectification and penalty for SLA failure, if any
- d) Experience of outsourcing- In terms of following-
  - i) Customers Satisfaction before and after outsourcing
  - ii) Fault clearance % achieved in 24 Hr/ 3 days before and after outsourcing
  - iii) Provisioning time before and after outsourcing
  - iv) Churn rate before and after outsourcing
  - v) Cost benefit analysis

This has the approval of Dir (CFA).

  
(N. M. Manickam)  
GM (NWP-BB)