



No. 1-1/2009-R&C [CFA]

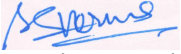
Dated:12-07-2011

**Circular R&C-CFA No. 13/11-12**

**Subject: Restoration of disconnected postpaid BB Customers under Prepaid Broadband without taking installation charges-reg.**

It has been decided by the Competent Authority that **"Post-paid BB customers having Modem on outright purchase from BSNL or their own Modem, whose BB connection is disconnected due to any reason, may be offered to restore their connection as Pre-paid Broadband without any installation charges and 100 MB complementary balance with 15 days validity."**

2. The NOC, Bangalore shall provide the list of such disconnected Post-paid BB customers to the SSAs concerned who have got the modem on outright purchase basis from BSNL or are having their own modem.
3. The concerned SSA shall contact such disconnected BB customers and offer to restore their BB connection under Prepaid Broadband scheme without any upfront /installation/activation charges.
4. **After collecting the dues/outstanding if any, the postpaid broadband account of customer shall be closed and a new user ID for prepaid broadband account shall be created.**
5. **Before restoring the disconnected BB connection under this (Prepaid BB scheme), it shall be ensured that no dues are outstanding against the customer.**
6. After provisioning of Prepaid BB connection, customer can recharge his account through Prepaid BB vouchers.
7. The above scheme shall be available **with immediate effect in all the Circles.**
8. All other terms and conditions currently applicable to Broadband applicants shall remain the same.

  
(S.S.Verma)  
DM (T&C)-CFA.

To

All CGMs - Telecom Circles/ Metro Telephone Districts.

Copy for information to: -

1. CMD, BSNL.
2. Administrator (USOF), DOT, Sanchar Bhawan, New Delhi
3. Directors (CFA / CM / ENT / HR / FIN) on BSNLs Board.
4. Executive Director (Finance)/CA/NB, BSNL.
5. All PGMs / GMs - CFA, CO BSNL.
6. GM (Marketing), CO BSNL, for adequate publicity and marketing of the service.
7. GM (IT), CO BSNL – for placement on BSNL Website.
8. GM (NWP-BB)-CFA, CO BSNL w.r.t case mark: 64-82/09-BB/Prepaid carrying the approval of the Competent Authority in the matter. It is requested that necessary action may be taken regarding website updation.
9. CGM (ITPC), Pune.
10. CGM (BBNW), New Delhi
11. GM (BBNW), Bangalore NOC, BBNW.
12. Director General P&T audit, Delhi-110 054.
13. Guard File.

(S.S.Verma)  
DM (T&C)-CFA.