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

No: 64-03/09-BB (P-6)

Dated: 04-04-2014

To

All CGM Telecom Circles / Metro Districts

Sub: Instructions regarding provision of modem for broadband connection less than one year and replacement of faulty modems.

1. It has been decided by the competent authority that henceforth, replacement of faulty modems (CPEs), if required, shall be undertaken with old recovered modem (CPE) only.
2. In case the customer insists for replacement with new modem, then the same shall be replaced, on chargeable basis, after issuing the advice note.
3. If any EB customer desires to have broadband connection for less than one year, connection may be provided by outright sale basis of modems (CPEs) only.

(Deepak Garg)
Addl GM (NWP-BB)

Copy to:

1. Dir (CFA) BSNL CO for information please.
2. CGM ITPC Pune for information please.