

# Bharat Sanchar Nigam Ltd.

(A Government of India Enterprise)

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No.24-1/2012-T&C-CM

Date: 09.04.2012

## Circular T&C-CM No. 2/12-13

### Sub: Clarification on revision of prepaid CDMA tariff plans to comply with TRAI's Telecom Consumer Protection Regulation, 2012 dated 06.01.2012 –reg.

Kindly refer to this office order of even No. dated 20.03.2012 vide which prepaid tariffs were revised under CDMA services. Based on queries raised by field units/WINs, the following clarifications / modifications are issued.


Sl. No.	Query	Clarification/Modification
1	As per para 4 of circular dated 20.03.2012, EVDO Data plans Rs.150, Rs.250, Rs.500 and Rs.750 will be offered as plan vouchers. 1X unlimited plan Rs.350 will continue with existing validity. Based on the same, circles may ask for 5 plan vouchers which are not possible at present.	Above plans presently work as add-on plans like VAS service where monthly deduction is made from customer account.
2	If customer brings his own IFWT, what SUK price is to be taken from customer?	SUK price of Rs. 40 is to be taken from customer and number is created in base plan. No freebies are given.
3	Whether the freebies of Rs. 900/- with IFWT will be given as per existing guideline?	Customer shall be offered following freebies as part of IFWT hardware sale. -First month Rs. 100 (On-net + Off-net) -Second month to ninth month Rs.100 (On-net) per month.
4	In case IFWT is provided with SDCA code based number (RUIM is not required) then what will be SUK price?	SUK price of Rs. 40 with base plan is applicable.
5	Whether the duration GP1 & GP2 for existing life time customers will remain same as earlier.	Yes.
6	Whether the minimum recharge condition for life time customer will remain same as earlier i.e. Rs. 200 ?	Yes, Existing lifetime customer will continue with old tariff.
7	How a life-time subscriber will increase validity when it is GP-1/GP-2 state since recharge voucher is withdrawn and top up does not work during GP-1/GP-2 state?	The technical arrangement for bringing back the lifetime customer from GP1/GP2 to active state shall continue as was being done earlier. The Zonal (WIN) shall take n/a in coordination with CTOPUP vendor.
8	When recharging is done by the new plan voucher, whether the extension of validity will be added to the existing validity (add mode) or validity is to be extended from the date of recharging of plan voucher?	Validity is to be extended from the date of recharging of plan voucher.
9	What will be initial talk value with EVDO and NIC card when the customers purchase data card from BSNL?	As part of NIC and EVDO hardware sale, initial free usage value of Rs. 299 & Rs. 399 respectively, with a validity of 30 days, shall be given to customers.

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Sl. No.	Query	Clarification/Modification
10	Whether the base tariff plan 10p/100 KB (Peak hrs) & 5P/100 KB (Off-peak hrs) is also applicable while on roaming?	Yes.
11	Whether the voice call charges for data subscriber is as per base plan?	Yes.
12	When recharging is done with the new plan voucher by a subscriber who is already enjoying STV, whether only validity will be extended without affecting his enjoyed tariff charge?	During the validity period of STV, if the customer is active in any plan, then he shall enjoy the STV features.
13	What is the price of SUK for conversion from postpaid to prepaid service ?	SUK price of Rs. 40 is taken from customer and number is created in base plan. No freebies are given.
14	What is sale price of SUK in case of NE-I, NE-II & Assam?.	MRP of SUK may be taken as Rs. 20 with 90 days base plan validity for J&K, Assam NE-I & NE-II.
15	Whether SUK Rs.350/- is applicable for new customers to whom new EVDO will be provided by BSNL?	In case customers purchase the data card from BSNL, there is no SUK charge.
16	When the customer brings his own data card, SUK price is charged but no free usage is allowed. But for system limitation minimum Rs.1/- is being allowed.	Due to technical limitation same may be allowed.
17	As per TRAI guidelines plan voucher is used for validity extension. But in add-on plan of EVDO (Rs. 150, 250, 500) charges beyond free usages is different than plan voucher	In EVDO add on plan of Rs. 150, 250 & 500 beyond free usages data charges is as per base plan i.e. Rs. 0.10/100 KB for peak hour and Rs. 0.05/100 KB for off peak hour.

2. All other terms and conditions will remain the same.


3. This circular is issued based on the approval of the Competent Authority in NWP-CDMA cell File No.69-03/2009-CDMA/Tariff/Vol III/Pt.IX. For queries/clarification/ feedback in respect of above tariff, the communication may be addressed to GM (NWP- CDMA/WiMAX), Corporate Office, BSNL, New Delhi.

  
( Prema Krishnamachari )  
Dy. General Manager (T&C)

To  
All CGMs- Telecom Circles/ Telephone Districts.

Copy to:

- 1) CMD, BSNL.
- 2) Directors- CM/CFA/E/HR/F, BSNL.
- 3) ED-F/CA/NB, BSNL.
- 4) All PGMs / GMs, BSNL C.O.
- 5) GM (IT) - for making necessary update in website and place in news item.
- 6) Sr.GMs (Sales & Marketing)-for giving publicity.
- 7) GMs (CMTS/CDMA-Billing Centre).
- 8) Director General P & T Audit, Delhi- 110054.
- 9) OL Section –for Hindi version.
- 10) Guard file.

  
(Subrat Kumar Mohakud)  
Dy. Manager (T&C)