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

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

Dated: 11.01.2010

Circular R&C-CFA No. 20/09-10

Subject: Special Relief Scheme “SAMADHAAN” for settlement of disputes in r/o BB usage Bills for the benefit of existing and ex-customers of Broadband Service of BSNL - reg.

As per information gathered from the field units there have been disconnections/disputes in respect of Broadband Connections. The main reasons for non-payment of Broadband bill/s are reported to be the customer getting a bill for usage of Broadband beyond his expected usage. This generally happens in the initial usage of Broadband Connections due to non awareness about the appropriate plan required to be selected to suffice the Customer requirements.

To win back such customers BSNL has decided to **introduce onetime Special Relief Scheme “SAMADHAAN” with the options as indicated below as a goodwill gesture as one time relief to such customers:**

Option - I (Applicable to all customers – Home & Business)

A customer against whom one or more such alleged excessive bill/s is/are outstanding may under this option settle his bill/s to the extent of maximum three bills of three consecutive billing cycles as follows :

- i. Pay Rs. 750/- for excess usage (beyond the admissible limit as per plan) for first 5 GB per Bill and the remaining excess usage (if any) beyond 5 GB @ Rs. 100/- per GB or part thereof per bill. This settlement shall be applicable individually against each disputed bill.
- ii. The relief mentioned at (i) above under this option can be availed of up to a maximum of three consecutive bills only i.e., the latest disputed bills and two immediately preceding bills, in case these two preceding bills too are disputed and unpaid.
- iii. Head of the SSA may, however, on the merits of each case allow settlement of such disputed bills for six consecutive billing cycles i.e., the latest disputed bill and preceding five bills, if disputed and unpaid.
- iv. The above mentioned relief shall be allowed to the customer, if the customer (Home & Business) simultaneously chooses a **BB Plan at least Start up 250** or any other higher Plan (in terms of FMC). A Home user can choose only Home Plan and the Business user has to choose a suitable Business/General Plan. Both the category of customers have to commit to remain in the BB Plan so chosen for a period of twelve months after the aforesaid settlement, by payment of ten months FMC as Annual Payment in advance.

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Option - II (Applicable to all customers – Home & Business)

Under this option the customer can settle his disputed bill/s as follows:

- i. Based on the usage registered in the disputed bill/s, customer may select any **Limited Usage Plan** with higher FMC, the admissible free usage of which accommodates the total usage registered in highest of excess usage shown in his disputed bills under the earlier Plan. All the disputed bills shall then be settled as per the new **Limited Usage Plan** chosen by the customer.
- ii. The above relief shall be applicable to customer only if the customer commits to remain in the chosen limited Plan for three months by payment of FMC for three months in advance, after the settlement of the disputed bill/s.
- iii. The relief mentioned at (i) above under this option shall be applicable uniformly up to three consecutive bills only i.e., the latest disputed bills and two immediately preceding bills, in case these two preceding bills too are disputed and unpaid.
- iv. Head of the SSA may, however, on the merits of each case allow settlement of such disputed bills for six consecutive billing cycles i.e., the latest disputed bill and preceding five bills, if disputed and unpaid.

Option - III (A) (Applicable to Home User only)

- i. Customer can select any of the following **unlimited Home Plan** to get corresponding rebate on the excess usage of his disputed bill/s.

Plan Name	Speed	Rebate (in GB)
Home UL 750 or Home UL 750 Plus	256 Kbps	10 GB
Home UL 1350 or Home UL 1350 Plus	512 Kbps	20 GB
VAS Home Combo ULF 1499	1 Mbps	25 GB
VAS Home Combo ULF 2999	2 Mbps	50 GB

- ii. For extra usage beyond the rebate as per (i) above in each disputed bills, the customer shall have to pay @ Rs.100/- per GB or part thereof to settle the disputed bill/s.
- iii. The relief mentioned at (i) above under this option shall be applicable uniformly up to three consecutive bills only i.e., the latest disputed bills and two immediately preceding bills, in case these two preceding bills too are disputed and unpaid.
- iv. Head of the SSA may, however, on the merits of each case allow settlement of such disputed bills for six consecutive billing cycles i.e., the latest disputed bill and preceding five bills, if disputed and unpaid.
- v. The above relief shall be applicable to customer only if the customer commits to remain in the chosen Plan for a period of twelve months after the aforesaid settlement, by payment of ten months FMC as Annual Payment in advance.

Option-III (B) (Applicable to Business customer only)

- i. Customer can select any of the following **unlimited Business Plan** to get corresponding rebate on the excess usage of his disputed bill/s.

Plan Name	Speed	Rebate in GB
Business UL 3300 or Business UL 3300 Plus	256 Kbps	50 GB
Business UL 6000 or Business UL 6000 Plus	512 Kbps	100 GB
Business UL 9000 or Business UL 9000 Plus	1 Mbps	150 GB
Business UL 15000 or Business UL 15000 Plus	2 Mbps	250 GB

- ii. For extra usage beyond the rebate as per (i) above in each disputed bills, the customer shall have to pay @ Rs.75/- per GB or part thereof to settle the disputed bill/s.
- iii. The relief mentioned at (i) above under this option shall be applicable uniformly up to three consecutive bills only i.e., the latest disputed bills and two immediately preceding bills, in case these two preceding bills too are disputed and unpaid.
- iv. Head of the SSA may, however, on the merits of each case allow settlement of such disputed bills for six consecutive billing cycles i.e., the latest disputed bill and preceding five bills, if disputed and unpaid.
- v. The above relief shall be applicable to customer only if the customer commits to remain in the chosen Plan for a period of twelve months after the aforesaid settlement, by payment of ten months FMC as Annual Payment in advance.

Option-IV (Applicable to all customers)

- i. In case where the customer does not want to give any commitment for the future, he may be given the option to settle his disputed bills by allowing him to pay excess usage as follows:
- Payment for FMC : as per earlier plan
 - Payment of excess usage beyond free limit shall be @
 - Rs 1000/- up to first 5 GB
 - Rs 200/- per GB for every additional GB or part thereof beyond 5 GB up to 10 GB
 - Rs. 100/- per GB for every additional GB or part thereof beyond 10 GB
- ii. The customer can avail any plan thereafter.
- iii. The relief mentioned at (i) above under this option shall be applicable uniformly **up to three consecutive bills only** i.e., the latest disputed bills and two immediately preceding bills, in case these two preceding bills too are disputed and unpaid.

Other terms and condition:

- i. **The scheme is valid up to 31st Mar'2010.**
- ii. **A customer can avail any of the options in the above mentioned scheme only once in lifetime on a particular connection.**
- iii. Plan chosen under relief scheme shall be applicable only for all the disputed bills and the future committed period. **No past undisputed bill shall be settled through this scheme.**
- iv. Any hitherto regretted case & disconnected for non-payment, which could have been settled on the basis of options of this concession scheme may also be considered for settlement under the scheme, if the customer makes an appeal.
- v. In case a customer is already disconnected and wants to avail any of the options of the above scheme, he shall not be charged any reconnection/installation fee and Fixed monthly charges for the intervening period i.e., from the date of disconnection of BB connection up to the date of reconnection.
- vi. Disconnected BB connections under the scheme shall be reconnected on customer's request after receipt of payment through different settlement options indicated above and clearance of outstanding bills against related landline connection.
- vii. The bills relating to landline connection, outstanding if any shall be paid by the customer as required under existing instructions for restoration of disconnected b-fone connections.
- viii. The customer should be asked to give his Cell Phone number on which usage alerts can be sent in future. He may also be advised to keep a check on his usage by checking the web portal: www.dataone.in showing the customer log details and should keep watch on the pop-up alerts on the screen.
- ix. This is issued with the approval of Competent Authority.



(S. K. Dhar)
DGM (T&C)-CFA

To

All CGMs - Telecom Circles/ Metro Telephone Districts.

Copy for information to: -

1. CMD, BSNL.
2. Directors (CFA / CM / ENT / HR / FIN) on BSNL Board.
3. Executive Director (Finance), COBSNL.
4. All PGMs / GMs - CFA, CO BSNL.
5. GM (Marketing), CO BSNL for publicity.
6. GM (IT), CO BSNL for placement on BSNL Website.
7. Director General P&T Audit, Delhi-110 054.
8. Guard File.



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