



No. 110-23/2007-Comm1

Dated: 8th May, 2008

Circular

Sub: Safe Custody of Broadband connection – guidelines regarding.

The competent authority has approved the following guidelines for the Safe Custody of Broadband connection:

1. The safe custody of Broadband shall be permitted on the written request of the subscriber on a plain paper, clearly indicating that the Broadband connection is to be kept under safe custody along with the fixed line telephone connection;
2. Charges - The following charges shall be payable by the customers for Safe custody of Broadband connection :
 - a) In the exchanges/ areas where waiting list exists for providing Broadband connection, fixed charge of Rs.100 per month (for line busy) plus installation charges at the time of restoration may be charged from the customer for safe custody of BB connections;
 - b) In the exchanges/ areas where no waiting list exists for providing Broadband connection, only installation charges at the time of restoration may be charged from the customer for safe custody of Broadband connections.
3. The period of safe custody of Broadband will be same as that of telephone connection;
4. The modem supplied by BSNL or any other related accessories may be recovered from the subscriber along with telephone instrument for keeping the same under safe custody of BSNL;
5. Adjustment of yearly advance of a particular annual tariff plan of Broadband connection – In this case, the credit balance of annual charges against the customer under Broadband Service, should remain in tact. Only the period of such charges should get extended by the period for which the connection remains closed under safe custody.

6. The activation/ installation charges be billed in the next bill after reconnection, as a customer friendly measure;
7. Safe custody charges for landline connection should be charged separately as usual as per existing orders;

All concerned may kindly take note of above instructions.



(R P Bhalla)
Assistant Director General(Commercial)

Copy to:

1. All CGMs BSNL Circles/ Distts/ Data Networks Delhi/IT Circle Pune;
2. OSD to CMD BSNL/ All Directors BSNL Board;
3. Sr DDG(CS)/ Sr DDG(EFC) DDG(BD)/ DDG(IT)/ DDG(TRF)/
DDG(Broadband)/ DDG(Mktg)/DDG(Regulation) BSNL Co;
4. OL Section for providing Hindi version.



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