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

No: 64-73/08-Broadband

Dated: 25/05/2009

To,
The Heads of Circles
BSNL

Sub.:- Clarification pertaining to Nova NetPC for “PC bundling Scheme under USOF for Rural customers”

Ref.:- This office letter no. BSNL CO DDG (BB)/64-73/08-Broadband dated 09-03-2009

A number of queries have been raised by the filed units pertaining to the implementation of Nova NetPC under USOF scheme. The clarification pertaining to various queries from the field units have been compiled and furnished below:

(i) Access of agreement dated 24th December 2008 between BSNL and Novatium.

Reply: The agreement copy is available on BSNL intranet vide no. BSNL/BD/PC Bundling/Novatium/2008 dated 29-12-2008 for internal circulation to BSNL officers.

(ii) Exchanges covered under this scheme.

Reply:-The information pertaining to the exchanges covered under this scheme is available on intranet (Restricted section) vide no. 30-160-8/WIRELINE-BB/2006-USF Dated 20/01/2009 for internal circulation of BSNL officers.

(iii) Criteria for selecting 31 Broadband connections for this scheme.

Reply:- Net 31 Broadband connections provided under this scheme from the date of agreement with USOF i.e. 20th January 2009. Copy of the agreement with USOF is available on intranet (Restricted section) vide no. 30-160-8/WIRELINE-BB/2006-USF Dated 20/01/2009 for internal circulation of BSNL officers.

(iv) Documentation to be followed for BSNL to claim the subsidy component from USOF.

Reply:- As per the formats available along with the agreement with USOF. Copy of the agreement with USOF is available on intranet (Restricted section) vide no. 30-160-8/WIRELINE-BB/2006-USF Dated 20/01/2009 for internal circulation of BSNL officers.

- (v) Collection of refundable security (interest free) from the customer.

Reply:- Refundable security (interest free) amount of Rs. 1900/- shall be collected by M/s Novatium from the customer along with the application. If customer surrenders the Nova utility service, the refundable security shall be refunded back to the customer by M/s Novatium. When the same Nova NetPC shall be used for new customer, M/s Novatium shall collect the refundable security from the new customer. Each month, M/s Novatium shall submit a SSA wise report to concerned SSA in following performa:-

Report for the month:-_____

Name of SSA	No. of Customers taken the Nova utility service and deposited security deposit		No. of Customers surrendered the Nova utility service		No. of customers to whom security amount has been refunded after surrendering the service		Reasons if Security amount is not refunded to the customer who surrenders the service
	In this month	Total as on date	In this month	Total as on date	In this month	Total as on date	

- (vi) Equated monthly installments payable by customer.

Reply:- Equated monthly installments payable by the customer is “Nova Utility Computing Service charges”, not EMI.

- (vii) Installment period for Nova netPC.

Reply:- The period for paying Nova Utility Computing Service charges of Rs. 175/- p.m. is Nova computing service period till the customer use the product.

- (viii) M/s HCL is written instead of M/s Novatium.

Reply:- In clause 5(b) of the circular No. BSNL CO DDG (BB)/64-73/08-Broadband dated 09-03-2009, M/s HCL was inadvertently written instead of M/s Novatium. Corrected circular has already been uploaded on intranet.

- (ix) Handing over the netPC to the customers in the presence of BSNL official.

Reply:- The netPC shall be delivered directly by M/s Novatium to the customer premises.

- (x) Installation of equipment within 3 days from the arrival of the equipment.

Reply:- The installation of equipment at customer end shall be completed within 3 days after arrival of the equipment at customer location.

(xi) M/s HCL is written instead of M/s Novatium.

Reply:- In clause 5(b) of the circular No. BSNL CO DDG (BB)/64-73/08-Broadband dated 09-03-2009, M/s HCL was inadvertently written instead of M/s Novatium. Corrected circular has already been uploaded on intranet.

(xii) Payment of USO component to M/s Novatium.

Reply:- The USO component shall be paid to M/s Novatium on producing the claim and after receiving the same from USOF by BSNL.

(xiii) Warranty

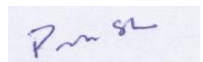
Reply:- M/s Novatium shall provide the warranty at the customer premises.

(xiv) Payment of monthly charges in case of discontinuance of Nova utility service.

Reply:- In case of discontinuance of the Nova utility service by the customer during the lock-in period, BSNL will not have any responsibility to pay the charges to Novatium for the balance period.

(xv) Collection of NetPC on surrender by customer

Reply:- M/s Novatium will collect the equipment & store the same till handing over to the next customer.



(P.K.Shah)
DGM (BS)