

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

No:53-87/2010-CMTS(Pt)

dated 14-10-2011

To

The Chief General Manager
All Telecom Circles/ Telecom Districts

Sub: Guidelines for maintenance and warranty of 3G data cards.

Ref: Letter no. CMTS/15-46/VAS-3G/10-11/160 dated 01-09-2011 from
Rajasthan Telecom Circle.

Kindly refer the letter under reference. I am directed to convey
that the competent authority has approved the following guidelines for
maintenance and warranty of 3G data cards:

- (a) The field units may keep upto 5% of working 3G data cards as
maintenance stock.
- (b) There is no provision of AMC in the tender; hence the AMC shall not
be entered into for 3G data cards.
- (c) One Year warranty shall be extended to customers from date of
purchase of 3G data card. Faulty 3G data cards should be replaced as
and when reported by customer from maintenance stocks up to one
year time from date of purchase of 3G data card. After expiry of one
year warranty period, customer shall have choice to buy the 3G data
card either from BSNL on prevailing prices or he can buy from open
market.


14-10-11
(S.D. Meena)
AGM (CMTS-I)

Copy to: Sr. GM (MM)/ Sr. GM (P&P)/ GM (NWO-CM) BSNL C.O. for kind
information.