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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.