

ISA/c

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

BSNL 3G)))) **BSNL LIVE**
Faster than your thoughts 2010

No.200-18/2012-VAS

Dated: 30th September, 2015

To,

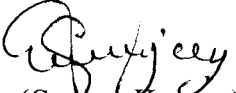
Sr. GM/GM (CMTS) Nodal Center, Chandigarh/Kolkata/Pune/Trichy

Subject: Revised guidelines dated 19.06.2015 for imposing penalties in case of forced activation -Regarding

Kindly refer to this office letter of even no. dated 19.06.2015 wherein revised guidelines were issued for imposing penalties in case of forced activations on Pay Per Use services.

In this regard issues of different interpretation of the said letter of Corporate office were raised by some VASPs. In view of this, competent authority has decided to issue the following clarifications.

1. The penalty as per the new guidelines are to be imposed only after 15 days of issue of the guidelines or from the date of giving consent by the VASP to accept these guidelines whichever is earlier. Before this the penalty against forced activations, if any, is continued to be imposed as per guidelines dated 21.06.2013 issued by BSNL C.O.
2. If any VASP has not given its consent, by 04.07.2015, 2nd consent is to be implemented on 05.07.2015 and penalty guidelines dated 21.06.2013 shall continue be applicable.
3. In case Zone failed to implement 2nd consent on 05.07.2015, due to any reason, even if VASP has not given its consent then penalty guidelines dated 21.06.2013 will continued to be applied before the date on which 2nd consent was implemented.
4. For all subscription services penalty guideline dated 21.06.2013 will remain applicable.


(Sanjay Kumar)
DGM (VAS-I)