



No. 1-1/2019-R&C [CFA]

Dated: 19.03.2020

Circular R&C-CFA No.107/19-20

Subject: Introduction of promotional standalone Broadband plan 'Work@Home' for free of cost to all the existing BSNL's Landline customers (i.e. not having Broadband) in all the circles, in view to contain the spread of 2019-nCoV (Novel Coronavirus) outbreak-reg.

1. In order to contain the spread of COVID-19, the competent authority has decided **to introduce promotional standalone Broadband plan 'Work@Home' for free of cost to all the existing BSNL's Landline customers (i.e. not having Broadband) in all the circles (including A&N Circle).Details of the plan are as follows:**

S. N.	Particulars	
1	Plan Name	Work@Home
2	Bandwidth (Download Speed) subject to Technical Feasibility	Upto 10 Mbps till 5 GB/day, upto 1 Mbps beyond
3	Applicability	All Users of all circles (including A&N circle)
4	Fixed Monthly Charges (Rs)	NA
5	Half Yearly Payment Option (Rs.)	NA
6	Annual Payment Option (Rs.)	NA
7	Two Years Payment Option (Rs.)	NA
8	Three Years Payment Option (Rs.)	NA
9	Download/Upload Limit (MB/ GB) per month	Unlimited
10	Additional Usage Charges/ MB beyond free download/upload limit (Rs)	NA
11	Free E-mail IDs/Space (Per E-mail ID)	1/1 GB
12	Static IP Address (On Request)	NA
13	Security Deposit	NIL
14	Minimum Hire Period	NA
15	Telephone fixed monthly charges in Rs	As per existing Landline Plan
16	Free Calls and Additional facility	
17	MCU charges/ pulse in Rs.	
18	ISD Charges on MCU basis	As per existing ISD tariffs

2. **Terms & conditions for providing above Broadband plan:**

- "Work@Home" plan will be available in all the circles including A&N Circle on promotional basis for a period of one month with immediate effect to existing BSNL's landline (i.e. not having Broadband) customers only. However, new customer can opt this plan after activation of any regular Landline plan. The facility of this plan will be available for one month from date of activation.**
- To curb the tendency to opt this plan more than one time from same indicators, ITPC shall ensure to make an arrangement to offer this plan for once to existing BSNL's Landline customer (i.e. not having Broadband)**
- No Installation & Security deposit charges shall be levied to existing Landline connections under above plan.**
- Bharat Fiber partners are given option to offer above plan in their jurisdiction under Fibre category.**
- Customer premise equipment (CPE)/Modem shall be customer owned for existing BSNL's landline (i.e. not having Broadband) customers only.**

f) **After expiry of promotional period, existing customers under above plan shall be migrated to regular Broadband plan as per their usages.**

The choice of the existing regular circle specific/PAN India DSL/FTTH Broadband plan from the customer who opted above plan shall be taken by the circle. Accordingly, the circle shall co-ordinate with ITPC for the migration (after expiry of promotional period) of these customers to the selected regular BB plan.

g) **Customers who are not opted any regular DSL/FTTH Broadband plans at the time of CAF filling, ITPC shall ensure to migrate these customers (after expiry of promotional period) acquired under above plan to the Broadband plan as their usages or '2GB BSNL CUL' (for Cu line) and '100GB CUL' (for Fibre line) automatically.**

h) **Circles shall ensure to educate customers suitably in advance that if they are fail to submit their request for withdrawal of above plan before expiry date, they will be charged accordingly for particular DSL/Bharat Fiber Broadband plan [i.e. as mentioned above Para-2(f) or (g)] w.e.f. just immediately after one month of trial completion. Customer's consent in this regard shall be taken at the time of CAF filling.**

3. **ITPC shall ensure to convey the information of above plan through IVRS/SMS to 100% existing BSNL Landline customers within 3 days after launch of plan.**
4. **In addition to nearest customer service center and BSNL Franchisee/Retailers, above Broadband plan can also be subscribed by calling Toll Free number- 1800 345 1500. ITPC shall also ensure that BSNL's Call Centers are suitably guided to take customer request, and generate advice notes for the above scheme.**
5. All other terms and conditions shall remain same as per earlier circulars.
6. The circles shall ensure to comply with all regulatory mechanism **including on line reporting to TRAI and also update the circle website.**
7. These instructions shall **be effective with immediate effect on promotional basis for a period of one month in all the circles.**
8. This circular is issued based on the approval of Competent Authority in Broadband Cell File No. 64-472/2018-19/FTTH/Tariff. For any queries/clarification in this regard, matter may be taken up with Broadband Section, BSNL Corporate Office, Janpath, New Delhi-110001 (Fax No. 011-23734052).


DM (T&C-CFA)

To

All CGMs - Telecom Circles / Metro Telephone Districts/ITPC, Pune.

Copy for information to: -

1. CMD, BSNL.
2. Directors (CFA / CM / ENT / HR / FIN) on BSNLs Board.
3. All PGMs / GMs - CFA, CO BSNL.
4. All Tariff committee members [GM (NWP-CFA)/GM (CFA)/Sr. GM (Finance-CFA)], BSNL C.O.
5. GM (Marketing), CO BSNL, for adequate publicity and marketing of the service.
6. GM (CFA), CO BSNL w.r.t case mark: 64-472/2018-19/FTTH/Tariff carrying the approval of the Competent Authority in the matter. It is requested that necessary action may be taken regarding website updation.
7. AD OL for Hindi version
8. CGM (ITPC), Pune for necessary changes in CDR/billing systems.
9. CGM (BBNW), BSNL, CTS Compound, Netaji Nagar, New Delhi-23.
10. GM (BBNW), Bangalore NOC, East Telephone Exchange Building, Lazar Road, Near Bangalore east Rly Station Bangalore.
11. Secretary TRAI.
12. Guard File.


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