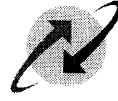


Business Planning- Enterprise Branch
Corporate office
7th Floor, Bharat Sanchar Bhawan,
H C Mathur Lane, Janpath,
New Delhi 110001



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

No. 112-11/2013-BP-Ent

Dated: 25.10.2013

To

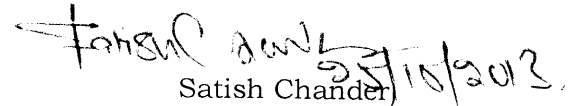
1. All CGMs BSNL Telecom Circle/Distt/Region
2. All GM(Enterprise) Circle / GM(EB-City)
3. GM(Fin- Ent) / Sr. GM(EB-I)/ GM(EB-II) BSNL CO , New Delhi-1

Subject:- Clarification regarding applicability of revised MPLS tariff to existing customers - regarding

Kindly refer to this office Circular of even No. dated 03.10.2013 regarding revision of tariff of MPLS VPN services of BSNL. In this regard, queries raised by field units are clarified as under :-

Particulars	Clarifications
(i) In case of the Existing Customers for whom present rate is lower than the revised card rate- (a) Whether the existing rate should continue or revised card tariff should be offered? (b) If present rates are to continue, whether fresh ECT approval is necessary for discounts with reference to revised card rate? (ii) In case of Existing Customers for whom present rate is more than the revised card rate - a) Whether revised card rates should be offered to such customers by default w.e.f 1/10/2013. (b) Whether bills of exiting circuits are to be revised by applying revised card rates w.e.f 1/10/2013. It may also be clarified whether credit on account of this should be given to customers who have already paid the bills for one year period upto 31/03/2014.	In both the cases for Existing customers the present card rates of MPLS service (i.e the rates availed by the customer prior to issue of new tariffs on 3.10.2013) shall continue till the renewal of service by the customer and the revised card rates and revised discounts informed vide letter of even no dated 3.10.2013 shall be applicable at the time of renewal of service.
iii) There are some customers for whom rates were approved with commitment period, e.g Central bank of India placed the P.O in 2009 with 5 years commitment period (i.e.valid upto 2014). Whether revised rates are to be offered to such customers also?	In case of all existing Enterprise customers, where an agreement has been signed between Enterprise customer and BSNL, the agreed rates shall continue till the expiry of agreement. The revised rates and revised discounts conveyed informed vide letter of even no.dated 3.10.2013 shall be effective only after expiry/renewal of the present agreement.

2. This is issued with the approval of PGM (EB).


Satish Chander

Assistant General Manager (BP-Ent)

Copy to :

- (1) PPS/ PS to the CMD/ Director(Enterprise)/ Director(CFA)/ Director(CM)/ ED(Finance)/ ED(CN)// ED(CA)/ ED(NB)