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

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File No.: 200-21/2008-VAS (pt-2)

Dated: 20-04-2012

To,

All Chief General Managers,
Telecom Circles/Districts.

Subject: Review of Infrastructure charges for exclusive and non-exclusive VAS services – reg.

Ref: Letter No. 200-21/2008-VAS dated 28-12-2011(Available on Intranet).

Kindly refer above mentioned letter wherein revised infrastructure charges for exclusive and non-exclusive VAS service were conveyed.


During meeting of Value Added Service providers (VASPs) of BSNL with Dir (CM), BSNL Board in Jan 2012, VASPs expressed that the latest infrastructure charges are excessive and requested the same to be reduced. Representations received from VASP/ some of the zones are compiled and enclosed.

It has been decided to seek comments on VASP's/zone's representation and also recommendation from Telecom Circles/Districts for taking up review of the policy.

You are requested to direct concerned officials to send comments latest by 30th April 2012.

This is issued with the approval of competent authority.

Encls: As above


(Neeraj Kumar)
Addl. GM (VAS - I)

Annexure - I.

Summary of Comments for Alpha.
from VASPs/zones

| VASP | Request | Comments (Justification by Vendors) |
|----------------|---|--|
| M/s PK Online | Request that infrastructure cost be completely waived for BSNL Branded services. in case this is not possible, it should atleast be reverted to a nominal fixed amount, say Rs 1 Lakh per annum. | |
| | For 51010 - Dial -a-video service : request for exempt in infrastructure charges till PK Online share of revenue exceeds atleast Rs 5 Lakhs per month. | |
| M/s On Mobile | We hence, would like to request BSNL Management to waive off the complete infrastructure charges for BSNL branded services, since they are owned by BSNL and majority of the revenue share is kept by operator. | BSNL is the only operator that is charging infrastructure charge on value added services, unlike any other operator or even its sister concern- MTNL |
| | Infrastructure charges should be waived off for branded PRBT services. | the applicability of infrastructure charges is not in line with the industry standards and are not imposed by any of the private operators. |
| | we would like to request BSNL not to increase the infrastructure charges multi fold and review and revise the infrastructure charges policy, in order to support revenue growth of the services and also keeping standardized infrastructure charges, would help VAS partners in paying off the charges without any administrative hassles at circle/nodal level. | applicability of such high infrastructure charges would be a hindering and major demoralizing factor for the VAS partners as we would not be able to augment more hardware to meet the subscriber demand. The recently revised infrastructure charges are exceptionally higher than their current level and seem to be beyond our expectation and service feasibility. |
| M/s IMI Mobile | PRBT & Other BSNL Branded service: It is submitted that hosting infrastructure, media and internet bandwidth etc. be provided free of cost by BSNL or at the most charge IMI Mobile only 20% of the infrastructure cost as per the new policy and BSNL bear 80% of the same (in the same proportion that we share the revenues) | All other telecom operators provide infrastructure for hosting and connectivity to us free of cost. 80 % of the accrued revenue is kept by BSNL and 20% by IMI Mobile |
| | For USSD/IVRS & Other non-exclusive services: Request not to increase the infrastructure charges as 70% of the revenue goes to BSNL. | |
| | Request BSNL to keep the infrastructure charges to INR 2 lakh per site in order to support the revenue growth. | |

Arjun

| | | |
|---------------------------|---|--|
| | | other operators provide additional space & related infra in their premises to deploy more resources in terms of manpower and hardware. |
| | | VAS vendor like to us will have to spend approx Rs.104 lakh annually only as a infrastructure charges to provide IVR service at pan India level (16 cluster x6.5 lakh each) |
| M/s Symbiotic Info | Our agreement is already in place and we have already paid this years infrastructure charges about 4 months back and hence the revision will be applicable may be next year only. But we have found that the charges proposed and the the existing one is comparably higher than the normal services rendered | If we compare the same with any private operator, there is no such charges applicable. And infact if the private operators have constraint on space and power and bandwidth, they always look at alternate like extending the service to the vendors premises. |

| Zone | Suggestion | Remark |
|--------------|--|---|
| South | south zone suggest following Infra charges : | |
| | Upto 2KW -> Rs. 2,00,000 (p.a) | |
| | Between 2KW-5KW ->Rs. 5,00,000(p.a) | |
| | Between 5KW-10KW -> Rs.8,00,000(p.a) | |
| | Between 10KW-15KW -> Rs.15,00,000(p.a) | |
| | Between 15KW-20KW -> Rs.20,00,000(p.a) | |
| | Between 20KW-25KW -> Rs.25,00,000(p.a) | |
| North | The new Infrastructure charges issued are justified as compared to previous one. | The electrical per unit and diesel expenses are increasing invariably. There may be cases where BSNL may not ge compensated the infrastructure charges by the revenue earned from the services. so it is proposed that infrasructure charges should ne framed in such a manner that BSNL should recover at least electrical charges at highest slab rate, however the space and connectivity charges may be decided mutually. |

N. Kumar