

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

No: 64-03/10-BBO

Dt. 19/03/2012

To:

M/s Nokia Siemens Networks
M/s ZTE
M/s UTStarcom

Sub: Regarding repairing/replacing of Burnt/RNP cards/modules in the Rural & Urban project under Mutiplay Tender.

With respect to above subject a lot of complaints received to this office from field units that vendors has not replacing/repairing the Burnt/RNP cards/modules and which is affecting broadband services adversely.

Some equipment supplied under Mutiplay Rural/Urban project by all the Vendors are under warranty and remaining are under AMC. As per the Tender terms & conditions Vendor shall be responsible for any defect developed in the cards/module/equipments and shall remedy such defects at his own cost under warranty & AMC period.

Therefore, you are directed to examine the whole issue and take necessary action to repair/replace all the Burnt/RNP cards/modules received from field units immediately. If the same is not repaired/replaced by any Vendor, BSNL would be free to take action as per terms & conditions of tender.

Matter may be treated as '**MOST URGENT**'.

(Anil Jain)
Sr. GM (NWP-BB)

Copy to:

1. CGM, Karnataka Circle- for n/a please to coordinate with vendors.
2. All CGMs (Telecom Circles/Districts)- to give instruction to field units to take n/a accordingly.