



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

O/o.AGM DLC South;
Chromepet Exchange Complex,
Chromepet,
Chennai-600047.

AGM DLC South / FTTH / 2017-18

dated @ Chennai the

14.01.2019

Dear Sir,

We thank for your consideration of proposal for the provision of BSNL services through State of the art FTTH (Fibre To The Home) technology in your upcoming AWHO apartments situated near DLF Garden City, Semmencheri. For the present scenario Internet with lightning speed is vital for all type of persons and of all age group. FTTH is latest technology which can give the solution for high speed internet with a speed upto 100 Mbps. Voice calls are also possible in our FTTH connectivity. BSNL is providing FTTH lines for Internet and Voice in various apartments in Chennai with full satisfaction of our customers.

- BSNL will provide FTTH lines through one of our Channel Partners M/s Pole Star Telecom Private limited.
- Optical Fibre Cable will be extended from the server room to flats. Three services Voice , Data and Cable TV can be provided in this single optical fiber.
- BSNL will provide Voice and Data Connectivity. The provision, maintenance and billing will be executed by BSNL for voice and data services through the Channel Partner.
- Our Channel Partner M/s Pole Star Telecom Private Limited is a MSO licence holder too. He can provide Cable TV connectivity. The Cable TV maintenance and charges will be managed by them. BSNL will not have any responsibility in cable TV billing and maintenance.
- To extend the services AWHO may kindly provide a server room of dimension 8'x8' in the basement.
- Our Channel Partner will execute the FTTH equipment installation and OF cable laying work from server room to Flats who opt for BSNL connectivity, at his own cost.
- Intercom facility will be extended to all BSNL Customers free of cost, when the number of customers reaches 50 and above.
- For every 50 BSNL working lines, one free voice connectivity having incoming facility and outgoing facility within intercom numbers will be given.
- For BSNL customers having Plan amount Rs.777/- and above all voice calls are free across the country to any network.
- For annual payment of Plan Charges, two months rental will be waived off.
- To extend intercom facility for non BSNL customers, the above Channel Partner will make arrangements on his own with mutual agreement between AWHO & vendor. BSNL will not have any role in this regard.

Technical and commercial Features of having BSNL FTTH Connectivity:

1. Affordable Price: BSNL have tariff plans for all class of customers. The tariff starts from Rs. 499/- **The tariff details are attached**
2. Transparency in billing: We will not claim any kind of hidden charges in our telephone bills. The charges advertised in our tariff plan are actual.
3. BSNL FTTH lines provide the full internet speed specified in our tariff plan where other operators will give 1:4 / 1:8 of the speed specified.
4. The internet download as well as upload speed are equal in our FTTH connectivity. It will be useful for the customers working in IT field and work from home.
5. BSNL provides voice call also in FTTH lines. BSNL offers free voice calls to any network across our country. During whole Sunday all voice calls are free. Friends and Family schemes are also available in land line
6. BSNL offers FREE CENTRAX facility for the customer base more than 50 lines. The customers can enjoy free intercom facility among the residents of the apartment.
7. BSNL provides one FREE voice incoming line for each 50 customer lines with restricted outgoing facility among BSNL Customers of AWHO apartments which can be used for your common services point such as security, club house etc.,
8. Telephone bills may be paid on line. ECS payment option is also in operation or through our Channel Partner once he is authorised to collect on behalf of BSNL
9. Many unlimited combo Plans are available. Customers can choose as per their wishes and affordability. The change of Tariff Plan option is also available. Customer can change the tariff plan as per their need at any point of time. There is no charge for plan change. The tariff charges will be collected on daily prorata basis.

Maintenance Support and redressal mechanism:

BSNL is the prime service provider for voice & data and is having sophisticated complaint booking system. Customer can book complaint from any part of our country free of cost using toll free number from any network.

1. The complaints will be resolved within the prescribed time.
2. BSNL is having its own operational hierarchy. Customers have their liberty to approach any officer from top to bottom in the hierarchy for their grievances.
3. The customer complaints are being monitored at various level of officers.
4. The complaint status will be communicated through SMS to the customer's registered mobile number.

Social feature:

1. BSNL bill will be eligible for address proof for any activity.
2. Being a Central PSU company, the earnings will be contributed to our nation. Help our nation BY using BSNL services.
3. It will be a pride, being a BSNL Customer.

Kindly consider the above features and offer the business for BSNL for mutual benefit of AWHO residents and BSNL which in turn helps our nation.

Awaiting for favourable offer.

Shamam
14/11/19

सहायक महाप्रबंधक (ने.प्र-डी.एल.सी) दक्षिण
AGM (NWO-DLC) South
बी.एस.एन.एल. चेन्नई टेलिफोन
BSNL-Chennai Telephones
चेन्नई / Chennai-600 047.



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Special FTTH Tariff in Chennai Telephones

Characteristics	Fibro Combo ULD 777	Fibro Combo ULD 999 CS14	Fibro Combo ULD 1277	Fibro Combo ULD 1299 CS45	Fibro Combo ULD 1699 CS46	Fibro Combo ULD 1999 CS15	Fibro Combo ULD 2999 CS47	Fibro Combo ULD 4999 CS16
Speed upto FUP (Mbps)	50 Mbps	80 Mbps	100 Mbps	100 Mbps	Upto 100 Mbps	Upto 100 Mbps	Upto 100 Mbps	Upto 100 Mbps
FUP limit [DL + UL] (GB)	500 GB	600 GB	750 GB	800 GB	1100 GB	1400 GB	2000 GB	3500 GB
Speed after FUP	Upto 2 Mbps	Upto 2 Mbps	Upto 2 Mbps	Upto 2 Mbps	Upto 2 Mbps	Upto 2 Mbps	Upto 2 Mbps	Upto 2 Mbps
Static IP Address {On Request}	Nil	Nil	Nil	One @ Rs.2000. p.a.	One @ Rs.1800. p.a.	One @ Rs.1800. p.a.	One free	One free
Additional facility	24 Hrs unlimited free calling (local + STD) to any network in India							

Additional Facility : **Unlimited Free calls to any network in India**

Note: **Common Features:** Applicability: Users in Greater Chennai in Feasible areas only

1. **Download/Upload Limit (MB/GB) per month : Unlimited**
2. Telephone Fixed monthly Charges : **NIL**
3. Monthly ONT (OF Modem) Rental : **NIL**
4. ONT Security Deposit (Refundable) : **Rs. 500/-**
5. Plan Security Deposit : **FMC amount (Ex. Rs.999/- for 999 CS14)**
6. Minimum Hire Period : **ONE month**
7. Installation charges : **NIL**

FUP means Fair Usage Policy