

O/o General Manager (F-CM)  
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Connecting India

महा प्रबन्धक (एफ-सीएम) का कार्यालय  
भारत संचार निगम लि०कॉरपोरेट ऑफिस  
(भारत सरकार का उपक्रम)  
कमरा नं० 613 भारत संचार भवन  
हरिश्चंद्र माथुर लेन, जनपथ  
नई दिल्ली-110001

No. 2-128/2011/RM-CM

Dated the 7<sup>th</sup> April, 2011

To

All CGMs  
BSNL

Sub: One time settlement of excess usage after withdrawal of unlimited data plans.

Ref: Letter No. 26-17/2009-R&C dt. 14.03.2011.

Kindly refer to BSNL Corporate office letter under reference on the above subject. In this regard, several clarifications had been asked by several field units. Most of the issues have been clarified by T&C cell vide circular no.133/10-11 dt. 14.03.2011. However, there are some customers who have exceeded their usage limit and they are not covered under above T&C circular.

Now, Competent Authority has decided that one-time exemption may be given in those cases where customers were not given intimation regarding the revision of tariff. In those cases, excess usages may be settled as per earlier unlimited data plans. This approval is for one-time settlement only. Feedback regarding this scheme may be sent to the Corporate office.

  
(S.K.Bhardwaj)  
General Manager (F-CM)

Copy to:-

The General Manager, Nodal centres.