

Chapter 2

Broadband Services and Tariff

Introduction

BSNL has commissioned a world class, multi-gigabit, multi-protocol, convergent IP infrastructure through National Internet Backbone-II (NIB-II), that will provide convergent services through the same backbone and broadband access network. The Broadband service will be available on DSL technology (on the same copper cable that is used for connecting telephone), on a countrywide basis spanning 198 cities.

In terms of infrastructure for broadband services NIB-II would put India at par with more advanced nations. The services that would be supported includes always-on broadband access to the Internet for residential and business customers, Content based services, Video multicasting, Video-on-demand and Interactive gaming, Audio and Video conferencing, IP Telephony, Distance learning, Messaging: plain and feature rich, Multi-site MPLS VPNs with Quality of Service (QoS) guarantees. The subscriber will be able to access the above services through Subscriber Service Selection System Portal.

Key Objectives

- To provide high speed Internet connectivity (upto 8 Mbps)
- To provide Virtual Private Network (VPN) service to the broadband customers
- To provide dial VPN service to MPLS VPN customers.
- To provide multicast video services, video-on-demand, etc. through the Broadband Remote Access Server (BRAS).
- To provide a means to bill for the aforesaid services by either time-based or volume-based billing. It shall provide the customer with the option to select the services through web server
- To provide both pre-paid and post paid broadband services

Technical Capability of the Backbone

The Broadband Service will be given through the state of the art Multi Protocol Label Switching (MPLS) based IP Infrastructure, which is designed to provide reliable routes to

cover all possible destinations within and outside the country. Layer 1 of the network will consist of a high speed Backbone comprising of 24 powerful Core Routers connected with high speed 2.5 Gbps(STM-16) links. The routers are located on the national DWDM network interfacing at STM-16 optical level to provide for high transmission speeds.

What advantage does MPLS have over other Technologies?

MPLS VPN is a technology that allows a service provider like BSNL to have complete control over parameters that are critical to offering its customers service guarantees with regard to bandwidth throughputs, latencies and availability.

Services available through Broadband

High speed Internet Access: This is the always-on Internet access service with speed ranging from 256 kbps to 8 Mbps.

Multicasting: This is to provide video multicast services for application in distance education, telemedicine etc

Dial VPN Service: This service allows remote users to access their private network securely over the NIB-II infrastructure.

Video and Audio Conferencing:

Content based Services: Like Video on Demand, Interactive Gaming, Live and time shifted TV

What the customer needs in order to be able to use Broadband?

BSNL's Bfone (Basic phone) connection

Personel Computer with 10/100 Ethernet Port

ADSL CPE (Customer Premise Equipment). This can be taken from BSNL at nominal rental per month.

BSNL Broadband service is being provided on existing copper wire infrastructure. In addition to the High Speed Internet Service being provided through this technology,

other services such as VPN, IPTV, Games on Demand, Video Conferencing, Video-on-Demand, Broadcast application etc have also been added.

Tariff Structure

1. BSNL broadband –
2. Start up Plan (home & business)
3. Home plans
4. Home combo plan
5. Business Plans
6. Business combo plans
7. Unlimited Business Plans
8. Business 8Mb Plans
9. Temp Connections
10. Rural Broadband Plans

Postpaid Broadband Tariff:-**LIMITED USAGE PLANS (Both for Home & Business Users)**

1. BB Standalone Plans
2. BB COMBO Plans
3. BB HIGH SPEED Plans

UNLIMITED USAGE PLANS

1. BB Plans for Home Users only
2. Standalone BB Plans for both Home & Business Users
3. Combo BB Plans for both Home & Business Users

BB Standalone Plans

Particulars	BB Plans for Home & Business Users with Limited Usage			
Nomenclature	BBG ZERO ^	BBG250	BBG300CS3*	BBG 700
Bandwidth (Download Speed)	256 Kbps	Upto 2Mbps	Upto 512 Kbps	Upto 2Mbps
Applicability	All Users in all the Circles#	All Users	All Users in Assam Circle only	All Users
Monthly Charges (Rs)	Nil	250	300	700
Discounted Annual Payment Option (Rs)	NA	2500	3000	7000
Download/Upload Limit (MB/ GB) per month	Nil	1.0 GB	2GB	4 GB
Additional Usage Charges/MB beyond free download/upload limit (Rs)	Re. 1/- per MB upto 1 GB and Rs. 0.20/- per MB thereafter	Rs. 0.20/- per MB for usage upto 5 GB ; Rs. 0.10/- per MB thereafter	0.20 upto 10 GB, 0.10 thereafter	Rs. 0.20/- per MB for usage upto 5 GB ; Rs. 0.10/- per MB thereafter
Night Unlimited (0200-0800 Hrs)	No	No	No	No
Free E-mail IDs/Space (Per E-mail ID)	1/5 MB	1/5 MB	1/5 MB	1/5 MB
Static IP Address (On written Request)	NA	NA	NA	NA
Security Deposit	NIL	NIL	NIL	One Month charges
Minimum Hire Period	One Month	One Month	One Month	One Month
Telephone fixed monthly charges in Rs	As per the existing Landline plan	As per the existing Landline plan	As per the existing Landline plan	As per the existing Landline plan
Free Calls(MCU)	As per the existing Landline plan	As per the existing Landline plan	As per the existing Landline plan	As per the existing Landline plan
MCU charges/ pulse in Rs.	As per the existing Landline plan	As per the existing Landline plan	As per the existing Landline plan	As per the existing Landline plan
Committed Period for FREE MODEM**	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Type of Modem\$	NA	NA	NA	NA

**The modem shall be given FREE if the customer commits for the period as shown and pays the necessary charges in advance. In this case customers will than own the modem and not required to return the modem after the end of the committed period.

* **Broadband plan "BBG 300 CS3" in Assam Circle as a promotional plan for 90 days w.e.f 10.01.2011**

^ **Promotional plan upto 31-03-2011.**

In selective cities. For more information contact at 1504.

\$ Customer eligible for ADSL Basic modem may be offered Other Modem Types on payment of Half the price. Customers eligible for ADSL WiFi Modem may be offered ADSL Basic Modem (if they choose so) without any extra cost.

Note:-

1. No additional Volume based discount as circulated vide letter no. 10-3/Comml./2009-R&C dated 02.04.09 shall be applicable for all the above Plans.
2. The above rates are exclusive of Service Tax, which will be charged as per prevailing tariff.
3. Security deposit for local/STD/ISD facility and installation charges as applicable shall be taken from the customer.

BB Plans for Home Users

Particulars	BB Plans for Home Users with Unlimited Usage				
	BB Home UL 499	BB Home Combo UL 625	BB Home UL 750	BB Home Combo UL 750	BB Home Combo ULD 900
Nomenclature	BB Home UL 499	BB Home Combo UL 625	BB Home UL 750	BB Home Combo UL 750	BB Home Combo ULD 900
Bandwidth (Download Speed)	256 Kbps	256 Kbps	512 Kbps	512 Kbps	4Mbps upto 8 GB, 256 Kbps beyond 8 GB
Applicability	Home only	Home only	Home only	Home only	Home only
Monthly Charges (Rs)	499	625	750	750	900
Discounted Annual Payment Option (Rs)	4990	6250	7500	7500	9000

Download/Upload Limit (MB/ GB) per month	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Additional Usage Charges/MB beyond free download/upload limit (Rs)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Night Unlimited (0200-0800 Hrs)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Free E-mail IDs/Space (Per E-mail ID)	1/5 MB	1/5 MB	2/5 MB	2/5 MB	1/5 MB
Static IP Address (On written Request)	NA	NA	NA	NA	NA
Security Deposit	One Month charges	One Month charges	One Month charges	One Month charges	One Month charges
Minimum Hire Period	One Month	One Month	One Month	One Month	One Month
Telephone fixed monthly charges in Rs	As per Existing Landline plan	NIL	As per the existing Landline plan	NIL	NIL
Free Calls(MCU)	As per Existing Landline plan	100	As per the existing Landline plan	NIL	400
MCU charges/ pulse in Rs.	As per Existing Landline plan	1	As per the existing Landline plan	1	1
Committed Period for FREE MODEM**	Not Applicable	Not Applicable	Not Applicable	Not Applicable	12 Months
Type of Modem \$	NA	NA	NA	NA	ADSL Basic

* The modem shall be given FREE if the customer commits for the period as shown and pays the necessary charges in advance. In that case, customer will then own the modem and will not be required to return the modem after the end of the committed period.

§ Customer eligible for ADSL Basic modem may be offered Other Modem Types on payment of Half the price. Customer eligible for ADSL WiFi modem may be offered ADSL Basic modem (if they choose so) without any extra cost.

Note:-

1. **ULD** stands for Unlimited with differential speed.
2. The above rates are exclusive of Service Tax, which will be charged as per prevailing tariff.
3. Security deposit for local/STD/ISD facility and installation charges as applicable shall be taken from the customer.

Tariff for VPN over Broadband

Tariff for VPNoBB 256Kbps/512Kbps/1Mbps and 2Mbps only for e-Governance and other projects of Central /State Government:

Tariff details:

Particulars	VPNoBB 256	VPNoBB 512	VPNoBB1Mbps	VPNoBB2Mbps
Up and Down BW	256Kbps	512Kbps	1 Mbps	2Mbps
Fixed Monthly charges	500	900	1650	3000
Annual Payment charges	5000	9000	16500	30000
Modem charges per month	As per BB tariff			

Terms and conditions :

- a) The VPNoBB service for e-Governance projects will be offered as an “Add On” service on BSNL landline only to those customers who opt for a BB Plan of minimum Rs.700/- p.m. value. If required, customers may opt for higher value BB plans also along with the VPNoBB. Annual payment option (with 10 months charges) is available for the BB plans. The customers will be able to access either VPN or Internet at a time.
- b) No downloading/uploading limits have been kept for those VPNoBB plans.
- c) All charges are exclusive of Service Tax
- d) Minimum hiring period for VPNoBB – One year

Tariff for 256Kbps/512Kbps/1Mbps and 2Mbps VPNoBB for General as well as Enterprise customers:

Tariff details:

Particulars	VPNoBB256	VPNoBB 512	VPNoBB1Mbps	VPNoBB2Mbps
Up and Down BW	256Kbps	512Kbps	1 Mbps	2Mbps
Fixed Monthly charges	3000	5400	8500	12500
Annual Payment charges	30000	54000	85000	125000
Fixed Static IP charges p.a. , if required	1500	1500	1500	1500
Usage	Unlimited	Unlimited	Unlimited	Unlimited
Provision of free Fixed IP	No	No	No	No
Committed data rate	Purely on best effort basis			

Terms and conditions:

- a) The VPNoBB for General customers will be treated as a separate service and not as an Add On service. However, it would be provided only with BSNL landline. However, customers may opt for Business BB Plans on some or all the lines to access Internet, if needed. The customer will be able to access either VPN or Internet at a time.

- b) Discount – The discounts earlier available vide para 3(iii) of circular no. 111-28/2006-Comml dated 16-1-2008 will no longer be applicable.
- c) All charges are exclusive of Service Tax.
- d) Minimum hiring period for VPNoBB – One year

Launch of VVoBB services for BSNL Broadband Customer as a Promotional Plan:-

Introduction of **Voice and Video over Broadband (VVoBB) Service** for the Broadband Customers of BSNL in North and West Zone in association with M/s SAI Info System (India) Ltd., on promotional tariff, **for a period of 90 days** as follows:

I. No.	Particulars	Charges in Rs. (Excluding Service Tax)
1.	Registration cum activation charges (one time)	Rs. 100/-
2.	Monthly Service charges including VPN charges, which will be created for providing Permanent Virtual Circuit (PVC) to VVoBB customers.	Rs. 100/-
3.	ATA (Analog Telephony Adapter) charges, in case the same is taken on rent by the customer from franchisee instead of outright purchase.	Rs. 50/- per Month
4.	Charges for providing of Static IP to the customer as part of VVoBB service	Rs. 50/- per Month
5.	Usage charges :	
	a) For non-Video calls (Domestic) Session Initiation Protocol (SIP) to SIP calling.	Rs. 0.40/- per minute

b) For Video calls (Domestic) SIP to SIP calling	Rs. 2/- per minute
c) For international calls (Non-video calls)	As per country wise tariff card approved by the Competent Authority, attached as Annexure-I .

WiMax Broadband Tariff:-

Particulars	Home		Business			
	HOWI 1000	HO WI 1800	BU WI 4400	BUWI 8000	BUWI 12000	BUWI 20000
Bandwidth	256 Kbps	512 Kbps	256 Kbps	512 Kbps	1024 Kbps	2048 Kbps
Single/ Multi user (SU/MU)	SU	SU	MU	MU	MU	MU
One time Installation Charges (Rs.)*	750	750	750	750	750	750
Fixed Monthly Charges* (Rs.)	1000	1800	4400	8000	12000	20000
Discounted Annual Payment Option (Rs.)*	10000	18000	44000	80000	120000	200000
Free Email IDs/ Space (Per email ID)	2/5 MB	2/5 MB	2/5 MB	2/5 MB	4/5 MB	4/5 MB
DI/UL limit per month	Unlimited					
Security Deposit	One month's Fixed Monthly Charges					

Other terms and conditions –

1. The CPE will be provided directly to the customer by M/s SOMA and its payment will be Made directly to M/s SOMA. The price of CPE will be as under (All other Taxes as per actuals):

- (a) CPE – Home User (SU) : Rs. 10000
 (b) CPE – Business User (MU) : Rs. 12000

2. In addition to the above, CPEs will be given free of cost under the Business Plans if:
 - (a) The customer commits to subscribe for guaranteed period of three years; or
 - (b) The customer agrees to pay in one year's FMC in advance for the 1 Mbps and 2 Mbs Business Plans at the time of registering the service.
3. No free CPEs will be provided under the Home Plans.
4. Apart from above mentioned tariff, all other terms and conditions of service and revenue Sharing etc will be separately intimated by SP Branch, BSNL Corporate Office

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