Streamline of Safe Custody charges for the all category of Voice/standalone/Combo Landline/Broadband connections (DSL/Fibre/Air Fibre)

In supersession of earlier instructions w.r.t. safe custody, the competent authority has decided to streamline the charges of 'Safe Custody' plan for the all categories of Voice/standalone/Combo Landline/Broadband connections (DSL/Fibre/Air Fibre/) in all the circles as below:

Services	Safe custody charges
Landline on Copper	Rs. 50/- per month for Urban.
	Rs. 30/- per month for Rural.
Landline + Broadband on Copper	Rs. 150/-per month for both Urban & Rural.
Fibre Based plans including AirFibre having FMC below Rs. 801/-	Rs. 200/- per month.
Fibre Based plans including AirFibre having FMC above Rs. 800/	Rs. 300/- per month.

1. The charges will be paid in advance.
2. Above charges are excluding GST.
3. Terms & conditions for providing 'Safe Custody':
   i. The Safe custody of connection shall be permitted on written request of the subscriber, clearly indicating that the connection is to be kept under 'Safe Custody'.
   ii. All the Voice connections under Fibre shall be treated as combo during safe custody.
   iii. Customer will be charged above rates per month from the time of intimation of safe custody to the time of termination of safe custody. Customer shall be educated properly at the time of request initiation.
   iv. No revenue share shall be paid to Partners for Safe Custody charges.
   v. The minimum safe custody period shall be 3 months.
   vi. The Modem/CPE/Accessories supplied by the BSNL/Partners (i.e. not customer owned) shall be recovered from the customer for keeping the same under safe custody.
   vii. If 'half yearly / annual /biennial /triennial' payment customer opts to safe custody plan, as is done in other annual payment cases, adjustment credit will be given to the customer for the unutilized period and will get adjusted in the subsequent invoices.

The above instructions shall be applicable with immediate effect, on regular basis in all the circles.