



**BSNL Chennai Telephones**  
(Circular R&C CFA No.82/2021-22 \_dt.19-01-2022)

**Sub: Reformulation of Safe Custody charges for the all category of Voice/Standalone/Combo Landline/Broadband connections(DSL/Fibre /Air Fibre) in all the circles.**

1. the competent authority has decided to reformulate the safe custody charges as below in all the circles:

Service	Existing Safe Custody Charges	Revised Safe Custody Charges
Landline on Copper	Rs. 50/- per month for Urban Rs. 30/- per month for Rural	Rs. 50/- per month for Urban Rs. 30/- per month for Rural
Landline+ Broadband on copper	Rs. 150/- per month for both Urban & Rural	• Rs. 99/- per month (for both Urban & Rural)
Fibre Based plans including Air Fibre having FMC below Rs. 801/-	Rs. 200/- per month*	• Rs. 499/- for Half Yearly (for both Urban & Rural)
Fibre Based plans including Air Fibre having FMC above Rs. 800/-	Rs. 300/- per month*	• Rs. 799/- for yearly (for both Urban & Rural)

1. Term and conditions are as below:
  - a. The charges will be paid in advance.
  - b. Above charges are excluding GST.
  - c. 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'.
  - d. All the Voice connections under Fibre shall be treated as combo during safe custody.
  - e. Customer will be charged above rate from the time of intimation of safe custody. Customer shall be educated properly at the time of request initiation.
  - f. No revenue share shall be paid to Partners for Safe Custody charges.
  - g. The minimum safe custody period shall be 1 month. However, subscribers can restore their connection(s) anytime even within one month.
  - h. The Modem/CPE/Accessories supplied by the BSNL/Partners (i.e. not having customer owned) shall be recovered from the customer for keeping the same under safe custody.
  - i. If 'half yearly / annual / biennial / triennial' payment customer opts for safe custody plan, as is done in other annual payment cases, adjustment credit of advance rental charges will be given to the customer for the unutilized period and will get adjusted in the subsequent invoices. Since, above charges are not regular half yearly or annually plans, therefore, customer will not get any refund for safe custody period.
  - j. Accordingly, the charges of restored promotional/regular plan shall be applicable from the date of withdrawal of safe custody.
2. The above instructions shall be applicable with immediate effect, on regular basis.