

Government of India
Ministry of Communications
Department of Telecommunications
20, Sanchar Bhawan, Ashok Road, New Delhi-110001
(Carrier Services-I Cell)

No. 800-87/2011-CS-I (Pt.-II)

Dated: 12.06.2017

To

CMD, BSNL
Bharat Sanchar Bhawan,
H.C. Mathur Lane
Janpath, New Delhi-01

Sub: Instructions in respect of provision of Satellite based services using Gateway installed in India by M/S BSNL-reg.

Ref: No. 100-59/2016-TPL(R)/Part 8 dated 16.01.2017 from PGM (Radio), BSNL.

In reference to above referred letter No.100-59/2016-TPL(R)/Part 8 dated 16.01.2017 and the provisions of licence agreement No.800-87/2014-CS dated 25.08.2014 for "provision and operation of satellite based service using Gateway installed in India", the undersigned is directed to convey that:

- 1) For provision of Satellite based services, M/S BSNL, the licensee, is hereby permitted to act as a single window agency to deal with WPC, DOT in respect of the provisioning and operation of the Satellite based services to its customers. M/S BSNL may obtain Import license from WPC, DOT for importing handsets. Proper record of all the handsets shall be maintained at all the times by M/S BSNL including the faulty and surrendered handsets. These records may include but not limited to IMEI/ Equipment Identity, the date of import of the equipment, the customer name and address to whom the equipment has been allotted, the history of the allotment of the equipment to the customer, the MSISDN allotted to the customer during the usage period, location where the equipment was/ is deployed in case of stationary usage etc.
- 2) M/S BSNL, acting as a single window agency to deal with WPC, DOT shall ensure compliance of all the license conditions and is hereby allowed to coordinate with WPC, DOT to obtain Wireless Operating License (WOL) and payment of the Spectrum charges comprising of License Fee and Royalty Charges per terminal. M/S BSNL may take up the case directly with WPC wing of DOT for the matters being dealt by WPC.

- 3) M/S BSNL, being the licensee, is hereby allowed to act as a single window agency to obtain NOC/ clearance from Ministry of Home Affairs (MHA) directly and other security vetting from other security agencies, wherever applicable, as per the policy to be laid down by DoT.
- 4) M/S BSNL is hereby allowed to migrate the existing subscribers having valid Wireless Operating License/ NOC to its Gateway, provided such information is made available to MHA and the Law Enforcement Agencies (LEAs) immediately upon such migration and the services are not provided beyond the terms and conditions of the operating license/ NOC. However, other requirements as applicable to a new subscriber or as prescribed by DoT and MHA shall be duly complied with.
- 5) The subscriber shall apply to M/S BSNL for provisioning of Satellite based services. M/S BSNL shall be required to complete the Customer Acquisition Process prescribed for mobile connections by DoT, as amended from time to time. M/S BSNL shall also obtain from the subscriber the details such as place of use, period of use and the purpose for which Satellite handset shall be used. In addition to this the subscriber shall be required to furnish an undertaking in the prescribed format to be specified by M/S BSNL. Subsequently, the SIM and Satellite handset along with user manual shall be delivered to the subscriber by M/S BSNL through its own outlets only to avoid any laxity in subscriber verification process. The customer verification process should be made very stringent to ensure genuineness of both the customer and the purpose for application for these services in order to ensure prevention of unauthorized access of the devices to undesirable elements.
- 6) M/S BSNL shall be responsible for providing after-sale support/ AMC of handset including user education/ training. M/S BSNL may have back-end arrangement for AMC/ repair of the handsets.
- 7) M/S BSNL will ensure through appropriate technical arrangement with M/S INMARSAT that the parameters of the handsets are such configured so that there is no bypass of the BSNL Satellite Gateway while in Indian geography i.e. all the communication emanating from Satellite handset issued by M/s BSNL should pass through directly in their Gateway station situated in India; and the handset can't be used with any other satellite service provider and / or Gateway.
- 8) In all cases, the provisioning of customers shall be such made that no service in barred areas is available to a customer for whom proper clearance from MHA and other security vetting from other security agencies is not available.

- 9) The person who acquires Satellite based service for one barred area should not be allowed to use it in another barred area for which proper clearance from MHA and other security vetting from other security agencies is not available.
 - 10) There should be a mechanism to monitor and restrict the usage of a Satellite based connection outside its permitted area and after expiry of its valid time period.
 - 11) M/s BSNL should maintain and provide all logs and records including IMEI number, Lat & Long, IMSI in respect of issued Satellite Phones, which should be available to all LEAs as and when demanded.
 - 12) Any transformation in the status of Satellite Phone like SIM replacement or faulty device replacement etc. should be intimated to security agencies.
2. The compliance of the above instructions shall be strictly ensured, in accordance with Condition 16.1 of the license agreement.
 3. Kindly acknowledge the receipt.



(Shambhu Prasad Singh)
Director (CS-I)
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Copy to:

1. Secretary, TRAI
2. Sr. DDG (AS)/ Sr. DDG (TEC)/ Sr. DDG (TERM)/ Sr. DDG (LFP)/ Wireless Advisor
3. JS(A)/ DDG (LFA)/ DDG (WPF)/ DDG (Security)/ DDG (DS)/ DDG (NOCC)
4. Joint Secretary (IS-I), MHA for information of all concerned.
5. Director (IT), DOT may kindly arrange to upload this letter on DOT website.

