




# Beetel Teletech Ltd. Gurugram

## Service Policy – Landline/GSM Product/Cloud Camera/MODEM/EPABX/STB & Accessories

Department : Consumer  
Level : II  
SOP Name : Service Policy – Landline/GSM Products/Cloud Camera/  
MODEM/STB/Accessories  
SOP No. : SP/CSD/02  
Rev. No. : 00  
Issue No. : 01  
Issue Date : 01-01-2021

  
Subhash Chaudhary  
(NSM – CSD)


  
Sanjay Shukla  
(NSM – QAP/CSD)

  
P.K. Malakar  
(Head – QAP/CSD)

  
Puneet Gupta  
(Head – B2C)

Address: First Floor, B Wing, Plot No.16, Udyog Vihar Phase IV, Gurugram 122015, Haryana, India


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	<b>Beetel Teletech Ltd. Gurugram</b>	Issue No.: 01
	<b>Department: Consumer</b>	Issue Date: 01-01-2021
		Rev. No.: 00
	<b>Title: Table of Content (Index)</b>	Rev. Date:
Section: 1.00.00		
Page: 01 of 01		
		SOP No.: SP/CSD/02

S.N.	Description	Page	Rev. No.
1.00.00	Table of Content (Index)	01	00
1.01.00	Record of Amendment	01	00
2.01.00	Service Policy – Landline / GSM Products / Cloud Camera / MODEM / STB / Accessories	08	00
3.01.00	Annexure - A	01	00
3.02.00	Annexure - B	02	00
3.03.00	Annexure - C	02	00
3.04.00	Annexure - D	01	00

<b>Subhash Chaudhary</b> (NSM – CSD)	<b>Sanjay Shukla</b> (NSM – QAP/CSD)	<b>P.K. Malakar</b> (Head – QAP/CSD)
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		Issue Date: 01-01-2021
	Department: Consumer	Rev. No.: 00
	Title: Record of Amendment	Rev. Date:
		Section: 1.01.00
		Page: 01 of 01
		SOP No.: SP/CSD/02

Rev. No.	Section	Page No.	Date	Reason of Amendment	Amendment By	Approved By

<b>Subhash Chaudhary</b> (NSM – CSD)	<b>Sanjay Shukla</b> (NSM – QAP/CSD)	<b>P.K. Malakar</b> (Head – QAP/CSD)
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	<b>Beetel Teletech Ltd.</b> <b>Gurugram</b>	Issue No.: 01
		Issue Date: 01-01-2021
	Rev. No.: 00	
	Rev. Date:	
	Section: 2.01.00	
<b>Department: Consumer</b>	<b>Title: Service Policy – Landline / GSM Products / Cloud Camera / MODEM / STB / Accessories</b>	Page: 01 of 08
		SOP No.: SP/CSD/02

S.N.	Description	Rev. No.
2.01.01	<p><b>Background:</b></p> <p>Beetel Teletech Limited erstwhile Brightstar Telecommunications India Limited is into the business of Landline phones wherein replacement policy was applicable for its customers for any defect in product found during the warranty tenure. While Beetel switched to repair policy in the year 2009 which was further updated to comprehensive policy for Landline phones along with some additional products like ADSL Modems and STB. Furthermore, the policy is updated to specify the comprehensive repair/replacement policy for Beetel branded products for which the customer is entitled during the warranty tenure of the product.</p>	
2.01.02	<p><b>Objective:</b></p> <p>Over the year, we at Beetel Teletech Limited have been working in a fashion that provide best value to our end customer as well as our all business partners. As a one major step forward in this direction, Beetel Teletech Limited provides Repair/Replacement warranty guidelines for its products as described in this procedure.</p>	
2.01.03	<p><b>Scope:</b></p> <p>The scope of this procedure is restricted to Beetel branded products (Beetel landline phones, GSM products, Accessories, VoIP/SIP phones, Cloud Camera, STB, EPABX, Portable power and memory devices).</p> <p>1) Warranty for running models of Beetel Landline Phone (Basic, CLI, Cordless, VoIP/SIP), GSM Products (FWP, FCT, Data Card, etc), Modems (DSL, FTTH, GPON), STB, Cloud Camera, EPABX will be either of,</p> <ul style="list-style-type: none"> <li>- Repair warranty for 12 months from the date of invoice (subject to production of original invoice or warranty card with dealer stamp).</li> <li>- Repair warranty for 15/18* months from the month of manufacturing as stamped/marked on the body of instrument by the company in case proof of warranty is missing.</li> </ul>	

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		Issue Date: 01-01-2021
	Rev. No.: 00	
	Rev. Date:	
	Section: 2.01.00	
<b>Department: Consumer</b>	<b>Title: Service Policy – Landline / GSM Products / Cloud Camera / MODEM / STB / Accessories</b>	Page: 02 of 08
		SOP No.: SP/CSD/02

S.N.	Description	Rev. No.
2.01.04	<p>* 18 months from month of manufacturing limited to cordless phones</p> <p>2) Warranty tenure for running models of Beetel Accessories, Portable power and memory devices will be either of,</p> <ul style="list-style-type: none"> <li>- Repair/replacement warranty for 6/12 months from the date of invoice (subject to production of original invoice or warranty card with dealer stamp). Replacement can be with a refurbished or new product.</li> <li>- Repair/replacement warranty for 9/15 months from the month of manufacturing as stamped/marked on the body of instrument by the company in case proof of warranty is missing.</li> </ul> <p>3) Warranty for discontinued models</p> <ul style="list-style-type: none"> <li>- Warranty services will be provisioned for 18 months from the month of discontinuation of product.</li> </ul> <p>Warranty for Beetel sold/distributed products is governed as per guidelines given in "Annexure-A"</p> <p><b>Standard Guideline:</b></p> <ol style="list-style-type: none"> <li>1) The Company warrants the product sold by it or its distributor, reseller, or other Authorized partners to be free from manufacturing defects in material and workmanship under normal use.</li> <li>2) The warranty of the product will be either of 6/12 months from date of invoice (subject to production of original invoice or warranty card with dealer stamp) as described in Annexure A or 9/15 months from date of manufacturing (as stamped/marked on the body of instrument by the company in case proof of warranty is missing), respectively.</li> </ol>	

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	Rev. Date:	
	Section: 2.01.00	
<b>Department: Consumer</b>	<b>Title: Service Policy – Landline / GSM Products / Cloud Camera / MODEM / STB / Accessories</b>	Page: 03 of 08
		SOP No.: SP/CSD/02

S.N.	Description	Rev. No.
2.01.05	<p>a. Invoice is the original proof of purchase of the product and the warranty period commences from the date of original purchase as per standard warranty of the product. The warranty is non-transferable and is extended only to the original purchaser.</p> <p>b. The warranty does not cover normal wear and tear and accessories of the product</p> <p>c. The company's liability under this warranty shall be limited to repairing or providing replacement of part/s, which are found to be defective</p> <p>d. The company or its authorized service partner, reserves the right to retain any part/s or component/s replaced during the warranty period</p> <p>e. In case of any dispute, courts at Gurugram (Haryana) shall have exclusive jurisdiction over matters covered by this warranty</p> <p><b>Policy &amp; Procedure:</b></p> <p>1. When a customer comes to the ASP with defective products, ASP will check for:</p> <ul style="list-style-type: none"> <li>- Original Warranty Card and/or original copy of invoice.</li> <li>- Validity of warranty w.r.t. Warranty period by warranty card/ invoice/ Sr. No. /IMEI No. search on CRM.</li> <li>- Availability and intactness of 'Warranty void' seal and tempering/liquid damage or defacing/removal of Sr. No. sticker.</li> </ul> <p>2) Any physical damage or any other marks on product indicating the damage due to causes not covered under warranty policy.</p> <p>3) After checking from all the above criteria if repair/ replacement claim is valid subject to product being faulty, ASP will enter the relevant details into service job sheet on CRM and get the customer's signature on the print-out of the same. A unique Complaint ID will be created by CRM for each complaint on registration.</p>	

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	Rev. No.: 00	
	Rev. Date:	
	Section: 2.01.00	
<b>Department: Consumer</b>	<b>Title: Service Policy – Landline / GSM Products / Cloud Camera / MODEM / STB / Accessories</b>	Page: 04 of 08
		SOP No.: SP/CSD/02

S.N.	Description	Rev. No.
	<p>(By signing customer is only certifying that he has given his product to the ASP with a Repair / replacement claim)</p> <ol style="list-style-type: none"> <li>4) ASP will repair/replace the product/accessory from the seed stock else will inform the customer about expected date &amp; time for claim settlement. One copy of service job sheet is given to customer.</li> <li>5) Beetel will send seed stock (finished goods/High Valued spare) on RGP challan as initial seed stock.</li> <li>6) In case of non-availability of spare parts stock ASP will update the complaint on CRM under part waiting.</li> <li>7) Once the repair / replacement service is done, the warranty shall thereafter continue for the same defect only for the unexpired period of the original warranty period or 30 days from the date of repair / replacement whichever is later. To affect this, the warranty card of product shall be endorsed with remaining period of warranty by the ASP. This clause will not be applicable for lifetime warranty products.</li> <li>8) Since the verification of service claim is being done at the ASP end and not at the dealer's end, it is made expressly clear that:  Customer may not always get immediate/over the counter repair/ replacement. However, ASP is expected to close the repair process within SLA agreed i.e., Max Five (5) Business days from registration of complaint or as mutually agreed time frame with the customer.</li> <li>9) In case of replacement/L-3 Level Repairs, all defective products shall be sent to Concerned L3 service centre along with proof of warranty (photocopy of warranty card / invoice).</li> </ol>	

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		Rev. Date:
		Section: 2.01.00
<b>Title: Service Policy – Landline / GSM Products / Cloud Camera / MODEM / STB / Accessories</b>	Page: 05 of 08	
	SOP No.: SP/CSD/02	

S.N.	Description	Rev. No.
	<p>Each product shall be returned in its original Mono-carton failing which a polybag can be used. Replacement process is expected to be closed within SLA agreed i.e. Max Ten (10) Business days from registration of complaint or as mutually agreed time frame with the customer.</p> <p>10) Beetel Teletech Limited will pay service charges for In-warranty jobs done by ASP as per commercials agreed in the agreement (Annexure B).</p>	
2.01.06	<p><b>Accessibility:</b></p> <p>The company's personnel shall have access to visit the premises of the ASP to ensure adherence to the policies of the company and to ensure that customer satisfaction norms as laid down by the company are being strictly adhered to. The frequency of this visit can be once a year which can be altered as per requirement. Any remedial measures suggested and informed by the company in respect of the above shall immediately be implemented by the ASP.</p>	
2.01.07	<p><b>Policy for Adapters, Battery / Cell &amp; Antennas:</b></p> <p>Adaptor and UPS will have 6 months repair warranty from the date of invoice / warranty card of product for which it was meant to be used. Battery, cell and Antenna shall not be covered under any type of warranty.</p>	
2.01.08	<p><b>Policy &amp; Procedure for DOA (Dead on Arrival):</b></p> <p>Policy: The Timeline for claiming the DOA replacement for all products are as under</p> <ul style="list-style-type: none"> <li>- 7 days from the date of invoice for end customers</li> <li>- 15 days from the date of Beetel invoice for corporate, Institutional and B2B customers</li> </ul>	

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		Rev. Date:
		Section: 2.01.00
<b>Title: Service Policy – Landline / GSM Products / Cloud Camera / MODEM / STB / Accessories</b>	Page: 06 of 08	
	SOP No.: SP/CSD/02	

S.N.	Description	Rev. No.
	<p><b><u>Procedure:</u></b></p> <ul style="list-style-type: none"> <li>- Customer will visit the ASP with the Defective Set</li> <li>- ASP will check the Set as per DOA Criteria</li> <li>- If the Set meet the DOA criteria, then ASP give new set to the customer within the agreed SLA or as per mutually agreed time frame with the customer.</li> <li>- If the set does not meet DOA criteria, then proceed as per repairs procedure</li> <li>- ASP will send defective set to respective L3 Service Centre</li> <li>- L3 Service Centre will send new set to the ASP after checking the DOA criteria fulfillment</li> <li>- L3 Service Centre will repair the DOA set and keep it as Seed stock and use it for further service support (Repair/Replacement).</li> <li>- The L3 service centre will send the Non-repairable/BER products to CSD mother service warehouse for further processing as per E-waste management process.</li> <li>- L3 Service Centre will keep records of transaction.</li> </ul> <p><b><u>Notes:</u></b></p> <ul style="list-style-type: none"> <li>- If equivalent model is not available, then either compatible or higher version model to be provided to the customer.</li> <li>- There will be no DOA policy applicable for Channel Partner and retail partner because they are not supposed to open the packaging boxes of the products</li> </ul>	

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	Rev. No.: 00	
	Rev. Date:	
	Section: 2.01.00	
<b>Department: Consumer</b>	<b>Title: Service Policy – Landline / GSM Products / Cloud Camera / MODEM / STB / Accessories</b>	Page: 07 of 08
		SOP No.: SP/CSD/02

S.N.	Description	Rev. No.
	<p><b>DOA Criteria:</b></p> <ol style="list-style-type: none"> <li>1) Warranty Seal must be intact and complete set should be Physically in salable condition i.e. equivalent to salable pack</li> <li>2) No Physical damage or water seepage in the product</li> <li>3) Serial Number of product and warranty card must match</li> <li>4) Replacement only Applicable for main Device</li> <li>5) Replacement criteria is not applicable for consumables (Battery) and accessories and same will be covered under normal warranty conditions as specified in repairs policy/ warranty card</li> <li>6) Replacement will not valid if Serial Number/ Month of Manufacture sticker is found removed/ defaced/ tempered</li> </ol>	
2.01.09	<p><b>Out of Warranty Service:</b></p> <p>All products not fulfilling the warranty condition will be declared as out of warranty/Non-Warranty (Customer Induced Damages, act of God, fire, lightning, explosion, flood, subsidence, inclement weather, etc) product and shall be repaired on chargeable basis based on the condition of whether the product is repairable or not. The service charges is declared by the company as mentioned in 'Annexure-C'.</p>	
2.01.10	<p><b>Commercials for Repair &amp; Spare Charges:</b></p> <ol style="list-style-type: none"> <li>1) ASP to purchase spares from Beetel on Advance Payment and use for Warranty &amp; Post Warranty Purposes. Spares used for warranty repairs, should be returned to CSD mother service warehouse on monthly basis and same shall be reimbursed or credited back to ASP bank /Beetel customer account.</li> <li>2) ASP will register all the complaints in CRM for In-warranty Repairs or Replacement jobs.</li> </ol>	

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		Rev. Date:
		Section: 2.01.00
<b>Title: Service Policy – Landline / GSM Products / Cloud Camera / MODEM / STB / Accessories</b>	Page: 08 of 08	
	SOP No.: SP/CSD/02	

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2.01.11	<p>3) ASP will update part/ finished goods consumption on CRM for In-warranty jobs online in CRM against each complaint ID.</p> <p>4) CSD will monitor spare parts/finished goods consumption on CRM on weekly basis and replenish as required.</p> <p>5) Courier Charges – ASP shall use Beetel recommended courier for sending Defective Units to L3 service centre. However, if ASP is using Own Courier, ASP can claim the same from Beetel on Submission of Actual POD Attachment along with Bills for any other applicable reimbursement with prior approval from Beetel (Annexure B).</p> <p>6) CLAIM RELEASE – Claims shall be released within 60** days of receipt of Correct Invoice from ASP and on Proper Return of Defective Spares within stipulated time which shall be certified by Beetel HO Team. ASPs to send the Monthly Claims in the format prescribed in Annexure D, within 7th of Next Month to get the claims in time from Beetel. Claims reaching after the due date are liable for Rejection OR Abnormal Delay in Payment Release.</p> <p style="padding-left: 40px;">**Subject to change as per company policy</p> <p>7) Payout for bulk testing/modification/customization shall be confirmed on project basis.</p> <p><b>Responsibility:</b></p> <p>The responsibility for ensuring compliance to this procedure by the channel lies with CSD.</p>	

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		Issue Date: 01-01-2021
	<b>Department: Consumer</b>	Rev. No.: 00
		Rev. Date:
		Section: 3.01.00
<b>Title: Service Policy – Landline / GSM Products / Cloud Camera / MODEM / STB / Accessories</b>	Page: 01 of 01	
	SOP No.: SP/CSD/02	

S.N.	Description	Rev. No.																																							
	<b>Annexure – A</b> <b>Limited Warranty Guidelines</b>																																								
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 40%;">Product Name</th> <th style="width: 30%;"><u>From Date of Purchase (In months)</u></th> <th style="width: 30%;"><u>From Month of Manufacturing (In months)</u></th> </tr> </thead> <tbody> <tr><td>Beetel Basic Phones</td><td style="text-align: center;">12</td><td style="text-align: center;">15</td></tr> <tr><td>Beetel CLI Phones</td><td style="text-align: center;">12</td><td style="text-align: center;">15</td></tr> <tr><td>Beetel Cordless Phones</td><td style="text-align: center;">12</td><td style="text-align: center;">18</td></tr> <tr><td>Beetel GSM Device (FWP/FCT, Data card, etc.)</td><td style="text-align: center;">12</td><td style="text-align: center;">15</td></tr> <tr><td>Beetel Modems (DSL, FTTH, GPON, etc.)</td><td style="text-align: center;">12</td><td style="text-align: center;">15</td></tr> <tr><td>Beetel Cloud Cameras</td><td style="text-align: center;">12</td><td style="text-align: center;">15</td></tr> <tr><td>Beetel STB</td><td style="text-align: center;">12</td><td style="text-align: center;">15</td></tr> <tr><td>Beetel Accessories</td><td style="text-align: center;">6/12</td><td style="text-align: center;">9/15</td></tr> <tr><td>Beetel EPABX</td><td style="text-align: center;">12</td><td style="text-align: center;">15</td></tr> <tr><td>Beetel Portable Power Device</td><td style="text-align: center;">6/12</td><td style="text-align: center;">9/15</td></tr> <tr><td>Beetel VoIP/SIP Phone</td><td style="text-align: center;">12</td><td style="text-align: center;">15</td></tr> <tr><td>Beetel Memory devices</td><td style="text-align: center;">6/12</td><td style="text-align: center;">9/15</td></tr> </tbody> </table>	Product Name	<u>From Date of Purchase (In months)</u>	<u>From Month of Manufacturing (In months)</u>	Beetel Basic Phones	12	15	Beetel CLI Phones	12	15	Beetel Cordless Phones	12	18	Beetel GSM Device (FWP/FCT, Data card, etc.)	12	15	Beetel Modems (DSL, FTTH, GPON, etc.)	12	15	Beetel Cloud Cameras	12	15	Beetel STB	12	15	Beetel Accessories	6/12	9/15	Beetel EPABX	12	15	Beetel Portable Power Device	6/12	9/15	Beetel VoIP/SIP Phone	12	15	Beetel Memory devices	6/12	9/15	
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	<p>All cordless UPS &amp; Adaptors carry 6 months repair/replacement warranty.  # No repair/ replacement warranty applicable on battery/cell/Antenna</p>																																								

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	<b>Beetel Teletech Ltd.</b> <b>Gurugram</b>	Issue No.: 01
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	Rev. Date:	
	Section: 3.02.00	
<b>Department: Consumer</b>	<b>Title: Service Policy – Landline / GSM Products / Cloud Camera / MODEM / STB / Accessories</b>	Page: 01 of 02
		SOP No.: SP/CSD/02

S.N.	Description	Rev. No.																
	<b>Annexure – B</b> <b>Service Charges</b>																	
	<b>a. In Warranty Service Charges:</b>  Company shall pay service charges to ASP for providing services as per following commercials																	
	<table border="1"> <thead> <tr> <th>S.No.</th> <th>Product</th> <th>Type of Service</th> <th>Service Charge per call</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Landline Phones of CLI &amp; Cordless Category, FWP/FCT, Cloud Camera and EPABX</td> <td>Repairs/Refurbishment</td> <td>100/-</td> </tr> <tr> <td>2</td> <td>Landline Phones of Basic Category, Modems, Data Card, STB, Accessories, Power &amp; Memory Devices</td> <td>Repairs/Refurbishment</td> <td>75/-</td> </tr> <tr> <td>3</td> <td>For all categories under Beetel Brand (Landline Phones, GSM Products, Modems, Accessories, STB, Cloud Camera, EPABX, Power &amp; Memory Devices)</td> <td>DOA/Replacement/Testing &amp; Inspection/collection</td> <td>30/-</td> </tr> </tbody> </table>	S.No.	Product	Type of Service	Service Charge per call	1	Landline Phones of CLI & Cordless Category, FWP/FCT, Cloud Camera and EPABX	Repairs/Refurbishment	100/-	2	Landline Phones of Basic Category, Modems, Data Card, STB, Accessories, Power & Memory Devices	Repairs/Refurbishment	75/-	3	For all categories under Beetel Brand (Landline Phones, GSM Products, Modems, Accessories, STB, Cloud Camera, EPABX, Power & Memory Devices)	DOA/Replacement/Testing & Inspection/collection	30/-	
S.No.	Product	Type of Service	Service Charge per call															
1	Landline Phones of CLI & Cordless Category, FWP/FCT, Cloud Camera and EPABX	Repairs/Refurbishment	100/-															
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3	For all categories under Beetel Brand (Landline Phones, GSM Products, Modems, Accessories, STB, Cloud Camera, EPABX, Power & Memory Devices)	DOA/Replacement/Testing & Inspection/collection	30/-															
	<b>b. Reimbursement:</b>  <b>i. Allowances:</b>																	
	<table border="1"> <thead> <tr> <th>Scope for Job/ Description</th> <th>Scope</th> <th>UoM</th> <th>Rate (INR)</th> </tr> </thead> <tbody> <tr> <td>2-Wheeler</td> <td>For out Station Service Calls on Point to Point Basis</td> <td>Actual – Per KM</td> <td>6/-</td> </tr> <tr> <td>Bus / Train Fare</td> <td>For out Station Service Calls on Point to Point Basis</td> <td>Actual - II Class Fare</td> <td>-</td> </tr> <tr> <td>Training Fee / Tutor</td> <td>To conduct training session for customers</td> <td>Per Day</td> <td>1000/-</td> </tr> </tbody> </table>	Scope for Job/ Description	Scope	UoM	Rate (INR)	2-Wheeler	For out Station Service Calls on Point to Point Basis	Actual – Per KM	6/-	Bus / Train Fare	For out Station Service Calls on Point to Point Basis	Actual - II Class Fare	-	Training Fee / Tutor	To conduct training session for customers	Per Day	1000/-	
Scope for Job/ Description	Scope	UoM	Rate (INR)															
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<b>Subhash Chaudhary</b> <b>(NSM – CSD)</b>	<b>Sanjay Shukla</b> <b>(NSM – QAP/CSD)</b>	<b>P.K. Malakar</b> <b>(Head – QAP/CSD)</b>
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	<b>Beetel Teletech Ltd.</b> <b>Gurugram</b>	Issue No.: 01
		Issue Date: 01-01-2021
	Rev. No.: 00	
	Rev. Date:	
	Section: 3.02.00	
<b>Department: Consumer</b>	<b>Title: Service Policy – Landline / GSM Products / Cloud Camera / MODEM / STB / Accessories</b>	Page: 02 of 02
		SOP No.: SP/CSD/02

S.N.	Description	Rev. No.						
	<p><b>ii. Hotel Stay</b></p> <table border="1" style="margin-left: 40px;"> <thead> <tr> <th>Metro</th> <th>Category A</th> <th>Category B</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1500</td> <td style="text-align: center;">1200</td> <td style="text-align: center;">800</td> </tr> </tbody> </table> <p>Class of Cities –</p> <ul style="list-style-type: none"> <li>- Metro: Bangalore, Chennai, Delhi &amp; NCR, Hyderabad, Kolkata, and Mumbai.</li> <li>- Category 'A': Goa, Ahmedabad, Pune, and all State Capitals</li> <li>- Category 'B': All towns not falling in Metro and Category 'A'</li> </ul> <p>Note: Above Per call In-Warranty Service Charges are subject to changes as per agreement with partner</p> <p><b>Terms and Conditions:</b></p> <ul style="list-style-type: none"> <li>- Above charges will be applicable subject to minimum payment of Total Repair or retainership charges, whichever is higher as per commercials mentioned in the agreement.</li> <li>- Taxes will be extra as applicable</li> <li>- For component level repair of EPABX, per call charges will be @ 200/- INR</li> <li>- Field visit charges: Rs. 100/- per unit subject to minimum Rs.300/- per visit (includes out of pocket expenses)</li> </ul>	Metro	Category A	Category B	1500	1200	800	
Metro	Category A	Category B						
1500	1200	800						

<b>Subhash Chaudhary</b> (NSM – CSD)	<b>Sanjay Shukla</b> (NSM – QAP/CSD)	<b>P.K. Malakar</b> (Head – QAP/CSD)
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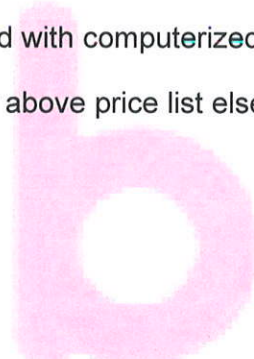
	<b>Beetel Teletech Ltd.</b> <b>Gurugram</b>	Issue No.: 01
		Issue Date: 01-01-2021
	Rev. No.: 00	
	Rev. Date:	
	Section: 3.03.00	
<b>Department: Consumer</b>	<b>Title: Service Policy – Landline / GSM Products / Cloud Camera / MODEM / STB / Accessories</b>	Page: 01 of 02
		SOP No.: SP/CSD/02

S.N.	Description	Rev. No.																																																									
	<b>Annexure – C</b> <b>Service Charges for Out of Warranty / Non-Warranty Service</b>																																																										
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	Section: 3.03.00	
<b>Department: Consumer</b>	<b>Title: Service Policy – Landline / GSM Products / Cloud Camera / MODEM / STB / Accessories</b>	Page: 02 of 02
		SOP No.: SP/CSD/02

S.N.	Description	Rev. No.
	<p><b>Terms and Conditions:</b></p> <ul style="list-style-type: none"> <li>- Inspection Charges shall be INR 75/- per unit.</li> <li>- Taxes will be extra as applicable.</li> <li>- Fresh approval will be taken from customer if actual repair charges exceed the estimate.</li> <li>- Customer shall be provided with computerized copy of invoice.</li> <li>- Customer shall pay as per above price list else ask the ASP for approved price list (in case of revision).</li> </ul> <div style="text-align: center; opacity: 0.5;">   <b>BEETEL</b> </div>	

<b>Subhash Chaudhary</b> (NSM – CSD)	<b>Sanjay Shukla</b> (NSM – QAP/CSD)	<b>P.K. Malakar</b> (Head – QAP/CSD)
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# Beetel Teletech Ltd. Gurugram

Department: Consumer

Title: Service Policy – Landline / GSM Products / Cloud  
Camera / MODEM / STB / Accessories

Issue No.: 01

Issue Date: 01-01-2021

Rev. No.: 00

Rev. Date:

Section: 3.04.00

Page: 01 of 01

SOP No.: SP/CSD/02

S.N.	Description	Rev. No.		
	<b>Annexure – D</b> <b>Service Claim Format</b>			
<b>ASP Monthly Billing for Service Charges</b>				
<b>ASP Details</b>		<b>BILL TO:</b>		
NAME _____	NAME Beetel Teletech Limited	ADDRESS C/o Wheel India SCM Solutions		
ADDRESS _____	ADDRESS C/o Wheel India SCM Solutions	D 27, Okhla Industrial Area		
_____	Phase - 1	New Delhi - 110020		
INVOICE No. _____				
BILLING MONTH _____	DATE: _____	GST No. 07AABCB3989M1Z5		
GST No. _____				
Sr. No	Particulars	Qty	Rate/Unit	Amount (Rs)
A	Landline Phone (CLI, Cordless, VOIP/SIP), FWP/FCT, EPABX, Cloud Camera			
	Repair Charges			
B	Basic Phone, Modems (DSL, FTTH, GPON, etc), Accessories, STB, Data Card, Portable Power & Memory devices			
	Repairs Charges			
C	Software uploading/PCB Replacement			
	Software/Replacement Charges			
D	Other Repairs			
	A -			
	B -			
E	Inspection/Collection Charges			
F	Other Charges			
G	Total Charges (A to F)			
H	Tax on above (G)			
I	Reimbursement:			
	Courier Charges			
	Local Conveyance			
	Other Expenses (Approved thru Mail)			
<b>Grand Total (G+H+I)</b>				
Total charges for the month of _____ amount in words Rupees _____ only				
Authorised signatory				

Subhash Chaudhary

(NSM – CSD)

Sanjay Shukla

(NSM – QAP/CSD)

P.K. Malakar

(Head – QAP/CSD)

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