

FAQ(s) on VSAT discontinuation

General and process related

1. Where can I find details of Exchange communication about VSAT discontinuation?

Ans- Please refer Exchange circular NSE/MSD/41769 dated August 02, 2019.

2. What is the last day until which VSAT connectivity will work?

Ans- VSAT connectivity shall be discontinued w.e.f. End of Day March 31, 2020.

3. Is it mandatory for members to place surrender request of VSAT?

Ans- Yes, members have to place the surrender request through ENIT latest by December 31, 2019. If the request is not placed on or before December 31, 2019, Exchange will initiate the surrender request on behalf of members.

4. How can members apply for VSAT surrender?

Ans- Members can place VSAT surrender request on the below mentioned path on ENIT.

ENIT>MEMBERSHIP>TCP IP SCENARIO>SCENARIO SURRENDER

5. Can Member surrender request be cancelled?

Ans-Surrender request once placed by member on ENIT cannot be cancelled as Exchange is in the process of discontinuing VSAT connectivity.

6. Is there any notice period for VSAT surrender?

Ans- There is a notice period of 3 months for VSAT surrender as per the HCL contract. As per existing process, members shall need to pay necessary VSAT usage charges for 3 months from the date of placing surrender request successfully on ENIT.

7. What are the other modes of WAN connectivity that member can apply?

Ans- Members can opt for any of the below mentioned options for connecting to the Exchange trading platform

- Leased Lines (Terrestrial Connectivity)
- MPLS (Multiprotocol label switching)

8. Where can I find more details with respect to the connectivity types other than VSAT?

Ans- Details are available on the Exchange website on the below mentioned path.

<https://www.nseindia.com/membership/content/connectivity.htm>

9. How do I apply for Leased Lines & MPLS modes of connectivity?

Ans- Members can place request via ENIT for other modes of connectivity on the below mentioned path:

For Leased Lines & MPLS: ENIT>MEMBERSHIP>TCP IP SCENARIO>SCENARIO ACTIVATION

10. Can I shift my VSAT to another location?

Ans- Requests for shifting of VSATs will not be allowed with effect from the circular date.

11. Can I apply for new VSAT?

Ans- Application for new VSAT will not be allowed with effect from the circular date.

12. Which are the type of service requests that members can place on ENIT with regards to VSAT?

Ans-On account of discontinuation of VSAT connectivity, members shall be allowed to place only the following requests on ENIT:

- a) Surrender
- b) Cancellation of pending request such as Activation/ Shifting
- c) Activation and Surrender of Child IP.

13. In the interim, can I apply for Child IP on my active VSAT?

Ans- Yes. Members can apply for Child IP on my active VSAT latest until December 31, 2019.

14. I had applied for a new VSAT/ shifting of VSAT earlier which has not yet been commissioned/ shifted. Can I now cancel my pending (non-commissioned) request? If yes, will there be any charges for such cancellation?

Ans- Yes, the pending request can be canceled by placing a cancellation request in ENIT. The charges in case of cancellation of activation/ shifting requests are given below.

Activity	NSE charges	HCL charges
Cancellation of Activation/Shifting request on ENIT	Processing fees of Rs.1000 is waived.	N.A
Cancellation of installation request after site survey is initiated/completed	N.A	Rs.2500
Cancellation of installation request after the antenna is delivered/installed	N.A	Rs.10000
Cancellation of Activation/Shifting after SACFA application	N.A	Rs.1750
Cancellation of installation request after the antenna and VSAT (i.e. IDU and/or ODU) are installed, but before activation of the same.	N.A	Rs.16000

15. There are user ids active on my VSAT connectivity. What should I do?

Ans- In case of NEAT user ids, Members shall need to disable or shift the NEAT user ids active on the VSAT connectivity, to any other connectivity by placing a request through ENIT.

In case of NNF/Non NEAT user ids, members shall need to disable/shift these ids under a different Branch manager/ corporate manager by placing a request in ENIT.

16. There are user ids multi locked to my VSAT connectivity. What should I do?

Ans- Members need to place request through ENIT for removal of multi lock of user ids from VSAT connectivity.

17. What should I ensure before placing the VSAT surrender request via ENIT?

Ans- The below mentioned things should be ensured before placing the surrender request through ENIT:

- No user ids (NEAT/ NNF/Non-NEAT) are present on the VSAT connectivity.
- No user ids are multi locked with the VSAT connectivity

18. What should I ensure before placing the shifting/disablement of user ids request via ENIT?

Ans- Members should ensure the following points:-

- I. The below sequence should be followed while disabling/shifting of user ids:
 - a. CTCL enabled Dealer user ids/Non Neat user ids.
 - b. Dealer user ids
 - c. Branch Manager
 - d. Corporate Manager
- II. If a CTCL enabled/Non Neat user id is shifting to a new TAP IP, a Branch Manager/Corporate Manager should already be present on the destination TAP IP.

Commercials and Infrastructure related

1. Will processing fee be applicable for Cancellation and Surrender of VSAT?

Ans- Exchange processing fee of Rs 1000 towards surrender and cancellation of VSAT request shall be waived off for application received from August 01, 2019.

2. What are the consolidated NSE/ HCL charges?

Ans- The charges would be as below:

Activity	NSE charges	HCL charges
Surrender request on ENIT	Processing fees of Rs.1000 is waived.	N.A
Cancellation of Activation/Shifting request on ENIT	Processing fees of Rs.1000 is waived.	N.A
Cancellation of installation request after site survey is initiated/completed	N.A	Rs.2500
Cancellation of installation request after the antenna is delivered/installed	N.A	Rs.10000
Cancellation of Activation/Shifting after SACFA application	N.A	Rs.1750
Cancellation of installation request after the antenna and VSAT (i.e. IDU and/or ODU) are installed, but before activation of the same.	N.A	Rs.16000
Withdrawal of equipment from site	N.A	Rs.6000 (Shall be borne by the Exchange)

3. Will the ARC already paid to HCL towards VSAT be refunded to us?

Ans-

1. HCL shall refund the AMC ARC on pro-rata basis after adjusting the notice period of 3 months. Member may refer the PO to HCLC.
2. HCL shall not refund the ARC paid towards DOT/WPC/Bandwidth charges. Member may refer the PO to HCLCSSL.

4. Are there any charges towards surrender of VSAT that member needs to pay to HCL/NSE?

Ans- As per contract with HCL, effort charges of Rs 6000 plus GST to HCL is applicable to members. However, in its continuous endeavor to provide members utmost convenience, NSE shall bear such charges. Thus, Members are not required to pay any surrender effort charges to HCL/NSE.

5. What shall be the process of surrender and role of member?

Ans- After member puts in the surrender request in ENIT, the same shall be shared with HCL by NSE. Member and HCL needs to mutually decide on the date and time for VSAT disconnection, physical dismantling and withdrawal of electronic & RF equipment from member premises.

Members are required to provide necessary support to HCL, assign SPOC for activity, and arrange proper access permission, work permit, gate-pass to take back electronic & RF equipment, sign-stamp HCL customer call report.

6. What hardware equipment shall be dismantled and collected by HCL?

Ans- HCL shall dismantle and take back only electronic & RF equipment (IDU, ODU & LNBC).

7. How should Members handle the VSAT antenna and associated cables etc.?

Ans- The antenna reflector, metal parts etc. shall be retained at member locations and the same to be handled as per member's prerogative.

8. What are contact details for HCL?

Ans – Member may contact HCL team on email hcl_nse@hcl.com.

The Escalation matrix for HCL is as follows:

A Ravichandran (aravichandran@hcl.com) - 022-40320330 / 09323109439

Arvind Verma (arvindkumarv@hcl.com) - 022-40320333 / 09930888295

9. What are the contact details for NSE?

Ans- Members may contact MSD team on Toll free no 1800 266 0053 or email msm@nse.co.in for any additional queries.