O/o CGMT , Haryana ,Ambala
107-The Mall , Ambala Cantt
Email: -cgm_har@bsnl.co.in

भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No: - CGMT/HR/Broadband/574/   Dated at Ambala   31-07-10

To

    The GMTD
    RTK/ HSR/ Jind

Sub: - Providing the data for CDR project to M/s TCS for Dry run report.

     It is brought to your kind notice that CDR project implementation is in full swing in Haryana Telecom Circle and data preparation is very important activity. The accuracy of the data is very important for smooth migration of SSA over CDR platform. It is requested to check the important points in the preparation of data mentioned in the letter issued by this office of even dated 29.05.2010 & 19.06.2010 (Copy attached for ready reference).

     It is requested to provide the following data in the prescribed format which is already provided to SSA, urgently to M/s TCS for the Dry run;-

1. Inventory Data.
2. Switch inventory data.
3. PMS Data.
4. Commercial Data.
5. Tariff Plan mapping.
6. Trichure dump.

AD (BB-Plg)

Copy to:-

1. SSA CDR Coordinator HSR/Jind/ RTK for information and N/A please.

O/o CGMT , Haryana ,Ambala
Broadband Cell,
107-The Mall , Ambala Cantt
Ph. 0171-2601819, Fax 0171-2603011
Email: -bbharyana@bsnl.co.in

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(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No: - CGMT/HR/Broadband/574   Dated at Ambala 29-05-2010.

To,

SSA CDR Coordinator
AMB/FBD/GRG/HSR/JD/KRL/RWR/RTK/SPT

Sub: - Important action points for timely/ proper billing on CDR system.

The following points are to be taken care at the time of pre-migration/ post-migration

for smooth Billing through CDR Project:-

   i. The correct Data (Like the Status of the customer, facility attached, and service start Date/ service end date/ Bill date etc.) in the Billing system is critically important for generating correct Bills.

  ii. The correctness of this data depends on the correctness of the Data present in the old system and the correctness of the migration exercise. While you are responsible for the Data of the old system, the TCS migration team is responsible for the correctness of the migration exercise.

 iii. In the new system the CDRs may be rejected due to mismatch of status/ facilities/date between switch and the Billing system. The summary of such reject CDR will be periodically sent on the email id given by you for examination and input from the switch perspective and the old system perspective. In the first month of go live the reject error summary may highlight some migration error (due to wrong status/facilities/date etc.) which you will have to take up with TCS migration team for resolution and the correct billing thereafter.

 iv. The first bill after go live will be available for comparison with the old system to enable you find the sources of errors which you need to take up with migration/billing team for correction. The first bill issue will have the following dependencies for timely release

    1. Timely completion of OB/CB/OS reconciliation.
    2. Timely uploading of Delta payments(payment received during the transition period from old to new system)
    3. Timely posting of offline payments if any.
    4. Timely availability of various Vas files like CLI-net, GOD, MOD etc.

  v. The first bill could be a sample of 1500 subscribes of different plans/category and second option is the full Bill with Bill Data for all subscribers in actual environment. SSA will have to indicate the choice of first bill generation (sample/full as above).

vi. Past experience has shown that the error in bill/unbilled customer account could inter alia be on account of

1. The status of the customer with Delta payment should be correctly updated.
2. Wrong next bill date-- Next_Bill_Dtm in CDR system to be migrated according to the last bill generated in the old system. The same may be reconcile with the CDR system, the date should be 1st day of next and next to next month of the month of migration (ex if the SSA is migrated on 23rd APR then the Next_bill _dtm migrated should be 1-may-2010 or 1-June-2010) for working connection.
3. Wrong service start/end date
4. Wrong flags/product migrated(ex. Customer having BB in old system but migrated without BB in new system)
5. Wrong adjustments/credits/voluntary deposits posted.
6. Wrong annual plan date

vii. SSAs are advised to give any credit adjustment to customers in justified cases through dispute only as adjustments given this way are considered to reduce outstanding in dunning (disconnection due to non-payment). If the adjustment is given without going through dispute, the outstanding of the bill of the invoice in r/o which adjustment is being given, will remain open and that will be considered for disconnection and direct adjustment will not be considered in the system for disconnection.

viii. The brief on dunning is attached here with for your ready reference. You will be intimated as and when the dunning is planned.

ix. It is important to resolve the identified migration issue at the earliest otherwise they continue to create problem for times to come leading to wrong/non-billing.

x. Any error during migration will be resolved by TCS migration team. The team is headed by Sh. Ayush Chandra (M.N. -097171964465, 09212157333, 0124-4164402 & email:-ayush.chandra@tcs.com) who is reporting to Sh. Chakarpani (M.N.-09295090012). The billing Migration issues are looked after by Sh. Shailendra Malik (email id shailendra.malik@tcs.com and M.N 09311291199

In case of any further clarification/assistance in reference to above you may contact BSNL team 0172-2552969, 0172-2552971.

AD (BB-Plg)

Copy to:-

1. All SSA Heads for Kind information please.

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BHARAT SANCHAR NIGAM LIMITED
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No: - CGMT/HR/Broadband/574   Dated: 29.05.2010

To,

    SSA CDR Coordinator
    AMB/FBD/GRG/HSR/JD/KRL/RWR/RTK/SPT

Sub: - Points to be taken care for generation of Proper CDR in Switches.

      Generation of Proper CDR in the switch is mandatory for correct & timely billing in CDR system. The following problems have been noted in the CDRs of those SSAs which are already migrated to CDR system:-

S.No.	Brief description	Remarks
1	Additional zero in Centrex subs calls CDRs-[Seen in 5 SSA earlier & is most serious]	Pl check the CDRs of the Centrex subscribers, esp. the Called Party numbers as recorded in CDR
2	Extra lagging digits in the Called party numbers (B-party) numbers: Meerut OCB Another similar case seen in JPR SSA e.g. 132405B6C784C36	Mediation presently rejects such CDRs thereby leading to non-billing
3	Incomplete called party (B party) numbers CDRs like 98140	Such CDRs are charged if present in Rating
4	Incomplete Calling party (A-party) numbers CDRs-seen in JMT SSA for example 0191	Such CDRs are not charged as the Customer is not found in Billing
5	Calling party numbers without STD code – Lucknow E10B	Such CDRs are not charged as the Customer is not found in Billing
6	Improper Calling party number- EWSD @ Rishikesh eg 01352471020000 , - EWSD MRT- eg 012126910	Such CDRs are not charged as the Customer is not found in Billing
7	Local calls coming with STD code of the local area	Rating rejects the local calls with STD code
9	Mobile numbers dialled with STD code – LKW SSA example 0522-94152435678	Mediation truncates such Called party numbers thereby leading to incomplete called party numbers after processing.
10	CDRs of calls to Special numbers like 1282, 12802, working in SSAs	SSA to publish the short codes, which are to be configured in rating with correct pulse
11	STD numbers (esp Mobile numbers) permitted without zero in Switch	Rating rejects the outstation mobile calls without zero.

12	STD numbers permitted as ISD calls in Switch eg 00911143191919	Rating rejects such cases
13	Same calling & called party numbers – MI Road EWSD @ Jaipur- Wake up Alarm	Corrected at Switch end
14	Missing ISDN mapping: As you are aware that in ISDN PRI, there is one pilot number against which billing is done for the calls made by the members of that PRI. Without this mapping of Pilot with other members, such calls made by members are not billed against the Pilot, thereby leading to wrong billing	SSA team to check all ISDN BRI/PRI and its correct mapping at CRM/ Clarity while migrating the Switch data.
15	STD codes & levels in CDOT switches- in mediation the STD code is appended to CDR's coming from CDOT. Sometimes this code is wrongly defined thereby leading to wrong CDR. E.g. in JL SSA the CDOT Shakot code was wrongly defined as 01826 in place of correct 01821	SSA to ask TCS Migration team to confirm that the correct STD codes are defined in Mediation for all of the CDOT switches in SSA.

CRITICAL CATEGORIES OF PROBLEMS WARRANTING IMMEDIATE ATTENTION

In case of OCB switches

(a) Incomplete Called party number :- Some CDRs are generated even in case of incomplete called party numbers like 94000 in lieu of 9400024365. The Switch In-charge has to ensure that CDRs are not generated in case of incomplete called party numbers like 94000 in lieu of 9400024365.

(b) Centrex Problem :- When the Centrex subscribers are dialing '0' for accessing the dial tone for public calls, zero is also being recorded in the CDRs i.e. an extra 0 is prefixed in the CDRs generated in OCB Switch in case of Centrex subscribers like local number calls, STD calls & ISD calls. Due to this extra 0 prefixed in the CDR, local calls may be rated as STD & STD calls as ISD calls. The Switch In-charge has to ensure that the CDRs with extra 0 prefixed should not be generated. Example: OCB BAJAJ NAGAR-JPR SSA : "01412779015","02620795", "81","DDDDF", "OCB_BAJAJ". If Centrex subscribers are there in any Switch other than OCB and this problem is seen , the same may be brought to our notice so that a solution may be taken up.

Remedy:
Centrex Problem: In case of the CDRs with extra 0 prefixed as explained above, DIS=DP4 parameter to be given in pre-analysis under PREA=14.

Incomplete Called party number:- In case of incomplete no that is switch should not allow from its side one parameter **ACH26 in OCB** switch which is to be activated & has to check for the parameter DIS=NRP in RNVIN file for all the records for call barring in case of incomplete no that is switch should not allow from its side.

The Switch Incharge should take all necessary precautions as per prevailing guidelines / OEM advisory at the time of carrying out any such change in Switch.

In case of EWSD switches

If incoming/transit CDR generation has been enabled in EWSD switches, then the I/C & O/G Trunk information should be available in Package 105 / 106 only so that these calls may be treated accordingly at mediation level.

GENERAL REQUIREMENTS:

Following are the general requirements to be taken care of in all switches:-

   a. Please make sure that calling of mobile number with STD code is not allowed in any of switches.
   b. Please make sure that the calling of local number with STD code is not allowed in any of the switches.
   c. Please provide the details of circle specific/SSA specific short codes/special numbers are working in any of switches with pulse rates applied.
   d. If CDOT switches are WORKING in your SSA, please check with TCS as what STD codes & levels for these switches have been configured in mediation.

In case of any further information/clarification/ assistance, please contact the following DC team members:-

   1. JTO Dev Parkash Jhang   Mobile No. 9463800075, meddcnz@gmail.com
   2. TCS Satya Prakash Singh   Mobile 9592759868 satyaprakash.singh@tcs.com
   3. SDE Rajesh Kumar   Mobile No. 9417603571, meddcnz@gmail.com

AD (BB-Plg)

Copy to:-

  1. All SSA Heads for kind information and N/A please.

O/O CGMT , Haryana ,Ambala
107-The Mall , Ambala Cantt
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BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No: - CGMT/HR/Broadband/574   Dated: 19.06.2010

To,

   SSA, CDR Coordinators',

   Haryana Telecom Circle.

Sub:-Important activities to be performed under CDR Project.

   Kindly find below the important tasks to be performed before data cut...

1. WLL Exchange Codes & Exclusion Criteria has been correctly identified (which need to be migrated or not to be migrated in the CDR system).
2. Locality-Sub Locality to Exchange Code Mapping in File 3 must be verified.
3. Number Ranges for each exchange RSU/MSU has been verified with existing billing system i.e. each number must be covered in the given number Ranges.
4. All active telephone numbers should be present either on MSU or its RSU in File 1 (Start number & end number) & in Network Dynamic data in File 8 for the generation of Area Code & Service Id in CRM.
5. Broadband Network type (P2.2, P3) in File-14 should be verified with the NIB system.
6. Login ID in the Billing system should be cross verified with the NIB system & BB Login ID cannot be Null.. All Duplicate login Id cases are also corrected..
7. Status of Broadband service in the Billing System (Trichur) has been verified with the NIB system i.e. Active/Inactive/Barred due to Non Payment.
8. All Tariff Plans of Landline & Broadband in the Billing System (Trichur) has been mapped in the BASE_LINE_TARIFF & Plan scheme Data template sheet.
9. All Schemes in the SSA such as LKLB, Plan-199 should be identified & Customers for which these schemes also have provided in the separate list (Unique_customer_no, Billed_upto, Scheme name)..
10. List of BB 20% rebate scheme given to Govt Employees/PSU/Retired PSU also required.
11. List of concessional schemes like war widows, gallantry award etc also required.
12. Separate list of VPT PCO & Departmental PCO also required.
13. I/C & O/G barred list also required with barring date which must be cross verified with switch.
14. CRM roles are mandatory: GM, DGM, AOTR, AOCASH, AOPURSUIT, PRIMARY AO, PRIMARY CO, RETENTION.
15. STD & ISD facilities are correctly updated in the Billing system.

16. Switch & TRA (Trichur) reconciliation is mandatory. All working numbers along with TDNC (Temporary disconnected due to non-payment-closed) should be cross verified with switch.

17. Correct Pin code details to be ensured.

18. Pillar port details and JTO/ Lineman correct mapping, otherwise faults cannot be cleared/ new orders cannot be processed.

19. Correct Exchange workforce data file-13 to be ensured (SDO/JTO for MDF, Indoor, Outdoor etc otherwise order will not be routed to the right staff and also after migration updation is not possible).

20. PMS counter details to be checked carefully like IP/Host names, Commission rate etc.

It is requested to closely monitor the above activities in close coordination with M/s TCS/ ITPC teams for smooth migration and to minimise the post migration issues.

(Gurdeep Singh)

JAO,CDR,CO,Ambala.

Copy to:

1. SSA Heads,Haryana kindly monitor the activities by reviewing on weekly/daily basis.

2. GM(Admn & HR) for kind information please.

3. The PGM-F for kind information please.

4. The CGMT,HR for kind information please.