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

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No: 64-44/09-Broadband/SIS (Pt-2)   Dated: 06/06/2012

To

       Chief General Managers
       (MH, MP, Gujarat, Chhattisgarh, Haryana, H.P. J&K, Punjab,
       Rajasthan, UP (E), UP (W), Uttaranchal)
       Telecom Circles

Sub: New workflow of Voice & Video over Broadband (VVoBB) service of M/s SIS.

     Kindly find enclosed herewith the new workflow of Voice & Video over Broadband (VVoBB) service prepared by Gujarat Circle. This workflow contains provisioning, billing, reconnection/ disconnection and shifting processes for VVoBB service.

     All circles of North & West region are requested to follow the new workflow of VVoBB service.

                           (Anil Jain)
                        Sr. GM (NWP-BB)

D/a- As above.

Copy to:

1. Dir (CFA) for information please
2. CGM (ITPC), Pune for information and n/a please.
3. CGM (BBNW), New Delhi for information and n/a please
4. M/s Sai InfoSystem (India) Ltd for information and n/a please.

Endorsement No CGMT/HR/BB/571/VASoBB/VVoBB   Dt 07.06.2012

To,
  All SSA Heads,

  Copy is forwarding for kind information & n/a please.

                            A.K.Goyal
                            JTO (BB)

Annexure

A. Provisioning Work-Flow

1. Various means of registration proposed for VVoBB service are:
   a. Web portal: ***www.bsnlsis.com*** *via www.bsnl.co.in(hyperlink)*
   b. Toll-free number 1800 233 0999 for registration---inbound calls on SIS call centre
   c. Dial 1504---BSNL call centre will forward leads to ***vvobb@bsnlsis.com***
   d. FAX at 079-26766224 to M/s SIS
   e. Email at **vvobb@bsnlsis.com**
   f. Registration through BSNL Customer Service Centre—email would be sent to vvobb@bsnlsis.com.

2. Dealer/Marketing executive of M/s SIS would get the detailed CAF(Customer application form) as approved by BSNL Corporate office filled up by the customer, take his signature and upload on the SIS portal after scanning the same. Hard copies of these application forms will be submitted to the SSA nodal commercial officer on a daily basis (wherever scanned copy is not possible to be uploaded)/within three days (where scanned copy is available).

3. Commercial Officer (C.O.) would do necessary check of details mentioned in the CAF with other details already available in CDR or Dotsoft. Account number (BA no.) mentioned on the form will act as the common link between BSNL system and SIS portal. The subscriber's form will have Account number (BA no.) invariably (as available on his bills).

4. Only current plans approved by BSNL Corporate office & technically feasible would only be available on SIS portal in dropdown menu. M/s SIS must ensure updating recent VVoBB plans which can be offered to the customers in SIS portal so that provisioning in field is restricted to current plans only. After expiry of any plan, it should be disabled /removed by SIS in its portal immediately.

5. Commercial officer would then assign VVoBB URI (Universal Resource Identifier) from vacant list in SIS portal. This vacant list would be available on the SIS provisioning portal under commercial officer's password.

6. Work order in SIS portal would go to NIB node in charge who would create PVC (Permanent Virtual circuit) in particular port of DSLAM. This would be updated in SIS portal.
   Next, node in charge would press the *auto-provisioning* button in SIS portal which would lead to DSLAM, RPR and BNG identification

7. SIS Engineer would then configure BSNL ADSL modem & also SIP phone at subscriber premises within 24 hours. If required, BSNL ADSL modem will be replaced by SIS installation staff, who would be handed over sufficient modems for the purpose by BSNL. Reconciliation of these modems would be carried out time to time in the SSAs.

8. The work order in SIS portal would go to test operator for welcome call. On satisfactory call, the work order would be completed in SIS portal and this date would be treated as bill start date. Summary of activity report (day wise) be made available in SIS portal by M/s SIS.

9. System would be now ready for handling VVoBB calls from the subscriber. Customer can now make Audio and Video calls. For SIS portal access, SMS and auto-generated email is sent to customer with details of user-ID and login password.

B. **Billing Work-Flow:**

1. At the end of each month, billing feed-file shall be directly fetched by ITPC Pune from BSNLSIS system and included in customer's bill for collection in CDR system. For SSAs where Dotsoft or other local billing packages are yet to be phased out, billing feed file data shall be segregated & sent by ITPC Pune to respective SSA for similar activity.
2. Customers will have online access to details of their usage CDRs through a web interface by logging on Web portal: *www.bsnlsis.com*. Each VVoBB subscriber would get VVoBB URI, Password and some instructions through an e-mail after activation of their VVoBB service. Through VVoBB URI/ BSNL Landline Number, Password, customers can view usage data for VVoBB service.
3. SSA wise /Customer wise detail of amount billed must be shared on CDR portal by ITPC.

C. **Reconnection & Disconnection Provisioning Process:**

1. The disconnection list due to non-payment/reconnection list after payment available in CDR system for the whole zone will be fetched and up loaded on to a middleware.
2. The middleware will filter the list for the records pertain to the VVoBB cases.
3. The filtered list will be up loaded on to BSNLSIS system (of M/s SIS Ltd.) by BSNL staff for bulk temporary disconnection/reconnection for the customers using VVOBB facility.

D **Shifting Process:**

1. Customer request for shifting of his existing broadband would be forwarded to Nodal C.O. for generating advice note/OB in BSNL CDR portal by respective Commercial Officer. Nodal Commercial Officer will generate the request in SIS portal for 'Disconnection under shifting.' This request shall be forwarded to respective NIB node in charge for execution.
2. After landline and broadband gets shifted to new location, Nodal Commercial Officer of that SSA will generate the request in SIS portal for 'Re-connection under shifting.' This request would be forwarded to respective NIB node in charge for execution, who would create fresh PVC for the particular port and also do the provisioning in SIS portal.