No: 64-44/09-Broadband/ SIS (Pt-I)   Dated 14/06/2011

To
        Chief General Managers
        All Telecom Circles/ Telephone Districts

Sub: Workflow of Voice & Video over Broadband (VVoBB) service- Commercial launch of the service.

BSNL had signed franchisee agreement with M/s Sai InfoSystem (India) Ltd. on 05/05/2009 for provision of VVoBB (Voice & Video over Broadband) service in circles of Northern and Western region of the country (Soft copy of agreement uploaded vide letter No: 64-44/09-Broadband dated 14/05/2009 on BSNL intranet portal) . Service could not be launched earlier for want of security clearance which has been obtained recently. Towards this end, work flow for provisioning & billing has been approved by competent authority as follows:

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 application form 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 (wherever scanned copy is not possible to be uploaded)/weekly (where scanned copy is available) basis.
3. Commercial Officer would do necessary check of details mentioned in the form with other details already available in CDR or Dotsoft. Unique-id mentioned on the form will act as the common link between BSNL system and SIS portal. The subscriber's form will have unique-id invariably (as available on his bills).
4. C.O. would then assign VVoBB URI (Universal Resource Identifier) from vacant list. This vacant list would be available on the SIS provisioning portal under C.O.'s password. He would then issue the advice note/OB in CDR/DOTSOFT system for VVoBB service as an additional facility over landline. He would simultaneously update the BSNL order no. on SIS portal.
5. Work order would go to NIB node in charge who would create PVC (Permanent Virtual circuit) in particular port of DSLAM. This would be done on BSNL CDR Portal.

Next, node in charge would perform following tasks in SIS Portal: He would press the *auto-provisioning* button which would lead to

- DSLAM, RPR and BNG identification
- Assignment of static IP from the pool available in the portal
  Provisioning of VVoBB connection would happen at this point. Advice Note/OB is to be closed in CDR/DOTSOFT by Node in charge.

6. 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 sufficient modems for the purpose by BSNL. Reconciliation of these modems would be carried out time to time in the SSAs.
7. 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 fetched from SIS system by authorized BSNL official manning the soft switch at Ahmedabad and sent to ITPC. ITPC in turn, in a process similar to other VAS feed files received from third party service providers, will segregate the data of SSAs migrated to CDR zone wise and upload these files to respective billing systems for SSAs to include these charges in the subscriber landline bill.
2. The data of SSAs not migrated to CDR system shall be segregated SSA wise and uploaded on ITPC portal for SSAs to download and charge in their local billing system. The billing feed file will have the summary of usage information and value. Billing system shall accordingly charge as is done for other VAS services (Games on Demand, Hungama Entertainment Portal etc).
3. 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 a customer can view usage data for VVoBB service.

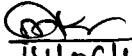## C Reconnection & Disconnection Provisioning Process

1. For temporary disconnection & reconnection – The disconnection list is available on CDR system. Accounts Officer (A.O.) would upload the file in SIS portal for disconnection. Services can be denied to the customer by disconnecting the PVC. This information needs to be uploaded on the M/s SIS system for the purpose of record i.e. for calculating the charges for billing feed file and subsequent action of either prorated subscription charging or permanent closure.
2. After subscriber makes the payment, A.O. would verify the same from BSNL portal and reconnect the same on SIS portal.
3. The process of permanent disconnection would be similar to what is followed in CDR where list of closure is available with C.O. who would generate the work order for closure of VVoBB connection on SIS portal. NIB node in charge will execute the work order (on SIS provisioning portal), after disconnecting the PVC in DSLAMs.

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 CO. Nodal CO 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 CO 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.

The provisioning and billing work-flows attached as the annexure -1.

This is issued with the approval of competent authority.

(Manoj Kumar)
DM (BBVAS)

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. Sr. GM (NWP-BB)/ Sr. GM (IT)-CFA for information please.
5. M/s Sai InfoSystem (India) Ltd for information and n/a please.