

### **Brief on Post Paid IN Services in CDR system**

At present IN Services in BSNL for Landline offer the following Post paid services:-

- a. Free Phone Service
- b. Universal Access Number
- c. Virtual Private Network
- d. Premium Rate Service
- e. Tele Voting Service
- f. Universal Personal Number

Service provisioning, billing and assurance of these services are being offered through the local billing systems or minor modification of existing DOTSOFT solution in the field units.

### **Procedure available in DOTSOFT and Local Billing Systems for Handling IN Services**

The CSR is capturing the details required for each service like IN number, actual destination Number, the rate plan, discounts, commission details, deposit amount, charges for vanity number (in any) etc. Demand note is being issued to the prospects based on the above details.

After the demand note is paid by the prospect, the A/N is being issued which is sent to the IN Coordinator of the SSA. IN Coordinator is entering these details into the ROI terminal of the SCP concerned for creating the IN service and for linking the IN Number with actual destination number and the rate plan and other billing related information applicable for the case.

The IN Billing system is calculating the usage charges and is preparing a feedfile for each SSA, which is downloaded through the ROI terminal. The feedfile is then fed into the local billing system. The billing system computes the FMC and other charges and uses the feedfile and generates the final amount which is debited against the LL number used as the destination number.

### **Proposed process in CDR system**

It is proposed to implement similar flow in the CDR system for CRM and Billing for the above mentioned services. The suggestion to handle the scenario in brief is given below:-

CRM will capture the request of the customer asking for the Post paid service. Demand Note will be generated as per the tariff and after payment of the Demand Note, Work order can be generated. CRM has to capture the actual destination number(s) along with STD code against each request for IN Post paid service. Clarity has to maintain inventory of all the IN Post Paid numbers.

Case (i) Customer wants IN service on an existing LL –

CSR enters all the details and selects the FMC and other bill related information. After the Demand note is paid, the CSR shall release a work order. This work order shall be sent to the IN coordinators of the circle/ SSA through CRM only. The IN coordinator completes the workorder.

Case (ii) Customer wants IN service as well as a new LL -

CRM shall generate two work orders like the way we do for land line and Broadband. One work order will be for the Land line part where the provision is done for the local system including MDF and Outdoor works. The second follow-on order for IN need not go to clarity but will get completed in CRM itself.

For this, CRM access need to be given to the IN incharge of the Circle/SSA. It is understood that there is one IN system terminal in each Circle from the respective Zonal IN system. There are 5 IN systems in BSNL they are at Lucknow, Ahmedabad, Kolkata, Bangalore and Hyderabad. The Hyderabad system is basically for Tele-voting service.

The IN Coordinator of the Circle will create the service in the IN system and close it in the CRM. The closure of the Advice Note will create the billing account in the billing system and the bill will start. The billing information will come from the IN system. The usage charges are computed by the IN system as per the tariff for each Post paid service. No FMC is charged by the IN system. The CDR system will therefore get the usage charges as a feed file from the IN system and add FMC and calculate service tax to generate the final invoice for the post paid service. All these Post paid customers can be kept under VIP category and dunning shall be done as per the existing norms.

Reports on the workorders, number of new connections (service wise), revenue reports, outstanding reports etc may be required to be generated.