



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

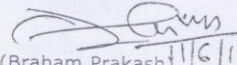
19/C

[Information Technology Cell - CFA]

Subject: Billing of VPN service and other corporate customers post CDR project implementation (Case of NMEICT).

1. Kindly refer to your office letter no. 28-38/2011-R&C/EB dated 17.05.2012 on the above mentioned subject which was forwarded to IT Project Circle for examining the matter.
2. In this regard, the comments has been received from IT Project Circle, Pune vide letter no. ITPC/BSNL CO/CDR Project/General/12-13/14 dated 29.05.2012 wherein IT Project Circle has requested that the points mentioned in the aforesaid letter may be brought to the notice of all field units for necessary action . The copy of the letter along with its annexure is enclosed for your kind information and further necessary action at your end please.
3. This issues with the approval of Sr.GM(IT-CFA) BSNL CO.

Encl: as above


(Braham Prakash) 11/6/12
DM(IT-CFA)-I

✓ GM(Finance-Enterprise) BSNL CO, Room No. 121, BSB, ND
UO No. 11-2/2012-CDR/IT-CFA Dated: 11.06.2012

Copy to: CGM IT Project Circle Pune.

for [unclear] 22/6/2012
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12/8/12

Olo Chief General Manager, I.T. Project Circle
RTTC Bldg, MIDC, G-Block
Chinchwad, Pune - 411 019
Phone: 020 - 27371323
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ITPC/BSNL CO/CDR Project/General/12-13/14

Dated 29-05-2012

To

The Manager (IT-CFA)
Bharat Sanchar Bhavan
Janpath, New Delhi.

Subject: Billing of VPN service and other corporate customers post CDR Project implementation (Case of NMEICT)-Regarding.

Ref: BSNL CO Ltr. No 11-2/2012-CDR/IT-CFA dated 21.05.2012

Kindly refer to the letter under reference above regarding billing of VPN service and other Corporate customers post CDR Project implementation - Case of NMEICT.

With respect to Para 5 of the letter from GM (F) Enterprise, BSNL CO, it is hereby clarified that billing of NMEICT is not done directly by CDR System. It is being done by the P3 billing system. Every year, in the month of December, the CDR System collects feed file from NIB and debits the charges to the customers of the land line service over which the NMEICT facility is provided. As far as VPN over Broadband is concerned, the CDR system does not do any billing and hence there is no question of configuring a Plan in the billing system. However, the VPN over Broadband Plans are configured in the CRM system and work orders are issued from CRM system. The provision of VPN facility is always a manual task because it has to be manually provisioned in the P3 system and the work order must be closed manually in the Clarity system of CDR. The work order flow as such does not pose any problem. The complaints from the customer come only when wrong disconnections happen for cases where centralized payments are made. The EB Cells of SSAs and Circles should be more vigilant and should review the billing, the collections and accounting of all EB cases including VPN cases as per the letter circulated by ITPC in the month of August 2011.

To summarise those instructions -

1. Cases where there is only VPN and no land line usage (no IC & no OG):- NIB does the billing and CDR configures a zero tariff plan.
2. Case of NMEICT:- Land line bill comes from CDR and the annual billing for 25% charges for VPN comes through a feed file from NIB in the month of December and billed along with CDR bill.
3. Cases of VPN with land line(but without internet) -
 - a)Centralized payment for both LL (only incoming) and VPN - NIB to do billing for both VPN and land line. CDR will be configured with zero tariff plan
 - b1)Centralized payment for both Land line(on any plan) + VPN - NIB to do billing for VPN and CDR to do billing for land line.
 - b2)Centralized payment for VPN and SSA based payment for LL (any plan) - NIB to do billing for VPN and CDR to do billing for LL.

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4. All India customer Land line + Broadband +VPN with centralized bill:- NIB to do billing for VPN and CDR to do billing for land line and Broadband. Payment is through ATC.
5. Broadband without VPN :- The centralized billing
 - a) Without land line usage (only incoming):- NIB to do billing for Broadband + land line and CDR to configure zero tariff plan.
 - b) With land line usage:- CDR to do billing for land line and broadband and payment through ATC.

In case of PAN India customers ES bill will be generated for each zone in CDR. The nodal billing authority will consolidate the NIB bill and the CDR bills and receives the payments from the customers. The payment in zonal CDR systems will be through ATC.

The above points along with the detailed instructions (copy enclosed) may please be brought to the notice of all field units for necessary action.


/SANJAY KUMAR MITTAL/
Sr. General Manager (HQ&ERP)
ITPC PUNE.

Copy to: The General Manager (Finance)-Enterprise, BSNL CO for
information please .