Bharat Sanchar Nigam limited
Broadband Networks Circle
Bangalore

Wimax Manual

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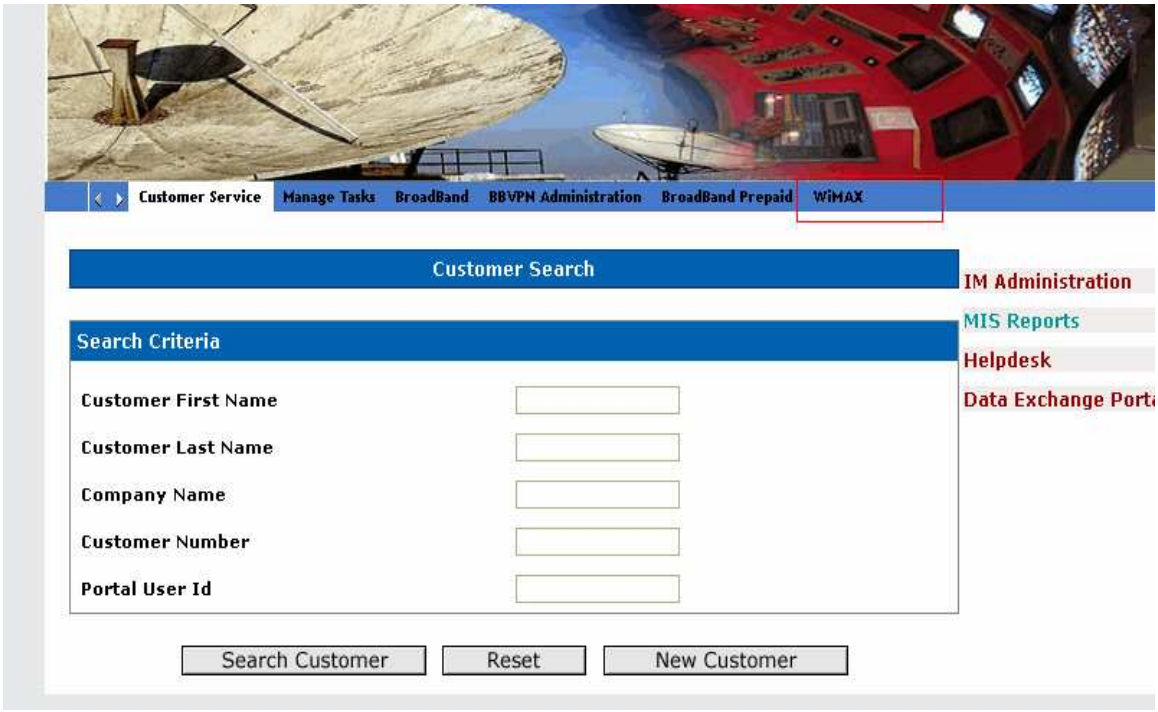
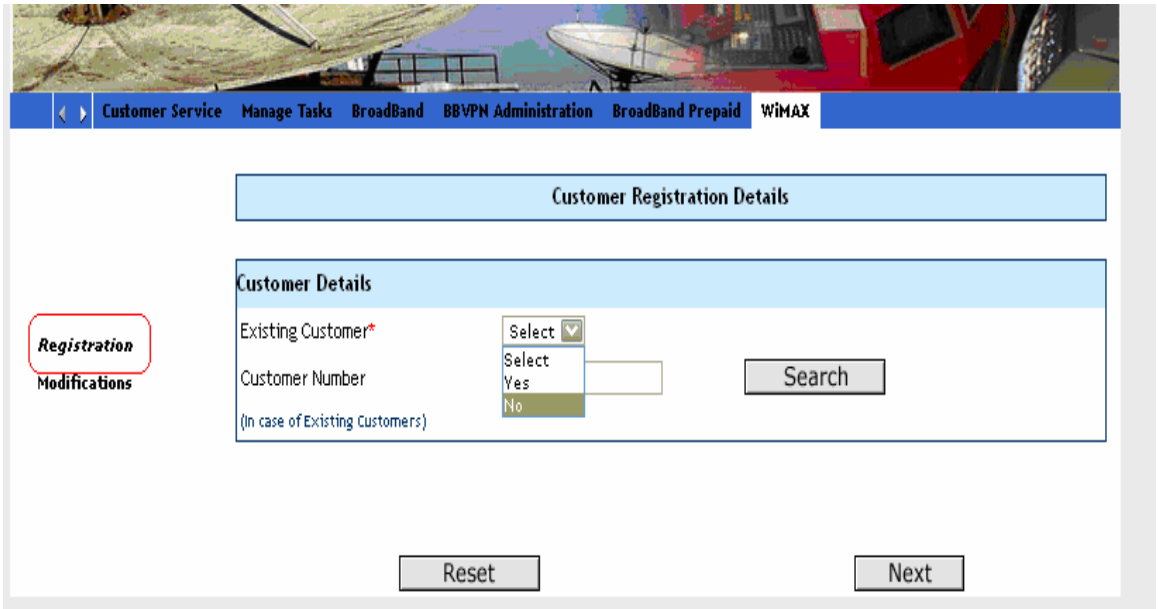
New Connection Creation

1) Login to portal and select wimax



2) Select the Registration option present at the right side of the screen, select existing customer as 'No' and fill in the details of the customer



Customer Registration Details

Customer Details

Existing Customer* No

Customer Number Search

(In case of Existing Customers)

Customer Category * Select

Title* Select

Name* (First Name) * (Middle name) (Last Name) *

Company Name *

Mobile Number* +91

Contact Address

Address Line 1 *

Address Line 2

Area *

State * Select

City * Select

Pin Code *

Reset Next

WiMAX Subscription Details

Plan Details

Plan Name* Select

Activation Date* (dd/mm/yyyy)

WiMAX User ID * @bsnl.in Check Availability

(minimum 6 characters)

CPE Type* Select

CPE Acquistion Type* Select

Billing Frequency* Select

Static IP Required No

Static IP Framed IP 255.255.255.255

Roaming* Select

Roaming Type* Select

Telephone No*

(STD Code*Phone Number)

Installation Address

Address Line 1*

Address Line 2

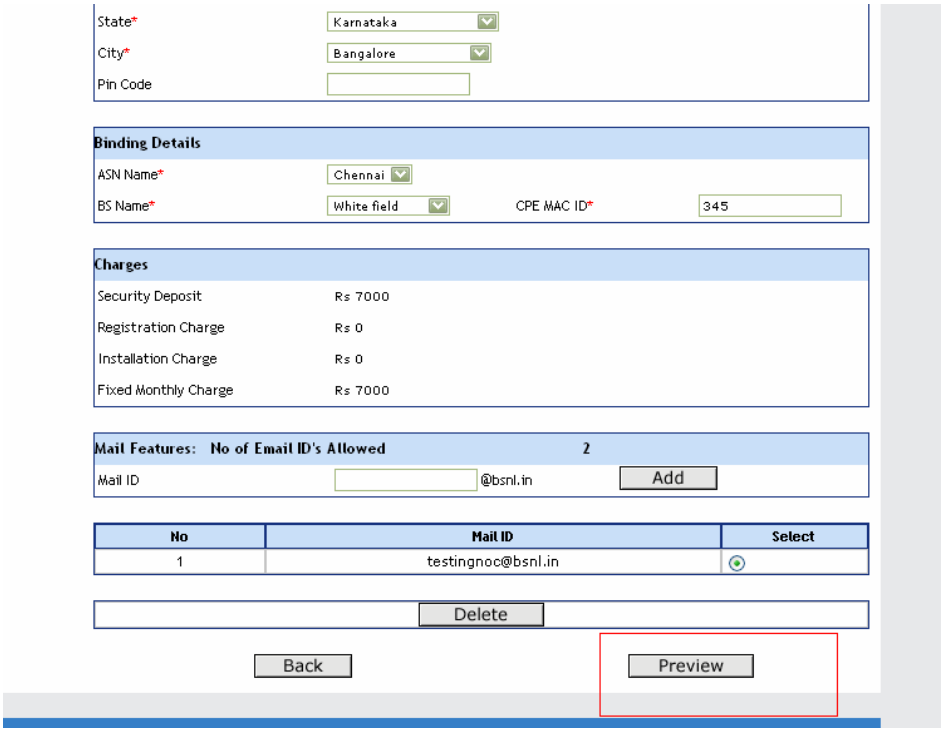
Area*

State* Select

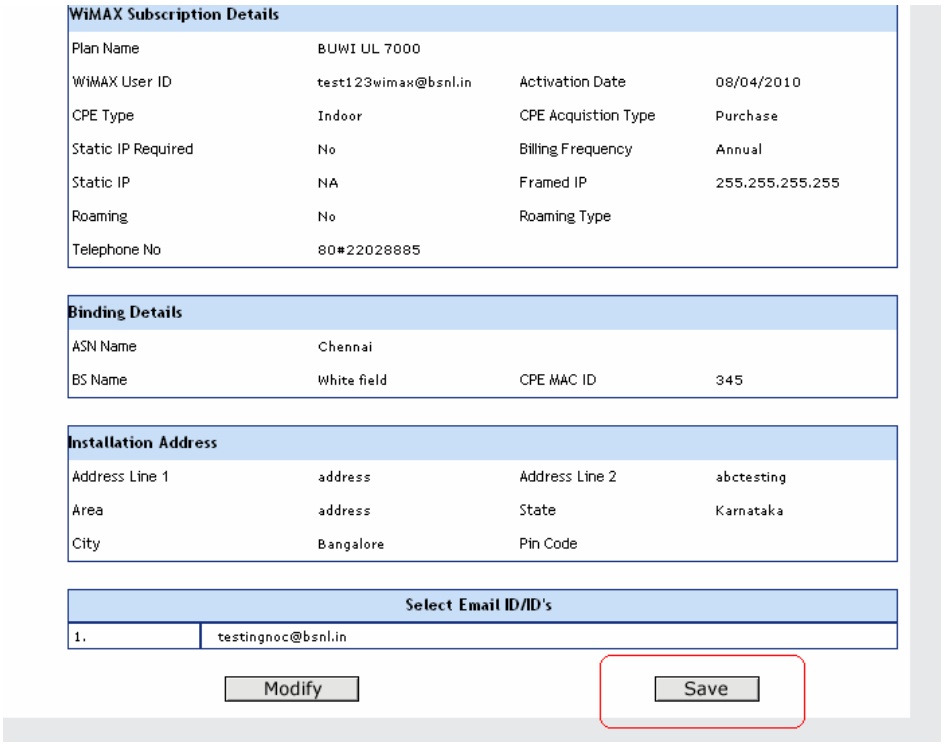
City* Select

Pin Code

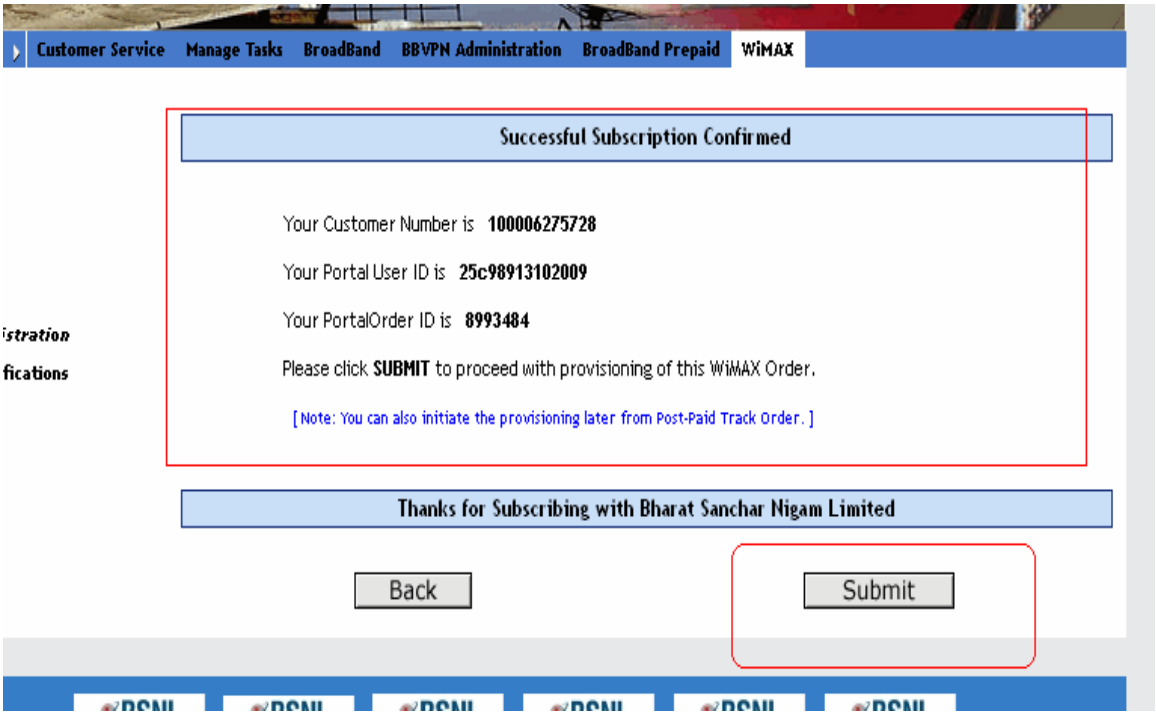
3) After filling the details select preview to view the data



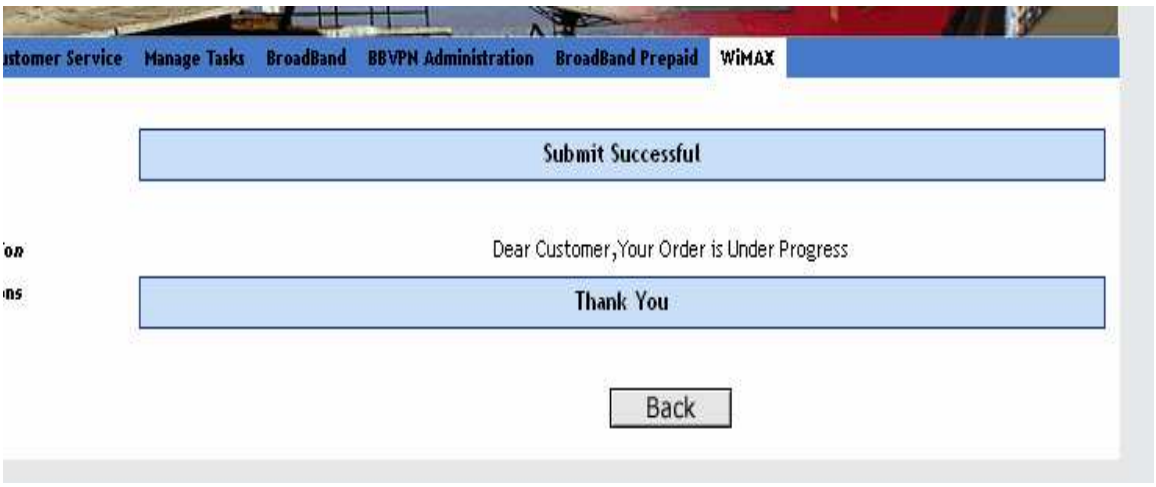
4) Save the data by selecting the save option



5) Note the customer number portal user id and portal order id for future reference

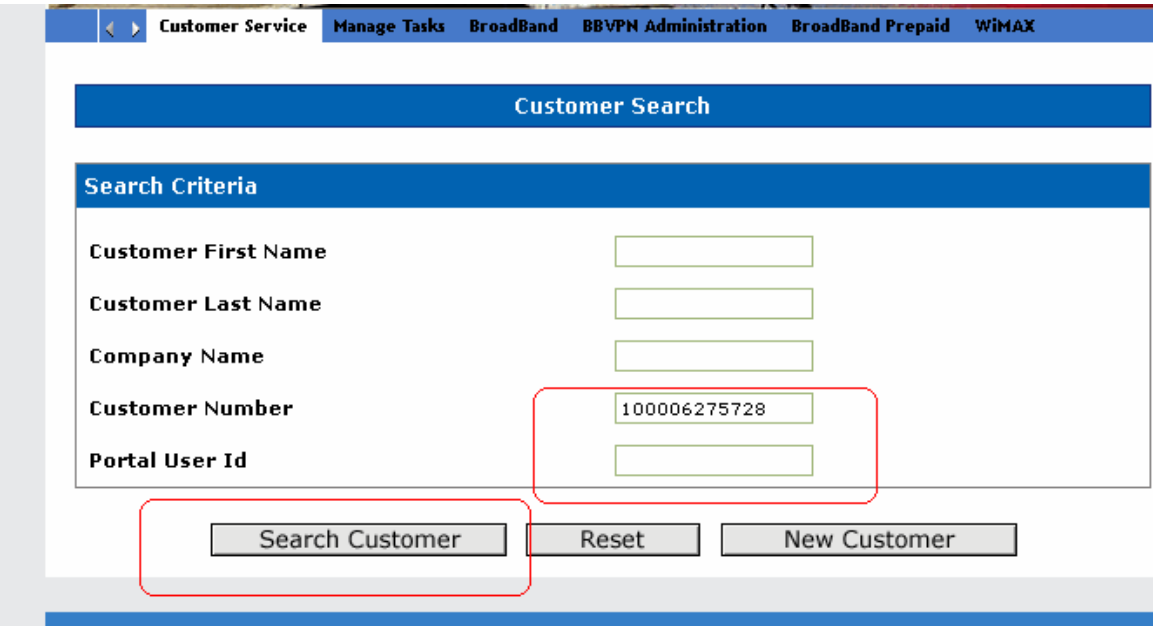


6) When the submission is successful a message will be displayed as submit successful

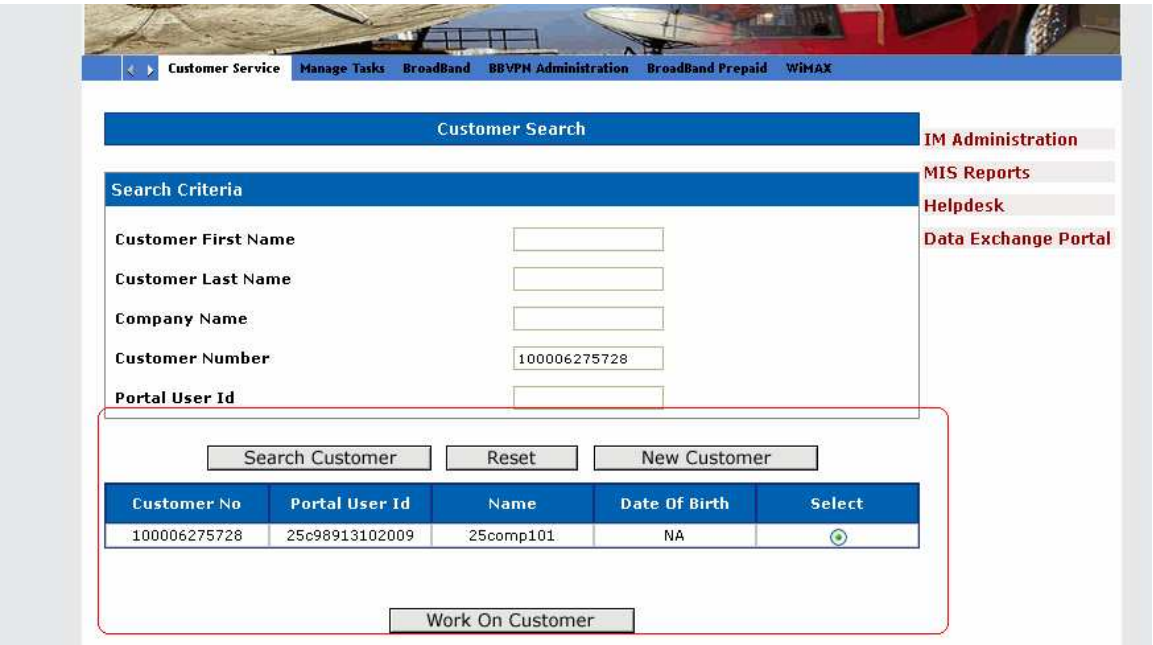


Tracking the orders

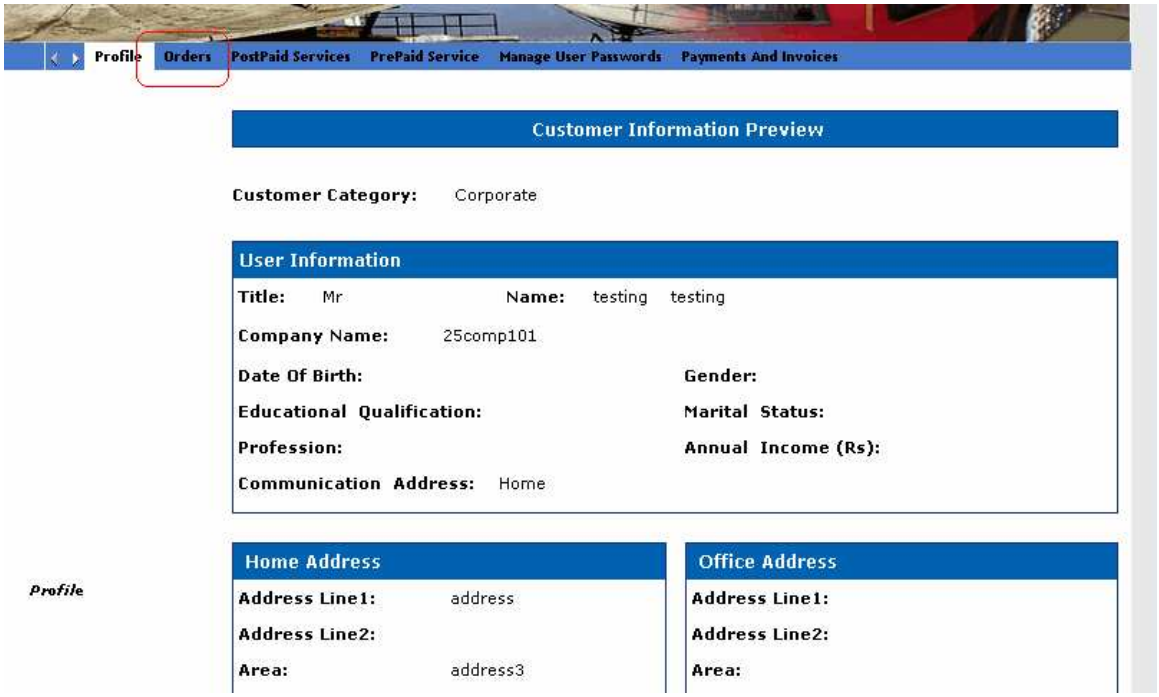
1) Enter the customer number or portal user id in customer services and select search customer



2) Select the customer and then click on work on customer

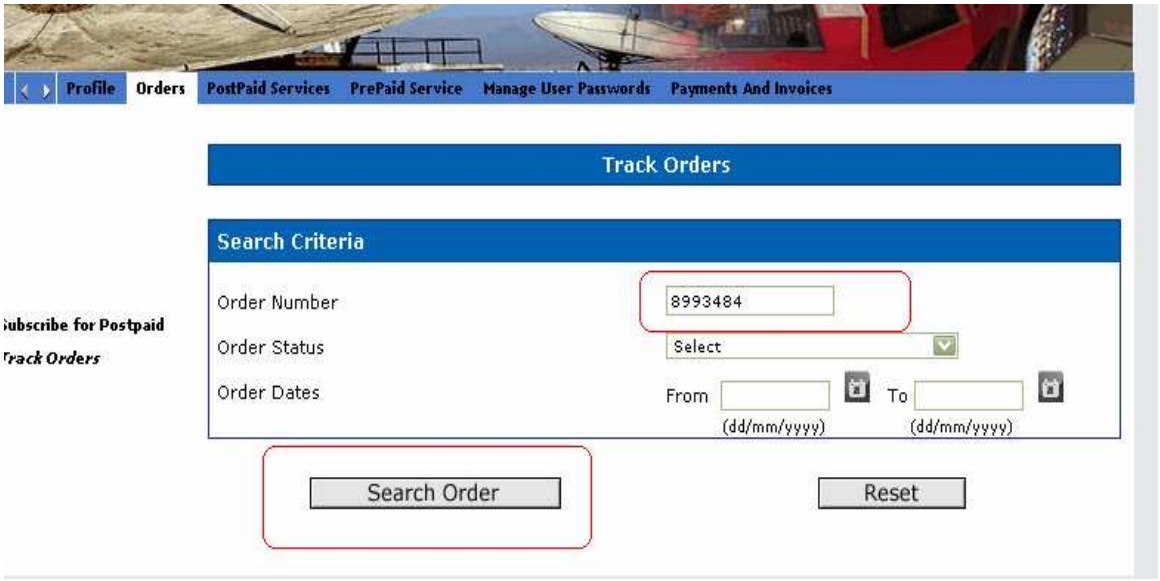


3) Select orders

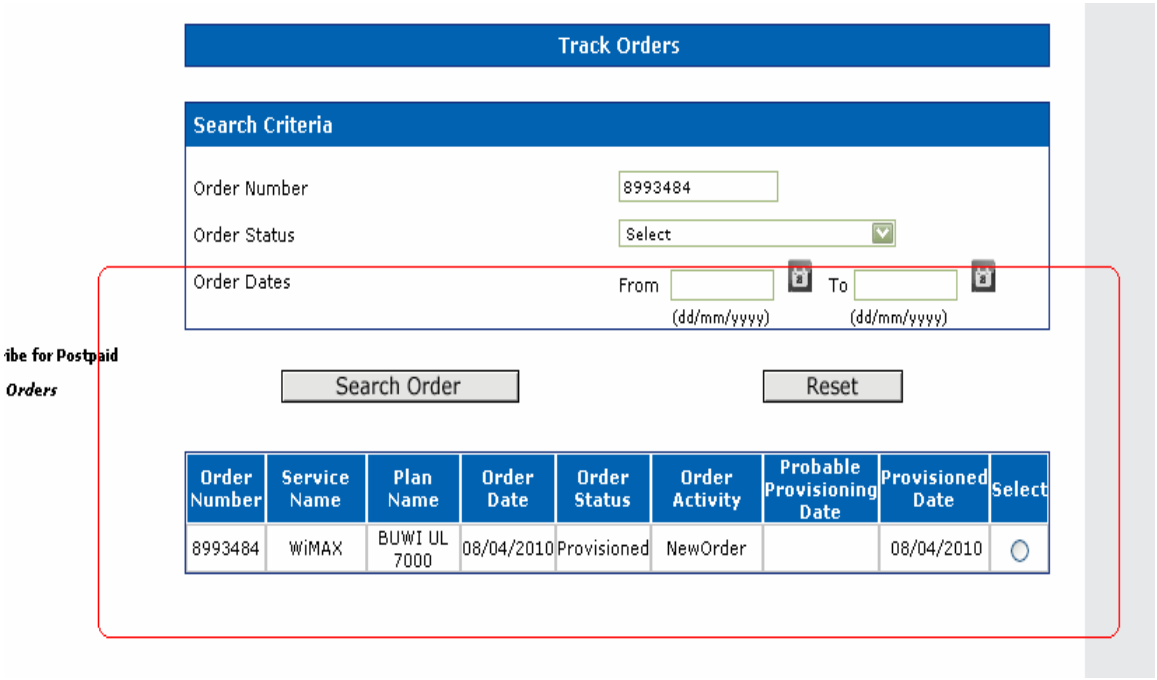


4) Click on Track orders

5) Enter the portal order number and search order

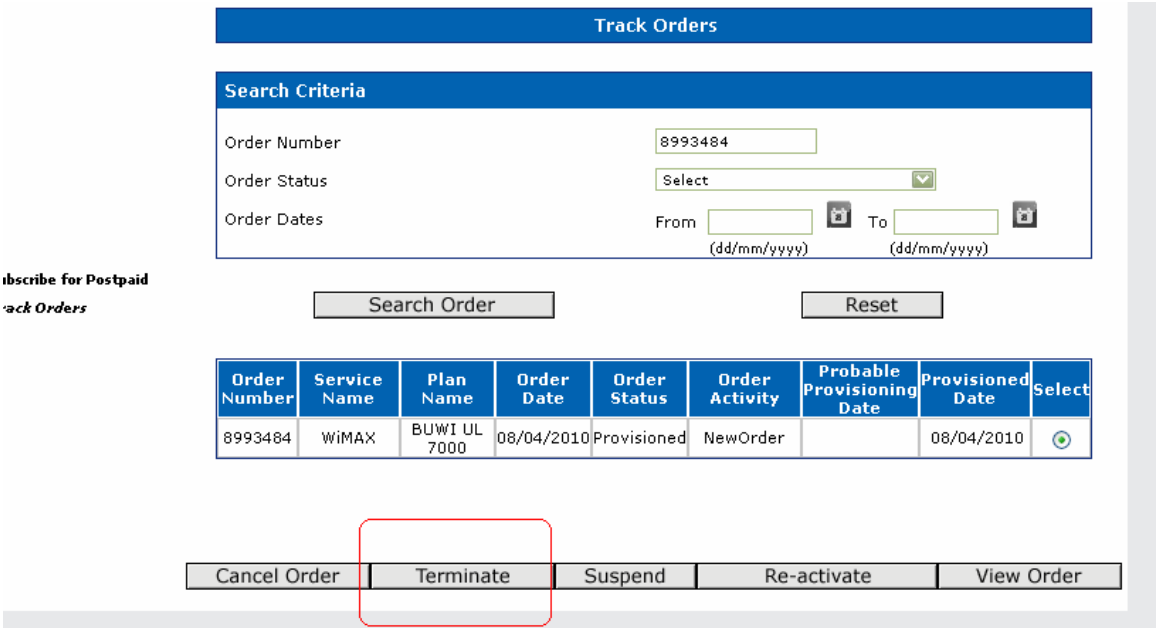


6) The details of the customer order status, plan name etc are displayed as shown below



Termination

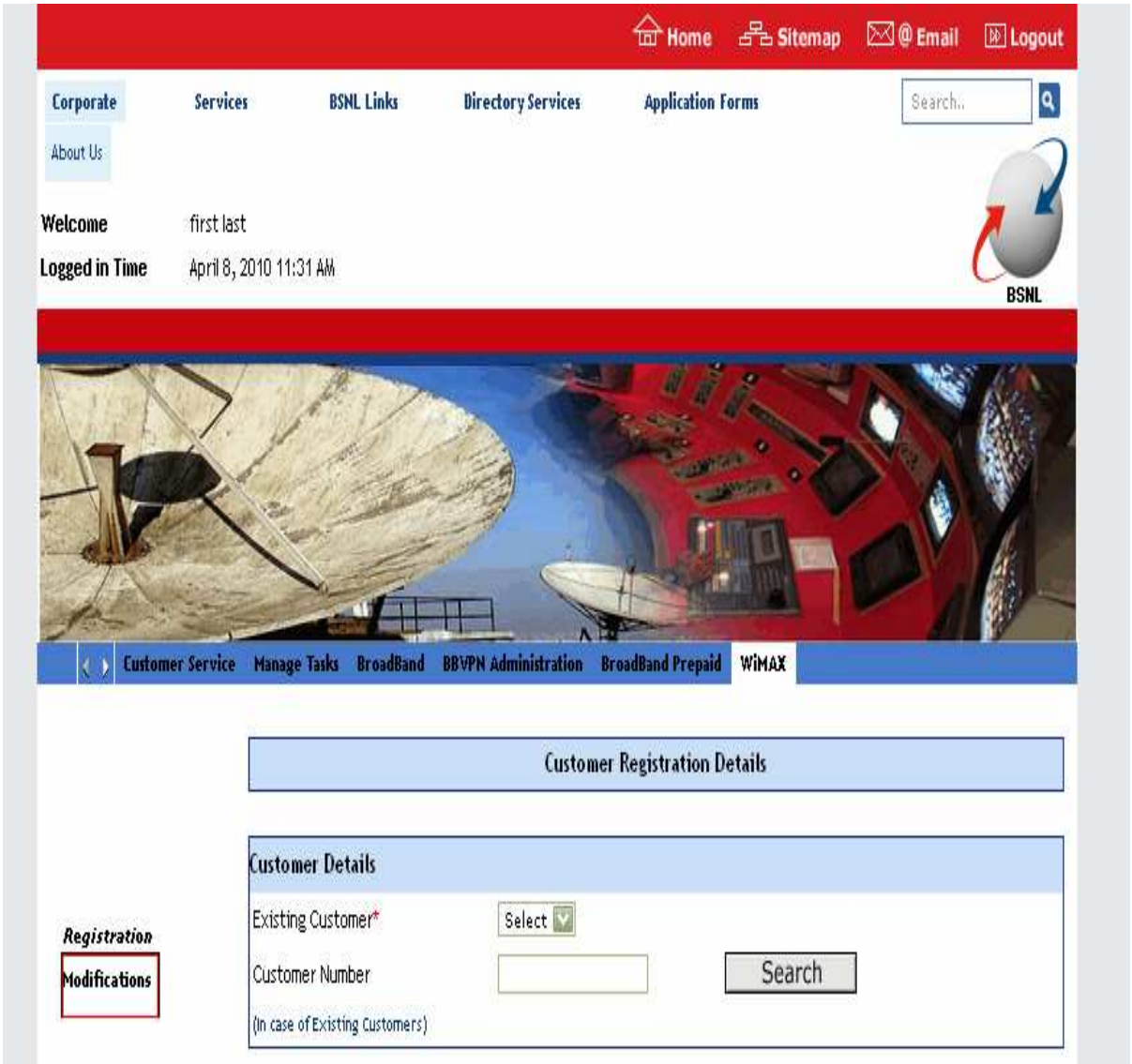
To terminate a given customer, after tracking the customer order status select the order to be terminated and select the terminate option present at the bottom of the screen



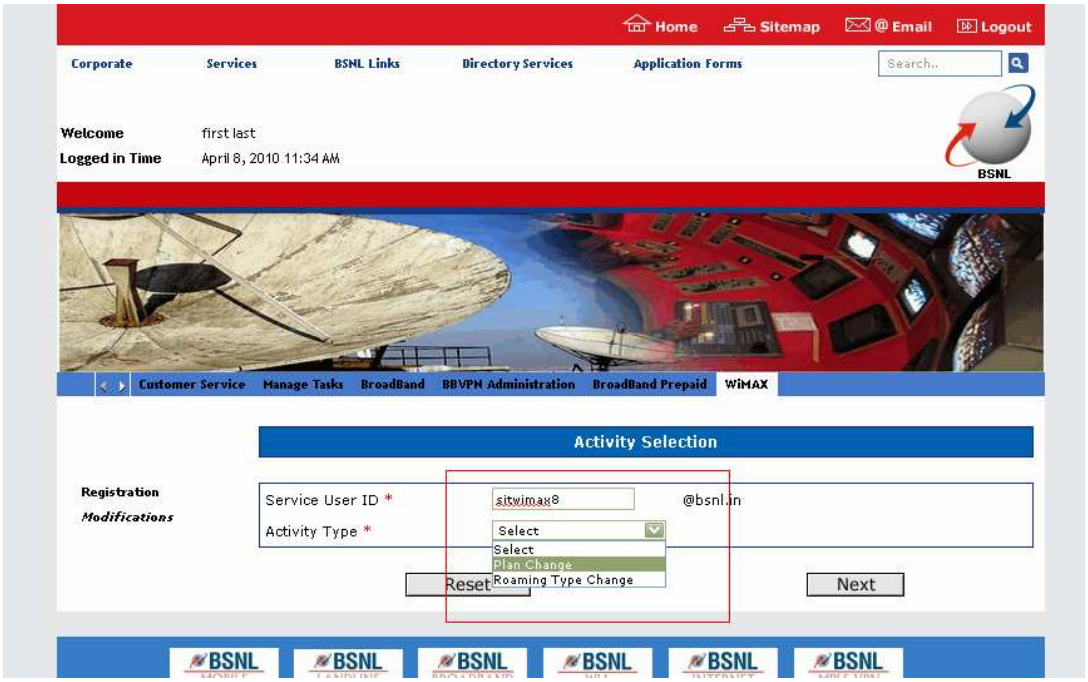
Plan Change

To do a plan change of an existing wimax customer in portal GUI login into portal and go to wimax customer registration

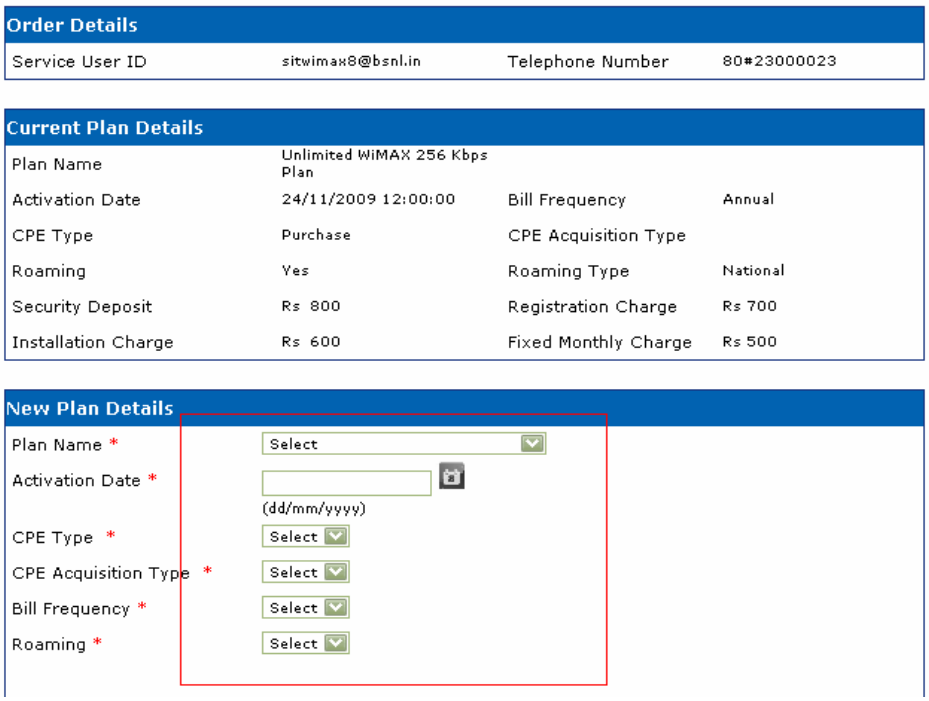
1) Select the Modifications option present below the Registration



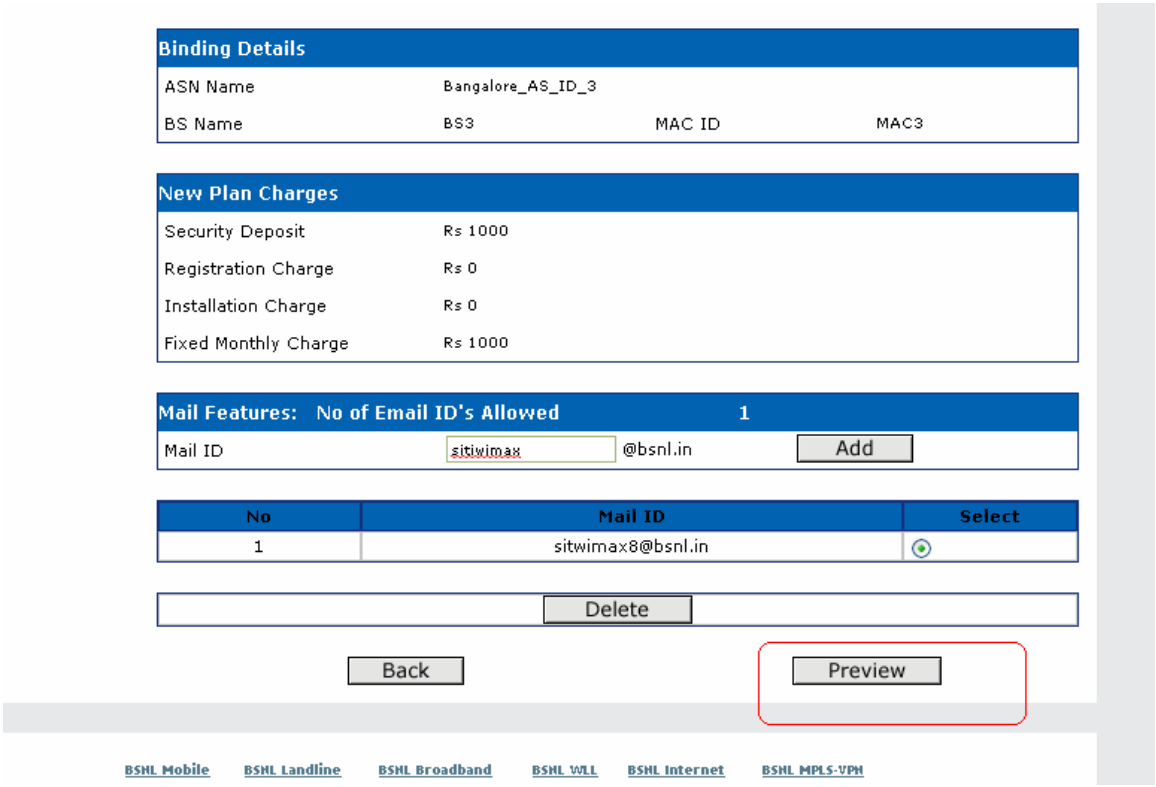
2) Enter the service user id of the customer and select the activity type as plan change



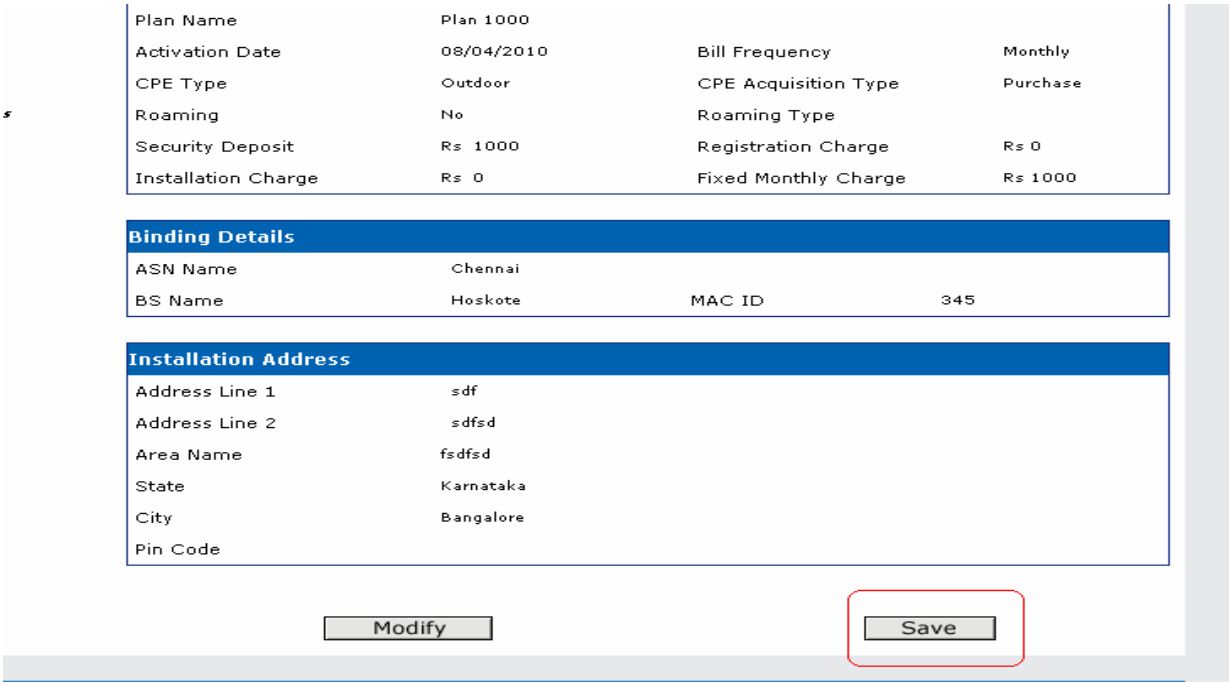
3) Then a new window opens as shown enter the new plan details CPE,CPE type,CPE acquisition type, billing frequency and roaming



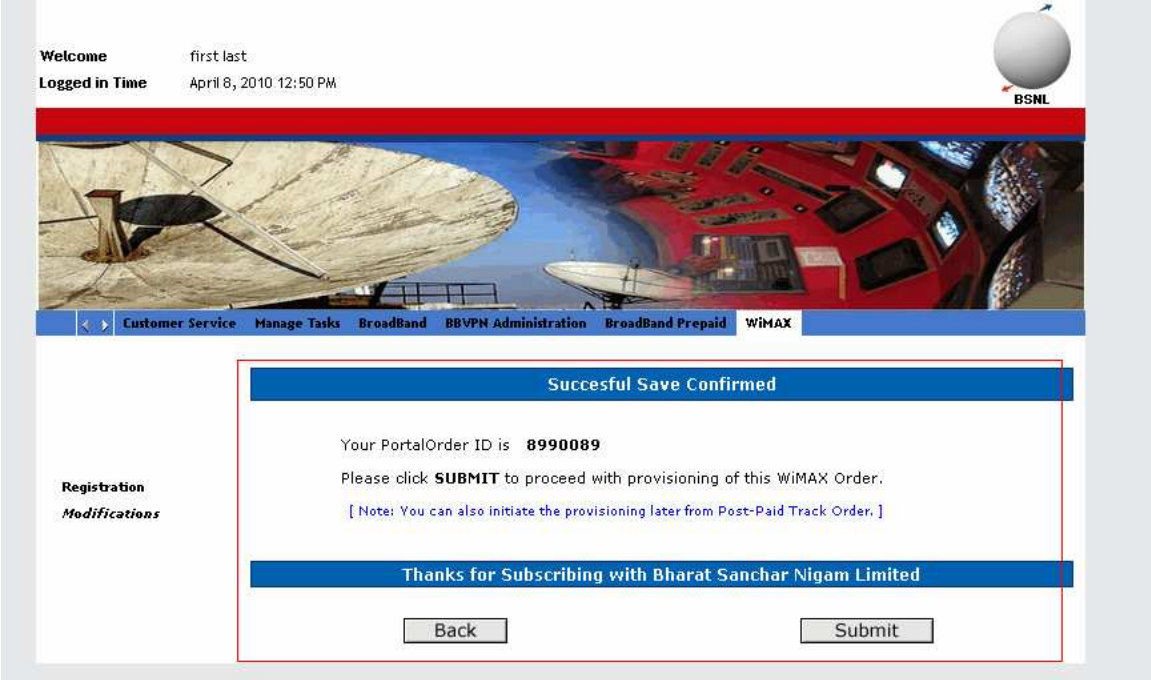
4) Preview the data that is entered



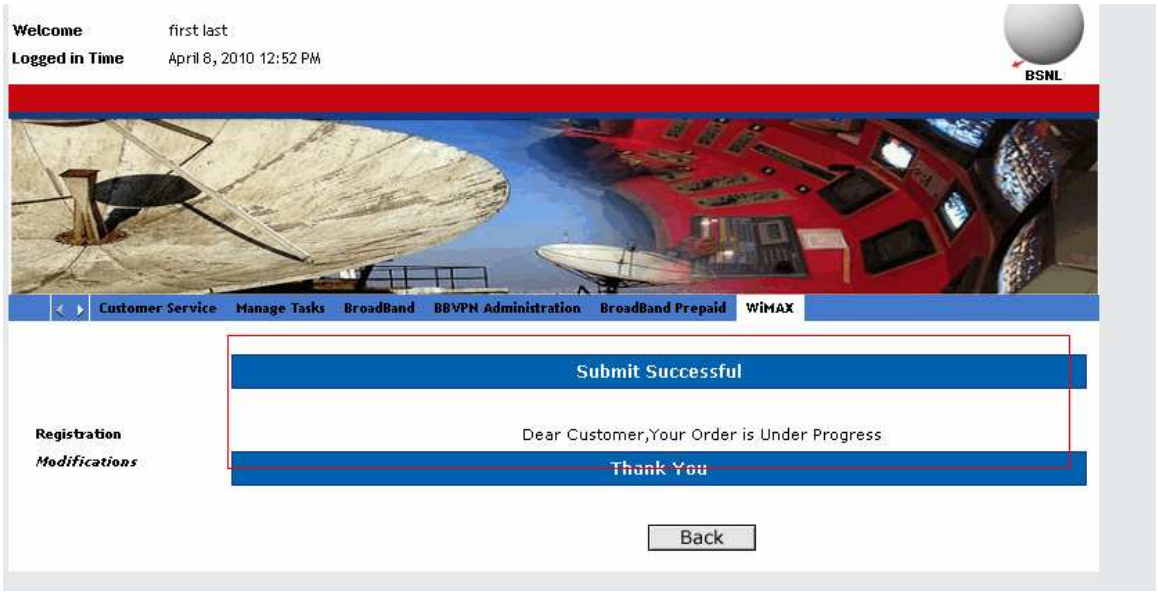
5) Save the data by clicking save option



6) Then submit the order and save the portal order number for future reference

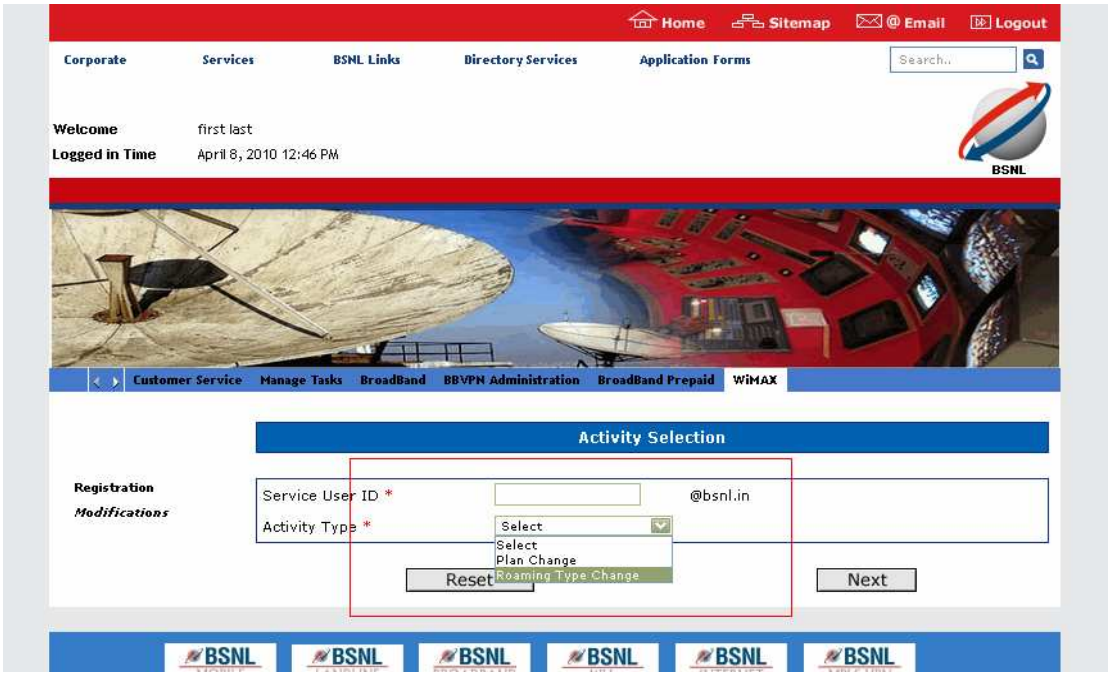


7) After submitting the order a new dialog box is displayed as shown below

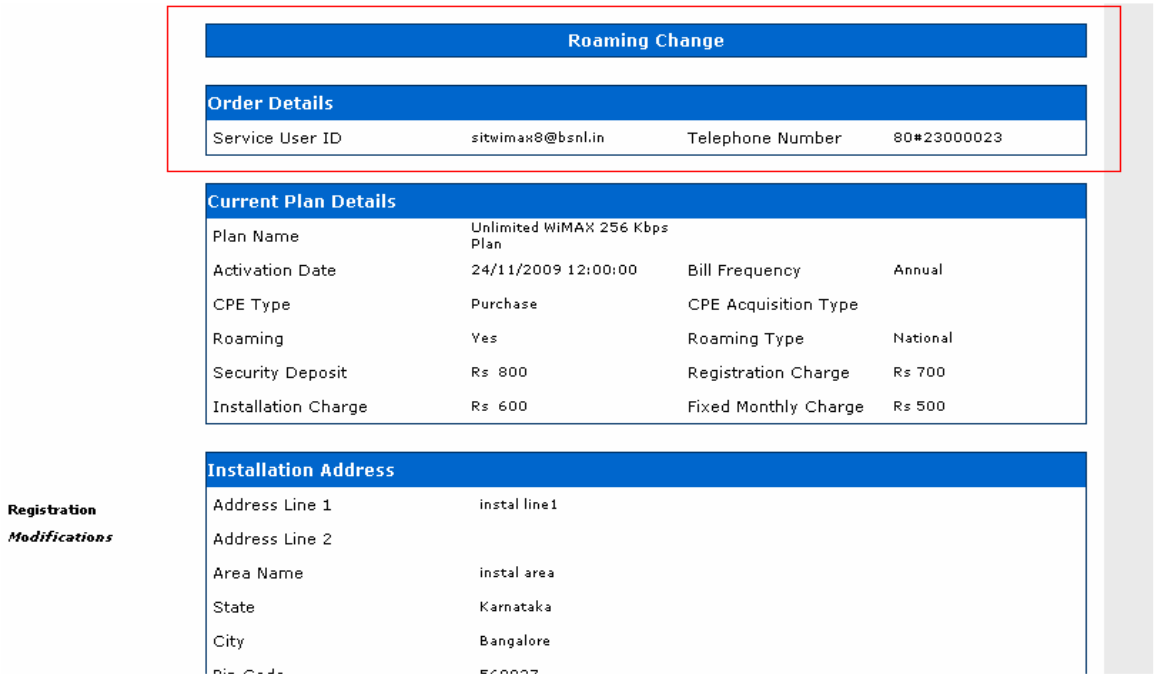


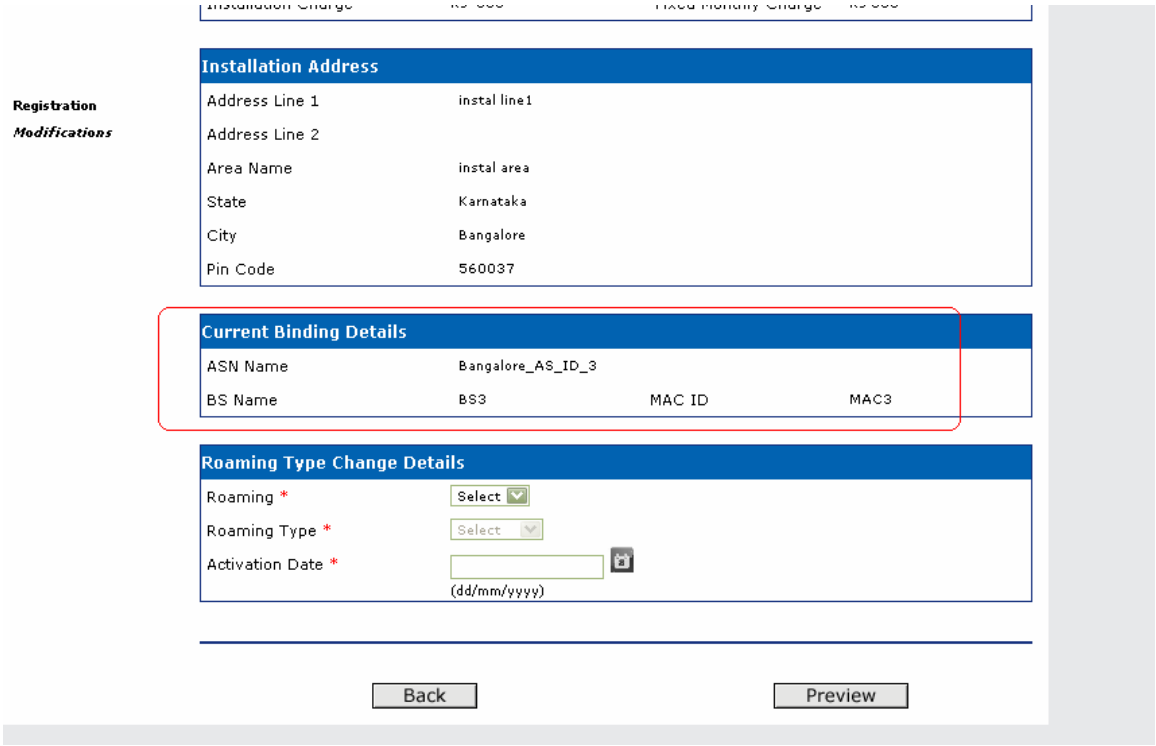
Port binding change/ Roaming Type Change

1) To change the Roaming type of the existing wimax customer go to modifications and enter the service user id and select the activity type as Roaming Type change

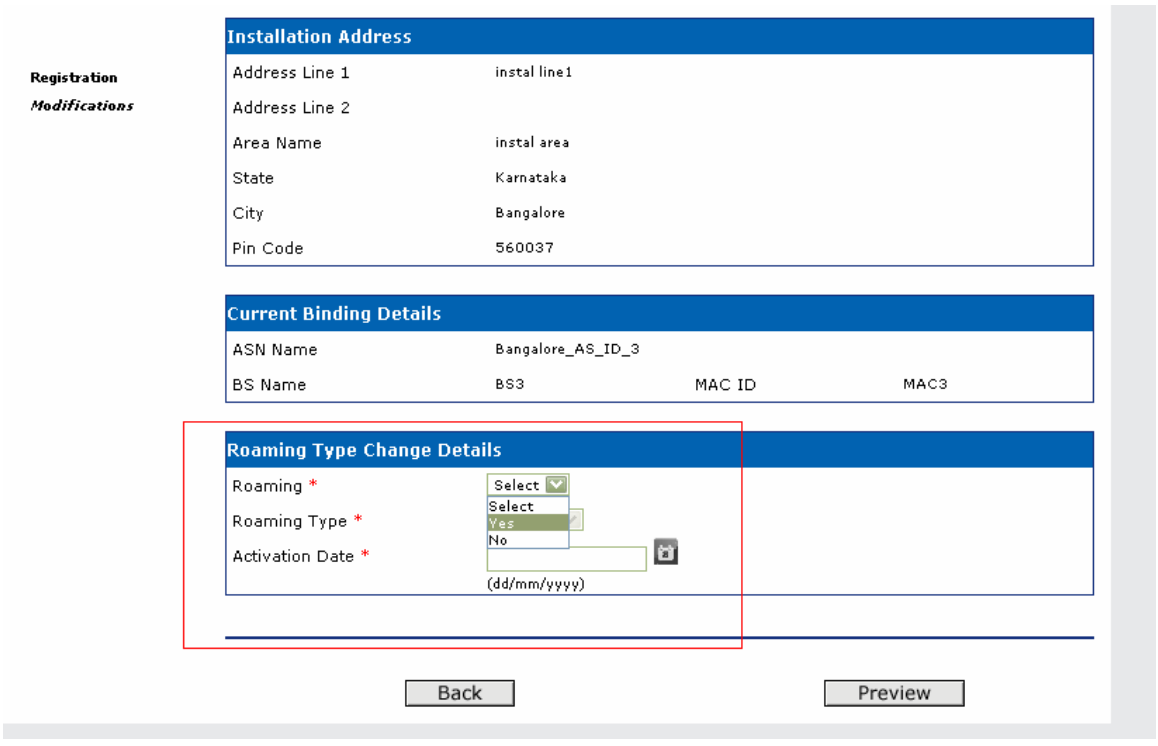


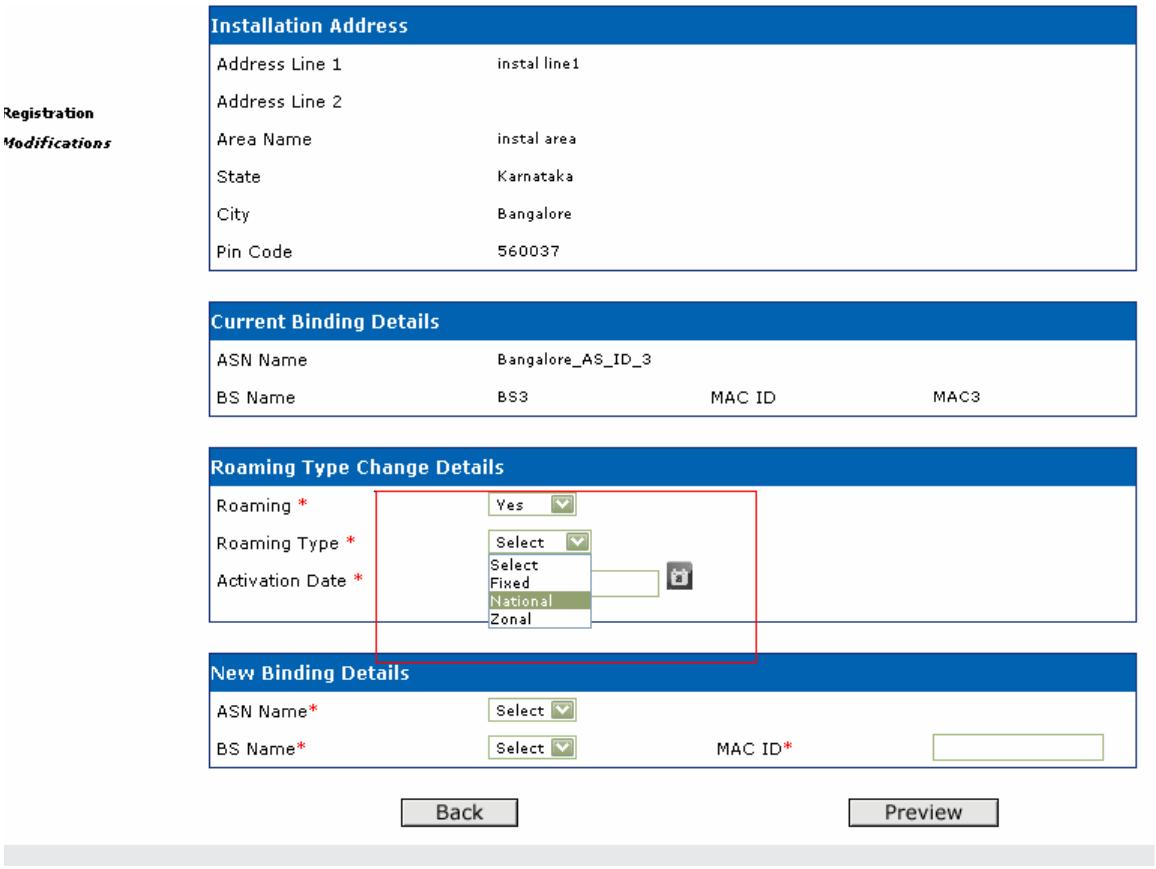
2) Then a new window appears as Roaming change, with details of current binding.



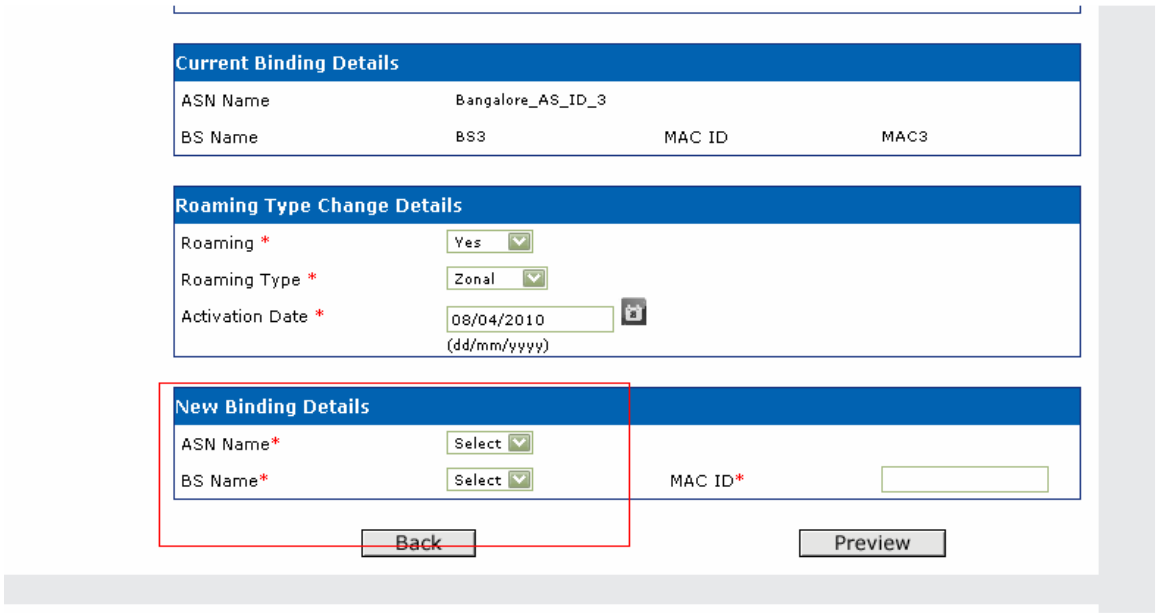


3) Enter the new Roaming Type change details

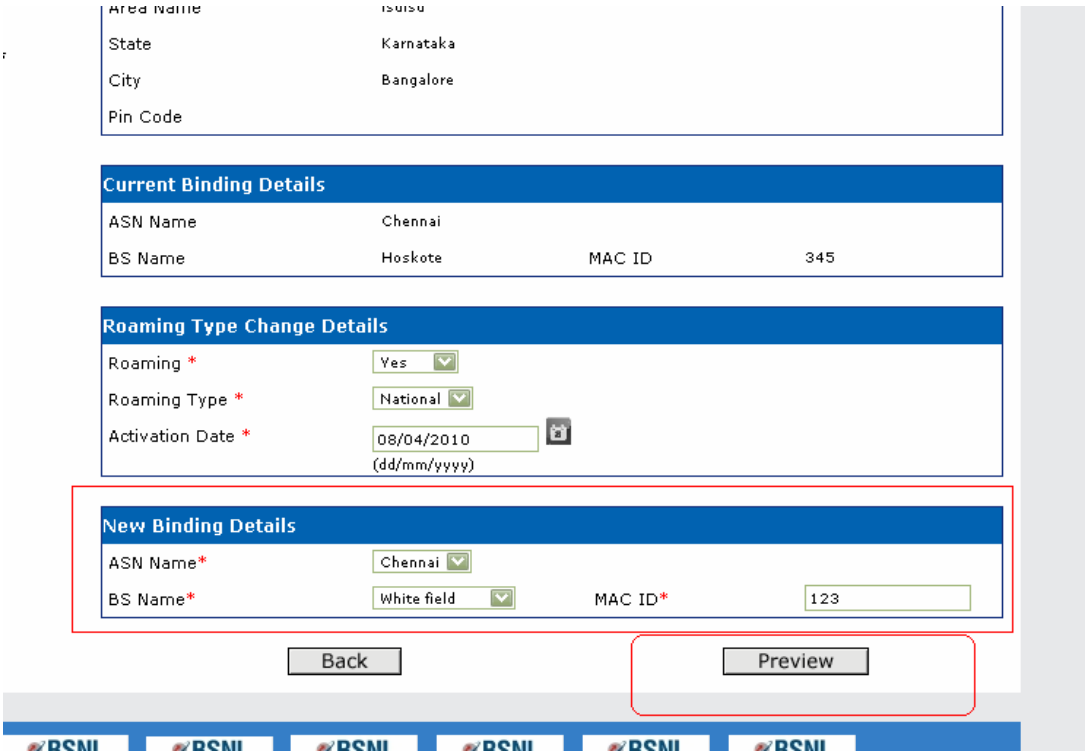




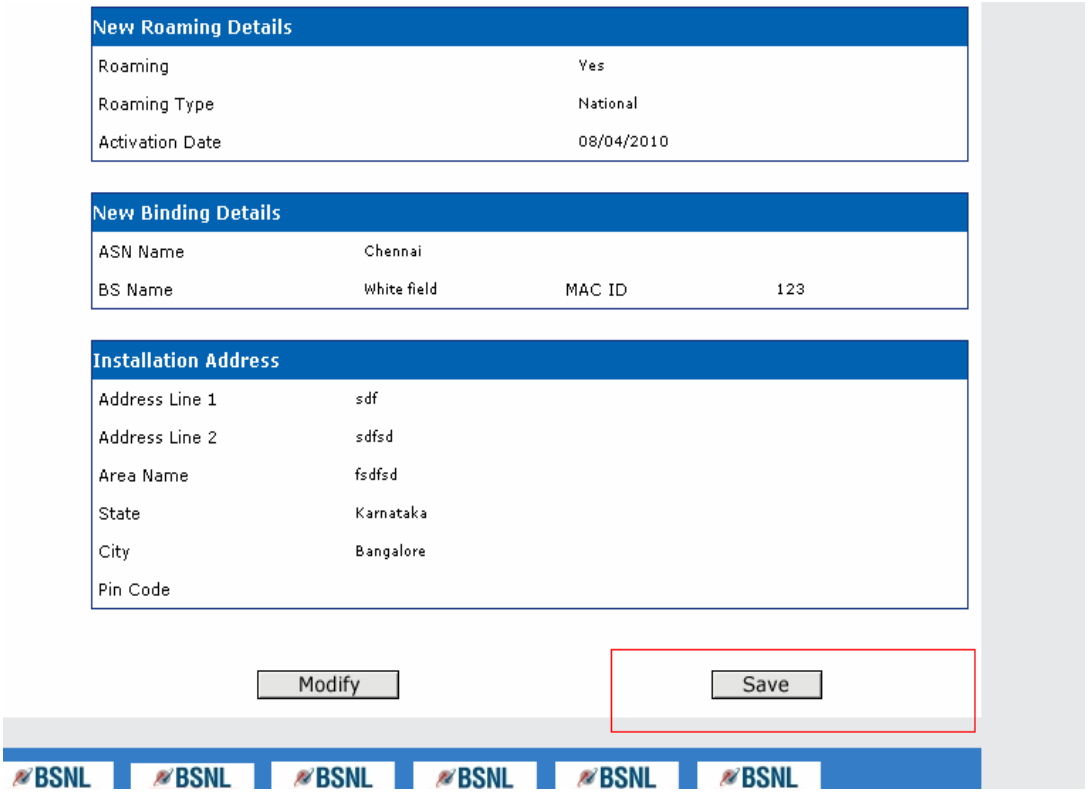
4) Enter the new ASN name, BS name and MAC ID



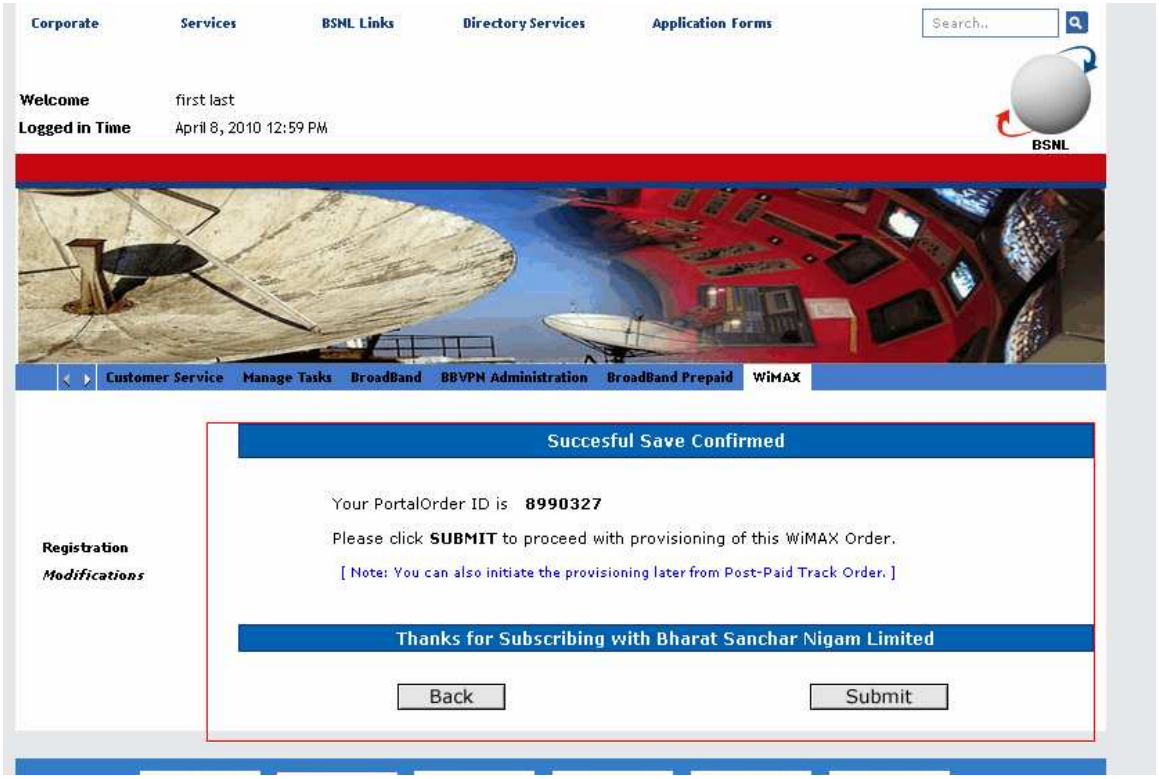
5) Then Preview the data



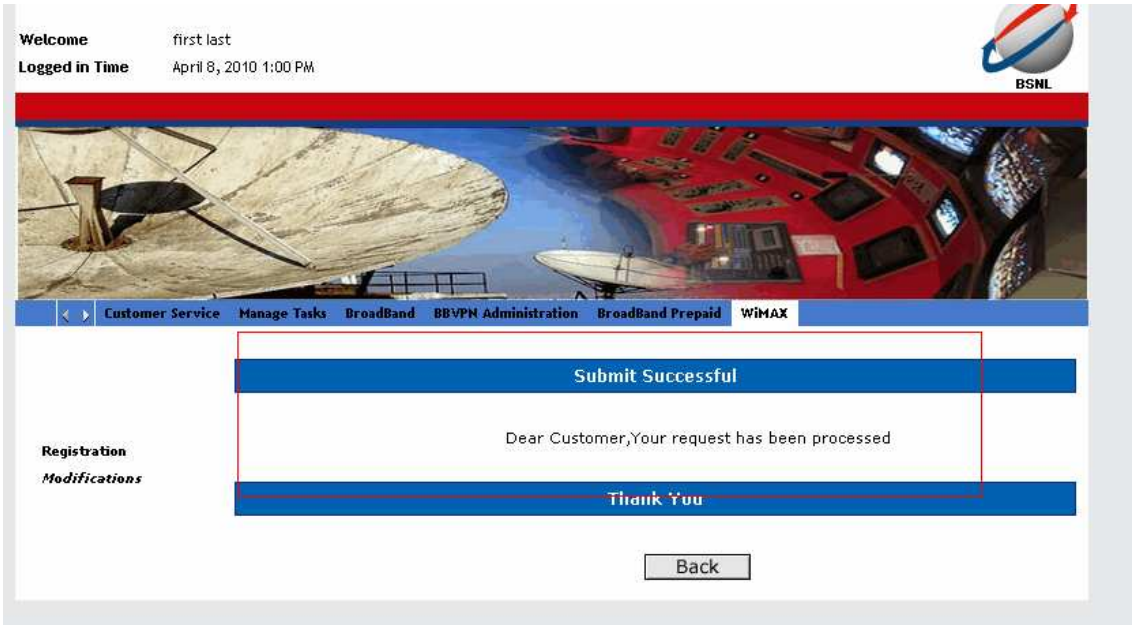
6) Save the changes



7) Submit the order and save the new portal order number for future reference



8) After the submission of the order a message is displayed as submit successful



For Further Queries related to provisioning contact

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