

Bharat Sanchar Nigam limited
Broadband Networks Circle
Bangalore



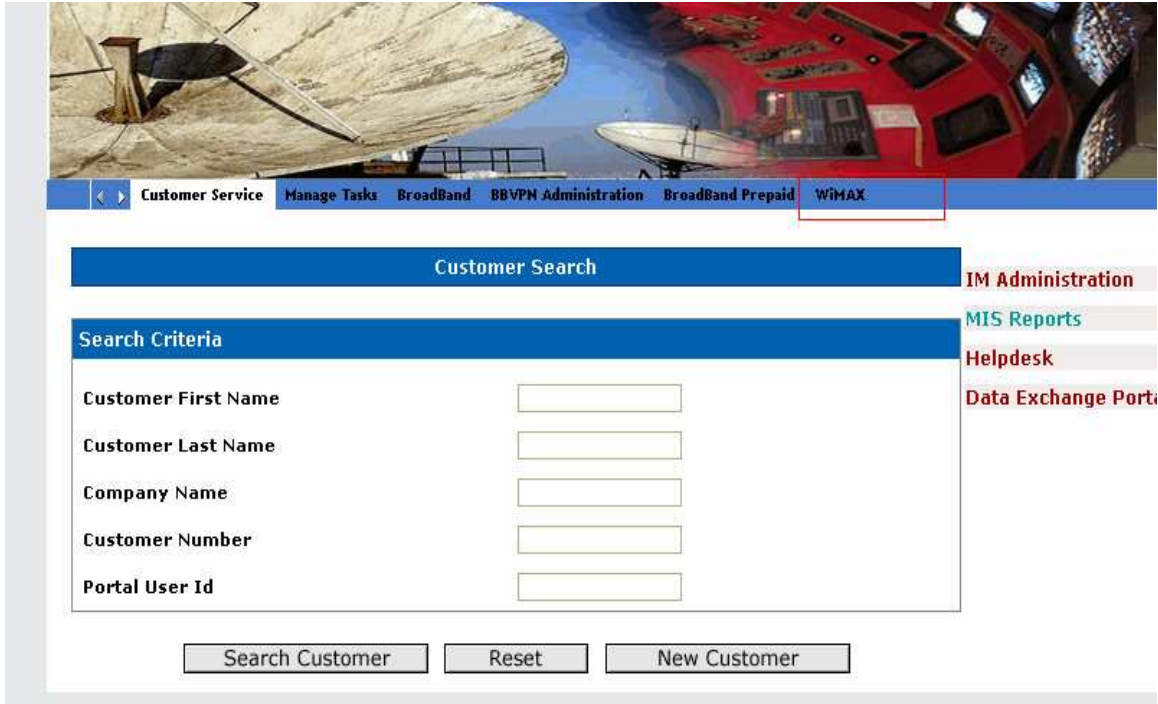
Wimax Manual

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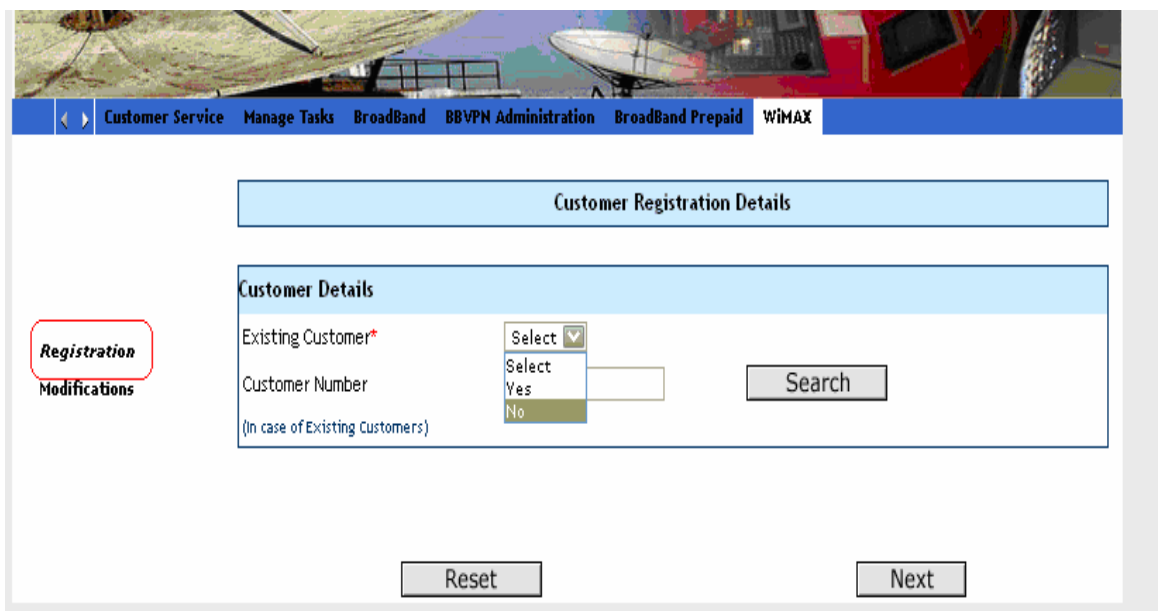
New Connection Creation

1) Login to portal and select wimax



The screenshot shows the Wimax portal interface. At the top, there is a navigation bar with the following tabs: Customer Service, Manage Tasks, BroadBand, BBVPN Administration, BroadBand Prepaid, and Wimax. The Wimax tab is highlighted. Below the navigation bar, there is a 'Customer Search' section. On the right side, there is a vertical menu with the following options: IM Administration, MIS Reports, Helpdesk, and Data Exchange Portals. The 'Customer Search' section contains a 'Search Criteria' form with the following fields: Customer First Name, Customer Last Name, Company Name, Customer Number, and Portal User Id. Below the form, there are three buttons: Search Customer, Reset, and New Customer.

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



The screenshot shows the 'Customer Registration Details' page in the Wimax portal. The navigation bar is the same as in the previous screenshot. The 'Customer Registration Details' section contains a 'Customer Details' form. On the left side, there is a 'Registration Modifications' button. The 'Customer Details' form has the following fields: Existing Customer* (a dropdown menu with 'Select', 'Yes', and 'No' options), Customer Number (a text input field), and a 'Search' button. Below the form, there are two buttons: Reset and Next.

ation
tions

Customer Registration Details	
Customer Details	
Existing Customer*	No <input type="button" value="v"/>
Customer Number	<input type="text"/> <input type="button" value="Search"/>
<small>(In case of Existing Customers)</small>	
Customer Category *	Select <input type="button" value="v"/>
Title*	Select <input type="button" value="v"/>
Name*	<input type="text"/> <input type="text"/> <input type="text"/>
	<small>(First Name) * (Middle name) (Last Name) *</small>
Company Name *	<input type="text"/>
Mobile Number*	+91 <input type="text"/>
Contact Address	
Address Line 1 *	<input type="text"/>
Address Line 2	<input type="text"/>
Area *	<input type="text"/>
State *	Select <input type="button" value="v"/>
City *	Select <input type="button" value="v"/>
Pin Code *	<input type="text"/>
<input type="button" value="Reset"/> <input type="button" value="Next"/>	

gistration
ifications

WiMAX Subscription Details	
Plan Details	
Plan Name*	Select <input type="button" value="v"/>
Activation Date*	<input type="text"/> <input type="button" value="a"/> <small>(dd/mm/yyyy)</small>
WiMAX User ID *	<input type="text"/> @bsnl.in <input type="button" value="Check Availability"/>
	<small>(minimum 6 characters)</small>
CPE Type*	Select <input type="button" value="v"/>
CPE Acquisition Type*	Select <input type="button" value="v"/>
Billing Frequency*	Select <input type="button" value="v"/>
Static IP Required	No <input type="button" value="v"/>
Static IP	<input type="text"/> Framed IP 255.255.255.255
Roaming*	Select <input type="button" value="v"/>
Roaming Type*	Select <input type="button" value="v"/>
Telephone No*	<input type="text"/> <small>(STD Code#Phone Number)</small>
Installation Address	
Address Line 1*	<input type="text"/>
Address Line 2	<input type="text"/>
Area*	<input type="text"/>
State*	Select <input type="button" value="v"/>
City*	Select <input type="button" value="v"/>
Pin Code	<input type="text"/>

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

State*

City*

Pin Code

Binding Details

ASN Name*

BS Name* CPE MAC ID*

Charges

Security Deposit	Rs 7000
Registration Charge	Rs 0
Installation Charge	Rs 0
Fixed Monthly Charge	Rs 7000

Mail Features: No of Email ID's Allowed 2

Mail ID @bsnl.in

No	Mail ID	Select
1	testingnoc@bsnl.in	<input type="radio"/>

4) Save the data by selecting the save option

WiMAX Subscription Details

Plan Name	BUWI UL 7000	Activation Date	08/04/2010
WiMAX User ID	test123wimax@bsnl.in	CPE Acquisition Type	Purchase
CPE Type	Indoor	Billing Frequency	Annual
Static IP Required	No	Framed IP	255.255.255.255
Static IP	NA	Roaming Type	
Roaming	No		
Telephone No	80#22028885		

Binding Details

ASN Name	Chennai	CPE MAC ID	345
BS Name	White field		

Installation Address

Address Line 1	address	Address Line 2	abctestng
Area	address	State	Karnataka
City	Bangalore	Pin Code	

Select Email ID/ID's

1.	testingnoc@bsnl.in
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5) Note the customer number portal user id and portal order id for future reference

Customer Service Manage Tasks BroadBand BBVPN Administration BroadBand Prepaid WiMAX

Successful Subscription Confirmed

Your Customer Number is **100006275728**

Your Portal User ID is **25c98913102009**

Your PortalOrder ID is **8993484**

Please click **SUBMIT** to proceed with provisioning of this WiMAX Order.

[Note: You can also initiate the provisioning later from Post-Paid Track Order.]

Thanks for Subscribing with Bharat Sanchar Nigam Limited

Back Submit

Customer Service Manage Tasks BroadBand BBVPN Administration BroadBand Prepaid WiMAX

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

Customer Service Manage Tasks BroadBand BBVPN Administration BroadBand Prepaid WiMAX

Submit Successful

Dear Customer, Your Order is Under Progress

Thank You

Back

Customer Service Manage Tasks BroadBand BBVPN Administration BroadBand Prepaid WiMAX

Tracking the orders

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

Customer Service | Manage Tasks | BroadBand | BBVPN Administration | BroadBand Prepaid | WiMAX

Customer Search

Search Criteria

Customer First Name

Customer Last Name

Company Name

Customer Number

Portal User Id

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

Customer Service | Manage Tasks | BroadBand | BBVPN Administration | BroadBand Prepaid | WiMAX

Customer Search

Search Criteria

Customer First Name

Customer Last Name

Company Name

Customer Number

Portal User Id

Customer No	Portal User Id	Name	Date Of Birth	Select
100006275728	25c98913102009	25comp101	NA	<input type="button" value="v"/>

IM Administration
MIS Reports
Helpdesk
Data Exchange Portal

3) Select orders

The screenshot shows a web application interface. At the top, there is a navigation bar with the following items: Profile, Orders, PostPaid Services, PrePaid Service, Manage User Passwords, and Payments And Invoices. The 'Orders' item is highlighted with a red box. Below the navigation bar, there is a blue header for 'Customer Information Preview'. The main content area displays the following information:

Customer Category: Corporate

User Information

Title: Mr.	Name: testing testing
Company Name: 25comp101.	
Date Of Birth:	Gender:
Educational Qualification:	Marital Status:
Profession:	Annual Income (Rs):
Communication Address: Home	

Below the user information, there are two columns of address information:

Home Address	Office Address
Address Line1: address	Address Line1:
Address Line2:	Address Line2:
Area: address3	Area:

On the left side of the page, there is a 'Profile' link and a 'Track Orders' button highlighted with a red box.

4) Click on Track orders

The screenshot shows a web application interface. At the top, there is a navigation bar with the following items: Profile, Orders, PostPaid Services, PrePaid Service, Manage User Passwords, and Payments And Invoices. The 'Orders' item is highlighted with a red box. Below the navigation bar, there is a blue header for 'Service Selction'. The main content area displays the following information:

Please select the Service you want to subscribe to

Service Name: Select

Terms and Conditions:

I have gone through all the terms and conditions mentioned above and agree with the same.

At the bottom of the form, there is a 'Next' button. On the left side of the page, there is a 'Track Orders' button highlighted with a red box.

5) Enter the portal order number and search order

The screenshot shows the 'Track Orders' page with a navigation menu at the top: Profile, Orders, PostPaid Services, PrePaid Service, Manage User Passwords, and Payments And Invoices. The 'Track Orders' section contains a 'Search Criteria' form with the following fields:

- Order Number: 8993484
- Order Status: Select
- Order Dates: From (dd/mm/yyyy) To (dd/mm/yyyy)

 Below the form are 'Search Order' and 'Reset' buttons. A red box highlights the 'Search Order' button. On the left side, there is a link: 'Subscribe for Postpaid Track Orders'.

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

The screenshot shows the 'Track Orders' page with the same search criteria as above. Below the search form, a table displays the search results. A red box highlights the search form and the table. On the left side, there is a link: 'Subscribe for Postpaid Track Orders'.

Order Number	Service Name	Plan Name	Order Date	Order Status	Order Activity	Probable Provisioning Date	Provisioned Date	Select
8993484	WiMAX	BUWI UL 7000	08/04/2010	Provisioned	NewOrder		08/04/2010	<input type="radio"/>

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

Track Orders

Search Criteria

Order Number:

Order Status:

Order Dates: From To
(dd/mm/yyyy) (dd/mm/yyyy)

Order Number	Service Name	Plan Name	Order Date	Order Status	Order Activity	Probable Provisioning Date	Provisioned Date	Select
8993484	WiMAX	BUWI UL 7000	08/04/2010	Provisioned	NewOrder		08/04/2010	<input type="button" value=""/>

Subscribe for Postpaid
Track Orders

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

The screenshot displays the BSNL portal interface. At the top, there is a red navigation bar with links for Home, Sitemap, Email, and Logout. Below this is a secondary navigation bar with links for Corporate, Services, BSNL Links, Directory Services, and Application Forms, along with a search box. A user is logged in, with a welcome message and the time 'April 8, 2010 11:31 AM'. A large banner image shows satellite dishes and a control room. Below the banner is a blue navigation bar with links for Customer Service, Manage Tasks, BroadBand, BBVPN Administration, BroadBand Prepaid, and WiMAX. The main content area features a 'Customer Registration Details' section with a 'Customer Details' sub-section. In this sub-section, there is a dropdown menu for 'Existing Customer*' set to 'Select', a text input field for 'Customer Number', and a 'Search' button. A sidebar on the left contains a 'Registration' menu with 'Modifications' highlighted.

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

The screenshot shows the BSNL web portal interface. At the top, there are navigation links for Home, Sitemap, Email, and Logout. Below that, there are menu items for Corporate, Services, BSNL Links, Directory Services, and Application Forms. A search bar is also present. The user is logged in, with a welcome message and the logged-in time (April 8, 2010 11:34 AM). The main content area is titled 'Activity Selection' and contains a form for registration modifications. The 'Service User ID' field is filled with 'sitwimax8' and the '@bsnl.in' suffix. The 'Activity Type' dropdown menu is open, showing options: 'Select', 'Select', 'plan change', and 'Roaming Type Change'. The 'plan change' option is highlighted. There are 'Reset' and 'Next' buttons at the bottom of the form.

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

The screenshot shows the 'New Plan Details' form. It contains the following fields and values:

Order Details			
Service User ID	sitwimax8@bsnl.in	Telephone Number	80#23000023

Current Plan Details			
Plan Name	Unlimited WiMAX 256 Kbps Plan		
Activation Date	24/11/2009 12:00:00	Bill Frequency	Annual
CPE Type	Purchase	CPE Acquisition Type	
Roaming	Yes	Roaming Type	National
Security Deposit	Rs 800	Registration Charge	Rs 700
Installation Charge	Rs 600	Fixed Monthly Charge	Rs 500

New Plan Details	
Plan Name *	Select
Activation Date *	(dd/mm/yyyy)
CPE Type *	Select
CPE Acquisition Type *	Select
Bill Frequency *	Select
Roaming *	Select

4) Preview the data that is entered

Binding Details			
ASN Name	Bangalore_AS_ID_3		
BS Name	BS3	MAC ID	MAC3

New Plan Charges	
Security Deposit	Rs 1000
Registration Charge	Rs 0
Installation Charge	Rs 0
Fixed Monthly Charge	Rs 1000

Mail Features: No of Email ID's Allowed 1			
Mail ID	sitwimax	@bsnl.in	<input type="button" value="Add"/>

No	Mail ID	Select
1	sitwimax8@bsnl.in	<input type="button" value="v"/>

<input type="button" value="Delete"/>	
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[BSHL Mobile](#)
 [BSHL Landline](#)
 [BSHL Broadband](#)
 [BSHL WLL](#)
 [BSHL Internet](#)
 [BSHL MPLS-VPN](#)

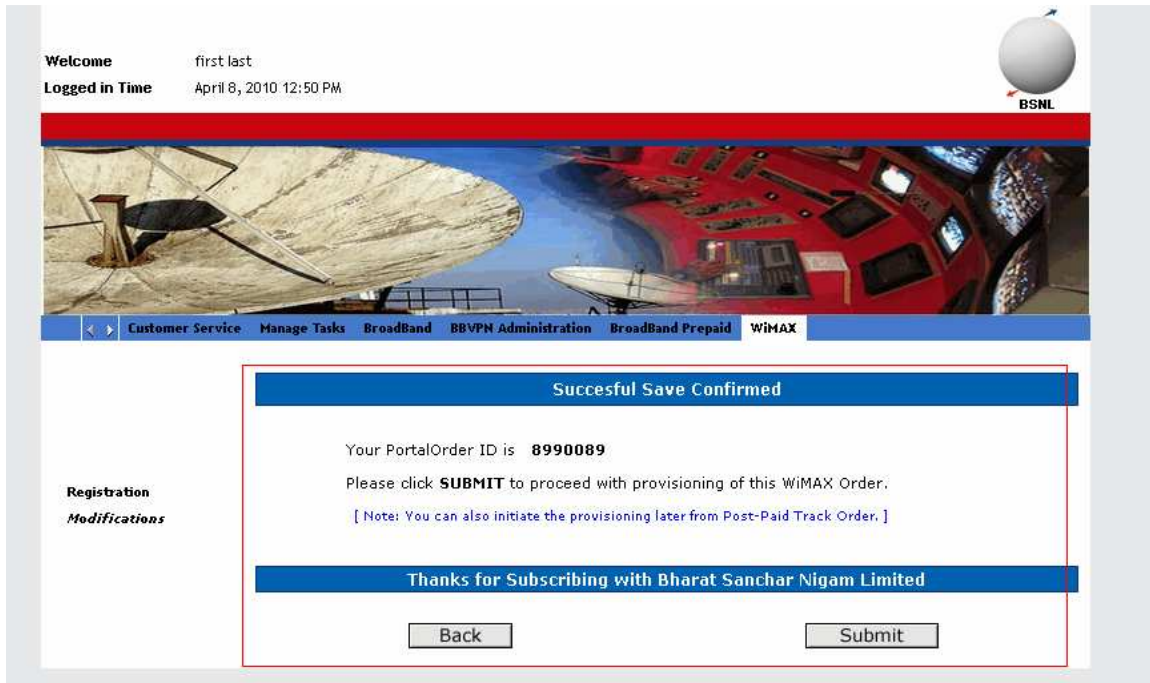
5) Save the data by clicking save option

Plan Name	Plan 1000	Bill Frequency	Monthly
Activation Date	08/04/2010	CPE Acquisition Type	Purchase
CPE Type	Outdoor	Roaming Type	
Roaming	No	Registration Charge	Rs 0
Security Deposit	Rs 1000	Fixed Monthly Charge	Rs 1000
Installation Charge	Rs 0		

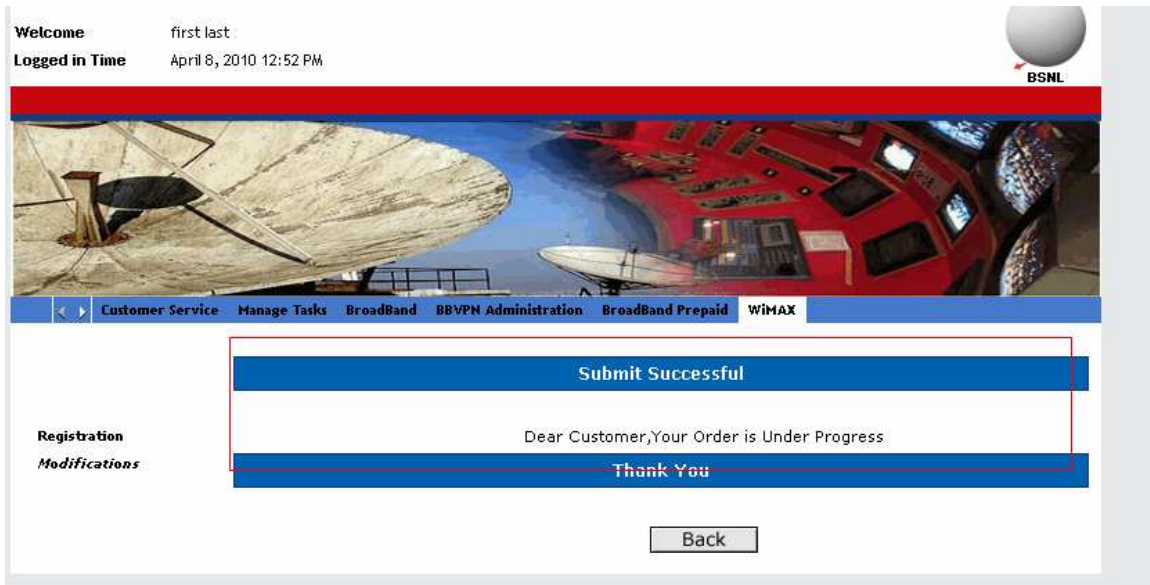
Binding Details			
ASN Name	Chennai		
BS Name	Hoskote	MAC ID	345

Installation Address	
Address Line 1	sdf
Address Line 2	sdfsdf
Area Name	fsdfsdf
State	Karnataka
City	Bangalore
Pin Code	

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

The screenshot shows the BSNL portal interface. At the top, there are navigation links: Home, Sitemap, Email, and Logout. Below that, there are menu items: Corporate, Services, BSNL Links, Directory Services, and Application Forms. A search bar is present. The user is logged in as 'first last' on April 8, 2010 at 12:46 PM. The main content area is titled 'Activity Selection' and contains a form for 'Registration Modifications'. The form has two main fields: 'Service User ID' and 'Activity Type'. The 'Service User ID' field has a dropdown menu with '@bsnl.in' selected. The 'Activity Type' field has a dropdown menu with 'Roaming Type Change' selected. There are 'Reset' and 'Next' buttons. The BSNL logo is visible in the bottom right corner.

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

The screenshot shows a 'Roaming Change' window. It contains three main sections: 'Order Details', 'Current Plan Details', and 'Installation Address'. The 'Order Details' section shows 'Service User ID' as 'sitwimax8@bsnl.in' and 'Telephone Number' as '80#23000023'. The 'Current Plan Details' section shows 'Plan Name' as 'Unlimited WIMAX 256 Kbps Plan', 'Activation Date' as '24/11/2009 12:00:00', 'Bill Frequency' as 'Annual', 'CPE Type' as 'Purchase', 'CPE Acquisition Type' as 'National', 'Roaming' as 'Yes', 'Roaming Type' as 'National', 'Security Deposit' as 'Rs 800', 'Registration Charge' as 'Rs 700', 'Installation Charge' as 'Rs 600', and 'Fixed Monthly Charge' as 'Rs 500'. The 'Installation Address' section shows 'Address Line 1' as 'instal line1', 'Address Line 2' as 'instal area', 'Area Name' as 'Karnataka', 'State' as 'Bangalore', and 'City' as '500007'.

Roaming Change			
Order Details			
Service User ID	sitwimax8@bsnl.in	Telephone Number	80#23000023
Current Plan Details			
Plan Name	Unlimited WIMAX 256 Kbps Plan		
Activation Date	24/11/2009 12:00:00	Bill Frequency	Annual
CPE Type	Purchase	CPE Acquisition Type	National
Roaming	Yes	Roaming Type	National
Security Deposit	Rs 800	Registration Charge	Rs 700
Installation Charge	Rs 600	Fixed Monthly Charge	Rs 500
Installation Address			
Address Line 1	instal line1		
Address Line 2	instal area		
Area Name	Karnataka		
State	Bangalore		
City	500007		

Installation Charge ₹ 000 Fixed Monthly Charge ₹ 000

Registration Modifications

Installation Address	
Address Line 1	instal line1
Address Line 2	
Area Name	instal area
State	Karnataka
City	Bangalore
Pin Code	560037

Current Binding Details			
ASN Name	Bangalore_AS_ID_3		
BS Name	BS3	MAC ID	MAC3

Roaming Type Change Details	
Roaming *	Select
Roaming Type *	Select
Activation Date *	<input type="text"/>
	(dd/mm/yyyy)

3) Enter the new Roaming Type change details

Registration Modifications

Installation Address	
Address Line 1	instal line1
Address Line 2	
Area Name	instal area
State	Karnataka
City	Bangalore
Pin Code	560037

Current Binding Details			
ASN Name	Bangalore_AS_ID_3		
BS Name	BS3	MAC ID	MAC3

Roaming Type Change Details	
Roaming *	Select
Roaming Type *	<div style="border: 1px solid gray; padding: 2px;"> Select Yes No </div>
Activation Date *	<input type="text"/>
	(dd/mm/yyyy)

**Registration
Modifications**

Installation Address	
Address Line 1	instal line1
Address Line 2	
Area Name	instal area
State	Karnataka
City	Bangalore
Pin Code	560037

Current Binding Details			
ASN Name	Bangalore_AS_ID_3		
BS Name	BS3	MAC ID	MAC3

Roaming Type Change Details	
Roaming *	Yes <input type="button" value="v"/>
Roaming Type *	Select <input type="button" value="v"/>
Activation Date *	<input type="text" value=""/> <input type="button" value="calendar"/>

New Binding Details			
ASN Name*	Select <input type="button" value="v"/>		
BS Name*	Select <input type="button" value="v"/>	MAC ID*	<input type="text"/>

Back

Preview

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

Current Binding Details			
ASN Name	Bangalore_AS_ID_3		
BS Name	BS3	MAC ID	MAC3

Roaming Type Change Details	
Roaming *	Yes <input type="button" value="v"/>
Roaming Type *	Zonal <input type="button" value="v"/>
Activation Date *	<input type="text" value="08/04/2010"/> <input type="button" value="calendar"/> (dd/mm/yyyy)

New Binding Details			
ASN Name*	Select <input type="button" value="v"/>		
BS Name*	Select <input type="button" value="v"/>	MAC ID*	<input type="text"/>

Back

Preview

5) Then Preview the data

Area Name	isuisu		
State	Karnataka		
City	Bangalore		
Pin Code			

Current Binding Details			
ASN Name	Chennai		
BS Name	Hoskote	MAC ID	345

Roaming Type Change Details			
Roaming *	Yes		
Roaming Type *	National		
Activation Date *	08/04/2010		
	(dd/mm/yyyy)		

New Binding Details			
ASN Name*	Chennai		
BS Name*	White field	MAC ID*	123

6) Save the changes

New Roaming Details	
Roaming	Yes
Roaming Type	National
Activation Date	08/04/2010

New Binding Details			
ASN Name	Chennai		
BS Name	White field	MAC ID	123

Installation Address	
Address Line 1	sdf
Address Line 2	sdfs
Area Name	fsdfs
State	Karnataka
City	Bangalore
Pin Code	

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

The screenshot shows the BSNL portal interface. At the top, there are navigation links: Corporate, Services, BSNL Links, Directory Services, and Application Forms. A search bar is located on the right. Below the navigation, a welcome message is displayed: "Welcome first last" and "Logged in Time April 8, 2010 12:59 PM". A BSNL logo is visible in the top right corner. A large banner image shows a satellite dish and a control room. Below the banner is a navigation menu with options: Customer Service, Manage Tasks, BroadBand, BBVPN Administration, BroadBand Prepaid, and WIMAX. The main content area displays a blue header "Successful Save Confirmed". Below this, it states: "Your PortalOrder ID is 8990327". It then says: "Please click **SUBMIT** to proceed with provisioning of this WIMAX Order." and includes a note: "[Note: You can also initiate the provisioning later from Post-Paid Track Order.]". At the bottom of the message box, there are two buttons: "Back" and "Submit". On the left side of the page, there is a sidebar with "Registration" and "Modifications" links.

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

The screenshot shows the BSNL portal interface after order submission. The top navigation and welcome message are the same as in the previous screenshot. The main content area displays a blue header "Submit Successful". Below this, it says: "Dear Customer,Your request has been processed". At the bottom of the message box, there is a "Thank You" message and a "Back" button. The sidebar on the left remains the same.

**For Further Queries related to provisioning
contact**

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080-22028884**