सूचना प्रौद्योनिकी सेल
Information Technology Cell
मुख्य महाप्रबंधक का कार्यालय,
O/o Chief General Manager
तमिलनाडु दूरसंचार परिमंडल
Tamilnadu Telecom Circle
चेन्नई /Chennai – **600 002**

भारत संचार निगम लिमिटेड
(भारत सरकार का उद्यम)
BHARAT SANCHAR NIGAM LIMITED
(A Government of India Enterprise)

BSNL3G)))) BSNL LiVE
2010

No. IT/C106-1/CDR project/ 2012-13/ 07 Nov. 2012

To

All Heads of SSAs,

BSNL,

TamilNadu Circle.

Sub: Guidelines for broadband error usage clearance - reg.

It is kindly brought to your notice that the following guidelines can be taken care off to clear the bb error usage.

1. There is a problem in identifying the SSA against the BB error usage where multiple SSAs share the same BRAS/BNG & DSLAMs, particularly i.r.o BB masterless cases. As a result, in some of the cases, there is a chance that the error usage of BB masterless cases gets projected against the wrong SSA. To avoid such problems, the SSAs can be so reconfigured that multiple SSAs do not share the same outer VLAN. Hence, wherever required, the Circles/SSAs may seek the help of NIB, BGL in reconfigure the outer VLANs (DSLAM) so that the error usage, particularly of BB masterless cases, gets projected against the correct SSA.

2. Regarding the dispute of identifying the customer (telephone number) against the anonymous BB usage in error, it is suggested that the SSAs can get to know the telephone number by dialing out from the Inner VLAN (i.e., BB port) and feedback can be given to Data centre accordingly for speedy resolution of the cases.

3. Regarding the cases which are confirmed by SSAs as NME VPN connections, but have BB usage in error from domains other than VPN domains, it is suggested to disconnect all such BB userids which are given in the domains other than VPN domain immediately since NME VPN connections are not supposed to generate BB usage in other than VPN domains. Hence the NME VPN plans are configured without having rating definition for BB usage (since the same is not expected to be generated) and so all such BB usage is rejected as error usage leading to revenue loss/ disputed revenue. For the already generated BB usage against the NME VPN connections which is now lying in error, the Circles/SSAs have to confirm the suitable BB plan using which the BB usage has to be rated so that the error usage can be cleared by ITPC.

4. Regarding the BB usage generated due to unsuccessful connection attempts by customers who are suspended/ disconnected, NIB BGL was requested to explore the possibility of filtering out such usage at their end itself so that such dummy usage is not projected under error and unnecessary burden on the field units can be avoided.

5.	It is also observed that certain PT connections are provided with BB combo plans leading to BB usage rejected as error since Combo and unlimited plans are not allowed for PT connections. For all such cases, SSAs have to verify if the connection is a PT customer or not. If it is PT, the SSA has to go for plan change immediately to suitable allowed plan and also confirm ITPC regarding the plan using which the already received BB usage has to be rated.

6.	It is also to request that whenever some reorg. is done on the BNG/BRAS/DSLAMs, the same is to be informed to ITPC Mediation team @ ganti.chandrasekhar@gmail.com. So that the lookups can be updated for identifying and posting correct SSA against the BB usage going in to error. The existing BRAS/BNG and DSLAM data as available with ITPC is already published in the Mediation portal for ready reference and giving feedback to ITPC.

7.	For those cases having BB error usage and involving following updations in CDR system for clearing the error usage, SM dockets may pl. be raised on ITPC_INTEGRATION bucket. The SM docket so raised may pl. be intimated over mail for faster disposal of the case.

(i)	plan changes

(ii)	 NW type changes (P2 to P3 and vice versa)

(iii)	Service status updations (suspended to active etc) for clearing error usage against suspended cases

(iv)	Ignoring of BB error usage etc.

Forwarded for info and necessary action pl.

---signed ----

Deputy General Manager (IT),

O/o CGMT, Chennai-2 .

Copy to:

1. GM (NWP-CFA), Ethiraj Salai, Chennai - 8 – for kind information.