



Bharat Sanchar Nigam Limited
(A Govt. of India Enterprise)
Office of the Chief General Manager, Telecommunications,
Tamilnadu Circle, Chennai.600 002

No. IT/C 102-9/CDR Project/2009-10 dated at Chennai.2., the 11.1.11

To:
All Heads of SSAs.,
Tamilnadu Circle.

Sub: Fault Repair Service (FRS) for CDMA WLL network in Dotsoft.

It is noted that since migration of CDMA WLL from Dotsoft Platform to Comverse Platform, Fault Repair Service of CDMA WLL telephones are not undertaken by the field units on the pretext that there is no FRS module in Comverse. Before migration itself, it was clarified that FRS of CDMA WLL will continue to be available in Dotsoft for booking and repair of fault dockets etc., for those numbers for which the database is available in the Dotsoft. For new addition/deletion, the data base of CDMA WLL in Dotsoft needs to be updated periodically from Comverse by the Incharges concerned for the updated records.

It is once again reiterated that the FRS facility is still available in Dotsoft and all the field units are requested to use the Dotsoft for repairing CDMA WLL telephones.

For any further assistance/clarification, Circle IT Wing may be contacted.

---Signed---

(N. Meikanta Manickam)
General Manaer (BP & IT)
Tamilnadu Telecom. Circle, BSNL. ,
Chennai.600 002.

Copy to:

1. Sr.GM (NWP-CFA), Ethiraj Salai, Chennai.600 002.
2. DE (Computer), Madurai/Trichy for information and necessary action.
3. In-charge, Call Centre, Trichy for information and necessary action.
4. DGM (Admn.), O/o GMT, Trichy/Madurai, for information and necessary action.
5. DGM (WLL), O/o, CGMT., TN Circle Office, Chennai.8.
6. PGM(CFA), Circle Office, for information.