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

No. 64-44/2013-VVoBB/ITI

Dated 04-06-2013

To,

Chief General Managers  
All Telecom Circles / Metro Districts in South & East Zone of BSNL

**Subject: Workflow of Voice & Video over Broadband (VVoBB) service of M/s ITI in South & East Zone Circles.**

1. Please refer to this office letter no. 64-44/10-BB/ITI(IT-CFA) dated 14-12-2012 whereby M/s ITI was allowed to launch VVoBB service in south and East zones by using the soft switch of M/s SIS installed at Ahemdabad on temporary basis.
2. In continuation to above kindly find enclosed herewith approved workflow of Voice & Video over Broadband (VVoBB) service (annexure A). All circles of South & East zone are requested to follow the aforesaid workflow of VVoBB service.

Enclosure: As above

  
(Ashutosh Gupta)  
DGM(IT-CFA)

INDT NO. BB | VVoBB - SERVICES | 2009-13 / 72 dt. 7/6/13

Forwarded to:

All Heads of SA, TN Circle for kind  
indm. of n/a pl.

H.S. Sreedha 716/13  
ASST. GENERAL MANAGER (BBV)  
TN CIRCLE, CHENNAI-8

**A. Provisioning Work-Flow**

1. Various means of registration proposed for VVoBB service are:
  - a. Web portal: [www.clickbsnl.com](http://www.clickbsnl.com) through [www.bsnl.co.in](http://www.bsnl.co.in) (hyperlink)
  - b. Toll free number **1800 233 0999** for registration -inbound calls on Franchisee call center
  - c. Dial **1504**--BSNL call centre will forward leads to [vvobb@clickbsnl.com](mailto:vvobb@clickbsnl.com)
  - d. FAX at **080-25580364**
  - e. Email at [vvobb@clickbsnl.com](mailto:vvobb@clickbsnl.com)
  - f. Registration through BSNL Customer Service Centre--email would be sent to [vvobb@clickbsnl.com](mailto:vvobb@clickbsnl.com)
2. Dealer/Marketing executive of Franchisee would get the detailed CAF (Customer application form) as approved by BSNL Corporate office filled up by the customer (one per order), take his/her signature and upload on the VVoBB Portal after scanning the same. Hard copies of these application forms will be submitted to the nodal commercial officer of the circle on a daily basis (wherever scanned copy is not possible to be uploaded)/within three days (where scanned copy is available).

For requisition from retail customers and VCO's, CAF handling shall be done at SSA level.

3. The Commercial Officer would do necessary check of details mentioned in the CAF with other details already available in CDR System. An account number (i.e. Billing Account No.) is invariably mentioned on each bill of the customer. The same account number (i.e. BA no.) will act as a common link between BSNL system and franchisee (VVoBB) portal.
4. Only current plans approved by BSNL Corporate office & technically feasible would only be available on franchisee portal in dropdown menu. Franchisee must ensure updating recent VVoBB plans which can be offered to the customers in VVoBB portal so that provisioning is restricted to current plans only. After expiry of any plan, it should be disabled/removed by the Franchisee in its portal immediately.
5. The Centralized Commercial officer would then assign VVoBB URI (Universal Resource Identifier) from vacant list in franchisee portal. This vacant list would be available on the Franchisee provisioning portal under commercial officer's password.
6. Work under VVoBB portal would go to NIB node incharge who would create PVC (Permanent Virtual Circuit) in particular port of DSLAM. This would be updated in Franchisee's portal.

After that, node incharge would press the *auto-provisioning* button in Franchisee portal which would lead to creation of number in softswitch for the allocated SIP device.

7. The workflow would then move to field unit of Franchisee. Franchisee's engineer would then configure BSNL ADSL modem & also SIP device at subscriber premises within 24 hours. If required, BSNL ADSL modem will be replaced by Franchisee's installation staff, who would be handed over sufficient modems for the purpose by BSNL. Reconciliation of these modems would be carried out time to time in the SSAs.



8. The work order in VVoBB portal would go to test operator for welcome call. On satisfactory call, the work order would be completed in VVoBB portal and this date would be treated as bill start date. Summary of activity report (day wise) be made available by the Franchisee on VVoBB Portal.
9. System would be now ready for handling VVoBB calls from the subscriber. Customer can now make Audio and Video calls. For Franchisee portal access, SMS and auto-generated email is sent to customer with details of user-ID and login password.
10. Instructions for Bulk orders have been issued vide BSNL CO letter no. 64-44/09-Broadband/SIS (Pt-3) dated 12/02/2013 and No. 64-44/10-BB/ITI dated 27/02/2013 whereby nodal officer nominated by the circles will act as a single window and will monitor and pursue the cases regularly with various SSAs to ensure that all the landline/BB connections required for VVoBB service are provided expeditiously. This will expedite the provisioning of VVoBB connections. Advice note for individual LL/BB connections as mentioned in bulk order may be issued centrally through the CDR system by the designated commercial officer. This will expedite the provisioning of LL/BB connections, which are pre-requisite for VVoBB connections.

**B. Billing Work-Flow:**

1. At the end of each month, billing feed file shall be directly fetched by respective DC of ITPC by the Nodal officers of ITPC Data Center concerned (already appointed for the purpose) from Franchisee system and included in customer's bill for collection in CDR system.
2. Customers will have online access to details of their usage CDRs through a web interface by logging on Web portal: [www.clickbsnl.com](http://www.clickbsnl.com). Each VVoBB subscriber would get VVoBB URI, Password and some instructions through an e-mail after activation of their VVoBB service. Through VVoBB URI/BSNL landline Number & password, customers can view usage data for VVoBB service.
3. Zone wise/ Circle wise/ SSA wise /Customer wise detail of amount billed must be shared on CDR portal by ITPC.

**C. Reconnection & Disconnection Provisioning Process:**

1. The disconnection list due to non-payment/reconnection list after payment available in CDR system for the respective zones will be fetched and uploaded on to a middleware centrally at ITPC Pune.
2. The middleware will filter the list for the records pertaining to the VVoBB cases.
3. The filtered list will be uploaded on to the Franchisee system by authorised nodal officer of ITPC Data Center for bulk temporary disconnection/reconnection for the customers using VVoBB facility.
4. The nodal officer of ITPC CDR Data Center shall be responsible of AUTO DUNNING/ disconnection of service of both the system i.e CDR system and franchisee system simultaneously in case of non payment of dues by the due date and similarly ensure auto restoration on payment of telephone dues.

**D. Shifting Process:**

1. Customer request for shifting of his existing broadband would be given to respective Commercial Officer for generating advice note/OB in BSNL CDR Portal. Concerned commercial Officer will generate the request in VVoBB portal for disconnection under shifting. This request shall be forwarded to respective NIB node in charge for execution.
  2. After landline and broadband gets shifted to new location, nodal Commercial Officer of the Circle will generate the request in VVoBB portal for 're-connection under Shifting' for bulk release cases (done earlier) and in case of requisition of retail customer and VCO, the same shall be done by commercial officer of respective SSA. This request would be forwarded to respective NIB node in-charge for execution, who would create fresh PVC for the particular port and also do the provisioning in VVoBB Portal.
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