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

BSNL 3G))) **BSNL LIVE**
2010

VAS-9/Complaints-2012

Dated: 16 .06.2015

To,

1. All CGMs, Telecom Circles/Telecom Districts
2. Sr.GM/GM (CMTS) Nodal Centre, Chandigarh/Kolkata/Pune/Trichy
3. All VAS Providers

Subject: Detailed guidelines/procedure for verification and settlement of invoices of Value Added Services Providers by Nodal Centers -regarding.

The issue of putting in place of uniform guidelines for settlement of invoices was being examined by this office for quite some time.

Based on the report of high level committee constituted to frame detailed guidelines for verification of bills, examined in BSNL C.O., competent authority has approved following detailed guidelines/procedure for verification and settlement of invoices of Value Added Services Providers by Nodal Centers as under.

A. Submission of invoices by the VASPs

1. VASPs will submit monthly invoices to SDE (bill) in VAS section as per check list (at annexure-I) and sample invoice format (at annexure-II). The invoice will be entered in invoice register for maintaining the sequence/numbering as invoices are to be processed on first come first serve basis.
2. VASP will make sure that invoices are submitted by 10th of the following month.
3. Any invoices submitted after 10th of the month will be processed in next billing month. No revenue share is to be paid if invoice is submitted after 30 days of billing month.

B. Processing of invoices:

1. SDE (Bill) will check for the validity of agreement and will mark the invoices to the concerned VAS team member for deductions (on account of infrastructure charges, penalty etc.)
(a) **Infrastructure charges:** Infrastructure charges are to be calculated for VASPs who have installed their servers at BSNL premises. (these infra charges are being calculated by various BSNL units, wherever the respective servers of VASPs are installed. However, CMTS Nodal Center of concerned zone is to check the receipt of infrastructure charges on regular basis). These infrastructure charges are calculated on

annual basis (w.e.f 1st January to 31st December every year) as per BSNL HQ letter no. 200-21/2008-VAS (PT-2) dated 20.09.2012 and 200-21/2008-VAS (Pt.2) dated 10.09.2014. If the VASP has not paid the infrastructure charges within stipulated time frame, the same are to be deducted from revenue share invoices. If revenue share of VASP is not sufficient to recover Infra charges, other zones may be requested to recover the difference. If revenue from all zones is not sufficient to recover full amount, the process of recovery of amount from other agreements under Set Off clause may be initiated. However, even if zones fail to recover the amount, the case may be referred to Corporate Office.

(b) **Penalty:** Penalty on account of forced activation of VAS is to be calculated as 6 times of EUP (As per BSNL HQ letter no. 200-49/2005-NS (Pt) dated 21.06.2013 or as per latest guidelines of Corporate Office for forced activation cases established by the call centres and reported to CMTS Nodal Centre after providing refund/adjustment to the customers. However, with implementation of CVPS cum CG penalty of 20 times of EUP (As per EOI issued by BSNL HQ) is to be imposed for the forced activation cases where CVPS cum CG system is found responsible. On receiving complaints from customers regarding forced activation of VAS services, Call centre agent/offices will verify the same through CVPS GUI (For verification of second consent through logs/subscriber history provided to them about the genuineness of complaint and report the same to CMTS Nodal Centre on fortnightly basis for imposing penalty on erring VASP or CVPS vendor.

2. After marking deductions, concerned VAS team member will forward the file to JTO (Bill) for processing of invoice.

C. Calculation/comparison case of SMS/WAP/USSD/IVR revenue share invoices:

1. The SMS MO hits will be collected from SMSC/MSDP, price point wise MI hits will be collected from MSDP (in case of subscription/event base SMS/WAP/IVR/USSD services). The officer fetching the reports from system GUI shall place signed copy of these reports in concerned commercial file.
2. Circle-wise IVR browsing MOUs of respective zone will be collected from ICB server/IPTAX/Mediation.

D. Calculation/comparison in case of revenue share invoices of STV bundled Packs:

1. The total STV hits (MRP price wise and circle wise) will be collected from CTOPUP systems. The data/ report of hits should be signed by in-charge of CTOP-UP system.
2. These hits will be compared circle-wise and price point wise with the hits submitted in invoices and revenue share will be payable for the hits minimum of the two.

E. Calculation/comparison in case of CVPS cum CG:

1. The activation and renewal counts will be taken from MSDP for a particular month.

2. Deactivation counts will be taken from CVPS system on daily basis and will be reported by JTO (CVPS) in a register. Monthly reconciliation of these counts will be done with the deactivation counts submitted by M/s Pyro at the month end. The number of VAS activations can be calculated based on the following formula:

Total deactivation in the month = Total subscription based on the last day of month – (Total subscription base on the first day of month + New activation in a month)

F. Final calculation of revenue share and approval:

1. Based on the invoice, service id/price point wise VASP claimed counts for all the circles will be prepared in an excel sheet by JTO (Bill).
 2. Eligible counts/MOUs for payment will be arrived by taking the minimum counts from system counts (MSDP/SMSC/CVPS/ICB server/IPTAX).
 3. At present the report regarding VASP wise hits from IN system and billing system is not available for revenue assurance from existing IN and billing system upto Phase V. Zonal centers will explore the possibility of providing such reports (monthly VASP wise, price point wise and circle wise hits) from new ALU-IN system (For prepaid customers) and new billing systems (For post paid customers) so that work of revenue assurance may be carried out effectively while making payments of revenue share to VASPs.
 4. JTO (Bill) will prepare a Worksheet for each VASP for each month with circle-wise details of system counts, VASP claimed counts, eligible counts for payment of service wise/price point wise and revenue share as per the agreement entered by VASP with CO BSNL.
 5. Circle-wise revenue share calculation of invoices will be submitted to accounts section in Nodal Center for verifying the calculations from accounts angle. Account will not only check the arithmetical calculations but also check/verify the price point wise revenue share w.r.t. the respective agreements of the VASPs and all the check points given in the check list (placed at---/c).
 6. The routing of revenue share file will be as under:-
SDE (Bill)-> TTA (VAS)-> JTO (Bill)-> SDE (Bill)-> DE (VAS)-> AO (VAS)-> CAO (IF)-> Addl. GM (VAS)/DGM (VAS)-> DGM (F)-> GM/Sr.GM (NC).
The steps of above mentioned flow are required to be followed. However, the levels of official/officers mentioned above may be different depending upon the staff availability in respective nodal center.
 7. The final approval for payment will be accorded by Sr. GM/GM (CMTS) NC or by the competent authority as prescribed in the zone.
 8. The bill duly passed by DE (VAS) will be sent to AO (Claims) for payment.
3. All nodal centers and VASPs are requested to comply with the above guidelines with immediate effect. Nodal centers are also requested to suitably inform to all the VASPs.


(Sanjay Kumar)
DGM (VAS-I)

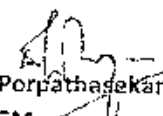
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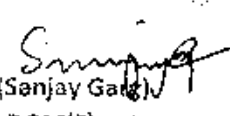
1. Director (CM)/Director (Finance) for information please.
2. Sr.GM (NWO) CM/ GM (Regulation)/GM(S&M) CM, BSNL Corporate office.

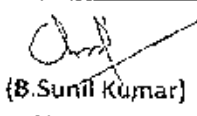
Annexure B


Checklist | Documents to be checked at the time of submission of invoices by VASPs for processing of revenue share invoices of VASPs


S.No	Details
1	The invoice should be signed by the authorised signatory only in Blue ink. The invoices signed in black ink will not be processed.
2	The authorised signatory should either be the person who has signed agreement with USNL HQ or a person authorised by the person who has signed the agreement with USNL.
3	Authorised signatory letter should be submitted with ink signatures of both the persons (Authorised person and authorising person) alongwith the complete details (Name, Designation, contact numbers of both the persons)
4	The agreement should be valid for the month for which the invoice is under process.
4	Every page/annexure submitted with the bill/invoice should be signed by the authorised signatory and company seal should be properly placed.
5	The invoices should not contain any condition for payment (interest etc). Conditional invoices will not be processed.
6	The invoice should be submitted month-wise and well in time. Delayed invoices should be submitted alongwith the valid reasons.
7	PAN number and service tax number should be written on invoice. The invoice should be as per Rule 4 of Service Tax Rules.
8	Correct company address should be mentioned on invoices alongwith the contact person details with e-mail id.
9	Date and period of agreement should be clearly mentioned on invoices.
10	The invoice should be submitted in the sample format attached herewith as annexure C.
11	ERP Vendor Code should be mentioned on invoice.


(D. Porpathasekaran)
Sr. GM
South Zone NC
Member


(Sanjay Garg)
DGM(F)
North Zone NC
Member


(B. Sunil Kumar)
GM
West Zone NC
Member


(D.R. Paul)
Sr. GM
North Zone NC
Member


(B.N. Dhar)
GM
East Zone NC
Member

Annexure 2

Annexure - II

Apalya Sample Invoice format

INVOICE for Rev. 2014

To, DE MOBILE (VMS) Bharat Sanchar Nigam Ltd, Mauldaji Shinde Telephone Exchange, NEAR PUNA CLUB, Pune 1		ZONE BSEI - W/P		Invoice Date: 11.12.2014 Invoice No: BSEI - W/P/MAN/1451021		
Agreement Date: 16-06-14		Billing Period: 01.11.14 to 30.11.14				
CIRCLE: MAHARASHTRA						
Particulars	Code	Total Hits	Rate	Net Revenue	Revenue Share	Amount
PAY PER MONTH	5544726015000	245	150	36750	50%	18375.00
PAY PER CHANNEL	554472605000	170	50	8500	50%	4250.00
Air Channels / Day	554472601500	74	15	1110	50%	555.00
PAY PER DAY	554472601000	48	10	480	50%	240.00
PAY PER MONTH (Rs. 30)	554472603000		30	0	50%	0.00
POWER PACK	554472609000		99	0	50%	0.00
Pay Per Weekly	554472604000	906	40	36240	50%	18120.00
one day service	5544780000100		1	0	50%	0.00
one day service	5544780000200		21	0	50%	0.00
one day service	5544780000300		1	0	50%	0.00
one day service	5544780000500		5	0	50%	0.00
Total Rs						43415.00
Service Tax @ 12%						5209.80
Development and supply of content for use in telecom services, advertising agency, etc.				Add. Educational Cess @ 2%		161.20
				Higher & Sec. Educational Cess @ 1%		52.10
TOTAL						48781.00

Payment Terms & Conditions

1. Payment shall be made within 10 days from the date of invoice.
 2. Payment shall be made by Online Transfer/Demand Draft/Cheque in favor of Apalya Technologies Pvt. Ltd.
- I shall deduct tax as per limit and issue Form 16 A as per the Income Tax Act.

Bank Details: APALYA PV
Transfer
Account No. 082 027463 011
Bank: HSBC Limited
Branch: SOMALIGUDA
MICR Code: 500039003
IFSC Code: HSB00000012

PAN No. AAFCAA451M
TIN No. 28557547403
ST No. MAH 6440105T001

For Apalya Technologies Pvt. Ltd

Contact for any queries:

Voice: 9866011718 e-mail: accounts@apalya.com

B. Jayashree
Authorized Signatory

Apalya Technologies Pvt. Ltd.

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CIN No: U72203TG2005PTC047908, E-mail: accounts@apalya.com