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**Chennai 600 202.**
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भारत संचार निगम लिमिटेड
( भारत सरकार का उपक्रम )
**BHARAT SANCHAR NIGAM LIMITED**
(A Govt. of India Enterprise)

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**TR/CMTS/BILLING SYSTEM/THS/2012-12/7 DATED AT CHENNAI 600 002, THE 03-05-2012**

To
PGM/GM, BSNL,
SSA: Coimbatore/Coonoor/Cuddalore/Dharmapuri/Erode/Karaikudi/Kumbakonam/
    Madurai/Nagercoil/Pondicherry/Salem/Thanjavur/Trichy/Tirunelveli/Tuticorin/
    Virudhunagar/Vellore.

Sub: Revised procedure for monitoring of Threshold/credit limit for the
    Individual and CUG Customers – reg.,
Ref: CMTS, Trichy letter no.CAO (ZB)/THS/2011-12/ Auto dated 30/04/2012.

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Kind reference is invited to the letter under reference (copy attached) on the subject, wherein it has been stated that as per the Corporate office orders, the revised procedure of implementation of new THS with effect from 01-05-2012. The salient features of the new THS process are detailed in the annexure to the letter referred above which is self explanatory.

For effective implementation of the new THS procedure, SSAs are requested to send two lists of exempted customers as below to the email id :**szaotnbilling@gmail.com; caotncmts@gmil.com and circleimpcs@gmail.com**
1. List of customers exempted from sending auto SMS at all stages.
2. List of customers exempted for 500% auto disconnection.
While sending the lists SSAs must ensure that both lists are distinct, even if the numbers are repeated in both the lists.

Based on the letter under reference, it is requested that CSR/SSA Officers/Officials may please be educated about the important features of the new system.

Deputy General Manager (TR-I)
O/o CGM, TN Circle, Chennai-2

Encl: as above

Copy to:-
IFA/DGM (TR)
O/o PGM/GM, BSNL,
SSA: Coimbatore/Coonoor/Cuddalore/Dharmapuri/Erode/Karaikudi/Kumbakonam/
    Madurai/Nagercoil/Pondicherry/Salem/Thanjavur/Trichy/Tirunelveli/Tuticorin/
    Virudhunagar/Vellore.

*Connecting India*

Copy to:

CGM T BSNL TN / AP/KA/KE and CHTD
GM (NW-O-CM) CO BSNL New Delhi.
GMF /GM TR  TN / AP/KA/KE and CHTD
GM (NW-CM) TN / AP/KA/KE and CHTD
GM ( VAS-TF) BSNL CO New Delhi
DM (CMS-II) BSNL CO New Delhi

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

O/o The General Manager,
Network operations and Consumer Mobility
Mainguard Gate Tiruchy 620 008.
Ph:0431 2704300 Fax 0431 2701522

CAO(ZB)/THS/2011-12/Auto

dated @TR-I the        30.4.2012

To
GM (NW-O-CM)
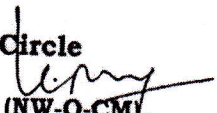Chennai, Tamil Nadu, Andhra, Kerala and Karnataka
**Subject:- Revised procedure for monitoring of Threshold/ Credit Limit for the Individual & CUG Customers.**

**Ref:        CO BSNL No. MOB-32/Billing/General-2011 (Pt)/26 Dated: - April 20, 2012**

        The CO BSNL vide their letter cited above have envisaged implementation of new THS w.e.f 1.5.2012. The trial is conducted from 30.4.2012, the implementation process has since been completed and the new process will be in place live w.e.f. 1.5.2012. The important features of the new process are detailed in para wise comments from SZBC Trichy as in the Annexure. Broadly the new system is live and automated and dispenses with the old system of issuing interim bill. Instead the customer has to be paying the amount exceeded over and above credit limit by way of advance payment based on an automated SMS sent to him conveying the excess usage
A demonstration of the new system in Trichy ZBC by M/S Comverse is arranged on 5.5.12 to the nodal Accounts wing of all the five circles.  The CSR / SSA officers / officials concerned may please be educated about the important features of the new system by the Circle Nodal Team.

        So far as the individual subscribers are concerned it is suggested that they may please be kept informed **ahead of 14.5.2012** by way of SMS. The 2G/3G data card and EVDO customers may be informed by letter / email. **List of VIP/CUG customers to be** *exempted from sending SMS and also for auto-disconnection at 500%* may please be uploaded into the system as detailed in the Annexure to this letter **on or before 5.5.2012.**

        **This may kindly be flashed in the intranet site of the Circle**

Sr GM (NW-O-CM)
SZBCTRICHY-I

**Para wise implementation details for NEW THS:**

| Sl No. | CO BSNL instruction in original | ZBC Trichy comments on the implementation process |
|---|---|---|
| 1 | **1. Threshold Limit for Individual subscribers:** Threshold limits to the Subscriber accounts are fixed by the system automatically based on the following criteria (maximum of the following four conditions):<br><br>Profile of the subscriber selected by the CSR<br><br>Deposit entered in the B&CCS by the CSR<br><br>Average of the last three months paid invoices<br><br>Package Based Credit Limit (Optional feature to be tested and disabled at this stage). | As per BSNL C.O guidelines. |
| 2 | **2. Threshold Limit for CUG and Corporate Subscribers:** As the THS limit is monitored at Account Level and in case more MSISDNs / Services are available in the account, the THS limit is to be fixed based on maximum of the three conditions below:<br><br>Number of individual Services / MSISDN multiplied by fixed credit limit of Rs 500/-. (Ex if there are 100 MSISDN connections in a CUG, the initial THS limit would be 100X500 = Rs 50,000).<br><br>Deposit entered in the B&CCS by the CSR<br><br>Average of last three months paid invoices | As per BSNL C.O guidelines. |

Note pl: Para 3 and 7 are to be read together:
## 3. Action Points on Crossing THS limits:

**At 90% of THS Limit:** Automatic First SMS goes to the subscriber/ advising the subscriber to pay additional amount at the CSR. **Message** "94xxx xxxxx: Your usage has reached Rs.xxxxx. xx, which exceeds 90% of your credit limit Rs xxxxx. xx. Plz contact CSR and pay additional amount to avoid disconnection"

**From 90% to 200% of THS Limit:** Daily one SMS to the subscriber till the subscriber reaches 200% of THS limit.

**At 200% of THS Limit:** Second level of SMS goes to the subscriber informing about the O/G barring by the system. CSR/SSAs are to manually bar the O/G facility to the subscriber. ZBC AO (THS) will make this list available to Circle/SSA authorised persons to take immediate action. **Message** "94xxx xxxxx: Your usage has reached Rs.xxxxx. xx, which exceeds 200% of your credit limit Rs xxxxx. xx. Your O/G services will be barred now, Plz contact CSR"

**At 300% of THS Limit:** CSR/SSAs are to manually bar O/G facility in case left out at 200% of THS, as some times subscriber may request for extended time to pay, and also bar I/C facility after due intimation to the subscriber by the concerned SSA. ZBC AO (THS) will make this list available to Circle/SSA authorised persons to take immediate action.

**At 500% of THS Limit:** It is expected that SSA/Circles should have already disconnected the I/C and OG and must have informed the customer to make the payment. Still if a number remains to reach this stage of 500% of THS limit, there must be lapse at SSA/Circle level and should be analysed properly to curtail the possible misuse.

## SMS:

Para 3 indicates the stages at which SMS will be sent automatically. Para 7 may also be seen. The data of the customers crossing threshold at various stages would be made available to the SSAs / CSRs through Circle Nodal. SSAs /CSRs may please be advised to test check by telephonically contacting the subscriber to ensure that SMS have been received. In case there is any technical failure the nodal circle officers must ensure that their existing channels of SMS / IVRS are utilized to send the SMS and through telephonic reminder.

## Manual barring at (i) 200% in all cases and (ii) 300% where based on the request of the Subscriber 200% barring was not done:

As envisaged by CO BSNL SSAs may be instructed to bar the OG facility once the subscriber crosses 200%. If there is any request while crossing 200% not to bar such cases may be monitored with the approval of authority competent to allow exemption from disconnection. However even in such cases once 300% is crossed disconnections will be done by the SSAs.

## Auto disconnection at 500%:

*As mentioned by COBSNL if there is no action at 200% and 300% stage then only the system will auto bar at 500% which will be viewed as a lapse at SSA / Circle level.*

## Exemption:
The nodal CAOs are requested to send two lists of exempted customers as below pl:
1. List of customers exempted from sending Auto SMS at all stages.
2. List of customers exempted for 500% auto disconnection.

3. **It must be ensured that both lists are distinct. Even if number are repeated must be given separately.**
4. This list will be updated in the **password protected GUI** as a one time measure for the first time only by ZBC Trichy. Later on the updating may be done by SSAs through GUI only.

Following are the steps for effective implementation:

1. SMS at 90%, 200%, 300% will be populated and displayed in the THS site...........

2. The SSA /Circle Nodal officer must review the list and test check by contacting the subscriber whether SMS was received by him. In case it was not received send him SMS / message through IVRS or through telephonic reminder.

3. The Proforma based amount to be collected is available in GUI in the "Account Summary" under "Notes" Menu.

4. The customers can be selected for barring at 200% or 300% stage based on the list populated in the site mentioned above.

5. Since the numbers will be barred manually, **the payment may please be watched and reconnected manually by SSA/CSR only. The ZBC Trichy will not have any role in disconnection or reconnection at 200% or 300%.**

**Outstanding for THS:**
As mentioned by CO BSNL the outstanding has two components:
i.e. Unbilled usage for current month + Unpaid dues.

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The THS System would auto-disconnect O/G and I/C of customer. System generated SMS will be sent to the subscriber and bar the services immediate at 500% of THS limit crossing. "94xxx xxxxx: Your usage has reached Rs.xxxx. xx, which exceeds allowable limits, your services are barred now, Plz contact CSR and pay immediately for reconnection"

7. **General:** SMS sending information will be populated as a flat file (also inserted in Kenan CMF NOTES which can be viewed through GUI by CSRs). SSA may use IVRS/Phone call to the subscribers to remind them to make payment to avoid OG Barring / IC Barring in case of technical failure in sending/receiving Auto-Triggered SMS. The responsibility will lie with the SSA. Permanent Exemption list if any will be populated by Circle/SSA in ZBC through the password protected GUI. The responsibility lies on Circle/SSA for extending such exemption from THS. The THS list should be available in FMCC, in parallel.

4. **OUT Standing For THS:** THS outstanding for the purpose of identifying the subscriber crossing the THS credit limit is calculated by summing up of following two items:

a. Unbilled usage of the current month, i.e. billable records for the invoice to be generated as per the bill

| # | | |
|---|---|---|
| | cycle of the subscriber.<br>b. Unpaid dues if any, after the pay by date of previous month invoice of the subscriber. | |
| 5 | **5. Pro-Forma Bill Generation:** Proforma bills are generated by the system showing the usage of the subscriber after passing eligible discounts/freebies for the purpose of THS and this Proforma bill has no impact on the main invoices and bill cycles. Daily Pro-forma bills are to be generated by ZBC for the accounts captured in THS bucket for monitoring the THS % alarms. Interim Bills generation is not required in the new THS procedure as the Interim Bill generation and dispatching to the subscriber takes more than 5 days and also discounts/freebies are given on pro-rata basis. | SSAs may please be instructed to **note that the present final step of Interim bill generation is discontinued**. The proforma calculation and dues will be available in GUI in the "Account Summary" under "Notes" Menu. In case if any subscriber requires copy of proforma invoice, the CSR can take a print out and hand over to the needy subscriber. |
| 6 | **Payments Collection on THS barring:** CSRs will collect the amount as prepayment against the suspense account. When the normal bill of the subscriber is generated as part of monthly bill cycle, the amount will be adjusted in the bill. Services to the subscribers are to be restored manually/automatic based on the type of disconnection. | The SSAs may please be instructed to maintain a list of daily disconnections done manually and to ensure review of the list on daily basis till payment is received and manually reconnect. If payment is not received the pursuit suitable for defaulter cases may be taken, in view of the excessive usage and avoiding payment when due. |

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**110001.** Tel: 011-23325367.
    FAX- 011-23359047

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

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No . MOB-32/Billing/General-2011 (Pt)/26

Dated: - April 20, 2012

To

    Sr. GM  Nodal Centres, Chandigarh, Kolkata, Pune and Trichy.

<u>**Subject:- Revised procedure for monitoring of Threshold/ Credit Limit for the Individual & CUG customers.**</u>

A committee was constituted to suggest, *inter-alia*, the modifications in the existing procedure of B&CCS threshold(THS) implementation and credit limits for individual & CUG postpaid subscribers. Based on the recommendations of the committee and approval of the competent authority, new process cum guidelines have been framed herein.

## Present Process :

The present THS implemented and working across the zones generates threshold alarms and the Zonal Billing Centre forwards them to the concerned Circles/SSAs to take appropriate action. Alerts so generated were reportedly reasonable in the initial periods as the discounts/freebies offered to the post paid subscribers were very less. In the present scenario, wherein BSNL is offering varying plans involving discounts/freebies, the THS alerts are not accurate as the THS process does not take into account the discounts/ freebies. Present THS process do captures, a lot of transaction records into threshold bucket irrespective of the fact whether it is charged one or is of discount/ freebies category. Most of the MSISDN/Accounts do not really cross genuine Threshold limits but pseudo alarm get generated. In the normal process, the discounts/freebies are applied at the time of final bill stage (BIF&BIP) involving manual works before BSNL decides to bar the services to the subscriber based on the THS detection. Despite all-out efforts by the ZBC staff/Circles, there were incidences of discrepancies reported across the zones.

## New Process:

The main feature of this new THS process is that alarms/alerts are generated after calculating applicable discounts and freebies at account level. There is a second level process which calculates the actual usage based on which alarms are generated. This eliminates the unnecessary accounts getting projected in THS and enables BSNL staff in circles/SSA to take effective action on these detected accounts. This new THS is also having feature to bar the service automatically after predetermined credit limits. The processes can be automated so that the work of the detection can be faster and effective. The following guidelines are given for the Implementation of New Threshold in the Zonal Billing Centers (ZBC):-

1. **Threshold Limit for Individual subscribers:** Threshold limits to the Subscriber accounts are fixed by the system automatically based on the following criteria (maximum of the following four conditions):

    • Profile of the subscriber selected by the CSR

- Deposit entered in the B&CCS by the CSR
- Average of the last three months paid invoices
- Package Based Credit Limit (Optional feature to be tested and disabled at this stage).

2. **Threshold Limit for CUG and Corporate Subscribers:** As the THS limit is monitored at Account Level and in case more MSISDNs / Services are available in the account, the THS limit is to be fixed based on maximum of the three conditions below:

- Number of individual Services / MSISDN multiplied by fixed credit limit of Rs 500/-. (Ex if there are 100 MSISDN connections in a CUG, the initial THS limit would be 100X500 = Rs 50,000).
- Deposit entered in the B&CCS by the CSR
- Average of last three months paid invoices

3. **Action Points on Crossing THS limits:**

- **At 90% of THS Limit:** Automatic First SMS goes to the subscriber/ advising the subscriber to pay additional amount at the CSR. **Message** "94xxx xxxxx: Your usage has reached Rs.xxxxx. xx, which exceeds 90% of your credit limit Rs xxxxx. xx. Plz contact CSR and pay additional amount to avoid disconnection"

- **From 90% to 200% of THS Limit:** Daily one SMS to the subscriber till the subscriber reaches 200% of THS limit.

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- **At 500% of THS Limit:** It is expected that SSA/Circles should have already disconnected the I/C and OG and must have informed the customer to make the payment. Still if a number remains to reach this stage of 500% of THS limit, there must be lapse at SSA/Circle level and should be analysed properly to curtail the possible misuse. The THS System would auto-disconnect O/G and I/C of customer. System generated SMS will be sent to the subscriber and bar the services immediate at 500% of THS limit crossing. "94xxx xxxxx: Your usage has reached Rs.xxxxx. xx, which exceeds allowable limits, your services are barred now, Plz contact CSR and pay immediately for reconnection"

4. **OUT Standing For THS:** THS outstanding for the purpose of identifying the subscriber crossing the THS credit limit is calculated by summing up of following two items:

   a. Unbilled usage of the current month, i.e. billable records for the invoice to be generated as per the bill cycle of the subscriber.

b. Unpaid dues if any, after the pay by date of previous month invoice of the subscriber.

5. **Pro-Forma Bill Generation:** Proforma bills are generated by the system showing the usage of the subscriber after passing eligible discounts/freebies for the purpose of THS and this Proforma bill has no impact on the main invoices and bill cycles. Daily Pro-forma bills are to be generated by ZBC for the accounts captured in THS bucket for monitoring the THS % alarms. Interim Bills generation is not required in the new THS procedure as the Interim Bill generation and dispatching to the subscriber takes more than 5 days and also discounts/freebies are given on pro-rata basis.

6. **Payments Collection on THS barring:** CSRs will collect the amount as prepayment against the suspense account. When the normal bill of the subscriber is generated as part of monthly bill cycle, the amount will be adjusted in the bill. Services to the subscribers are to be restored manually/automatic based on the type of disconnection.

7. **General:** SMS sending information will be populated as a flat file (also inserted in Kenan CMF NOTES which can be viewed through GUI by CSRs). SSA may use IVRS/Phone call to the subscribers to remind them to make payment to avoid OG Barring / IC Barring in case of technical failure in sending/receiving Auto-Triggered SMS. The responsibility will lie with the SSA. Permanent Exemption list if any will be populated by Circle/SSA in ZBC through the password protected GUI. The responsibility lies on Circle/SSA for extending such exemption from THS. The THS list should be available in FMCC, in parallel.

8. Further, to enable fine tuning of the THS, Zones should ensure that a) various related and relevant reports are made available on the CTS GUI. b) THS disconnection/reconnection orders should be priority orders like MNP, number of action percentage which is restricted to three should be increased and configurable. c) Number of milestones should also be more than three and configurable. One mile stone of OG Barring with-out CUG barring at 100% need to be introduced. d) Process should be converted to binary instead of scripts. e) All the reports of THS should contain the Name & Address along the information shown in the THS high level document. f) Reconnection of barred numbers (manual/Auto) should be reconnected automatic after payment is entered in the system.

It is directed that the THS implementation be carried out in your respective zones, in line with the annexed high level technical document (Annexure A) and the aforesaid guidelines. The necessary process implementation will prevail upon the existing process and should be made effective with effect from 01-05-2012 positively.

(Sanjay Tyagi)
DM (CMS-II)

**Encl: As above**

**Copy to :-**
(i) CMD / Director (CM), BSNL for kind information please.
(ii) All CGM, Telcom Circle / Metro District – for kind information and necessary action please.
(iii) GM (RA), BSNL. C.O. – for kind information and necessary action please.
(iv) GM (WiMax/CDMA) / GM (NWO-CM) BSNL C O for information please.