



NO. 9-1/2017/S&M-CM/3

Dated: 15th Feb, 2017

To,
The Chief General Manager,
All Telecom Circles/ Telecom District,
BSNL

Subject: - Implementation of Wi-Fi International Roaming – Regd.

BSNL has launched International Wi-Fi hotspot roaming service in technical integration with M/s Tata Communications Limited (TCL). The service will facilitate both the Prepaid as well as Postpaid Mobile customers of BSNL to purchase the packages and allow the customer to use unlimited volume of high speed data through the Wi-Fi Hotspots across the globe (excluding India). M/s TCL is having the Wi-Fi+ network established with around 44 million Wi-Fi Hotspots across the world. This service will give the customer a seamless experience of data browsing while passing through these Wi-Fi Hotspots.

Wi-Fi Service has three packages with a validity of 7 days, 15 days and 30 days which can be purchased by the BSNL customer. The operational Flow is as follows:-

Operational Flow:-

A. Web and APP interface

1. The customer will either make use of portal.bsnl.in or the Android / IOS device mobile app for subscribing the Wi-Fi Hotspot International service.
2. The customer mobile number Prepaid / Postpaid will be verified against the IN system or the billing information available with the online payment portal.
3. On successful verification of the customer's mobile number against the available data, the customer will be presented with the packages information available for purchasing.
4. The packages currently offered are
 - a) 7 Days package @ INR 999 (Taxes included)
 - b) 15 Days package @ INR 1599 (Taxes included)
 - c) 30 Days package @ INR 1999 (Taxes included)

Irrespective of the type of package (i.e 7 days, 15 days or 30days), the customer will have to necessarily activate his subscribed package within one month of the purchase of the package. Once activated, the validity of the package will commence. As these packages are calendar day based packages and the customer is roaming across the countries, a grace period of 12 hours is allowed to offset conditions of user activating the pack at the end of the day (i.e Say 2300 Hrs).

5. On selection of the required package, the customer is given following four options to pay for subscription:
 - a. Credit/Debit/Net banking Customer will be navigated to the Payment gateway where the customer completes his transaction of payment through net banking or credit/debit/cash card etc.
 - b. Prepaid Balance : Deduct it from his prepaid account balance in case of Prepaid customers using SMS-MT, on successful delivery of SMS-MT amount is deducted from IN. (* Refer to detailed note Below -B)
 - c. Bill it to his/her Postpaid mobile number: Bill using SMS-MT, on successful delivery of SMS-MT amount is billed by Billing system.
 - d. By Retailer Channel: By Paying Cash, customer can get Subscription enabled on his mobile through retailer Channel. Refer to detailed Note below C

On successful payment, the customer will be allotted the packages selected and it is the customer's choice to start using the package before it expires.

6. The package once purchased will not be refunded under any circumstances, postponed or cancelled for before or after the service utilization. However, GM (Dev), ITPC, Hyderabad may decide in bonafide cases to make refunds as user not able to latch on to service while abroad. This will be decided based on usage of package in consultation with TCL. GM (Dev) can also order refund on erroneous purchase made by customer inadvertently, provided the package is not activated.

B. Utilizing the existing Mobile Talk Time balance :

On selection of the required package, the customer is given an option to deduct from his Talk Time Balance of the mobile number. Once this option is selected, the system will send a message to SMSC through the Zonal Sancharsoft servers for deduction / billing of the voucher value selected by the customer. As the SMSC servers are zone based, the request from the Online Payment Portal will also follow the zone based handling depending on the customer selection of the circle. On successful confirmation from the respective SMSC about the deduction / billed amount, the customer will be allotted the packages selected.

All such cases of deduction / billed amounts will be shared through a list to the concerned zonal IN / Billing accounts for their reconciliation on Daily basis through e-

mail. All these cases fired to the M/s TCL will be listed out to CAO (CCC) reports for the purpose of settling the vendor raised invoices. The cases thus settled are to be distributed to the respective circles in the form of ATD raised by the CAO (CCC) on monthly basis.

C. Activating the service through Franchisee and Retailer chain:

The customer will approach Franchisee / Retailer for getting the service of International Wi-Fi roaming. After receiving the payment from the customer the Franchisee / Retailer will make STV 999/1599/1999 voucher to the customer's mobile, Pyro system will deduct the corresponding amount from the Franchisee / Retailer's wallet. The CTOPUP system on confirmation of the transaction, will in turn call the API given by the Online Payment Portal for Provision of Service. Such cases once updated to Online Payment Portal will be fired to M/s TCL shared API for Provisioning.

The customer is asked to send a SMS of his e-mail address, from his mobile to 56666. The e-mail ID will be captured at the zonal Sancharsoft Server and updated back to the online payment portal. This e-mail ID and KYC information of the customer mobile will be taken to form a required data to push towards M/s TCL, thus completing the process. The Process of Sending SMS will also ensure that only bonafide users of BSNL can subscribe service, email id is required for sending OTP.

All such cases of CTOP UP fired requests will be shared through a list to the concerned zonal CTOPUP AO for their reconciliation. All these cases fired to the M/s TCL will be listed out to CAO (CCC) reports for the purpose of settling the vendor invoices. The cases thus settled are to be distributed to the respective circles in the form of ATD by the CAO (CCC) on monthly basis.

Commission structure to Franchisee channel and its sharing will be as per table below:-

Package	Total Commission(Rs.)	Commission to Retailer (80%)	Commission to Franchisee (20%)
999	30	24	6
1599	60	48	12
1999	80	64	16

Roles & Responsibilities :

Online Payment Portal :

1. The Portal shall be responsible for sharing the transactions list of the previous day to all the stakeholders i.e IN / Billing / CTOPUP / CAO (CCC) / M/s TCL etc., for reconciliation purpose.
2. All the transactions shall be displayed in the CAO (CCC) reporting mechanism for easy reconciliation at their end.
3. Refunds for online transactions as decided by GM (Dev), ITPC, Hyderabad for the valid reasons like fraudulent transaction, inadvertent purchase & technical problem in availing the service.

CAO (CCC) :

1. The CAO (CCC) shall be responsible for daily / monthly reconciliation of the transactions.
2. The CAO (CCC) will receive the payments from the Bank Integrators for the transactions done through Portal and passed through banking stages only.
3. The CAO (CCC) will get only the payments done through online payment portal using credit/debit/net banking transactions. The payment modes like deduction / billing in the Talk Time / Postpaid bills etc. will not be transferred to the CAO (CCC) accounts. Similarly, the payments processed from CTOPUP also will not reach the CAO (CCC).
4. The Vendor M/s TCL supplied invoices for the transactions will be settled by the CAO (CCC) after getting the due certification from IN / Billing / Portal and CTOPUP accounts units for the transactions done through their mechanism.

IN Accounts Team :

1. The IN accounts team shall be responsible for reconciliation of daily transactions reported by Portal with that of the payments deducted through MT for international Wi-Fi roaming.
2. The IN accounts team shall be responsible for certifying the transactions done through their mechanism and submit the same to CAO (CCC) for the purpose of settlement of the Vendor given invoices.
3. Rollback of Balance in case it is decided by the competent authority in the circle /ITPC due to technical reason that service could not be extended to the user.

GSM Postpaid Billing Accounts Team :

1. The GSM postpaid billing accounts team shall be responsible for reconciliation of daily transactions reported by Portal with that of the payments billed by TCL for international Wi-Fi roaming.
2. The GSM postpaid billing accounts team shall be responsible for certifying the transactions done through their mechanism and submit the same to CAO (CCC) for the purpose of settlement of the Vendor given invoices.
3. Cancellation of the billed amount, in case it is decided by the competent authority in the circle /ITPC due to technical reason that service could not be extended to the

user. It is the responsibility to process the refunds to the customer account and further processing if any.

CTOPUP Accounts Team :

1. The CTOPUP accounts team shall be responsible for reconciliation of daily transactions reported by Portal with that of the CTOPUP wallet deductions for international Wi-Fi roaming.
2. The CTOPUP accounts team is responsible for certifying the transactions done through their mechanism and submit the same to CAO (CCC) for the purpose of settlement of the Vendor given invoices.
3. Cancellation of the billed amount, in case it is decided by the competent authority in the circle (CTOP UP nodal officer)/ITPC due to technical reason that service could not be extended to the user.

M/s Tata Communications Limited Team:

1. M/s TCL team shall be responsible for the transactional reconciliation between Online Payment Portal and M/s TCL system. TCL shall provide Zone wise Bills for quick settlement.
2. Certificate /mail confirmation where service could not be extended due to any technical reasons or outage of services due natural calamity etc., inadvertent purchase by the customer travelling to the country/region not having coverage.

Circle Responsibility:

1. The Circle Units will entertain the International Wi-Fi roaming customer's grievances through their WSCCs. The Call centre can reply by looking at reports / enquiry screen provided by Online Payment Portal. Even the call centre can initiate a refund request from the customer and ascertain the genuineness of the complaint with M/S TCL before forwarding the request.
2. ATC/ATD raised by CAO (CCC) team to be accepted in full immediately as and when receive from CAO (CCC) and necessary accounting entries to be done at their end. For any enquiries/disputes in ATC/ATD to be dealt later with CAO (CCC) team.
3. Payment of all taxes like Service Taxes needs to be settled at the respective Circle end by the respective Accounting teams.
4. In case of Prepaid Mobile services, the service tax is been accounted for at the time of purchasing the talk time. Hence, while utilization of talk time towards the International Wi-Fi roaming service Account shall not attract further taxes.

Refunds Mechanism

1. Refunds for online transactions as decided by GM (Dev), ITPC, Hyderabad for the valid reasons like fraudulent transactions, inadvertent purchase & technical problem in availing the service.
2. On receipt of request from M/S TCL for non availability of services with appropriate reasons along with the certification to be forwarded to online payment Portal. Portal will in turn forward the case to respective Billing/IN/CTOP UP team for reverting the deduction made to the customer within appropriate time. On receipt of confirmation of reversal, concerned Nodal Accounts Officer to be recommended for refund and intimate to the Portal and CAO (CCC). On obtaining Portal recommendation ,CAO(CCC) will authorize concerned Bank Integrator to refund to the customer account in respect of Option 'A'
3. For Option 'B' & 'C' : On receipt of request from M/S TCL for non availability of services with appropriate reasons along with the certification to be forwarded to Online payment Portal. Portal will in turn forward the case to respective Billing/IN/CTOP UP team for reverting the deduction made to the customer within appropriate time to the concerned prepaid/Postpaid Account. On receipt of confirmation of reversal, concerned Nodal Accounts Officer to be recommended for refund and intimate to the Portal and CAO (CCC) for necessary entries & marking the transaction with refunded flag.
4. With reference to the Postpaid payments refunds to be processed by the concerned circles only after confirmation of non activation from the concerned nodal centre.
5. Partial amounts cannot be refunded due to non availing of services.
6. Refunded transactions will not be entertained for settlement of Vendor given Invoices/ Commission payments.

Financial Flow:

1. The BSNL offered Wi-Fi Hotspot International roaming packages and their price tags are controlled by the CMTS unit of corporate office and the amounts thus realized will be the part of prepaid funds of CMTS units.
2. As the payments are routed through the online payment portal and the flow is similar to the prepaid in nature, the instructions released in the process of prepaid recharge / top up can be utilized for the Wi-Fi Hotspot payments also. Accordingly the BBF / CA section

need to release the guidelines/instructions to the CAO (CCC) and the respective circles units.

3. As these transactions are not part of the IN systems of BSNL, the reporting for these transactions will be shown separately for accounting and reconciliation purpose. However, the sales to prepaid customers shall form part of prepaid sub ledger whereas, the charging of the services are from the existing talk balance of the customer, that component shall not be forming part of revenue SLR for reporting purpose.
4. As per the agreement, the vendor M/s TCL will raise its charges as an invoice to the CAO (CCC) on Monthly basis. The CAO (CCC) will in turn settle the commission / share of the payment eligible for the vendor through the funds raised for this purpose and pay the same to the vendor centrally at Hyderabad. Concerned GM (ITPC) shall be the approving authority of such commission to M/s TCL. The expenditure thus incurred may be distributed to the respective circle units in the form of ATD along the collected funds which are given through ATC.
5. All the cases of B and C, the reconciliation is the responsibility of the respective zonal systems and if any disputes are there need to be settled with CAO (CCC) before releasing of the ATD.
6. Service Tax Compliance: The tariff offered is inclusive of service tax, the service tax is to be paid by respective Circles based on ATC; the revenue realized through online banking is included in the prepaid mobile transactions. Charging in IN /Billing system (Amount billable may have to be suitably reduced to avoid double taxation.) and deduction in the retailer wallet directly in Pyro System needs to be accounted properly.


(Kartikeya Sinha) 15/02/17
Jt.GM (Sales)-CM

Copy to:-

- i) Director-CM, BSNL Board for kind information please.
- ii) GM(CA)/GM(BFCI), BSNL CO, kind information please.
- iii) GM (Dev), ITPC, Hyderabad, for kind information and n/a please.
- iv) PGM/GM All Zonal nodal Centers, for kind information and n/a please.