



**Ltr no.Sr GM/BBNW/BG/NMEICT/2011-12/**

**Dated @BG-05 the 09.03.2012**

**Sub: Minutes of Meeting to discuss NMEICT Billing issues with CDR held on 03.03.2012**

A review meeting was held in the chambers of Sr GM STP Hyderabad on 3<sup>rd</sup> March 2012 to resolve the pending NMEICT Billing issues. The following officers were present.

1. Shri K.Ramchand, Sr GM,ITPC,Hyderabad
2. Shri INY Prasad, Sr GM,STP,Hyderabad
3. Shri K.Rajasekhar, Addl GM,STP,Hyderabad
4. Shri G.Brahmaiah, DGM P3 NOC Bangalore
5. Ms Lakshmi Saraswathi, SDE,STP,Hyderabad

The following decisions were taken on the issues discussed.

1. **Availability of NME VPN Plans in CDR Billing system of all four zones:**

It is observed that the some of the NME VPN plans configured in P3 system are not available in the CDR system and hence node in charges are finding it difficult to create the same NME VPN accounts with the required plan. The details of plans were shared by DGM P3NOC with all the CDR Zones.

The Sr GM,ITPC,Hyderabad has clarified that all the plans of P3 system are already *created in the SZ CDR and also enquired with the East Zone CDR. It is confirmed by the* DGM ITPC Kolkata that few plans are not configured and has promised to configure the same immediately. Since the Maharashtra circle has complained about the non availability of NME Plans except 512 Kbps plan, the Sr GM, ITPC, Hyderabad has agreed to take up with West Zone CDR team and similarly with North Zone CDR team for configuring all the plans.The DGM P3 NOC Bangalore has shared the details of all NME VPN plans. The Sr GM,STP, Hyderabad has requested Sr GM,ITPC, Hyderabad to coordinate with other CDR Zones for early configuring the plans as the circles are regularly complaining about this.

2. **Disconnection of NME VPN connections due to non-payment by the colleges:**

(a)**Connections provided on new Copper Pair:**

As per the BSNL CO instructions, the NME VPN connections are not to be disconnected due to non payment by the colleges. Instead, the details of such non payments shall be intimated to DGM P3 NOC Bangalore for taking up the issue with Ministry of HRD for payment of three months charges. These accounts shall be activated after the college pays the balance portion of the advance bill for the year. The Sr GM,ITPC, Hyderabad has told that the VIP flagging to NME customers is being done in SZ CDR and the status in other Zones will be verified.The DGM P3 NOC Bangalore has expressed that the details about non-payment are not being given by the concerned circles and requested CDR to give the details.

(b)**Connections provided on existing telephone connections:** In some cases,the VPNs for NMEICT are provided using the existing Land Line instead of providing on separate Copper Pair.The disconnection of NME connections is done whenever the Land line(LL) charges are not paid by the customer as the billing is composite including the VPN charges.By keeping these accounts as VIP will result in non-payment of LL charges and the customer continues to get Land line service as well. The Sr GM,ITPC, Hyderabad suggested that the AO(TR) of the SSA has to verify the non payment cases flagged as VIP cases and plan change of LL has to be done to *incoming only* plan .Wherever the customer pays the LL charges,the LL plan change can be done to original plan to get LL service.Also the conversion of NME connections provided on existing LL shall be converted to separate connection with incoming facility at the earliest. The Sr GM,TP,Hyderabad will request Sr GM(NWP-BB),BSNL CO to issue the orders accordingly.



3. **The Monthly billing of NME VPN connections are having some charges i.e Installation Charges.Monthly Sulabh charges and Broadband Security charges:**This is due to wrong selection of LL plan while creating the VPN in CDR.The Sr GM,ITPC,Hyderabad has requested Sr GM,STP,Hyderabad to regularly intimate all circles about the guidelines while providing NME VPN connections to familiarize the procedures and to reduce the billing issues as described above.
4. **NME VPN plans in DOT SOFT for FTTH:**Few circles are proposing to provide NME connections using FTTH due to non-availability of Copper media.It is observed that the NME VPN plans for FTTH are not configured in DOT SOFT for facilitating issue of advice notes. The Sr GM,ITPC,Hyderabad has clarified that the approval in the similar manner given for WiMax access is required from BSNL CO to configure these NME VPN plans. The Sr GM,STP,Hyderabad has agreed to take up with Sr GM(NWP-BB),BSNL CO for issuing the necessary accordingly.
5. **Provision in CDR for NME VPN connections provided on Fibre:** As per the approval accorded by the BSNL CO, the bundled bandwidth of above 2 Mbps can be provided using the OF media. The OF media charges are paid by the colleges as per the existing guidelines. In these cases,the steps for creating of LL such as Pillar and DP details are not required to be inputted as the Connection is being provided on OF media.The Sr GM,ITPC,Hyderabad has clarified that the inputting of these details can be avoided by selecting zero Pillar/DP similar to the connections provided in the exchanges.
6. **The VIP count limit has crossed in some SSAs in view of flagging of all NME VPN as VIP cases and the limit has to be increased:** The Sr GM,ITPC,Hyderabad has clarified that no such limit is there under VIP flagging. The Sr GM,STP,Hyderabad has requested to verify with North Zone CDR since the complaint is given by Himachal Pradesh circle during North Zone NMEICT review meeting held at New Delhi on 11.01.2012
7. **WiMax NME VPN plans in DOT SOFT :** As per the approval given by BSNL CO,some of the NME connections are provided on WiMax.The DOT SOFT being used for WiMax commercial activity is being shut down due to the shifting of WiMax billing to GSM.The GSM billing team also replied that the VPN plans are not created in Kenan and has expressed the difficulty in creating the commercial activities immediately for VPN.The Sr GM,ITPC,Hyderabad has suggested to create the zero BB plan in WiMax billing system and the same can be used for VPN as the NME feed file is given by P3 system.This procedure can also be used for all Non-NME WiMax VPN connections as the VPN services on WiMax has been commercially launched by BSNL.
8. **Reconciliation of NME feed file given to CDR system:** As per the decision taken earlier ,the feed file for NME connections are provided by NIB system since December 2011 billing cycle to CDR for billing along with the existing services of the customer. Out of the 27,550 accounts provided to the South zone,the billing has been done for 23,750 accounts. Similar details are required from other three CDR zones and Sr GM,ITPC,Hyderabad has agreed to intimate ***in charges of other CDR Zones*** to provide the same. The DGM P3 NOC Bangalore will be obtaining the such details for remaining accounts from non-migrated SSAs.
9. **Revenue details for NME connections payable by colleges:** The BSNL CO is requesting to provide payment received details for NME connections.The DGM P3 NOC Bangalore has suggested that this details can be obtained from CDR as the feed file is given from NIB system to all four CDR Zones. The Sr GM,ITPC,Hyderabad has readily accepted the proposal and agreed to provide the details in the month of April-2012
  - (a) The account wise amount invoiced to the colleges
  - (b) The account wise pending payment to take up with Ministry of HRD

The meeting is concluded with a request to CDR team for completion of creation of all pending NME VPN plans with zero billing ,to provide the reconciliation of billed accounts in December 2011 billing cycle and account wise pending payment details to take up with Ministry of HRD.The Sr GM STP

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Hyderabad has appreciated the efforts of ITPC Circle for providing consolidation of revenue details under NMEICT Project for college connectivity. The Sr GM,ITPC,Hyderabad has requested the NMEICT team to regularly issue the guidelines to all circles for creation, billing and revenue realization as the number of accounts under this Project are huge.The DGM P3 NOC Bangalore will coordinate with all GSM Billing system for provision of commercial activities for the connections provided using WiMax.

  
G. Brahmaiah

DGM P3 NOC  
BANGALORE

Copy to : 1.CGM ITPC,Pune/BBNW,New Delhi/STP,Chennai for Kind infn  
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3.Sr GM(NWO-CDMA/WiMaX)/Sr GM(CNP),BSNL CO,New Delhi for kind infn  
4.Sr GM,ITPC,Hyderabad/Sr GM,STP,Hyderabad for kind infn