

## 1. **BRIEF INTRODUCTION TO FLPP SERVICES:**

FLPP (Fixed Line Pre-Paid) Services are being provided through FLPP Software loaded in the IN platforms at Kolkata (SCP\_code 345)& Ahmedabad(SCP\_code 233). The two IN Platforms have a total capacity for handling 8 million FLPP Accounts (4 million / platform) & 96 million recharge coupons. After implementation the FLPP Software the BHCA of IN Platform has reduced from 1.2 Million to 1 Million. Out of the total BHCA capacity of 1.2 million each in these IN platforms, 300,000 BHCA has been earmarked for FLPP Service. A centralized voucher Database Management System has also been installed at Kolkata which shall be accessible by the IN Platforms at Ahmedabad & Kolkata on MPLS VPN links for the purpose of Voucher management.

## 2. **GENERAL FEATURES OF FLPP SERVICE**

FLPP Service enables a subscriber to make calls from a prepaid account which is linked to his telephone number. Unlike the ITC Service, where the authentication is done through a 16-digit PIN (which may not be user friendly), the authentication of FLPP is implicitly linked to his CLI & the user is therefore not required to dial the Account number/ PIN for authentication. The various features of FLPP Service are:

### a) ***Direct dialing***

In direct dialing, the user dials the desired destination number straight away. Authentication is implicit. The user has to make calls only from the telephone no. whose CLI has been attached to the account. The telephone line is configured at the local exchange by placing it in a suitable category for this purpose.

### b) ***Remote dialing***

In remote dialing the customer can use his FLPP account from any telephone. To use this service he dials a SAC of 1806+SCP\_code, after which he is prompted for Account no. followed by PIN followed by desired destination no.

Remote Login is also used by the FLPP customer when he is using his FLPP account for the first time, to attach his CLI to the account that he has purchased.

### c) ***Expressed dialing***

Under this kind of flavor the caller will have to dial 1805 +SCP\_code followed by the destination no. This kind of dialing shall facilitate placing direct call after 1805 +SCP\_code without account no. & PIN authentication. For this purpose the user's telephone line needs to be attached to the account by the customer using the menu management feature.

### d) **Menu Management:**

This is a very useful feature of FLPP Service. Using this feature the service becomes very flexible. The user can change his PIN, attach or detach his CLI, know his credit in the Account, recharge his account etc. The user can access the menu in two ways:

- **Line configured in the Local Exchange:** The user need to dial only a short pre-assigned code, say 1284, & can access the menu.
- **Line not configured in the Local Exchange:** In this case to access the menu the user will have to dial the remote login SAC for menu management.

## 3. **SERVICE FEATURES FINALIZED DURING THE MEETING FOR FLPP SERVICE IMPLEMENTATION IN BSNL**

### 3.1 **Printing of Account Coupons & Recharge Coupons**

- **Account Coupons: Plastic Based Account coupons** shall be issued by BSNL, as the account number shall be required to be used for a longer duration.
- **Recharge Coupons: Paper based Recharge Coupons** shall be issued by BSNL, as these are required only one-time for recharge.
- Circle CGMs shall be authorized to print Account Cards & Recharge Coupons, as in the case of ITC cards

### **3.2 Implementation of Level 1 Services for FLPP customers**

Level 1 services shall be available through FLPP Accounts as per details below:

- Free Level 1 (Emergency) Services:** Free level 1 services like 100, 101, 102 etc. will be provided to all FLPP customers by routing directly from the Local exchange concerned and without triggering the IN System.
- Free Level 1 IN Services:** IN services on level 1 which are free to end-customers like Free Phone, Tele-voting No charge etc shall be routed directly from the local exchange to the concerned SCP, without triggering the FLPP SCP.
- Paid IN Services with fixed charge (Non-SCP based):** Certain paid IN services for which charging is fixed number of pulses and not charge band based, Tele-voting on 1902 & 1904 etc, will be allowed by routing directly to the SCP concerned and will be charged to the FLPP account by creating appropriate entry the charge matrix in the FLPP SCP.
- Paid IN Services with SCP-based charging:** These services shall not be allowed access for FLPP customers for the time being.

### **3.3 Types of FLPP Services to be introduced in BSNL**

Three types of FLPP Accounts shall be offered to BSNL Customers

- PCO FLPP Account offering only Prepaid Services**
- General FLPP Account offering both Prepaid & Postpaid services**
- General FLPP Account offering only Prepaid services**

### **3.4 PCO FLPP Account offering only Prepaid Services**

- This service will be provided to exclusively PCO owners.
- The prepaid account will be directly associated to the PCO's telephone no.
- The customer line shall be configured for implicit dialing from the local exchange.
- No postpaid calls (except level 1 services as detailed above) shall be allowed from this line.
- Home metering shall be provided.
- No remote login facility shall be provided.
- PIN option shall be provided.
- Menu management shall be provided through access code of '1284'.

### **3.5 General FLPP Account offering both Prepaid & Postpaid services**

- This service can be provided to all wire-line customers other than PCOs i.e. to both residential as well as commercial customers. The customers have the option of making both prepaid calls through his FLPP account as well as postpaid calls.
- The customer is required to dial the SAC 1805 followed by SCP code followed by destination number for making prepaid calls. Postpaid calls can be made directly.
- No configuration required to be done at the local exchange
- No Home metering facility
- Remote login facility shall be provided.
- Redial & Follow-on facilities shall be provided.

(vii) PIN option shall be available.

**3.6 General FLPP Account offering only Prepaid services**

- (i) This service can be provided to all wire-line customers other than PCOs i.e. to both residential as well as commercial customers.
- (ii) The customers can make only prepaid calls through his FLPP.
- (iii) No postpaid calls (except level 1 services as detailed above) shall be allowed from this line.
- (iv) The customer line will be configured from the exchange so that the customer need not dial SAC for making prepaid calls; instead the exchange itself will dial. The customer dials the desired number straightaway, and the call is credited to his FLPP account.
- (v) No Home metering facility
- (vi) Remote login facility shall be provided.
- (vii) Redial & Follow-on facilities shall be provided.
- (viii) PIN option shall be available.

**3.7 Summary of Features of the three FLPP Services**

| Type of Service             | Whether Line required to be configured in the LE | Calls allowed           | Home Metering Feature | Dialing Plan for customer  |
|-----------------------------|--|-------------------------|-----------------------|--|
| FLPP-PCO                    | Yes  | Only Prepaid & level 1  | Yes                   | § <b>Direct access-</b> Dial Destination number directly<br>§ <b>Express access-</b> Dial 1805 SCP +Destination number |
| FLPP-General Post & Prepaid | No   | Both Postpaid & Prepaid | No                    | § <b>Post paid-</b> Dial Destination no. directly.<br>§ <b>Prepaid-</b> Direct access and Express access               |
| FLPP-General Prepaid only   | Yes  | Only Prepaid & level 1  | No                    | Direct access, Express access and remote access all are available  |

**3.8 Exchanges from where FLPP services are to be provided:**

- 3.8.1 Direct access for PCO-Prepaid and General Prepaid services shall be provided through OCB Exchanges only
- 3.8.2 Express access and remote dialing features shall be available from all of the remaining exchanges on overlay mode.