

- g) Disconnection process shall be as per the existing CDR system. However, to avoid normal disconnection, the customers may be flagged with VIP category so that the dunning can take place with AO(TR) intervention.

Note : (i) Instead of circle nodal officer, we can also have nodal officer per zone for creation of customer accounts and generation of work orders and subsequent billing and accounting functions. The disadvantages are that (a) revenue will be accounted for against the main billing account – to whichever SSA it belongs to (b) coordination between circles will be more difficult than coordination within circle.

(ii) Whenever All India ES solution is deployed, it can be used to combine all these invoices to issue a single invoice to the customer and also to take centralized payment and further accounting automatically.

**Manual process involved –to be handled by All India nodal agency**

- i. Generation of demand note and accepting payment.
- ii. Segregation of services circle wise and intimation of services details to circle nodal agency.
- iii. Combining all invoices received from circles and issuing a combined invoice to the corporate customer.
- iv. Receiving payment against the combined invoice and raising ATC to the circles.
- v. Splitting of the received amount circle wise and raising ATC
- vi. Circle Nodal agency – (a) to accept the ATC received from All India nodal agency and inputting the payments – for demand note and subsequently for invoices.
- vii. Generation of advice notes SSA wise as per the mail received from the All India agency.

**5. BB customer without VPN but centralized billing :**

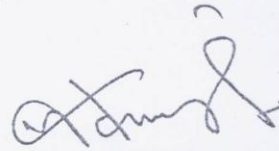
- (a) With LL usage charges – NIB shall do the billing for BB (for All India) and CDR shall do the billing for LL as is being done now individually or by using ES depending on the agreement.
- (b) Without LL usage charges – NIB shall do the billing and issue centralized bill; CDR to configure zero based tariff; Nodal billing authority to take the invoice from NIB portal and issue to customer and take the payment. No action by SSA. E.G : Hughes systems; Nodal authority – Gurgaon SSA. Action by Data Centre : - change plan of Hughes to zero plan.

**Important note :**

- i. In general, all VPN connections shall be billed by NIB and all LL and BB connections shall be billed by CDR system . Exception is where the agreement with the customer includes charges for all in which case NIB shall do the billing and CDR system to configures a zero based tariff plan. Example for exception : Rs. 770/- per month per connection which includes BB FMC and LL FMC (without OG) .

- ii. Wherever LL usage charges are involved, the LL part shall be billed by CDR system only(both FMC and usage of LL)
- iii. All backup lines provided like Dial VPN, backup for MPLS VPN etc; to be configured with zero based tariff plan in CDR system .Wherever charges are specified, the above two principles are to be followed.

This is issued with the approval of the competent authority .



/ATUL KUMAR KARELIYA /  
DY.GENERAL MANAGER (IT)  
IT project Circle ,PUNE

- Copy : 1) DIR (CFA) , BSNL CO for information please.  
2) CGMs Territorial Telecom Circles in BSNL for information and necessary action please .  
3) CGM, BBNW, New Delhi for information please  
4) Sr. GM IT-CFA BSNL CO for information please.  
5) Sr. GM EB BSNL CO for information please.  
6) Sr. GM(BB-NWP), BSNL CO for information please  
7) Sr. GM IT-CFA BSNL CO for information please.  
8) Sr. GM EB BSNL CO for information please.  
9) All the officer participated in meeting (through email)



ANNEXURE -I

List of participants during the CDR Project review meeting  
to discuss the billing of VPN Service and other corporate customers post CDR project  
implementation

1. Shri T K Sen CGM ITPC ,Pune
2. Shri Madhav Punde GMF Pune
3. Shri Sanjay Mittal Sr. GM HQ&ERP
4. Shri Ramchand Sr. GM DC Hyderabad
5. Shri V Balasubramaian GM DC Pune
6. Shri N C V L Narsimham Sr .GM Broadband , NIB Bangalore
7. Shri Brahmaiah DGM P3 , NIB Bangalore
8. Shri Shri Atul Kareliya DGM IT -III Pune