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

No: 10-25/2010-S&M

Dated: 27/07/2011

To-

GM (CMTS)
Nodal Centre, Chandigarh, Pune, Kolkata & Trichy

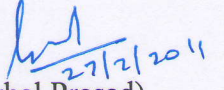
Sub: Guidelines for Pre-paid SIM swapping by CSCs/ Franchisees through Sancharsoft

The SIM Swap module in SancharSoft has been designed with the concept of accepting the existing prepaid customers' requests by CSC / FRANCHISEE for SIM replacement due to loss of SIM or failure of SIM. The required module in Sancharsoft for this purpose has been developed by ITPC and is to be integrated with GSM B&CCS in all zones.

Module flow & procedure for integration with B&CCS is defined is enclosed herewith. You may kindly ensure required integration, carry out testing & intimate Circles for use by CSCs/ Franchisees of the same **latest by 31-7-2011**.

This has the approval of GM (VAS & SM)-CM.

Encl:- As above.


(Beerbal Prasad)
Addl.GM (TMO-Vijay)

Copy to:

1. CMD/ All Directors/ EDs, BSNL Board, New Delhi
2. CGM, All Telecom Circles- Requested to pursue with the CMTS Nodal Center for early implementation and confirm compliance.
3. CGM, ITP Circle, Pune
4. All PGMs, Sr. GMs & GMs in BSNL CO, through Intranet only

Guide Lines for Prepaid SIM swapping through Sancharsoft

SIM Swap module in Sancharsoft has been designed with a concept of accepting the existing prepaid customers' request for SIM replacement due to loss of SIM or failure of SIM due to various reasons. As the customer may not have the old SIM number information, identity of the customer can be re-verified with the name and address available in the system with that given in the documents to be submitted while requesting for replacement of the SIM. In view of the above, the SIM Swap module has been designed as follows:

1. SIM SWAP module flow:-

- a) The customer will approach the CSC/ FRANCHISEE and submit documents establishing PIA (Photo, Identity & Address proof)/ CAF with a request letter for SIM replacement.
- b) The CSC / FRANCHISEE user will enter the mobile number of the customer in the module of Sancharsoft and fetch the details of the existing information available in the B&CCS and compare it with that given in documents being submitted again.
- c) The user will select the un-paired SIM number from his/her stock in Sancharsoft and confirm that SIM is issued in accordance with the terms and conditions of SIM replacement.
- d) The data will be updated in the SIMSWAP_CUSTOMER table in Sancharsoft. The Billing system will fetch this data from Sancharsoft and update in its intermediate table from where the Bulk Provisioning module of Kenan (B&CCS) will create the corresponding inventory and initiate the process for activation through provisioning system. The data in the respective network elements will be updated (SMSC etc).
- e) The Status will be updated back to the Sancharsoft for the information of CSC/ Franchisee user. **South zone** will also follow the standard process without deviation or exception.

2. Following checks are exercised in the Sancharsoft module:

- 1) Checks the mobile number in the B&CCS Database to confirm that it is a prepaid number and has not been ported out under MNP and displays the Prepaid Customer Name, Address, Plan Name, Balance Amount available, Validation period details etc.,
- 2) The CSC's are permitted to do modification of the existing customer details as per the new CAF received, if required, with approval of competent authority as per the existing rules on third party transfers. For Example: Name and Address, documents etc., The Franchisee is not allowed to modify any

customer's data for data consistency and security reasons and to avoid legal implications.

- 3) The Franchisee needs to collect required documents and submit to BSNL with the certificate that these have been verified with originals. Failure to comply with these instructions shall result in withdrawal of this facility and he/she will be held directly responsible for any consequences on account of erroneous swapping.

3. SIM Swap integration with BILLING

a) Tables created for SIM SWAP in SANCHARSOFT

SIMSWAP_CUSTOMER	This contains the main information about SIM SWAP CUSTOMER Like SIM No., GSM No. IMSI, Type of Service, status flags etc
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b) Existing Sancharsoft tables used

PREPAIDCUSTOMER	Holds the CAF information and msisdn, iccid, imsi and plan code
SIMPREPAID	Holds the PREPAID dummy sims (iccid) list used for mapping with PORTIN msisdn for prepaid booking

SancharSoft – Kenan billing integration

Sim Swap integration: The required data for creation of account and order in Kenan billing is available in PREPAIDCUSTOMER and SIMSWAP_CUSTOMER tables. The integration script is available in one of the billing servers which has access to above tables. The following procedure is followed to create the prepaid Sim Swap customer account and order creation in Billing system.

Step 1 - Spooling of data from SancharSoft to billing database.:- B&CCS creates one BULK PROVISION SIMSWAP table for SIMs to be swapped and then spools the data from sancharsoft server with data in B&CCS in the required format for creation of account and orders. The procedure is written in PL/SQL language. The procedure may be written by BSNL B&CCS team.

Step 2 - Calling procedure for Creation of the account and orders: -This program will spool the data from BULK PROVISION table (result of step-1) and creates the account and orders for SIM SWAP in respective customer servers of the B&CCS. It updates the ACCOUNT NO and creation status (success or failure) in the same BULK PROVISION table. The program is written in java Language. The program needs to be given by M/s Comverse.

Step 3 - Updating result back to SANCHARSOFT: - This procedure will read the result from the BULK PROVISION TABLE and update status / Remarks with respect to success or failure of account creation back in the SancharSoft Server.