



O/o General Manager NWO-CM, VII Floor, TN Circle, 60, Ethiraj Salai , Chennai-08.

To:

All Head of SSAs

Ltr No: WLL-OP/CDMA ERROR/ 2011-12/ 1 Dated at Chennai the 06/09/11

Sub:WLL numbers requiring account creation/updation in converse Kenan billing system

It is to bring to your kind knowledge that ERROR CDR has been found for WLL numbers by the billing centre Trichy and these WLL numbers could not be billed due to non availability of billing address in Kenan, non availability of billing codes etc. The list of WLL numbers and its ERROR CDR is already sent through mail to AGM/SDE WLL/JTO WLL of each SSA. It is requested that necessary action may be taken by all SSAs as given below for minimising the CDR error and billing of all WLL customer

Error code	Descriptions	
152,156	No account information available in the billing system but the Numbers are available in HLR	For these WLL numbers , billing address details are to be collected from the DOTSOFT server and the same may be created in the kenan billing system with details of Plans and facilities opted by the customer for billing the customers in kenan billing system. If billing address is not traceable, the customer may be called and new application may be obtained for regularising connection. If the party is not replying / inactive, the party may be approached to get the conn. regularised
422,430, 440,341 2	Accounts not properly created in the billing system and proper service information not available. ex Accounts not having GPRS plan in billing but GPRS CDRs are coming due to GPRS facility available in HLR.	
532	CDRs are available before date of account creation may be due to the regularization of the number in billing in future dates and no information provided to billing regarding opening of codes and their charges	For these WLL numbers the Data creation of NPC and outstanding details if any in the DOTSOFT system may be carry forward to kenan billing system.
2070,20 722074, 2076,33 77, 3010	No information provided to billing regarding the opening of codes and charges	Level 1 codes with details of metering may be taken from concerned Level-2 TAX and the details may be sent to Trichy billing centre for updating in the billing system.
3291	Wrong entries made by the CSRs for special offers	These numbers may be verified with special offer plan and necessary correction if any required is to be updated in the kenan system.
4417	Originating cell id not available in the CDR	It is dealt by GM NW-OPN CM, Chennai.

1004	System unable to fix the type of call due to information not provided to the billing system regarding the type of call	It is dealt by GM NW-OPN CM, Chennai.
418	Element_id may be invalid for subscr_no, or date of usage may be out of range of product start/stop .	It is dealt by billing centre , Trichy.
3152	usage record contains no provider_id and it cannot or was not otherwise determined.	It is dealt by billing centre , Trichy.
3014	one of the CDR fields contains char data and Arbor requires numeric only .	It is dealt by billing centre , Trichy.
3960	A CDR after splitting caused either guiding or rating errors. This error is caused when one of the splits cannot be guided and rated	It is dealt by billing centre , Trichy.

The list of officers to whom error CDR details were sent is enclosed in Annexure



DGM (N W O -CM),

O/O GM (N W o-CM), Chennai

Copy to :

- 1) GM, NW-O, CM, Trichy for kind infn..
- 2) GM, NM-O, CM, Coimbatore for kind infn..
- 3) DGM, (B&CCS), TRY. For kind information pl.

ANNEXURE

sl no	SSA	Email ID	Name of the official	Designation	Mobile no
1	COIMBATORE	abramma@gmail.com	SRI BRAMMANATHAN	SDE	9486101058
2	CUDDALORE	sdenwpcdl@gmail.com	SRI SATHYANATHAN	SDE	9486101369
3	DHARMAPURI	mrajendranagmdpi@gmail.com	SRI M.RAJENDIRAN	AGM	9443200505
4	ERODE	santhiasaithambi@yahoo.in	SMT SANTHI	SDE	
5	KARAIKUDI	merpanjos@gmail.com	SRI PANDYAN		9486101955
6	KUMBAKONAM	mani.riji@gmail.com	SRI MANICKAM	JTO	9486102150
7	MADURAI	mamscwll@gmail.com	SRI PITCHAI	SDE	9486102449
8	NAGER COIL	sdemarthandam@gmail.com	SMT HEMALATHA	SDE	9486102632
9	NILAGIRI	chandrika.bsnl@gmail.com	SMT CHANDRIKA	AGM	
10	PONDICHERRY	pondypdsn@gmail.com	SMT USHA RANI	SDE	9486102790
11	SALEM	salemmscwll@gmail.com	SRI SUNDARAMURTHY	SDE	9486103095
12	TANJORE	sdewll000@gmail.com	SMT NIRMALADEVI	SDE	9486103178
13	THIRUNELVELI	bsnl.vijay@gmail.com	SRI UDAYAKRISHNAN	SDE	9486103404
14	TRICHY	sdecancsr@yahoo.co.in>	SMT BHUVANESWARI	SDE	9486103545
15	TUTI CORIN	jtowll_tut@yahoo.co.in	SMT RADHA RUKMANI	JTO	9486103757
16	VELLORE	elamaitamil@gmail.com	SRI ELANCHEZHIAN	SDE	9486103940
17	VIRUDU NAGAR	sdewllvgr@gmail.com	SMT KARTHEESAN	SDE	9486104130