



No. BSNLCO-ITCF/12(14)/1/2020-IT-CFA

Dated: 07.09.2020

To

Chief General Managers,
All Telecom Circles/Districts.

Subject: - Implementation of Landline to Bharat Fiber Conversion.

Because of high data usage, there was demand of conversion of existing Landline connection to Bharat Fiber connection (By retaining the same number). For this, ITPC has developed a process in CDR system for conversion of Existing Landline/ Landline+BB to Bharat Fiber Voice/Voice+BB. The steps to be followed for Landline to Bharat fiber conversion are as under.

For Landline to Bharat Fiber Voice conversion.

1. If existing Landline number is working in NGN switch (ZTE, UTSTAR, Huawei), the Phone number of customers will remain same. Existing deposit of customer will be taken into account in billing automatically.

In all other cases, a pop up will be displayed as 'Bharat Fibre conversion leads to indicator change, please create separate orders for LL disconnection and Bharat Fiber provisioning.'

2. A landline disconnection order is to be created by selecting Bharat Fiber Conversion in order subtype. On submission of Landline Disconnection order, 1 (One) Bharat Fiber order will get generated.
3. For Landline+Broadband i.e. Combo to Bharat Fiber Voice + Bharat Fiber BB conversion, a landline + Broadband disconnection order is to be created by selecting Bharat Fiber Conversion in order subtype. On submission of Landline + Broadband Disconnection order, Bharat Fiber voice and Bharat Fiber Broadband order will get generated.
4. Plan, facilities and accessory are to be selected in the Bharat Fiber Voice & Bharat Fiber BB Orders as per requirement from customer.
5. Landline + BB disconnection order will hit to clarity system and a new task 'Bharat Fiber Feasibility' gets added in CLARITY system which is assigned to Bharat Fiber workgroup.
6. In case of feasible cases of Bharat Fiber, Clarity user has to close the existing LL or LL + BB connection in CLARITY. After Closure of Existing connection, Bharat Fiber Voice or Bharat Fiber Voice + Bharat Fiber BB Order will hit CLARITY system for provisioning. Number and BB User ID of Customer will remain.
7. In non-feasible cases, LL or LL+BB disconnection order will be assigned to Commercial Officer at CRM. Commercial Officer can waitlist the disconnection order and resubmit the order to CLARITY once Bharat Fiber becomes feasible at customer's location or cancel the order at CRM.
8. This issued with the approval of Director (CFA) BSNL Board.

The process manual having complete process details and snapshots of the steps to be followed are attached as Annexure-1.


(Manoj Lodh) 07/09/2020
AGM (IT-CFA)-I

USER MANUAL

For CDR 1 & CDR 2 CRs

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1. Introduction

This document is intended for the user audience who are going to create the new flow in the system on regular basis. The document provides the basic knowledge and flow designed under the scope of the CR2234 – LL to FTTH conversion.

In this order will be created for the existing LL or LL+BB customers for converting them into the Bharat fiber Voice or Bharat Fiber Voice +Bharat Fiber BB customers. LL disconnection is to be raised first and in continuation to that Bharat Fiber orders will be raised. Once Disconnection due to conversion order is completed after feasibility check in clarity and on successfully completion of that Bharat Fiber provisioning order will hit and closed. This marks the successful conversion of customer from LL to FTTH in the system.

Kindly refer to the validation and notes section as well for the different validation and exception as in current deployed process.

2. Instruction / Steps for new flow (LL to FTTH Conversion)

2.1 Order Flow

1. Click on the customer asset and enter the desired number in the telephone number and click enter click on the asset id and the asset details will be shown on the page.
2. Click on the Disconnect button to create disconnection order (disconnection order due to conversion)

Asset ID, Telephone number: 3133384, 0755-2567059

Fact Sheet Disconnect Modify Shift Transfer BB Disconnect

Installed Base Hierarchy

Description	Product ID	Produ...
0755-2567059		
Landline	D6	

General Data

Asset Technical Details

Asset ID: 3133384
Created On/At: 06.01.2020 16:50:43

Channel Information

Sales Channel: Walk-in
Franchisee Code: BSNL
Work Franchisee: BSNL
Maintenance Franchisee: BSNL
TIP Flag: N
Modem Franchisee: HRMS Number

Service Information

Broadband Service: No
BB Only Flag:
WiFi Flag:
Service Line: BASIC PHONE SERVICE
Service: WIRELINE
Service Type: LANDLINE
Service Sub-type: FIXED LANDLINE
WLL TNE: NO
Usage Code: RESIDENTIAL
Connection type: Permanent
Concessional group: Service Category: Non-OYT General
Broadband Portal ID: Free Phone Type: Hotline Number

BSNL Phone Number

Phone Number: 0755-2567059
Main Phone Number: Old Telephone Number: Free Phone: Phone Number: BSNL Number Type: STANDARD
Service Start Date: 06.01.2020
Service End Date:

Status Details

Service Status: Created
Normal Status: ACTIVE
Operating Status: Active
Status Reason: CLM Status:

Address Technical Details

Installation Addr Id: 0006277220
Installation Type: URBAN
Billing Address Id: 0006277225
Bill Corres. Addr Id: 0006277220

Technical Details

Back End Service Id: 000115445
Backend Service Id(Compliant): Handset Provided: X
Internal Wiring prov: X
BSNL Area Code: BPLGVPH6
Exchange Name: BPLGVVP
BSNL Centrex Free: Centrex Group Id:

- Click on the BSNL service order in the transaction type pop up displayed on screen. This will take user to the existing disconnection order screen.

MAXIMUM NUMBER OF RESULTS: 10

Select Transaction Type -- Webpage Dialog

http://wt33crm1.wdc.bsnl.co.in:8000/sap(bD11biZjPTQwMCZkPW1pbg==)/bc/bsp/sap/bsp_wd_base/popup_buffered_frame.htm?popup-name=_POPUP01

Transaction Type Description
BB Over EPABX
BroadBand Order
BSNL Adjustment req
BSNL IPTV Order
BSNL Service Order
BSNL Service Request
E-Stapling Ser. Req.

http://wt33crm1.wdc.bsnl.co.in:8000/sap(bD11biZjPTQwMCZkPW1pbg==)/bc/bsp/s Internet | Protected Mode: On

- On the disconnection order screen, a new Order type is added for the conversion named as 'Bharat **Fiber Conversion**'. Select this value from the order type drop down and press enter.

BSNL Service Order: New

Save | Cancel | Create Broadband Connection | Print | Print Preview | Actions | Reject All Items | More

Enter Call Center Agent (Retention)
 Enter Operations Manager - SSA
 Enter Deputy Operations Manager - SSA

Centrex Group ID
 Centrex Short Number
 Corporate Group ID
 CUG Group ID
 CUG Group
 Preferred Number %
 Employee Responsible: Mr. Samardeep Baryal
 Udsan Flag: No

Internal Wiring Prov
 Handset Required

Dates
 Request Creation Date: 21.08.2020
 Customer Requested Date: 21.08.2020
 No of Days
 Revised End Date

Service Category
 Service Type: Landline
 Order Type: Disconnect
 Order Sub-type: Disconnect
 Disconnection Reason: Disconnect
 Disconnection Sub Reason: Bharat Fiber Conversion
 Cancellation Reason

Franchise Details
 Sales Channel: Walk-in
 HRMS Number
 Franchisee Code
 DSA code
 Indoor Completion Date
 ONT Franchisee

Exchange Data
 STD Code

Note

Handset Acq. Type
 ES Number
 Receipt No. (Purchased Acc.)
 MSC Code
 Purpose of connection

- The Disconnection reason and Disconnection sub reason will be auto populated as 'Conversion to Bharat Fiber' and parent product will automatically populated on the dashboard in delete as existing.

BSNL Service Order: New

Save | Cancel | Create Broadband Connection | Print | Print Preview | Actions | Reject All Items | More

Item 10: Enter the order quantity (No schedule line found)
 Enter Call Center Agent (Retention)
 Enter Operations Manager - SSA

CUG Group
 Preferred Number %
 Employee Responsible: Mr. Samardeep Baryal
 Udsan Flag: No

Customer Requested Date: 21.08.2020
 No of Days
 Revised End Date

Service Category
 Service Type: Landline
 Order Type: Disconnect
 Order Sub-type: Bharat Fiber Conversion
 Disconnection Reason: Conversion to Bharat Fiber
 Disconnection Sub Reason: CONVERSION TO BHARAT FIBER
 Cancellation Reason

Franchise Details
 Sales Channel: Walk-in
 HRMS Number
 Franchisee Code
 DSA code
 Indoor Completion Date
 ONT Franchisee

Exchange Data
 STD Code

Note

Handset Acq. Type
 ES Number
 Receipt No. (Purchased Acc.)
 MSC Code
 Purpose of connection

Items Edit List OPEN DASHBOARD

Show All Items

Actions	Item No.	Higher-Lev Item	Product ID	Quantity	Unit	Product	Item Category	Net
	10		D6	1	EA	Landline	Landline Parent	

- Now click on the Save button, the order will be saved in 'Open' status. Also a new button will be highlighted on the screen as 'Bharat Fiber Conversion'.

BSNL Service Order: 8000259542

Save | Cancel | Create Broadband Connection | Print | Print Preview | Actions | Reject All Items | More ▾

❗ 017 is not a valid entry for field SR Type
 ❗ Enter Call Center Agent (Retention)
 ❗ Enter Operations Manager - SSA

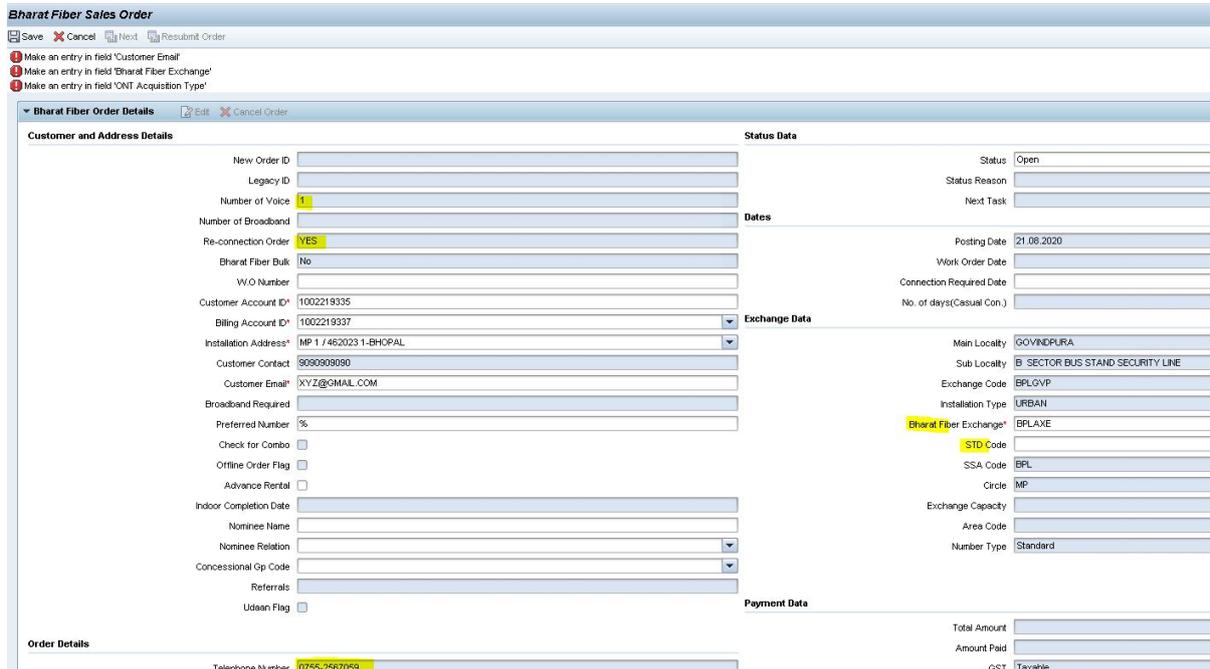
Service Order Details | Demand Note | Number Avail. Check | Validate | Cancel Order | **Bharat Fiber Conversion**

General Data	Processing Data
Service Order ID: 8000259542	New Telephone Number: 0755-2567059
Legacy ID	Priority: Medium
Asset ID/Phone No.: 3133384	Status: Open
Customer Account: 1002219335	Next Task
Billing Account: 1002219337	Service line: BASIC PHONE SERVICE
Subscription Address: MP 123 / 462023 BPL-BHOPAL	Product line: VMRELINE
Contact Number	Service type: LANDLINE
Service Category: Non-OVT General	Service Subtype: FIXED LANDLINE
Free Phone Type	Usage Code: Residential
Connection Type: Permanent	Concessional Op Code
CH Pilot No.	Documnets To Be Collected: CAF
Centrex Group ID	Internal Wiring Prov: <input checked="" type="checkbox"/>
Centrex Short Number	Handset Required: <input checked="" type="checkbox"/>
Corporate Group ID	Dates
CLUG Group ID	Request Creation Date: 21.08.2020
CLUG Group	Customer Requested Dat: 21.08.2020
Preferred Number %	No of Days
Employee Responsible: Mr. Samardeep Banyal	Revised End Date
Udaan Flag: No	Franchise Details
Service Category	Sales Channel: Walk-in
Service Type: Landline	HRMS Number
Order Type: Disconnect	Franchisee Code
Order Sub-type: Bharat Fiber Conversion	DSA code
Disconnection Reason: Conversion to Bharat Fiber	Indoor Completion Date
Disconnection Sub Reason: CONVERSION TO BHARAT FIBER	ONT Franchisee

Note: The number having the area code as H01, U01 and Z01 are only allowed to save disconnect due to conversion order. Otherwise for all other number a pop up will be displayed as

'Bharat Fibre conversion leads to indicator change, please create separate orders for LL disconnection and Bharat Fibre provisioning'

- On clicking the Bharat fiber conversion button user will be taken to the Bharat Fiber sales order provisioning screen. All the details will be taken from the ibase which was coming for the conversion.



- Basic details like CA, BA, and address are auto-populated on the screen. Also phone number on which disconnection is raised is also populated in the order and there is **no need for the separate number reservation** while creating the Bharat Fiber provisioning order. Also Reconnection flag will be auto set as Yes.

Note: Number of Voice and BB will also be auto set as 1 depending on following conditions:

If only LL customer wants to convert to Bharat Fiber then Number of voice will be set as 1 and BB will be 0.

If LL+BB customer wants to convert to Bharat Fiber then Number of voice will be set as 1 and BB will be 1 also.

- Bharat Fiber exchange will be user selected as per the STD code falling under the bharat fiber exchange and is editable as all LL exchanges are not configured for the Bharat fiber as well. User has to take care while selecting the Bharat fiber exchange and STD code to match the STD code with the number already populated.

Number of Voice	1	Next Task	
Number of Broadband		Posting Date	21.08.2020
Re-connection Order	YES	Work Order Date	
Bharat Fiber Bulk	No	Connection Required Date	
W/O Number		No. of days(Casual Con.)	
Customer Account ID*	1002219335		
Billing Account ID*	1002219337	Exchange Data	
Installation Address*	MP 1 / 462023 1-EHORPAL	Main Locality	GOVINDPURA
Customer Contact	9090909090	Sub Locality	B SECTOR BUS STAND SECURITY LINE
Customer Email*	KYZ@GMAIL.COM	Exchange Code	BRLGVP
Broadband Required		Installation Type	URBAN
Preferred Number	%	Bharat Fiber Exchange*	BRLGVP
Check for Combo	<input type="checkbox"/>	STD Code	0755
Offline Order Flag	<input type="checkbox"/>	SSA Code	BPL
Advance Rental	<input type="checkbox"/>	Circle	MP
Door Completion Date		Exchange Capacity	
Nominee Name		Area Code	
Nominee Relation		Number Type	Standard
Concessional Op Code			
Referrals			
Udyan Flag	<input type="checkbox"/>	Payment Data	
Telephone Number	0755-2567059	Total Amount	
		Amount Paid	
		GST	Taxable

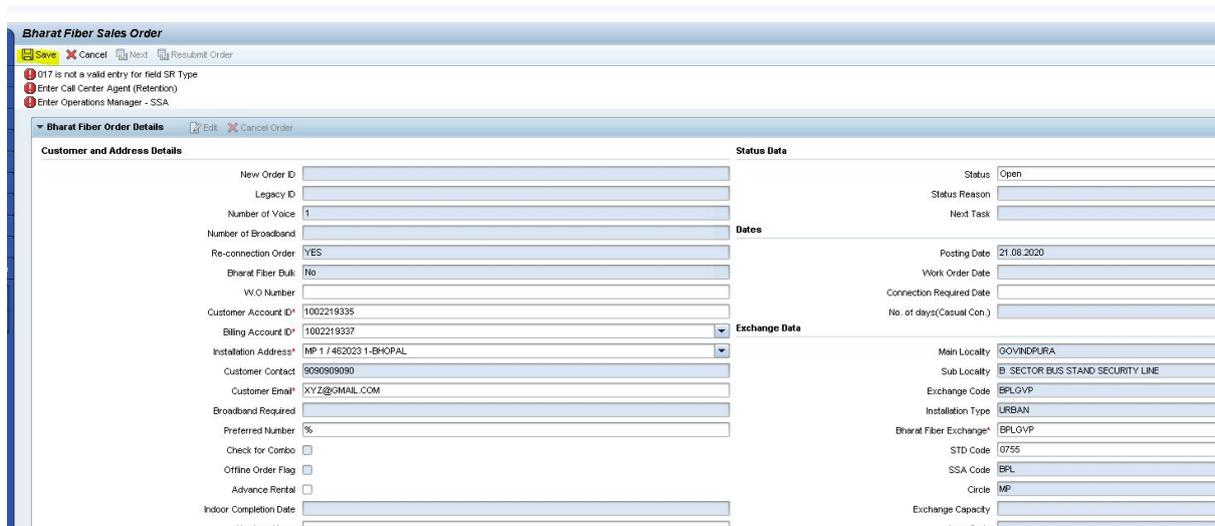
10. After selecting all the details, click on open dashboard, select the tariff plan and accessory and submit the dashboard.

The screenshot shows the 'Bharat Fiber Sales Order' dashboard. The 'PLANS' section is expanded, displaying a table of products. The table has columns for 'Check box', 'Product', 'Description', 'Asset Status', and 'Status'. The 'ADD' button is visible in the 'Status' column for the selected product.

Check box	Product	Description	Asset Status	Status
<input type="checkbox"/>	D30475	ANNUAL ONE INDIA-TEST		
<input type="checkbox"/>	D10825	ANNUAL PREMIUM		
<input type="checkbox"/>	D10668	BB-HOME-UL-545-ANNUAL		
<input checked="" type="checkbox"/>	D11413	Bharat Fiber Voice Economy		ADD
<input type="checkbox"/>	D11408	BHARAT_FIBER_BB_SULAB		
<input type="checkbox"/>	D11406	BHARAT_FIBER_VOICE_SAFE_CUSTODY		
<input type="checkbox"/>	D10375	LANDLINE-INCOMING-ONLY-FOR-BB		
<input type="checkbox"/>	D10907	LANDLINE-INCOMING123-ONLY-FOR-BB		
<input type="checkbox"/>	D09	ZTEST		

Below the 'PLANS' section, there are sections for 'FACILITIES' and 'ACCESSORIES', each with their respective tables and 'ADD' buttons.

11. Click on the **save** button and save the order.



Bharat Fiber Sales Order

Save Cancel Next Resubmit Order

017 is not a valid entry for field SR Type
Enter Call Center Agent (Retention)
Enter Operations Manager - SSA

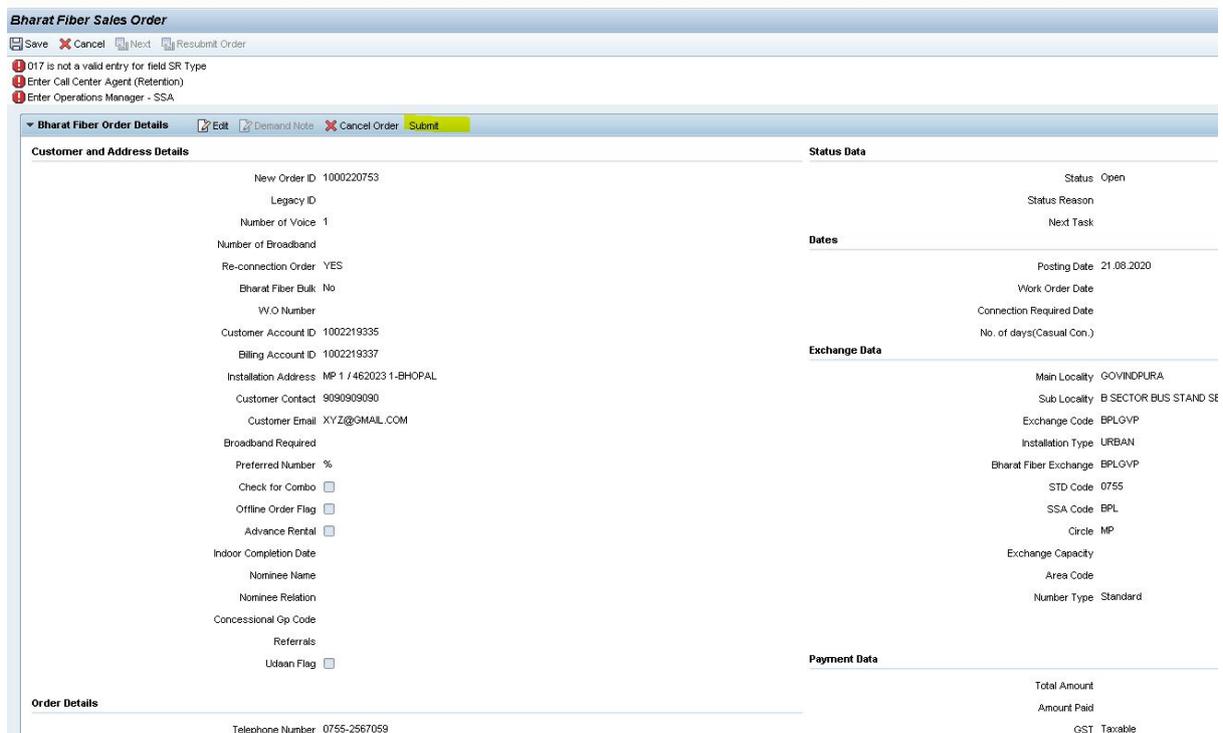
Bharat Fiber Order Details Edit Cancel Order

Customer and Address Details	Status Data
New Order ID	Status Open
Legacy ID	Status Reason
Number of Voice 1	Next Task
Number of Broadband	Dates
Re-connection Order YES	Posting Date 21.08.2020
Bharat Fiber Bulk No	Work Order Date
W.O Number	Connection Required Date
Customer Account ID 1002219335	No. of days(Casual Con.)
Billing Account ID 1002219337	Exchange Data
Installation Address* MP 1 / 462023 1-BHOPAL	Main Locality GOVINDPURA
Customer Contact 9090909090	Sub Locality B SECTOR BUS STAND SECURITY LINE
Customer Email XYZ@GMAIL.COM	Exchange Code BPLGVP
Broadband Required	Installation Type URBAN
Preferred Number %	Bharat Fiber Exchange BPLGVP
Check for Combo <input type="checkbox"/>	STD Code 0755
Offline Order Flag <input type="checkbox"/>	SSA Code BPL
Advance Rental <input type="checkbox"/>	Circle MP
Indoor Completion Date	Exchange Capacity
	Area Code
	Number Type Standard
	Payment Data
	Total Amount
	Amount Paid
	GST Taxable

If No of voice is 1 then A new **Submit** button will be enabled.

Otherwise if voice and bb both are 1 , 1 **Next** button will be enabled and user proceed for the Bharat Fiber BB screen there also most of the details are auto fetched and user only have to submit mandatory details (**no need for the number availability and user id validation , user id from LL+BB will be automatically taken to the Bharat Fiber BB screen**) and submit products and save the Bharat Fiber BB order . Once done the same **Submit** button mentioned above will be visible on the screen.

Here showing for the **Voice 1** scenario:



Bharat Fiber Sales Order

Save Cancel Next Resubmit Order

017 is not a valid entry for field SR Type
Enter Call Center Agent (Retention)
Enter Operations Manager - SSA

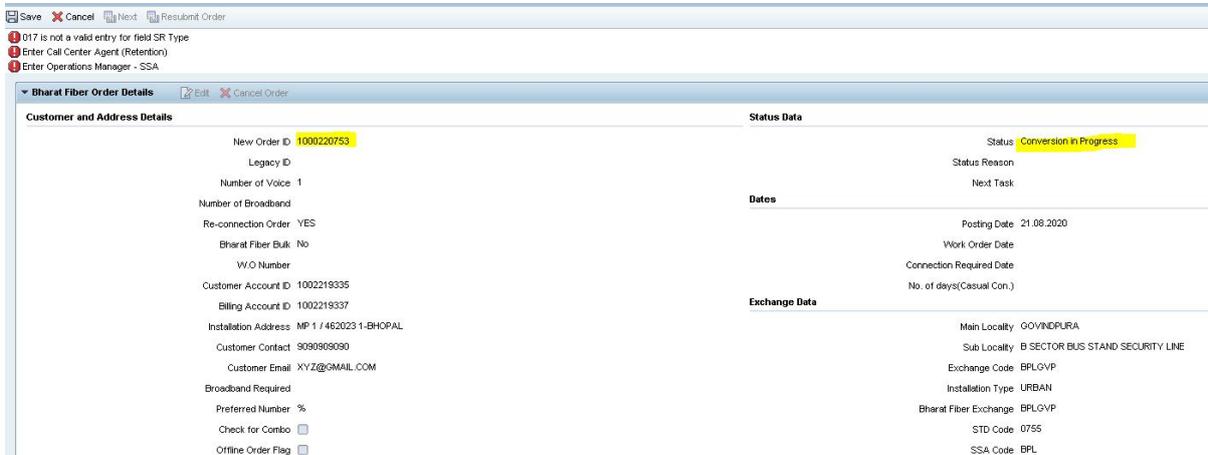
Bharat Fiber Order Details Edit Demand Note Cancel Order **Submit**

Customer and Address Details	Status Data
New Order ID 1000220753	Status Open
Legacy ID	Status Reason
Number of Voice 1	Next Task
Number of Broadband	Dates
Re-connection Order YES	Posting Date 21.08.2020
Bharat Fiber Bulk No	Work Order Date
W.O Number	Connection Required Date
Customer Account ID 1002219335	No. of days(Casual Con.)
Billing Account ID 1002219337	Exchange Data
Installation Address MP 1 / 462023 1-BHOPAL	Main Locality GOVINDPURA
Customer Contact 9090909090	Sub Locality B SECTOR BUS STAND SE
Customer Email XYZ@GMAIL.COM	Exchange Code BPLGVP
Broadband Required	Installation Type URBAN
Preferred Number %	Bharat Fiber Exchange BPLGVP
Check for Combo <input type="checkbox"/>	STD Code 0755
Offline Order Flag <input type="checkbox"/>	SSA Code BPL
Advance Rental <input type="checkbox"/>	Circle MP
Indoor Completion Date	Exchange Capacity
Nominee Name	Area Code
Nominee Relation	Number Type Standard
Concessional Gp Code	Payment Data
Referrals	Total Amount
Udhan Flag <input type="checkbox"/>	Amount Paid
	GST Taxable

Order Details

Telephone Number 0755-2567059

- Click on the submit button, the Bharat Fiber provisioning order status will be changed to **Conversion in progress** and the disconnection order due to conversion will automatically hit to the clarity system.



Bharat Fiber Order Details

Customer and Address Details

New Order ID: 1000220753
 Legacy ID:
 Number of Voice: 1
 Number of Broadband:
 Re-connection Order: YES
 Bharat Fiber Bulk: No
 W/O Number:
 Customer Account ID: 1002219335
 Billing Account ID: 1002219337
 Installation Address: MP 1 / 452023 1-BHOPAL
 Customer Contact: 9090909090
 Customer Email: XYZ@GMAIL.COM

Status Data

Status: Conversion in Progress
 Status Reason:
 Next Task:

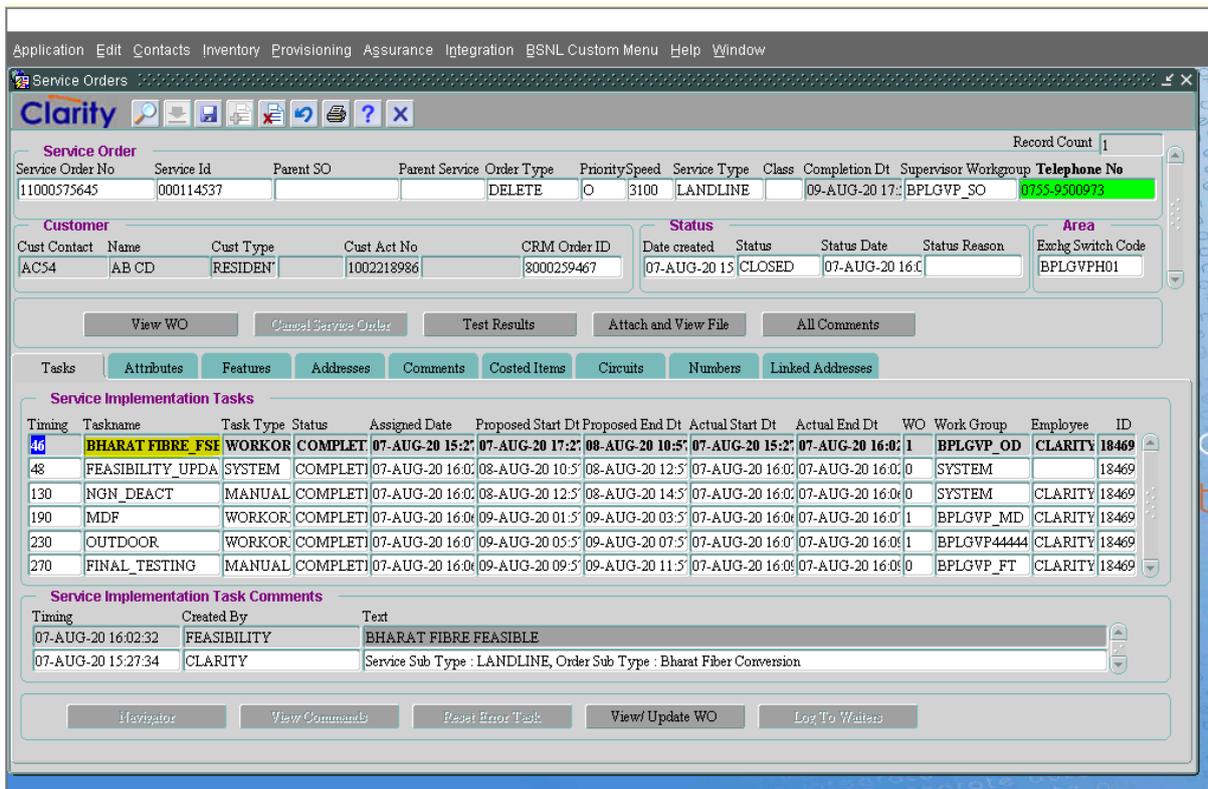
Dates

Pesting Date: 21.08.2020
 Work Order Date:
 Connection Required Date:
 No. of days(Casual Con.):

Exchange Data

Main Locality: GOVINDPURA
 Sub Locality: B SECTOR BUS STAND SECURITY LINE
 Exchange Code: BPLGVP
 Installation Type: URBAN
 Bharat Fiber Exchange: BPLGVP
 STD Code: 0755
 SSA Code: BPL

- Once disconnection order is at clarity, clarity end new task is inserted for the checking Bharat fiber feasibility.



Clarity Service Orders

Service Order No: 11000575645 | Service Id: 000114537 | Parent SO: | Parent Service Order Type: DELETE | Priority: O | Speed: 3100 | Service Type: LANDLINE | Class: | Completion Dt: 09-AUG-20 17: | Supervisor Workgroup: BPLGVP_SO | Telephone No: 0755-9300973

Customer

Cust Contact: AC54 | Name: AB CD | Cust Type: RESIDENT | Cust Act No: 1002218986 | CRM Order ID: 8000259467

Status

Date created: 07-AUG-20 15: | Status: CLOSED | Status Date: 07-AUG-20 16: | Status Reason: | Exchg Switch Code: BPLGVPH01

Service Implementation Tasks

Timing	Taskname	Task Type	Status	Assigned Date	Proposed Start Dt	Proposed End Dt	Actual Start Dt	Actual End Dt	WO	Work Group	Employee	ID
46	BHARAT FIBRE FSE	WORKOR	COMPLET	07-AUG-20 15:2	07-AUG-20 17:2	08-AUG-20 10:5	07-AUG-20 15:2	07-AUG-20 16:0	1	BPLGVP_OD	CLARITY	18469
48	FEASIBILITY_UPDA	SYSTEM	COMPLET	07-AUG-20 16:0	08-AUG-20 10:5	08-AUG-20 12:5	07-AUG-20 16:0	07-AUG-20 16:0	0	SYSTEM	CLARITY	18469
130	NGN_DEACT	MANUAL	COMPLET	07-AUG-20 16:0	08-AUG-20 12:5	08-AUG-20 14:5	07-AUG-20 16:0	07-AUG-20 16:0	0	SYSTEM	CLARITY	18469
190	MDF	WORKOR	COMPLET	07-AUG-20 16:0	09-AUG-20 01:5	09-AUG-20 03:5	07-AUG-20 16:0	07-AUG-20 16:0	1	BPLGVP_MD	CLARITY	18469
230	OUTDOOR	WORKOR	COMPLET	07-AUG-20 16:0	09-AUG-20 05:5	09-AUG-20 07:5	07-AUG-20 16:0	07-AUG-20 16:0	1	BPLGVP44444	CLARITY	18469
270	FINAL_TESTING	MANUAL	COMPLET	07-AUG-20 16:0	09-AUG-20 09:5	09-AUG-20 11:5	07-AUG-20 16:0	07-AUG-20 16:0	0	BPLGVP_FT	CLARITY	18469

Service Implementation Task Comments

Timing	Created By	Text
07-AUG-20 16:02:32	FEASIBILITY	BHARAT FIBRE FEASIBLE
07-AUG-20 15:27:34	CLARITY	Service Sub Type : LANDLINE, Order Sub Type : Bharat Fiber Conversion

If feasibility is No, the disconnection order is halted and order will be sent to CO for further action as per existing clarity halt process. CO can Resume or Waitlist order and then cancel the halted disconnection order.

If feasibility is Yes, the disconnection order will be proceeded as usual. Old ibase will become inactive.

14. On successful order completion for disconnect order , Bharat Fiber provisioning order/Orders will hit to clarity system and will be completed in the system.

Search: Installed Bases

Search Criteria

Search For: Header Using Header Data

Telephone Number (STD-TelNo. Formal) is 0755-9500945

Maximum Number of Results: 5

Search Clear Save Search As Save

Result List: 2 Installed Bases Found

Asset ID	Asset Description	Phone Number	Asset Category	Created On	Changed On	Status	Status	Reason	Service Type
3129034	0755-9500945	0755-9500945	Asset Id, Telephone number	05.09.2019 12:43:14	05.09.2019 12:43:14	Created	Inactive		LANDLINE
3136233	0755-9500945	0755-9500945	Asset Id, Telephone number	07.08.2020 17:04:05	07.08.2020 17:04:05	Created	Active		BHARAT FIBER VOICE

2.2 Out of Scope/ Notes

Any issues which are arising due the wrong data present at production for migration cases or Area code not updated correctly in CRM end.

Also the Deposit and activation waiver schemes in case of Bharat Fiber Voice+BB as not attached as per current design as the deposit are to be handled at billing end as LL deposit will already be lying in billing system which needs to be carried forwarded and adjusted in billing system for the Bharat fiber service.