

# **Good Practices of BAs**

## **w.r.t**

# **One Network & PSG**

## **Director (CFA), BSNL Board message to Circle/BA Heads:**

✚ **One Network:** One network implementation helps in network uptime improvement which in turns leads to Customer Satisfaction. Project of One network was launched in December-2020. BGTD became the first BA to implement One network in Jan-2021. All other BAs/SSAs of circles also launched One network in a good spirit. Circles are requested to ensure that **One Network should run 24x7 without any fail.**

✚ **Partner Support Group (PSG):** Partner support for all technical & commercial issues is most critical to the growth of customer base & customer's QoS. Almost all the BAs of Circles have successfully implemented the PSG in their BAs and have started interaction with TIPs.

✚ **All BA Heads should visit NoC/PSG Team once in a week and discusses/interact/ guide the staff of NOC/PSG Team for its truly working in the interest of our esteemed partners.**

✚ Dir CFA mentioned that minimum wallet balance circular is already issued by BSNL HQ and urged BA heads to start implementing the same through PSG.

✚ While reviewing the progress of payment of invoices of the FTTH partner, it has been noticed that there is a delay of 3 to 4 months for the final settlement of the invoice of FTTH partner. This leads to dissatisfaction and lack of confidence in the BSNL processes and hampers the growth in investment by the partners. The partner support group (PSG) must ensure that the processing of invoice in FMS and ERP system is completed in a time bound manner.

✚ The out bound IVRS campaign business for which guidelines have been issued by corporate office, is still not fully understood, and taken forward to the State Government by some of the BA heads. Though training program shall be conducted to improve the awareness among of BA heads, it must be ensured that this important line of business is worked upon meticulously to generate business as per the targets given for this financial year.

✚ Pillars in Telecom infrastructure is a vital pointer on the presence of targeted customers for future demand of FTTH connections and we have to plan/integrate OLTE accordingly. Each BA should have SDCA wise plan to integrate atleast One OLTE against every 2-3 pillars in the SDCA, for a uniform GPON umbrella coverage. With this approach, each SDCA shall contribute to the growth of FTTH and shall overall help in achieving the assigned target of FTTH-BB connections for FY:2021-22.

# Good Practices of BAs w.r.t One Network & Partner Support Group (PSG)

## 1. Jaipur BA

### ➤ **Activities under One Network**

- Broadband Network Monitoring
- MPLS-VPN/ILL creation & Deletion @ BMAP/ PE Routers
- MPLS-VPN/ILL docket booking for escalation
- MPLS-VPN/ILL clearing at CLARITY.
- MPLS-VPN/ILL monitoring
- IN Creation/Deletion
- NGN Elements Monitoring/NGN ZTE Monitoring
- CPAN System Monitoring/Media Record of CPAN System
- IPTAX Monitoring System
- SSTP Monitoring System
- CDOT MAX –NG Elements Monitoring system
- Clarity/CRM related works

### ➤ **Improvement seen after One Network CCNO**

- 24x7 availability for All Network Elements
- Immediate creation of voice on FTTH numbers
- Resolution of problems related to non-working of Voice on FTTH and NGN
- CCNO is becoming a Experts Hub
- Availability of All the Tools (CRM, CLARITY, SOFT- SWITCH, NMS, OTNM, Secure CRT, ELDAP etc...) along with their knowledge to whole team is becoming very much fruitful to the Subscribers as they are getting fast Services.

## 2. Vijayawada BA

- **Diverting the traffic during break down of link/ring is done on priority:** In access network where MNG-PANs are working, traffic during the outage/break-down can be routed to other router (Protection link) with the help of the respective vendor/ respective MP NOC for early restoration of faults which will improve the uptime of the failure elements.
- **Connectivity diagram of All Eqpts and Tx links drawn and Mapped these Eqpts to the Officers/Staff managing the eqpt :** This will help in the early restoration of faults.
- **Traffic balancing between MNG-PAN, RPR & C-PAN :** This is required for smooth flow of internet traffic and traffic on Uplink/Downlink should not exceed more than 75% of B/W of the link, these will address the speed related issues of Broadband/FTTH customers.

- **Multicasting IP problem resolved by NoC team:** Hathway Digital Ltd, Jaggaiahpet Multicasting Freezing issue resolved after corrected the mismatched multicasting IPs. After IPs correction the customer receiving full Bandwidth without any packet loss.
- **Posted JAOs in PSG** for invoices/payment related issues of TIPs has helped in timely settlement of partner bills & old outstanding.

### 3. Hyderabad BA

- **NoC team is monitoring alarms & handling power failure issues, 699 error issues etc:** These practices will minimize the fault restoration time and also improves the uptime of network elements.
- New FTTH connection creation is done by PSG team.
- All type of paperwork for new TIP registration is done by PSG.

### 4. Bangalore BA

- One Network Team is divided into Level-1 Team & Level-2 Team.
- L-1 One Network team is monitoring and making over Network Elements faults on real time basis to L-2 team.
- L-2 Team is guiding telephonically to staff available at fault location and if issue is not resolved then quickly move and provides necessary support. They have spare modules/equipment/tools etc for rectification of faults.
- PSG team is divided into FTTH Partners Support Team, Helpdesk for CM DSAs /Franchisees & CSCs, CDR/FMS Support Team for Cluster & FTTH partners.
- **FTTH Partners Support Team:** One software tool is developed for FTTH order completion in clarity with which order completion time is reduced and another tool is under development for fault monitoring. Main works of PSG teams are :-
  - FTTH Vendor needs to contact only one unit for problems/issues.
  - Approval of NPC booked by Partners in OCOC.
  - Creation of FTTH Services, Resolving the speed issues.
  - Timely Integration of OLT.
  - The new vendor enrollment.
  - Revenue share information.
  - Bill processing & Wallet related activities.
- **Helpdesk for CM DSAs /Franchisees & CSCs:** PSG team also works as single point of contact for DSAs/Franchisees & CSCs to resolve the following issues:-
  - All support to CM franchisees.
  - Retailers, DSAs & CSCs on Outsourced module.
  - Service oriented Complaints/queries from Vendors-Franchisee/ CSC/Outsourced CSC/Retailers/DSAs.
  - Service requests/Complaints/queries from customers-CUG.
  - Bulk related activations/modifications/PGRMS/Twitter/Individual customers.

- DKYC approvals of OCOC related to both mobile as well as LL/BB, Tele verification of customers in case of pendency, MNP Outbound calling of customers for Retention are also deal by PSG Team.

## 5. Ernakulam BA

- **NoC L1 team support for NIB:** Monitoring of DSLAM, MNGPAN, OCLAN, PTN, BNGs & Traffic Monitoring of circuits and BB VPN Creation & Support.
  - Traffic Monitoring of circuits (uplink /downlink to OLTEs, PON port congestion)
  - Fault Monitoring & Tech Support for 525 Wi-Fi sites.
- **FTTH Partners Support Team:** Documentation for contract signing with LCO/Bharat Air fiber TIPs, Wallet / E-pay management, Creation of User ID in FMS, Technical support for LCOs.
  - PSG L1 team provides First Level of Support for EKM BA FTTH Customers, Service provisioning & maintenance.
  - L1/L2 CDR support for EKM BA, IT Support of all packages of EKM BA, L1 of ERP/ESS/CRM.
  - PSG L2 Support for FTTH Customers, Lead Management, CLARITY Work Order processing.
  - Coordination with franchisees, NIB, transmission for OLTE Integration to FMS & Teevra.
  - Service Provisioning & Customer support for IPTV.
  - Monthly settlement of revenue share through ERP and wallet.
  - GM EKM mentioned that they are doing Digital Marketing through WhatsApp, YouTube and other social media platform by using Digital Banners. GM CFA BSNL CO appreciated the same and asked GM EKM to share the same with HQ and asked EKM BA to analyze call number/volume/answered calls in PSG.

## 6. Coimbatore BA

- **One Network Team** is a “Single Stop Solution” for all the network problems to ensure best customer service in Coimbatore BA.
  - Totally 15 Terminals are installed to maintain all the network elements e.g. FTTH, NIB, CPAN, C5 NGN, MLLN, CDOT NGN, SSTP, IP TAX, Clarity.
  - All the team members have been trained for the cross functionality by the Core Executives available in CBE BA and the same has been implemented successfully.
- **FTTH Partner Support Group:** New FTTH connection creation and power level monitoring is done by PSG team.
  - WhatsApp Groups are available for TIPs, BBCs, DSAs, all Officers CBT BA for FTTH services. All service requests received in these groups are addressed immediately.

## 7. Ahmadabad BA

- **One Network Team** Centrally monitoring complete network.
- All staff have learned the functioning and monitoring of all the systems.
- **FTTH Partner Support Group:** Traffic on toll free number is very less, as Ahmadabad BA have formed two WhatsApp groups, one for technical equipments creation and other one is for TIP support.

## 8. Pune BA

- **One Network Team** are working 24 X 7, they support and monitor FTTH Network (Including OLTES, OCPAN, PANCOAU and PAN Switch), DSLAMs, NGN Phase and Phase II, Internet Leased lines, CACHE Servers. Later, CPAN Network monitoring and CCTV monitoring was also added. Last week OMCR is also extended.
- Improvement in fault restoration time is observed and almost 80% OLTEs are showing uptime of more than 99.5%.
- Wherever the faults are observed due to battery discharge have been attended in shortest period as the exchange in-charge was informed immediately about failure.
- Provision activities are also being done till late in the evening allowing a greater number of connections to go live on any day.
- **FTTH Partner Support Group:** The group is formed in Sales and Marketing Section has following responsibility: -
  - Empanelment of new TIPs including FMS creation, e-pay registration.
  - Coordination with the TIPs and the BBCs for New OLTE integration and Geo Tagging, Planning of new OLTE sites.
  - Coordination with ITPC/ intens team for OCOC issues.
  - Processing of bills of the TIPs.
  - Teevra App implementation and follow up with TIPs for password change.
  - Monitoring performance of TIPs.

## 9. Chandigarh BA

- **One Network Team** is Closely Monitoring Traffic at each node like OLT, TIP OLT, and LMGs etc.
- A single point of contact as CCNO for All technical issues related to all EB customers for example ILL, MPLS VPN, SIP, ISDN PRI etc. Thereby improving the uptime of the circuits and improved customer satisfaction.
- Network Up Time has improved due to better monitoring and coordination through CCNO.
- 90K PSTN to NGN migration done in record time because of better coordination with RCNGN through CCNO situated at Sec-17. Chandigarh is the first BA in its category to become PSTN free.
- CCNO acts as FTTH Partner support team, to address Speed related issues, OLT configuration issues and extend support to Tips Partners for any issues related to services - thereby improve the customer internet experience.



- Integration and Monitoring of NOFN and Wi-Fi hotspot sites have become faster due to CCNO.
- **FTTH Partner Support Group:** TIP Vendors can call PSG team 24x7 at toll free number 1800 599 1001 using TPIN 180 for Chandigarh BA for New TIP Query and resolution of TIPs problems.
- 15-20 calls are receiving daily on Toll free No.
- Same day enrollment of franchisees, creation of wallet and E pay.
- Backhaul Monitoring for data usage of OLTs, one case of TIP Apollo is observed having traffic 750 to 850 MB, so one more GE is allotted.
- Wallet monitoring and daily calls to TIPs for recharging of wallet.
- Conducting Training sessions for TIPs and BBC Coordination.
- FMS, CRM, and clarity support.
- WhatsApp Group of PSG team and TIPs is created for instant sharing of information.
- Integration of OLTs in FMS, Teevra.
- All Type of Technical support to TIPs.

## 10. Jodhpur BA

- **ONE NETWORK:** To setup NOC team for functioning 24x7 following units are merged:
  - GNO Jodhpur for CMTS N/W Monitoring
  - Indoor Transmission Team
  - NGN/Switch Indoor team
  - NIB/BB section
  - MLLN team
- The merging of all above sections has facilitated the 24x7 monitoring and sharing of work among sections. It has also facilitated the timely restoration of faults due to availability of staff around the clock. Staff deputed in NOC is being trained to ensure cross-functioning.
- **Improvement seen after One Network:**
  - CCNO 24x7 availability for All Network Elements
  - Immediate creation of voice on FTTH numbers.
  - Resolution of problems related to non-working of Voice on FTTH and NGN
  - CCNO is becoming a Experts Hub
  - Availability of All the Tools (CRM, CLARITY, SOFT- SWITCH, NMS, OTNM, Secure CRT, ELDAP etc...) along with their knowledge to whole team is becoming very much fruitful to the Subscribers as they are getting fast Services.
- **Partner Support Group:** For cluster/FTTH Management following sections/teams are merged and allowed to function in synergy as CGPS:
  - FTTH Indoor team
  - IT section
  - FTTH Planning



- Outdoor JEs
- The merging of above teams has facilitated the timely customer & partner support/ faster agreement execution/user creations/ timely processing of bills etc.
- Local WhatsApp groups are created and circulated for booking of new connections and faults which are being handled by CGPS team. The traffic on these numbers is gradually increasing and ensuring better customer satisfaction.
- CGPS team is allowed to sit alongside One Network team to ensure better coordination and faster resolution of Channel partners issues.
- The creation of CGPS team has eased the load of backbone team as their customer/partner interaction is minimized and CGPS team has started acting as a bridge between channel partner/customer and backbone team.

## 11. Bhubaneswar BA

- **ONE NETWORK:** New OLTE integration, BNG/RPR/OCLAN management and NGN switch management, CDR management for new creation & fault related activities.
- Technical support for partners and other queries are addressed in a single platform.
- **Partner Support Group:** All activities related to new partner creation and addressing the billing & commercial issue of partners.
- Single window solution for commercial aspects of partners.
- Smooth On-boarding of new FTTH partners & invoice processing of cluster & FTTH partners.

## 12. Jammu BA

- **One Network Team** is closely Monitoring of all nodes viz, RPR, BNG, CPAN, OLTEs, LMG etc., including traffic on FTTH OLTEs to address the speed issue by increasing the BW as and when required.
- All help related to TIP OLTEs configuration and issues like OLT faults, non-reachability, and unavailability in NMS etc.
- Constant monitoring and troubleshooting done by centralized NOC team has helped in timely resolution of issues, as and when reported, which in turn has resulted in much improved uptime of network elements.
- **Partner Support Group provides** same day resolution of Partner issues by the NOC team.
- CPSG team has been working in close coordination with all channel partners to address their concerns on priority pertaining to various portals like FMS, Teevra, Epay/ FTTH wallet etc.
- TIPs given extensive support for same day creation of franchisee in FMS and FTTH wallet creation.

- TIPs being pursued regularly for maintaining stock in their FTTH wallet to keep flow through Epay.

## 13. Kamrup BA

- **One Network Team** is monitoring: -
  - Backbone Mtce, MPLS, NoC Coordination,
  - OLT Monitoring, Support to TIP,
  - NGN Equipment Health, Fault Resolution
  - TX Network Management, Services Management, NMS
  - Management of Network Elements in CM vertical
  - EB Customers Provisioning & Fault Resolution
- For EB Projects, NMS Software & Call Ticketing Software under implementation (from APRO Project). NMS of Customer's NoC being extended centrally.
- **Partner Support Group:** Responsibility of Wallets, Commission Payments etc **are** assigned to present CM Vertical Channel Partner/Franchisee's Teams.
- Two Nos of BBC are available who are responsible for S&M, Leads Generation, Field/TIP coordination, Customers premises Visits (big complexes, societies etc)

## 14. Rohtak BA

- **One Network team** has been implemented with staff deployed of eight members in the group are cross functional.
- **Partner support group** implemented with the staff deployed of four members, Partner Support Group Carry out critical support are functional.

## 15. Shimla BA

- **One Network Team** at Shimla is working with 8 executives' expert in various technologies providing 24-hour support.
- Team is placed at Telephone Exchange Chotta Shimla. NGN Team, NIB Team, CDR Team and SSA Transmission Team all are seated in the same room for better coordination and Smooth communication among various working units.
- Better monitoring and coordination through CCNO Team has resulted in improved uptime of OLTE, DSLAM & Various Switches.
- Regular Monitoring of Traffic at each node like BSNL OLTEs, TIP OLTEs, LMGs, CPAN, BNG etc has resulted in optimization of transmission network and routing of Data Traffic.
- Single point of contact for all technical issues related to EB customers for example ILL, MPLS VPN, SIP, ISDN PRI etc thereby improving the uptime of the circuits and improved customer satisfaction.
- **Partner Support Group Team** provides FMS, CRM, Clarity and all Type of Technical support to TIPs.

- Backhaul Monitoring for data usage of OLTs, Integration of OLTs in FMS, Teevra App.
- Same day enrollment of franchisees, creation of wallet and E pay. Wallet monitoring and daily calls to TIPs for recharging of wallet.
- TIP Vendors can call PSG team 24x7 at toll free number 1800 599 1001 using TPIN 170 for Shimla BA for New TIP Query and resolution of TIPs problems. 8-10 calls are received daily on Toll free Number.
- WhatsApp Group of PSG team and TIPs is created for, instant sharing of information.

## 16. Dehradun BA

- **One Network Team** provides all type of technical support to TIPs as Speed related issues, OLTE Configuration, ONT Configuration or any other issue related to service.
  - Monitoring & instant reporting of faults related to media & Power, resulting in reduction of network downtime.
  - Migration of 35K Dels & 64 No of Nodes in NGN was completed with better coordination of ONCC team/field officers & NCNGN.
  - Monitoring of backhaul of each OLTE & augmentation of bandwidth of OLTE backhaul where-ever required.
  - Recently Dehradun SSA has grabbed a very prestigious project of Smart City Limited Dehradun for setting up a MPLS based network to integrate Smart City Nodes at 291 different locations. It will generate revenue of Rs 7.5 Crore /annum. One Network team will also help in monitoring the same project.
- **Partner Support Group Team** provides support for On-boarding of new TIP including document collection/Agreement/creation of Login id in FMS/Wallet creation/Epay registration.
  - Faster processing of revenue share bill & monitoring and persuasion with TIPs for recharging of wallet.
  - Coordination with TIPs, BBCs & Transmission team for new OLTE integration.
  - Integration of OLTs in FMS, Teevra. Geo Tagging/Password updating of OLTEs in Teevra.
  - Monthly monitoring of performance of TIP.
  - Monitoring and resolution of complaints of FTTH customers.
  - Sharing of new plan and other commercial activities to TIPs.
  - WhatsApp group formed for instant sharing of information with ONCC/PSG team/BBC & TIPs.

## 17. Jamshedpur BA

- **One Network Team:** Different Systems catering to various network are now operating at Centralized Network Operating Centre (24 x 7 monitoring) at KADMA CALL CENTRE leading to improved coordination.
- **Partner Support Group Team:** Dedicated/Focussed team in place to take care of Partner on boarding, OLT integration, creation of use id in FMS, On boarding in E-

pay / Insta Pay, processing of Revenue Share in Place. Slow Speed Issues are being handled at CCNO group –

- Major Issues observed from Partner:
  - Non-Credit/Less Credit of OTF/Commission – Requires Coordination with ITPC / FMS / Pyro
  - Error related to Sanchar Aadhaar / LL to FTTH conversion
- A dedicated AO / JAO is assigned to a group of TIPs – Three AOs / JAOs for handling Commission / OTF related Issues. Details of Monthly Commission processed / paid are communicated to TIP.

## 18. Lucknow BA

- **One Network Team** further divided into following parts:
  - BNG/RPR/OCLAN etc. (NIB) management
  - FTTH/OLTE management
  - NGN Equipment Management
  - CDR Systems Manage
  - Transmission Systems Management
- Availability of all the core teams including NIB, CDR, NGN, FTTH etc. under one roof, resulted in better coordination among themselves, as well as providing better support to the field units, which in turn proved fruitful to provide better services to our customers.
- Increase in Network Uptime, Faster resolution of issues was observed.
- Raising requests for providing support in resolving issues/complaints or seeking information through Google Forms.
- Reports will be auto generated in Google Sheets and will be shared with the concerned team as well as the Senior and Middle Management for monitoring as well as improving performance.
- **Partner Support Group Team:** FTTH/FMS Support for Partners:-
  - FTTH TIP's need to contact only one unit for problems/issues.
  - Approval of NPC booked by Partners.
  - Executing Work orders/Service Orders for provisioning/ modification of FTTH services for the customers on real time basis.
  - Faster provisioning of New TIP OLT's in co-ordination with concerned teams.
  - Improvement in Daily provisioning of FTTH connections as well as reduction in Provisioning Time of FTTH connections.
  - Receiving and resolving complaints with FTTH connections, in coordination with concerned Teams.
  - New TIP enrollment.
  - TIP Management – User Roles and Updation of Payment.
  - Revenue share information, Bill processing & Wallet related activities
  - Coordination with CDR/ITPC Team for early resolution of FMS/SM Dockets.

## 19. Arunachal Pradesh BA

- **One Network Team:** The problems related to transmission network, Leased line, Broadband, FTTH and mobile network are commonly shared in the group. The problem, once raised, are taken up on top priority and attended immediately.
- **Partner Support Group Team:** The problems related to FTTH TIP and CM Franchisees are commonly shared in the group. The PSG team is able to receive complain from the FTTH TIP/ CM Franchisee and resolve it fast. All the invoices and other claims of partners are cleared monthly without any delay.

## 20. Meghalaya BA

- **One Network Team:** 24X7 Network Management located at NIB Shillong Project has been implemented recently.
- **Partner Support Group Team:**
  - Early settlement of all paper works for contract signing, creation of use ID/Login in FMS/DKYC/CDR System, e-Pay system, wallet etc.,
  - Early settlement of revenue share through ERP and wallet.
  - Exchange of all information related to sales and marketing activities.

## 21. Guntur BA

- **One Network Team:** A “Single Stop solution” for all the network problems to ensure best customer service in Madurai BA. All the team members have been trained for the cross functionality by the Core Executives available in Madurai Business Area Headquarters and the same has been implemented successfully.
  - Compiled (location and SDCA wise) database of all Telecom equipment in Guntur BA.
  - Prepared connectivity diagram of all equipment and transmission links.
  - Equipment mapped with officers/staff and reporting officers.
  - Defined an escalation matrix for fault management.
- **Partner Support Group Team:** The activities carried away by PSG team are:-
  - New FTTH TIP partners on boarding including signing of documents, creation of credentials in FMS.
  - Processing of request from existing TIP's for installing 2nd OLTE and also the request received from TIP's for making over of OLTE's to other TIP partners.
  - Processing of IP allotment request received from TIP Franchisees in FMS i.e., uploading of approval copies and other related documents for IP allocation by BBNOC through FMS.
  - Pursuing with TIPs for submission of new CASE IV-A revenue share Agreement.
  - Creation of ERP customer codes and Vendor codes for each TIP partner.
  - Processing of Cluster / TIP Partners invoices.

## 22. Madurai BA

- **One Network Team:** The problems related to transmission network, Leased line, Broadband, FTTH and mobile network are commonly shared in the group. The problem, once raised, are taken up on top priority and attended immediately.
- **Partner Support Group Team:** Separate WhatsApp groups are available for TIPs, BBCs, DSAs, all Officers Madurai BA for all services. Any service requests received in these groups are addressed immediately. Functions of PSG are:-
  - Draft document Preparation for agreement with LCO's
  - Partner On boarding, OLT integration.
  - Processing for Creation of FMS Username and FR Code & vendor Code for LCOs.
  - Processing for Creation of CTOPUP Wallet/Instapay/E Pay enrolment.
  - Coordinating with EB/ NIB /TXMN team for commissioning of LCO OLTE and all other activities required for Integration with Network.
  - Coordinating with CDR/IT/EMS team for Enabling LCOs to Create/Complete Orders.
  - Coordinating with LCOs for their FMS Related Activities.
  - Coordinate with each of the associated Bharat fiber (FTTH) partners on daily basis for providing New FTTH Connections.
  - Monitoring of the Fault dockets booked on daily basis and ensure that the associated Bharat fiber (FTTH) partners are attending the fault.
  - Coordinating with LCOs for Geo tagging/NMS Reachability.

## 23. Mangalore BA

- **One Network Team:** Functions performed by One Network team are:
  - Monitoring and maintenance of Access Network, Switches, DSLAMs and OLTs
  - Provisioning/maintenance of PRIs in CACU and IAG in coordination with Transmission wing.
  - NGN Voice Services support for Field Officers and customers.
  - Voice network Information security
  - Software development for BA.
  - Feasibility assessment of third party OLTs of ELCOs and LCOs.
- **Partner Support Group Team:** The activities carried away by PSG team are: -
  - Coordination with LCOs for integration of OLTs with NMS and Teevra user management.
  - FTTH Optical Distribution Network issues support from CNOC for troubleshooting.
  - Configuration for OLT changes and ONT changes
  - Feasibility assessment of third party OLTs of ELCOs and LCOs.

## 24. Trivandrum BA

- **One Network Team:** Functions performed by One Network team are:



- Monitoring and maintenance of Switches, DSLAMs and OLTs
  - Provisioning/maintenance of PRIs in CACU and IAG in coordination with Field units and Transmission wing.
  - NGN Voice Services support for Field Officers and customers.
  - Support for Wifi hotspot maintenance, rearrangement, and integration.
- **Partner Support Group Team:** The activities carried away by PSG team are: -
- Coordination with LCOs for integration of OLTs with NMS and Teevra user management.
  - FTTH Optical Distribution Network issues support from CNOC for troubleshooting.
  - Support for Wifi hotspot maintenance, rearrangement, and integration.
  - Self-care portal support, support for content delivery services like Hotstar, IPTV.
  - Configuration for OLT changes and ONT changes.

## 25. Warangal BA

- **One Network Team:** Preparatory Activities Undertaken by One Network Team are:
- Compiled a database of all Telecom Equipment in Warangal BA
  - These eqpt have been compiled Location and SDCA-wise
  - Connectivity diagram of All Eqpt and Tx links drawn.
  - Mapped these Eqpt to the Officers/Staff managing the eqpt
  - These Officers further mapped to their Reporting Officers
  - Directory of their Landline & Mobile nos updated
  - Defined an Escalation Matrix for Fault Management
- **Partner Support Group Team:** The activities that are being carried out by PSG in WGL BA are: -
- New FTTH TIP partners on boarding including signing of documents, creation of credentials in FMS.
  - Processing of request from TIP's for installing OLTE and also the request received from TIP's for making over of OLTE's to other TIP partners.
  - Processing of IP allotment request received from TIP Franchisees in FMS i.e., uploading of approval copies and other related documents for IP allocation by BBNOC through FMS.
  - Pursuing with Tips for submission of new CASE IVA revenue share Agreement.
  - Creation of ERP customer codes and Vendor codes for each TIP partner.
  - Processing of Cluster / TIP Partners invoices.
  - On boarding of TIPs from Pinnacle to BSNL epay.
  - Creation of Wallet for the TIPs.
  - Resolution of issues in coordination with FMS/ITPC.

## 26. Bikaner BA

- **One Network Team:** To setup NOC team for functioning 24\*7 following units are merged:
- GNO Bikaner for CMTS N/W Monitoring



- Transmission Team
- NGN team
- BB section
- MLLN team

The merging the work of all above sections has facilitated the: -

- 24\*7 monitoring and sharing of work among sections.
  - Timely restoration of faults due to availability of staff around the clock.
  - Staff deputed in NOC is being trained to ensure cross-functioning.
- **Partner Support Group Team:** Under Partner Support Group for Cluster/FTTH Management following sections/teams are merged and allowed to function in synergy as CGPS:
- FTTH team
  - IT section
  - Outdoor JEs

The merging of above teams has facilitated the timely customer & partner support/ user creations/ timely processing of bills etc.

- Creation of this team reflected the better coordination and faster resolution of Channel partner's issues.
- The creation of this team has eased the load of backbone team as their customer/partner interaction is minimized and has started acting as a bridge between channel partner/customer and backbone team.
- **Immediate creation of voice** on FTTH numbers. Earlier, first Broadband creation was done only, now instantly voice is created on soft switch along with FTTH creation. This helps in retaining the FTTH customers.

## 27. Cuttack BA

- **One Network Team:** Benefits from One Network are:
- New OLTE integration with a reasonable time.
  - BNG/ RPR/ OCLAN management, NGN switch management and CDR management for new subscriber creation & fault related activities in a single window.
  - Technical support for partners and other queries is addressed in a single platform resolving issues smoothly.
- **Partner Support Group Team:**
- All activities related to new partner creation and addressing the billing & commercial issue of partners.
  - Single window solution for commercial and financial aspects of partners.
  - Smooth On-boarding of new FTTH partners & invoice processing of cluster & FTTH partners.

## 28. Goa BA

- **One Network Team:**
  - Monitoring of key network elements
  - Improvement in fault restoration time & almost 80% OLTEs are showing uptime of > 99.5%.
  - Faults of battery discharge have been attended in shortest time as exchange in-charge was informed immediately about failures.
- **Partner Support Group Team:** Provision activities are done daily allowing more no. of connections to Go-Live on same day.

## 29. Patiala BA

- **One Network Team:** The activities being carried by team are:
  - Centralized BNG/RPR/OCLAN Traffic Monitoring and Management.
  - Centralized NGN-LMGs/DSLAMs/OLTs/Exchanges Monitoring & Management.
  - Centralized NOFN – OLT/ONTs Monitoring and Management
  - WIFI Hotspots – Monitoring and Management.
  - High Bandwidth Circuit Monitoring and Management
  - PRI Monitoring and Management.
- **Partner Support Group Team:**
  - TIP Vendors can call PSG team at toll free number for New TIP Query and resolution of TIPs problems.
  - Same day enrollment of franchisees, creation of wallet and E pay.
  - Backhaul Traffic Monitoring for various Broadband Network Elements with the help of tools provided like TERIM and BBNMS,
  - Wallet monitoring and daily calls to TIPs for recharging of wallet.
  - FMS, CRM and clarity support.
  - WhatsApp Group of PSG team and TIPs is created for instant sharing of information.
  - Integration of OLTs in FMS, Teevra.

## 30. Surat BA

- **One Network Team:** Benefits from One Network are:
  - Coordination among different Sections of work.
  - Fast resolution of issues where possible.
  - Knowledge of members regarding functioning and equipment of different sections is shared and extended.

- **Partner Support Group Team:** More efficient handling of issues of partners particularly that of billing, FMS, etc.

## 31. Bilaspur BA

- **Partner Support Group Team:** Three Verticals of Support are:-
  - **TIP Growth:**
    - Paper works for New TIP
    - User Creation and log in support
    - Provisioning of OLTEs
    - E-pay system
    - Monthly settlement of revenue by ERP/Wallet
  - **Provisioning & Fault**
    - Lead conversion to order
    - CAF entry
    - Provisioning of new services
    - Fault management
  - **Sales & Marketing**
    - Exchange of all information related to sales and market activities to TIP's & Cluster Partner.
    - Identification of Potential Business Areas.
    - Identification of CIC/VIP prospective Customers.

## 32. DharamShala BA

- **One Network Team:**
  - Regular Monitoring of Traffic at each node like BSNL OLTEs, TIP OLTEs, LMGs, CPAN, BNG etc has resulted in optimization of transmission network and routing of Data Traffic.
  - Single point of contact for all technical issues related to EB customers for example ILL, MPLS VPN, ISDN PRI etc.
- **Partner Support Group Team:** CCNO, also acts as FTTH Partner support team, to address Speed related issues, OLT configuration issues and extend support to PSG Teams/TIPs for any issues related to services thereby improve the customer internet experience.
  - On boarding of new TIP including document collection/ Agreement/ creation of Login ID in FMS/Wallet Creation/Epay Registration.
  - Faster Processing of Revenue Share bill & monitoring and persuasion with TIPs for Wallet recharge.
  - Coordination with TIPs, BBCs & Transmission Teams for new OLTE integration.
  - Integration of OLTs in FMS, TEEVRA, Geo-tagging/Password updating of OLTEs in TEEVRA.
  - Co-Ordinating Training sessions for TIPs and BBCs.
  - FMS, CRM and clarity support.

- WhatsApp Group of PSG team and TIPs is created for instant sharing of information.
- All Type of Technical support to TIPs

### 33. Nainital BA

- **One Network Team:** The ONC team monitors:-
  - The transmission media through OTNMS and report instantaneously to field units to attend, resulting in reduction of network downtime and services.
  - The ONC team monitors, the uplink and downlink bandwidth utilisation at BNG and OCLAN level so that necessary backhaul bandwidth dimensioning can be done by the field units.
  - The ONC team educates all the channel partners to maximise the use of Teevra application to login OLTs and to check customer end power, BSNL e-pay & TIP wallet. The ONC resolve the issues faced by them.
  - The ONC team monitors, the migration of existing switches to NGN switches, the work stand completed.
- **Partner Support Group Team:**
  - The PSG guides and pursue to bring interested party on board with BSNL as a channel partner. The tariff and commission structure is explained along with usual formalities of documents required, creation of Login id in FMS/Wallet creation/Epay registration.
  - The PSG monitors the available stock (amount) in wallet and accordingly triggers channel partners. The PSG tracks processing of revenue share bills, those are paid offline by the customers, so that commission is paid to TIPs at earliest.
  - PSG coordinates with ONC team, TIPs, BBCs & Transmission team for new OLTE integration.
  - Integration of OLTs in FMS, Teevra. Geo Tagging/Password updating of OLTEs in teevra.
  - PSG monitors the overall performance of TIP and monitors the pending FTTH faults and pursue for its rectifications.
  - PSG communicate any new Commercial plans/Offer immediately to channel partners.

### 34. Srinagar BA

- **One Network Team:** Centralized NoC team of Srinagar BA provides support to FTTH partners and even end users from 8 am to 6 pm for resolution of issues pertaining to FTTH services for Srinagar and Leh region.
- **Partner Support Group Team:** Partner support group [PSG] is working closely with channel partners for addressing their concerns on priority pertaining to various application portals like.
  - Early settlement of all paper works for contract signing, creation of use ID/Login in FMS/DKYC/CDR System, ePay system, wallet etc.
  - Early settlement of revenue share through ERP and wallet.
  - Exchange of all information related to sales and marketing activities.

## 35. Tezpur BA

- **One Network Team:**
  - Monitoring of Access Network, Switches, DSLAMs and OLTs
  - Feasibility assessment of third party OLTs.
  - Configuration for OLT and ONT changes.
  - Support to FTTH Customers
  - Lead Monitoring in FMS
  - Software support like Teevra, FMS
  - Selfcare portal support, support for content delivery services like Hotstar, IPTV.
  - Monitoring of DSLAM, MNGPAN, OCLAN, BNG, PE
- **Partner Support Group Team:**
  - Documentation for contract signing with TIPs/Air fiber TIPs
  - Creation of user id in Clarity, CRM, FMS
  - Technical support for TIPs
  - Coordination with TIPs, NIB, transmission, CMTS wing
  - Monthly settlement of revenue share through ERP and wallet

## 36. Muzaffarpur BA

- **One Network Team:**
  - Centralized monitoring of Network Elements.
  - Timely escalation of the faults to the vendors/ Concerned Units and support to the field units.
  - Increasing Network availability and timely optimization of resources i.e., BNG /MPLS Edge Router/BB OCLANS/ MNG PANs/OLTs/ NGN/CPAN /IPTAX/SSTP/MLLN etc.
  - Prompt restoration of the affected services and reducing down-time of the Network.
  - Centralised monitoring of traffic on network elements.
- **Partner Support Group Team:** Following activities are taken care: -
  - Partners on boarding.
  - OLT integration, creation of user id's in FMS, On boarding in E-pay, Insta Pay, Dkyc & Teevra.
  - Monitoring & Processing of Revenue Share in Wallet and ERP.
  - Providing support to MSO regarding S&M related activities.
  - Report generation and monitoring.

## 37. Ranchi BA

- **One Network Team:** Slow Speed/Tx problem/splitter outage/OLTE Issues/fault monitoring etc issues are being handled by CCNO group additionally maintenance and monitoring of NIB/ BNG/MNG/OCLAN etc network element done through CCNO.

- **Partner Support Group Team:** Focussed PSG team in place to take care of Partner on boarding, OLT integration, creation of use id in FMS , On boarding in E-pay / Insta Pay, processing of Revenue Share payment.

## 38. Varanasi BA

### ➤ **One Network Team:**

- Due to 24 X 7 monitoring of all the BB/CPAN/CDR elements, fault rectification time reduced drastically.
- Online support to nearby SSAs connected to Varanasi BNG helped their Nodal to diagnose and rectify the faults.
- Centralized monitoring of MPLS, BNG, CPAN, CDR Network.
- Real Time traffic Monitoring and diversion if choking observed. This helped enhanced telecom services.
- Monitoring and resolving faults in Broadband, FTTH, NGN, Transmission & CDR Network Elements on real time basis, thereby improving our network uptime.
- Better coordination with field units in resolving the faults.
- Identification of Network Element faults made easier and faster.
- Coordinating with Multiplay NOC for improving the services including monitoring of traffic on the Uplinks/Downlinks of Broadband Core/Aggregation Network Elements, implementing necessary load sharing, thus improving performance of our services, such as Internet Speeds etc.
- For BSNL FTTH OLT's, necessary support being provided for provisioning of connections/ resolving faults by executing ONT latching on OLT's as per requirement, configuration of GPON ports etc.

### ➤ **Partner Support Group Team:**

- Single point of contact for FTTH TIP's for any problems/issues.
- Executing Workorders/Service Orders for provisioning/ modification of FTTH services for the customers on real time basis.
- Faster provisioning of New TIP OLT's in co-ordination with concerned teams.
- Improvement in Provisioning Time of FTTH connections.
- Resolving complaints with FTTH connections, in coordination with concerned Teams.
- TIP Management – User Roles and Updation of Payment, Revenue share information, Bill processing & Wallet related activities.
- Coordination with CDR/ITPC Team for early resolution of FMS/SM Dockets.