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

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.

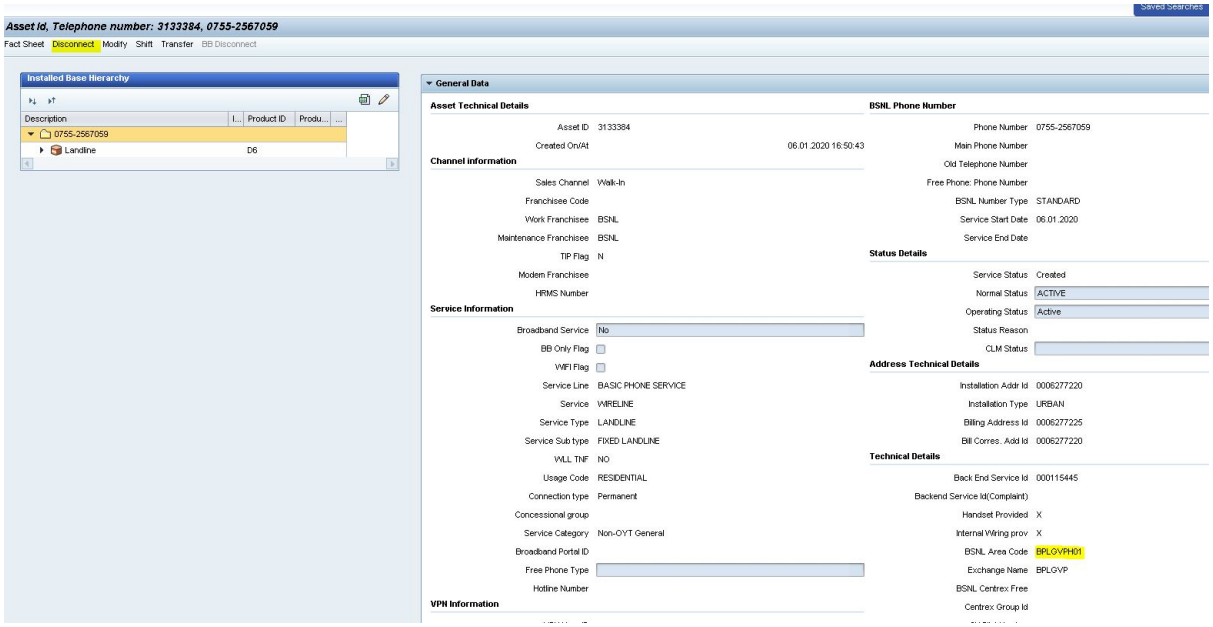
Kindly refer to the validation and notes section as well for the different validation and exception as in current deployed process.

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

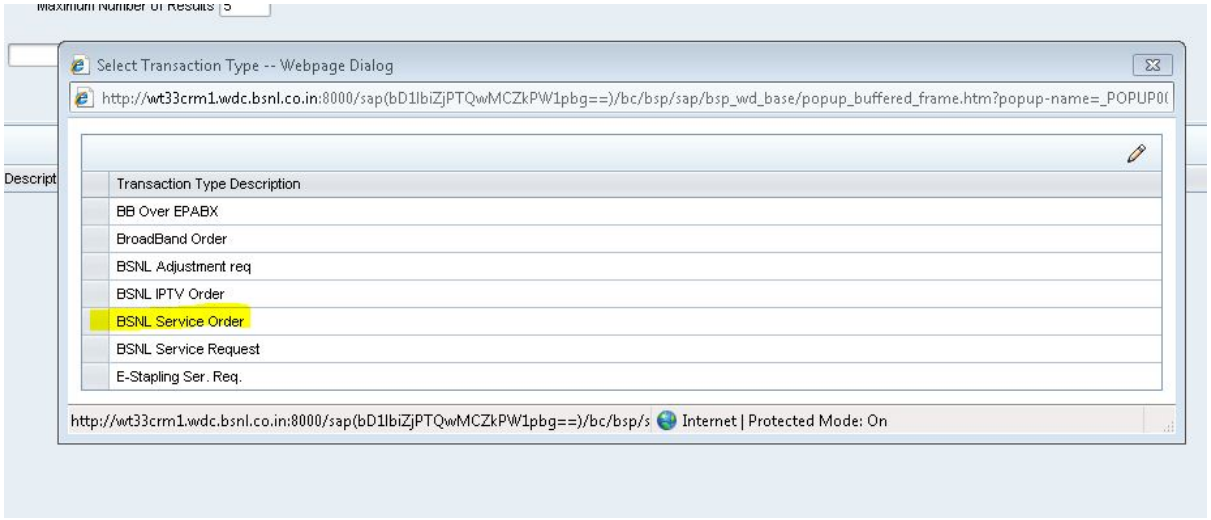
2.1 Order Flow

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.

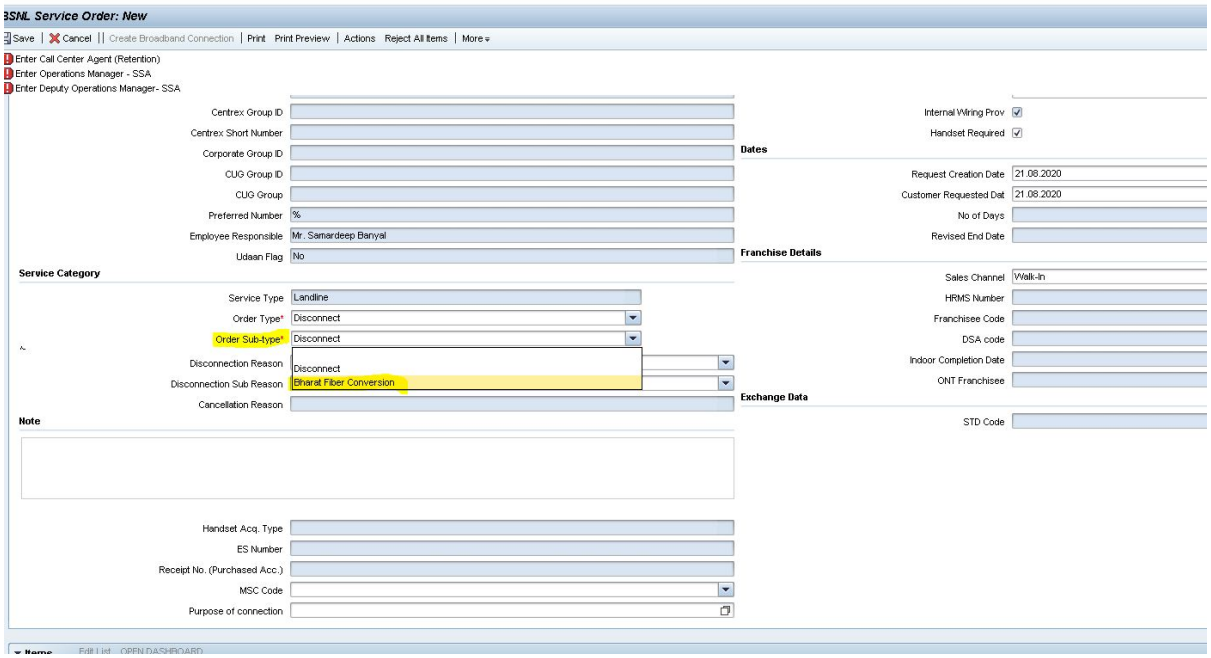
2. Click on the Disconnect button to create disconnection order (disconnection order due to conversion)



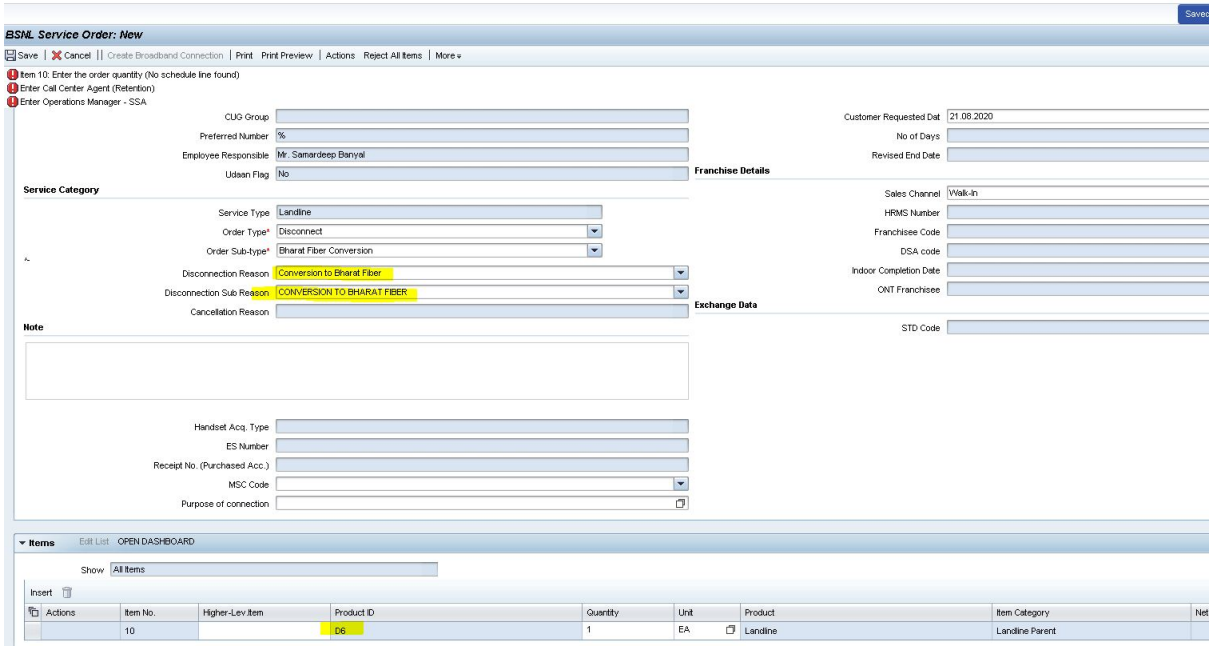
3. Click on the BSNL service order in the transaction type pop up displayed on screen. This will take user to the existing disconnection order screen.



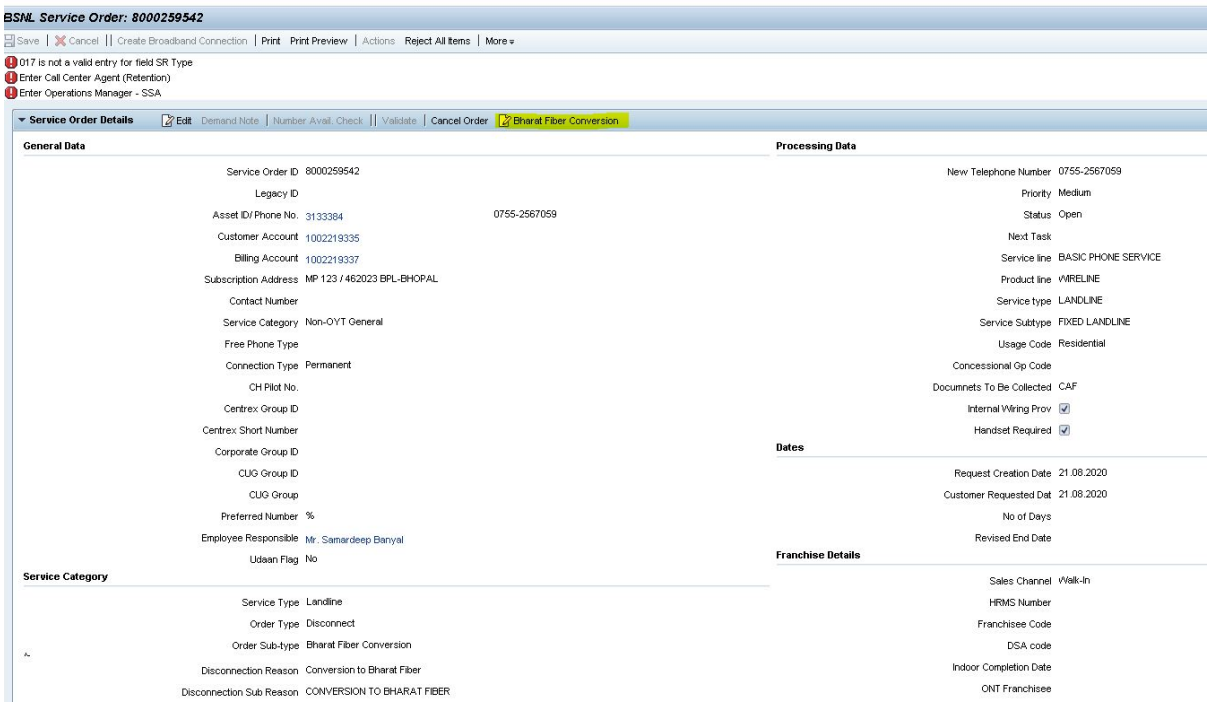
4. On the disconnection order screen, a new Order type is added for the conversion named as 'Bharat **Fiber Conversion'.** Select this value from the order type drop down and press enter.



5. 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.



6. 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'.**



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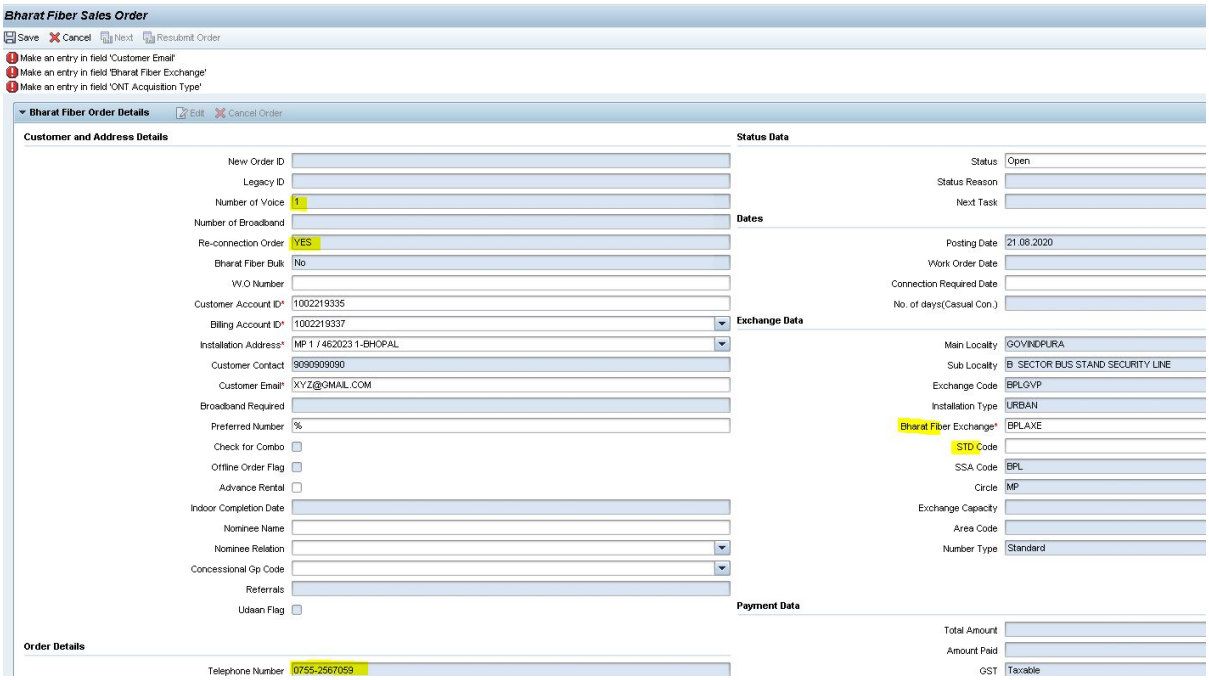
7. On clicking the Bharat fiber conversion button user will be taken to the Bharat Fiber sales order provisioning screen. All the details will be taken from the ibase which was coming for the conversion.



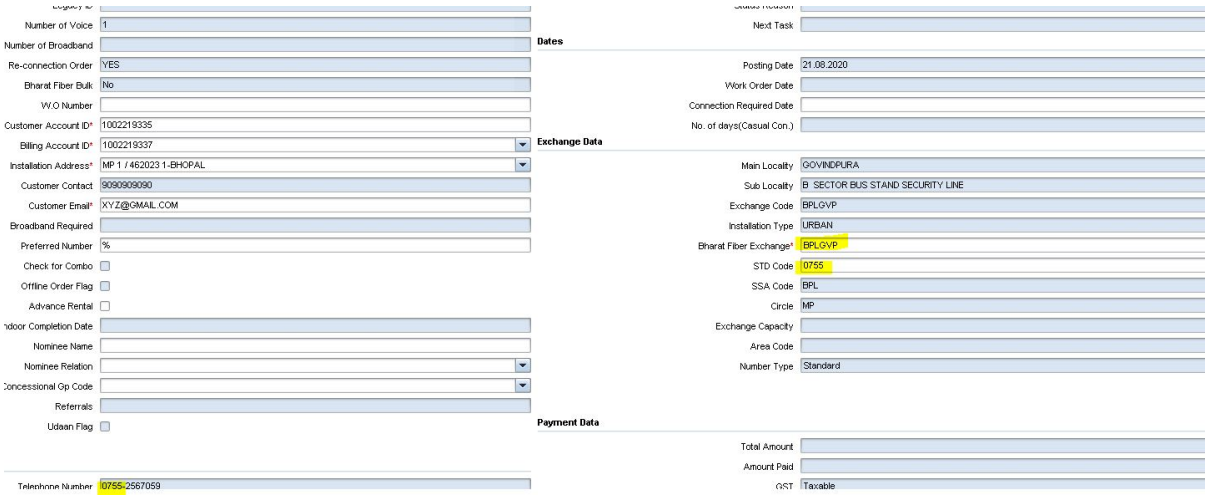
8. Basic details like CA, BA, and address are auto-populated on the screen. Also phone number on which disconnection is raised is also populated in the order and there is **no need for the separate number reservation** while creating the Bharat Fiber provisioning order.
   Also Reconnection flag will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

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

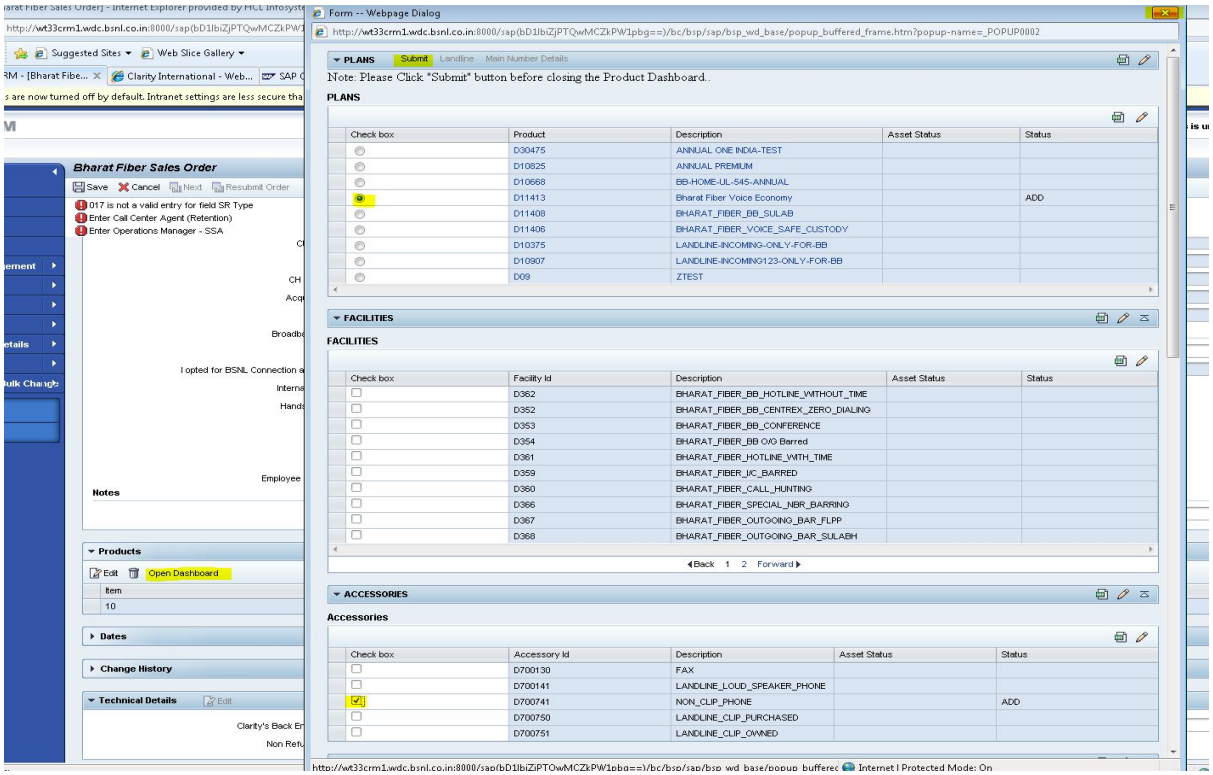
If only LL customer wants to convert to Bharat Fiber then Number of voice will be set as 1 and BB will be 0.

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.

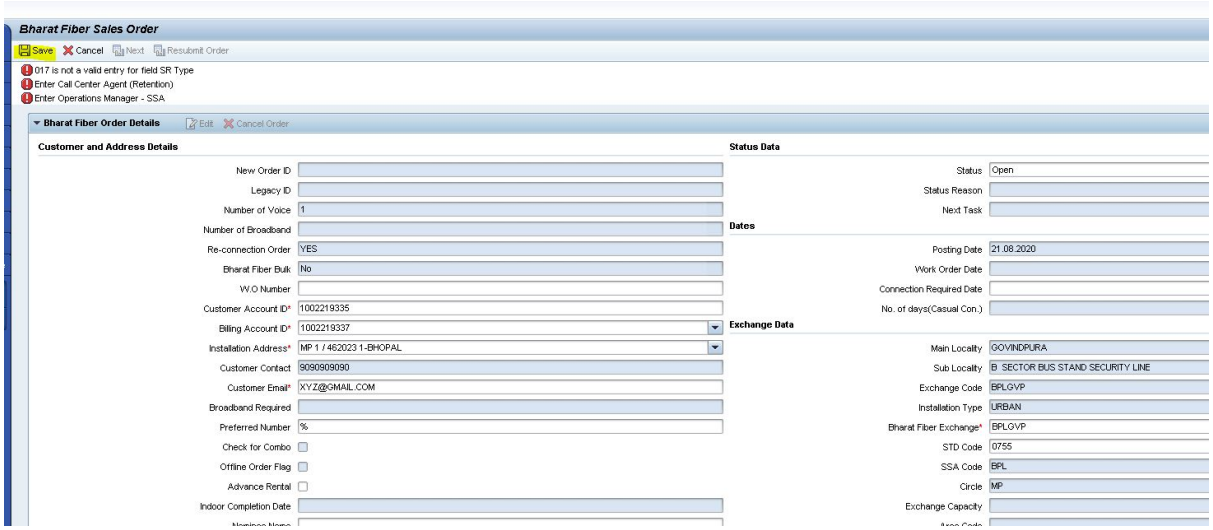
9. Bharat Fiber exchange will be user selected as per the STD code falling under the bharat fiber exchange and is editable as all LL exchanges are not configured for the Bharat fiber as well. User has to take care while selecting the Bharat fiber exchange and STD code to match the STD code with the number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



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



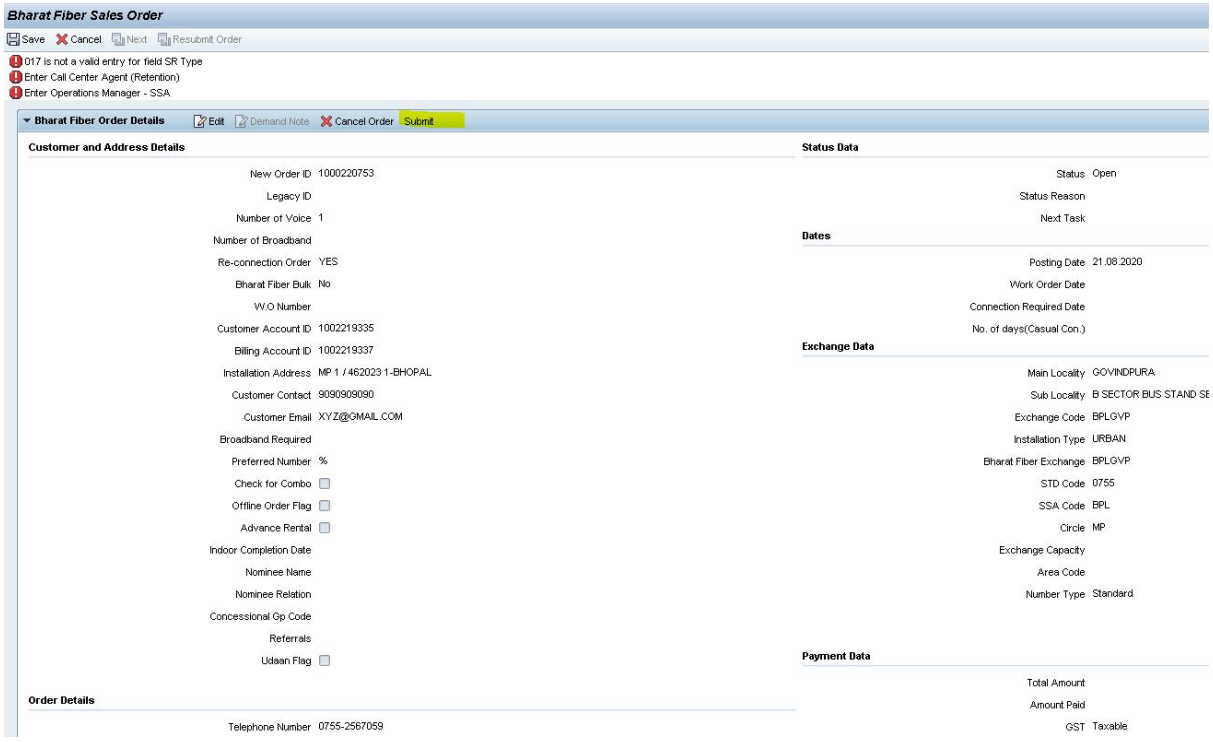
11. Click on the **save** button and save the order.



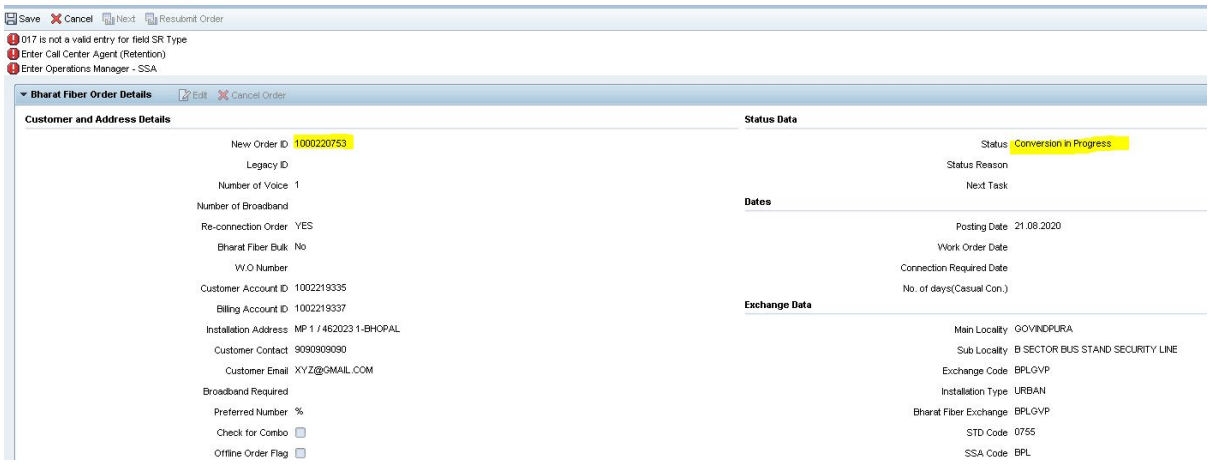
If No of voice is 1 then A new **Submit** button will be enabled.

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.

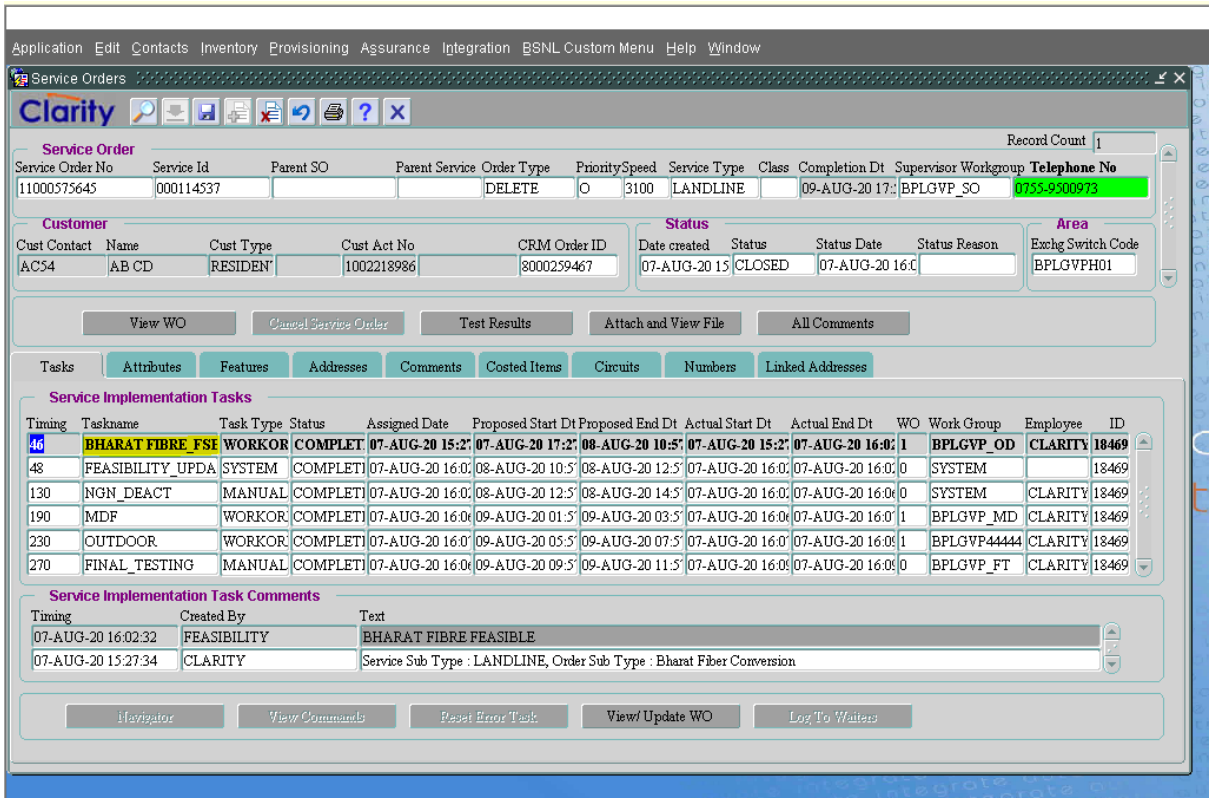
Here showing for the Voice 1 scenario:



12. 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.



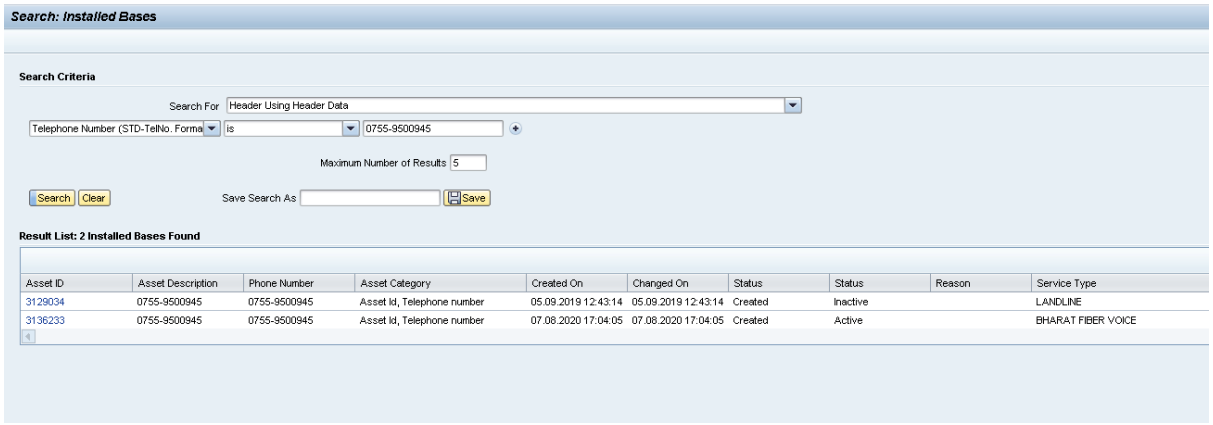
13. Once disconnection order is at clarity, clarity end new task is inserted for the checking Bharat fiber feasibility.



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.



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.