

# **Broadband Prepaid in BSNL**

## **Brief History**

Oracle Billing and Revenue Management was supplied and installed vide BSNL PO dated 29-05-2009 for 2.6 Million Prepaid Licenses

## **Launch Plan**

Phase I Karnataka Circle 15th October, 2009  
Phase I South Zone 15th November, 2009  
Phase I 85 Cities (State capital/ Cities with >1 Lakh wireline customers  
15th December, 2010  
Phase II Rest of India 1st Jan, 2010

## **Prepaid Broadband – Features**

- New Connection On-line provisioning
- Top-up, Grace period management
- Plan Changes (with and without vouchers)
  - Supports volume based limited and unlimited plans
  - Supports bandwidth selection for unlimited plans
  - Supports differential real-time rating based on voucher denomination
- View Customer Profile
- View Service Details
- View Usage, Transaction Details
- Voucher creation, printing, distribution and sales
- Termination
- Password change

## **Prepaid Account**

1. Account creation is through P-3 Portal by the Node Incharges (CSR's).
2. Initial account with 50 MB download created without any charges.
3. Default account creation is with 2Mbps speed.
4. Validity of initial account – 15 days
5. No port binding
6. Account to be recharged for further use.

## **Advantages of Pre-paid Broadband**

1. Users will have more flexible usage plans as per their usage need.
2. Subscribers wish to have a better control over their spending on Broadband which will be enabled on Prepaid.
3. Users churning in Post-paid BB is about 20% mostly because of bill disputes arising out of inadvertent usage by the customers, which can be contained with Pre-paid option to a great extent.
4. BB users will have roaming feature also, in case they wish to use their account with some other DSL enabled landline.
5. Such accounts can be used at PCO's or common unattended places where BSNL can create DSL enabled Hotspots, cybercafés, and where users will not be billed except their pre-paid BB account.
6. Value added Services over Broadband based on usage based accounting can be extended to BB users as well.
7. Wire-less BB options like Wi-max etc. will be more popular in the pre-paid format

## **Process Flow**

SSA Local commercial and Billing system (OR CDR system) being integral part for providing ADSL enabled land line (Copper pair) connection---

Provisioning of Prepaid BB accounts will happen in parts

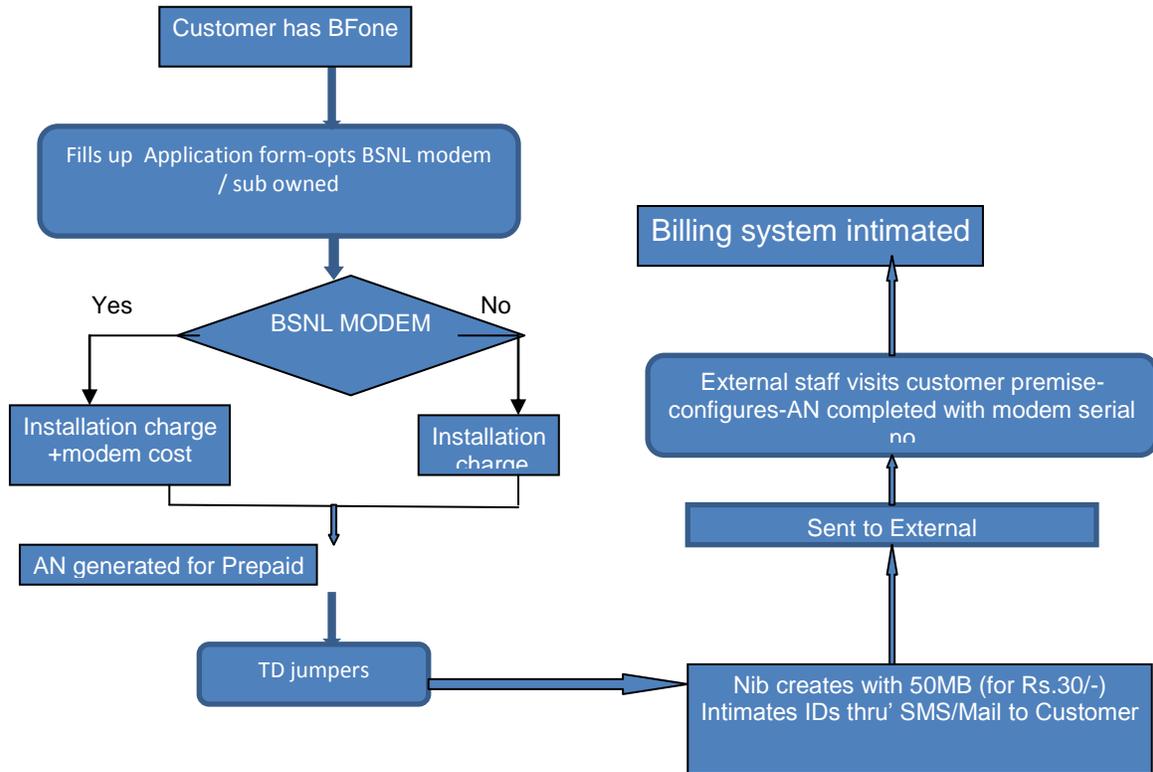
(A) Order completion in Local commercial & billing system/

CDR-CRM for provisioning of ADSL enabled land line

(B) Prepaid BB account creation in P-3 Portal (ON-LINE)

(C) Further Account Management and Topup etc through P-3 Portal (both CSR and customer self care)

## BB Prepaid flow for Initial Provision



## Voucher management

- Node authority generates the PINs
- Vouchers are then printed
- Distributed to the CSCs
- CSCs/Dealers sell the vouchers to the customer

## Recharge voucher Generation

- Designated marketing official of Circle office has been given authenticated access for generation of recharge vouchers.
- Recharge vouchers to be printed by external agencies.
- printed recharge vouchers will be issued to SSAs.

# Limited voucher

| Voucher | MRP | Usage Amt | Rate/MB | Validity |
|---------|-----|-----------|---------|----------|
| BB RL   | 50  | 30.33     | 60ps    | 7        |
| 100     | 100 | 70.66     | 60ps    | 15       |
| 250     | 250 | 201.65    | 60ps    | 30       |
| 500     | 500 | 403.31    | 60ps    | 45       |
| 750     | 750 | 679.96    | 40ps    | 60       |
| 1200    | 120 | 1087.94   | 40ps    | 75       |
| 1600    | 160 | 1450.59   | 40ps    | 90       |
| 2000    | 200 | 1813.24   | 40ps    | 120      |
| BB RL   | 500 | 4533.09   | 30ps    | 210      |

# Validity Vouchers

| Voucher Type    | Amount | Validity in Days |
|-----------------|--------|------------------|
| BB Validity 100 | 100    | 30               |
| BB Validity 150 | 150    | 45               |
| BB Validity 250 | 250    | 60               |

# Top up Vouchers

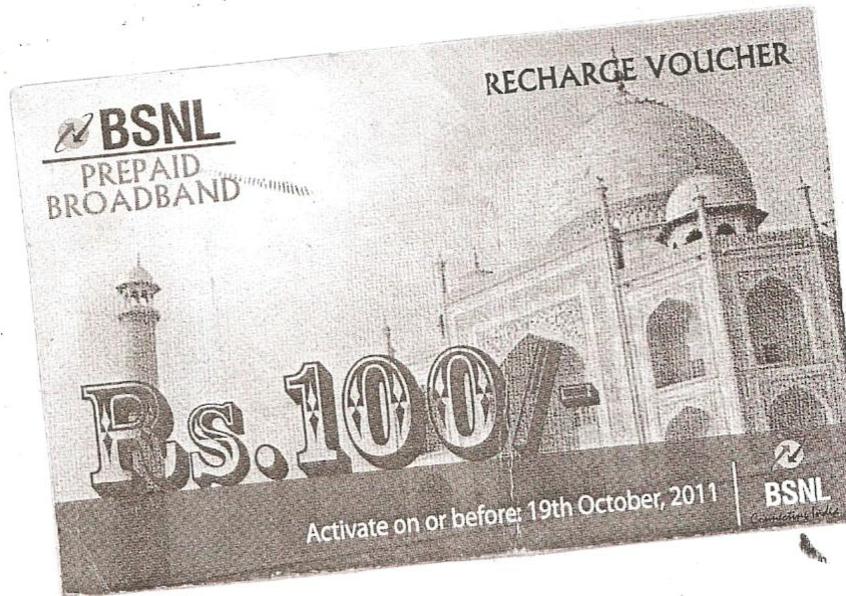
| Voucher   | Amoun | Usage Amount (in |
|-----------|-------|------------------|
| BB Top up | 100   | 90.66            |
| BB Top up | 200   | 181.32           |
| BB Top up | 500   | 453.31           |

## Unlimited Recharge vouchers

| $R_s$  | 300    | 550     | 900     | 1200 |
|--------|--------|---------|---------|------|
| 256Kbp | 7 days | 15 days | 30 days | N/a  |
| 512Kbp | N/a    | 7       | 15      | 30   |
| 1Mbps  | N/a    | N/a     | 7       | 15   |
| 2Mbps  | N/a    | N/a     | N/a     | 7    |

- Grace period 90 days

## Sample Prepaid Card



### INSTRUCTIONS

1. Open the website "<http://data.bsnl.in>"
2. Login using Portal user ID and Password.
3. Click on "My Prepaid Services"
4. Now click on "Top Up" and enter the serial number of the voucher.
5. Now click on "Validate".
6. After successful validation, details of the voucher and your account number are displayed.
7. Click on "Submit". Your service details and renewal information will be displayed.
8. Select the recharge option 'Recharge now' (if your account balance/validity date is already expired and you want to recharge immediately) or 'Recharge later' (if you want to recharge in advance. In this case the recharge will be effective after the expiry of existing account balance/validity date whichever is earlier).
9. Now enter the 20 digit PIN No. printed on the voucher and click on Submit.
10. If the voucher is for renewing the existing (limited/unlimited) plan then you will get the message of successful recharge.
11. If the voucher is for changing the existing plan then new plan selection window will appear. Select the new plan and click on "Preview". Verify your new plan and click on submit. Successful plan change window will appear with the details of the new plan.
12. Now click on "My services" and select 'Balance enquiry' in 'Type of service viewed' field. The information regarding Current Balance and End Date will be displayed.
13. The value of this card is non-refundable.
14. BSNL will not accept any responsibility for theft of this card.
15. For any queries kindly dial the toll free number: 1800-424-1601

## How customer is to use the portal ?

Portal URL: [www.data.bsnl.in](http://www.data.bsnl.in)

The screenshot shows the BSNL Portal interface in Microsoft Internet Explorer. The browser's address bar displays the URL: [http://www.data.bsnl.in/nps/portal/ut/p/c5/04\\_588K8KLLM9MSS2Py8x8z9QJ\\_89PTUFP\\_SEV2CdeVFALCPX8/](http://www.data.bsnl.in/nps/portal/ut/p/c5/04_588K8KLLM9MSS2Py8x8z9QJ_89PTUFP_SEV2CdeVFALCPX8/). The page header includes navigation tabs: Corporate, Services, BSNL Links, Directory Services, and Application Forms. The main content area features the BSNL logo and several service-related sections:

- BSNL News**: A section with a globe icon.
- Broadband Internet DataOne**: A section with a family icon and the tagline "BS always on".
- Post-Paid services**: A list of services including DataOne, NetOne, MPLS-VPN, Internet Leased Line, Wi-Fi, Web Hosting, Web Colocation, Message Hosting, and Dial VPN.
- Pre-paid services**: A list of services including DialUp PSTN, DialUp ISDN, and Wi-Fi.
- Directory**: A section with a magnifying glass icon and a "Search" button.
- Any Questions? Need Help? Contact**: A section with a hand icon.
- SANCHARNET**: A section with a keyboard icon.

On the right side of the page, there is a login form with the following fields:

- Portal ID:
- Password:
- Log in button

A callout bubble points to the login form with the text: "Give the portal id and password of the prepaid account".

At the bottom of the page, there is a footer with the text: "Site best viewed in Microsoft Internet Explorer 6.0+ in 1024x768 resolution".

BSNL Portal - Microsoft Internet Explorer

Address: http://www.data.bsnl.in/vps/myportal/...

Corporate Services BSNL Links Directory Services Application Forms

Welcome Logged in Time

Home Sitemap Email Logout

Voucher Verification

My Profile My Order My PrePaid Services

Voucher Verification

Mandatory Fields

Verification Criteria

Voucher Serial Number: CHN000000003

Validate Reset

| Voucher Status      | Voucher Amount(Rs) | Voucher Expires On(DD-MM-YYYY) |
|---------------------|--------------------|--------------------------------|
| AVAILABLE FOR USAGE | 70.66              | 29-10-2011                     |

BSNL Mobile BSNL Landline BSNL Broadband BSNL WLL BSNL Internet BSNL MPLS-VPN

Site best viewed in Microsoft Internet Explorer 6.0+ in 1024x768 resolution

Done Internet

**Voucher Verification**

Enter Voucher serial number [PSN]

BSNL Portal - Microsoft Internet Explorer

Address: http://www.data.bsnl.in/vps/myportal/...

Corporate Services BSNL Links Directory Services Application Forms

Welcome Logged in Time

Home Sitemap Email Logout

Recharge

My Profile My Order My PrePaid Services

Recharge

Mandatory Fields

Verification Criteria

Voucher Serial Number: CHN000000003

Validate Reset

This voucher has value of Rs.70.66 and is valid for 15 days from today.This plan will be charged at 60 paise/MB.Please select the account to proceed further

Account Number: 52255

Submit

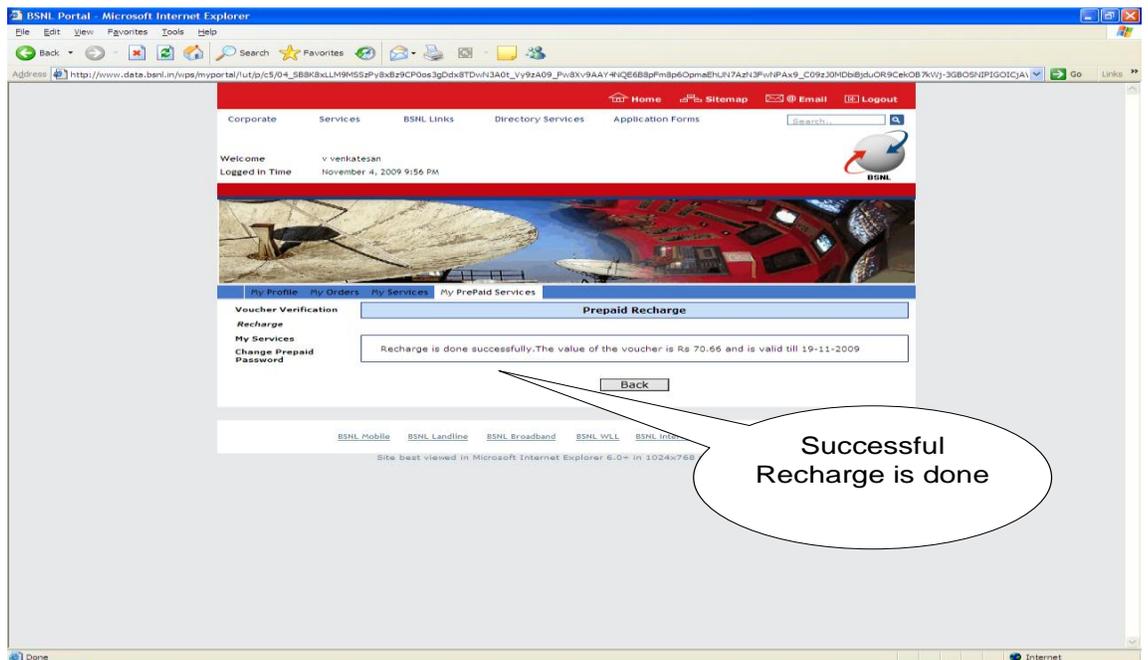
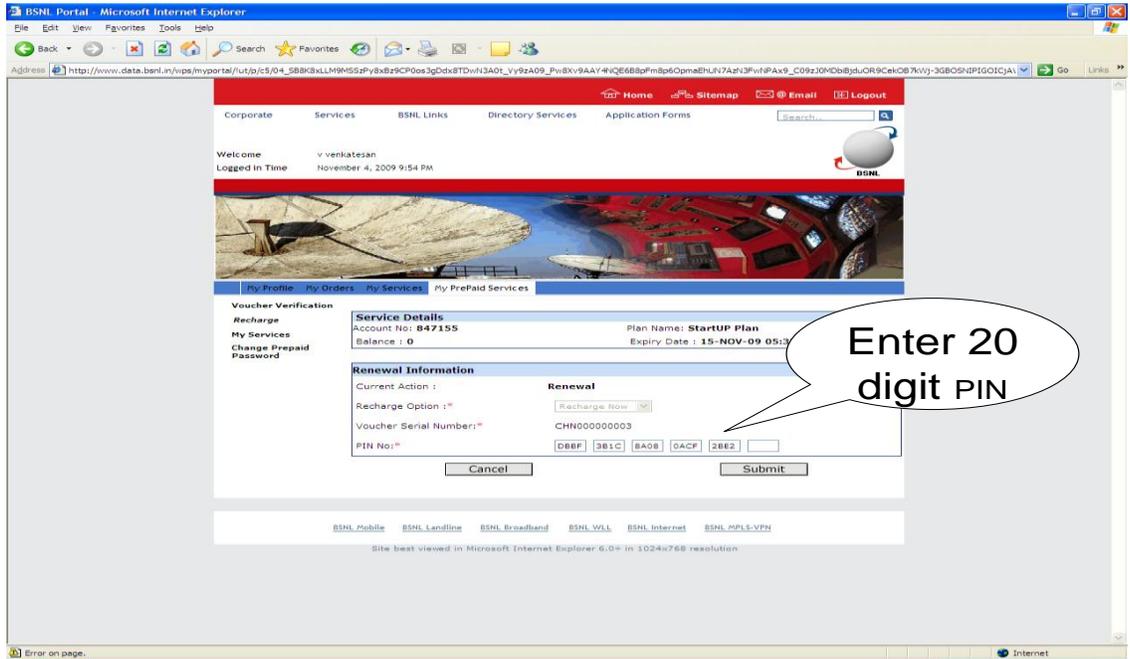
BSNL Mobile BSNL Landline BSNL Broadband BSNL WLL BSNL Internet BSNL MPLS-VPN

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Internet

**Recharge**

Select Account no



BSNL Portal - Microsoft Internet Explorer

Address: http://www.data.bsnl.in/vps/myportal/ut/p/c/5/04\_SBBKxLLMRH5SPy8x8y9CPOos3gDdx8TDvN3A0L\_yy92A09\_Pv8xv9AAyvhDE68BpFm8p6OmaEhUN7Azn3FvHFAx9\_C09zJ0MdbBjduOR9CekOB7kVj-3GBOSHP1G0CJA

Corporate Services BSNL Links Directory Services Application Forms

Welcome v.venkatesan  
Logged in Time November 4, 2009 9:57 PM

My Profile My Orders My Services My PrePaid Services

Voucher Verification My Services

Recharge My Services

Change Prepaid Password

Account Number : 847155

Select Type Of Service to be viewed: TopUp Transaction

Search Reset

Broadband Plan Name: StartUP Plan

| PSN          | Value | Last Modified      |
|--------------|-------|--------------------|
| CHN000000001 | 70    | 31-OCT-09 00:00:00 |
| CHN000000003 | 70    | 04-NOV-09 00:00:00 |

BSNL Mobile BSNL Landline BSNL Broadband BSNL WLL BSNL Internet BSNL MPLS-VPN

Site best viewed in Microsoft Internet Explorer 6.0+ in 1024x768 resolution

Done Internet

See Top up Transactions

See Top Up has happened

BSNL Portal - Microsoft Internet Explorer

Address: http://www.data.bsnl.in/vps/myportal/ut/p/c/5/04\_SBBKxLLMRH5SPy8x8y9CPOos3gDdx8TDvN3A0L\_yy92A09\_Pv8xv9AAyvhDE68BpFm8p6OmaEhUN7Azn3FvHFAx9\_C09zJ0MdbBjduOR9CekOB7kVj-3GBOSHP1G0CJA

Corporate Services BSNL Links Directory Services Application Forms

Welcome v.venkatesan  
Logged in Time November 4, 2009 9:58 PM

My Profile My Orders My Services My PrePaid Services

Voucher Verification My Services

Recharge My Services

Change Prepaid Password

Account Number : 847155

Select Type Of Service to be viewed: Balance Enquiry

Search Reset

Broadband Plan Name: StartUP Plan

| Current Balance in Rs | End Date           |
|-----------------------|--------------------|
| 70.66                 | 19-NOV-09 21:55:07 |

BSNL Mobile BSNL Landline BSNL Broadband BSNL WLL BSNL Internet BSNL MPLS-VPN

Site best viewed in Microsoft Internet Explorer 6.0+ in 1024x768 resolution

Done Internet

For the Balance Enquiry, see the result

BSNL Portal - Microsoft Internet Explorer

Address: http://www.data.bsnl.in/vps/myportal/ut/p/c5/04\_58BKxLLM9M55PpYx8z9CP0os3gDdx8TDwN3A01\_Vy9zA09\_Pw8Xv9AAVwNDE68BpFmBp6OpmaEHLN7A2N3FvNPvAx9\_C09zJ0MDbbjdUOR9CekOB7kVj-3GBOSNIP1G0ICJA

Welcome Venkatesan V  
Logged In Time October 24, 2009 6:58 AM

BSNL

my Profile my Orders my Services my PrePaid Services

Voucher Verification  
Recharge  
My Services  
Change Prepaid Password

Account Number : 851937  
Select Type Of Service to be viewed: Transaction History

Search Reset

Broadband Plan Name: StartUP Plan

| Activity             | Amount | Start Time         |
|----------------------|--------|--------------------|
| UsageCharge          | -.23   | 23-OCT-09 15:14:40 |
| UsageCharge          | -.35   | 23-OCT-09 14:57:03 |
| UsageCharge          | -2.29  | 23-OCT-09 14:47:07 |
| UsageCharge          | -.01   | 23-OCT-09 11:42:42 |
| UsageCharge          | -1.9   | 23-OCT-09 10:49:42 |
| UsageCharge          | -6.44  | 23-OCT-09 06:55:06 |
| UsageCharge          | -.12   | 23-OCT-09 06:34:33 |
| UsageCharge          | -3.76  | 21-OCT-09 14:58:25 |
| Initial Free Balance | 30     | 21-OCT-09 14:55:38 |

BSNL Mobile BSNL Landline BSNL Broadband BSNL WLL BSNL Internet BSNL MPLS-VPN

Site best viewed in Microsoft Internet Explorer 6.0\* in 1024x768 resolution

Done Internet

See Transaction History

BSNL Portal - Microsoft Internet Explorer

Address: http://www.data.bsnl.in/vps/myportal/ut/p/c5/04\_58BKxLLM9M55PpYx8z9CP0os3gDdx8TDwN3A01\_Vy9zA09\_Pw8Xv9AAVwNDE68BpFmBp6OpmaEHLN7A2N3FvNPvAx9\_C09zJ0MDbbjdUOR9CekOB7kVj-3GBOSNIP1G0ICJA

Welcome Venkatesan V  
Logged In Time October 24, 2009 8:09 AM

BSNL

my Profile my Orders my Services my PrePaid Services

Voucher Verification  
Recharge  
My Services  
Change Prepaid Password

Account Number : 851937  
Select Type Of Service to be viewed: Usage Details

Search Reset

Broadband Plan Name: StartUP Plan

| StartTime (HH:MM:SS) | StopTime (HH:MM:SS) | Download(KB) | Upload(KB) | Total Units (KB) | Duration (HH:MM:SS) | Amount (in INR) |
|----------------------|---------------------|--------------|------------|------------------|---------------------|-----------------|
| 24-OCT-09 08:06:22   | 24-OCT-09 08:07:45  | 119.0        | 1935.0     | 2054.0           | 00:01:23            | 1.2             |
| 23-OCT-09 15:14:40   | 23-OCT-09 15:18:43  | 45.0         | 345.0      | 390.0            | 00:04:03            | .23             |
| 23-OCT-09 14:57:03   | 23-OCT-09 15:07:48  | 255.0        | 343.0      | 598.0            | 00:10:45            | .35             |
| 23-OCT-09 14:47:07   | 23-OCT-09 14:53:12  | 544.0        | 3358.0     | 3902.0           | 00:06:05            | 2.29            |
| 23-OCT-09 11:42:42   | 23-OCT-09 11:42:51  | 3.0          | 6.0        | 9.0              | 00:00:09            | .01             |
| 23-OCT-09 10:49:42   | 23-OCT-09 11:42:36  | 429.0        | 2809.0     | 3238.0           | 00:52:54            | 1.9             |
| 23-OCT-09 06:55:06   | 23-OCT-09 06:57:09  | 485.0        | 10508.0    | 10993.0          | 00:02:03            | 6.44            |
| 23-OCT-09 06:34:33   | 23-OCT-09 06:36:55  | 25.0         | 178.0      | 203.0            | 00:02:22            | .12             |
| 21-OCT-09 14:58:25   | 21-OCT-09 15:18:34  | 1135.0       | 5290.0     | 6425.0           | 00:20:09            | 3.76            |

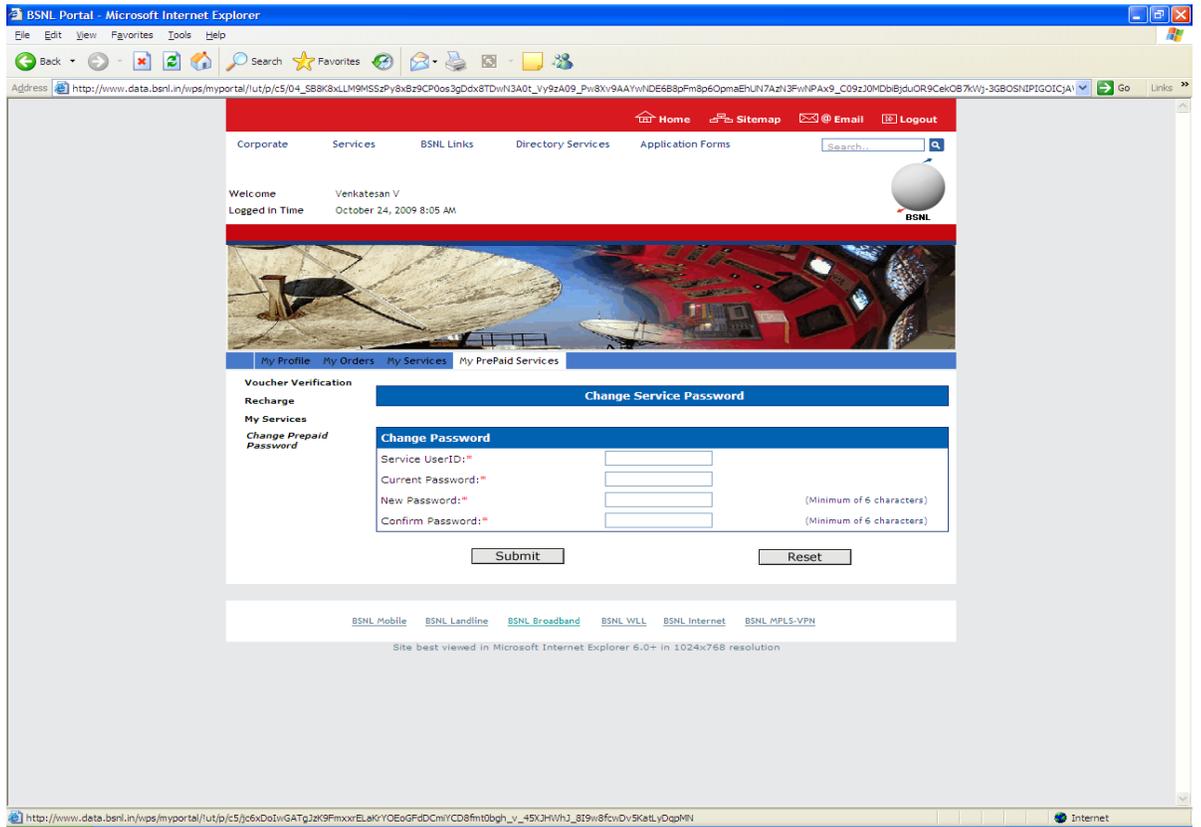
Export To Excel

BSNL Mobile BSNL Landline BSNL Broadband BSNL WLL BSNL Internet BSNL MPLS-VPN

Site best viewed in Microsoft Internet Explorer 6.0\* in 1024x768 resolution

Done Internet

See Usage details



My prepaid service-4<sup>th</sup> option is Change Prepaid Password

BSNL Portal - Microsoft Internet Explorer

Corporate Services BSNL Links Directory Services Application Forms

Welcome v venkat  
Logged In Time November 4, 2009 10:43 PM

My Profile My Orders My Services My Prepaid Services

Voucher Verification Recharge My Services Change Prepaid Password

Account Number : 835220  
Select Type Of Service to be viewed: Transaction History

Search Reset

Broadband Plan Name: StartUP Plan

| Activity             | Amount | Start Time         |
|----------------------|--------|--------------------|
| Initial Free Balance | 30     | 04-NOV-09 20:21:04 |

BSNL Mobile BSNL Landline BSNL Broadband BSNL WLL BSNL Internet BSNL MPLS-VPN

Site best viewed in Microsoft Internet Explorer 6.0+ in 1024x768 resolution

Done Internet

See the case of new pre paid connection created - initial balance is Rs.30/- [i.e 50 MB]

BSNL Portal - Microsoft Internet Explorer

Corporate Services BSNL Links Directory Services Application Forms

Welcome v venkat  
Logged In Time November 4, 2009 10:43 PM

My Profile My Orders My Services My Prepaid Services

Voucher Verification Recharge My Services Change Prepaid Password

Account Number : 835220  
Select Type Of Service to be viewed: Transaction History

Search Reset

Broadband Plan Name: StartUP Plan

| Activity             | Amount | Start Time         |
|----------------------|--------|--------------------|
| Initial Free Balance | 30     | 04-NOV-09 20:21:04 |

BSNL Mobile BSNL Landline BSNL Broadband BSNL WLL BSNL Internet BSNL MPLS-VPN

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Done Internet

See the case of new pre paid connection created - initial balance is Rs.30/- [i.e 50 MB]