



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 TWF: 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
<b>BSNL Service Order</b>
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 Banyal  
 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

**Note**

**Exchange Data**  
 STD Code

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

Home | Edit List | OPEN DASHBOARD

- 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 Banyal  
 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

**Note**

**Exchange Data**  
 STD Code

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

Home | 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

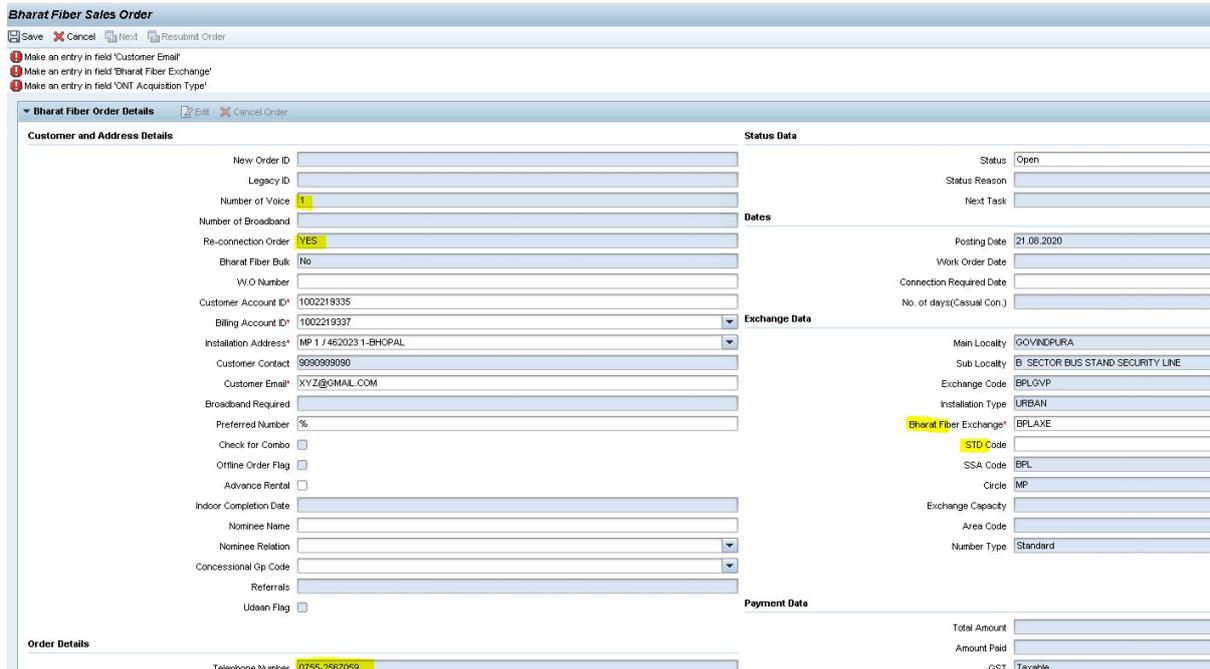
Service Order Details | Demand Note | Number Avail. Check | Validate | Cancel Order | **Bharat Fiber Conversion**

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	<b>Dates</b>
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	<b>Franchise Details</b>
<b>Service Category</b>	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	<b>Exchange Data</b>	
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			
Udian Flag	<input type="checkbox"/>	<b>Payment Data</b>	
Telephone Number	0755-2567059	Total Amount	
		Amount Paid	
		GST	Taxable

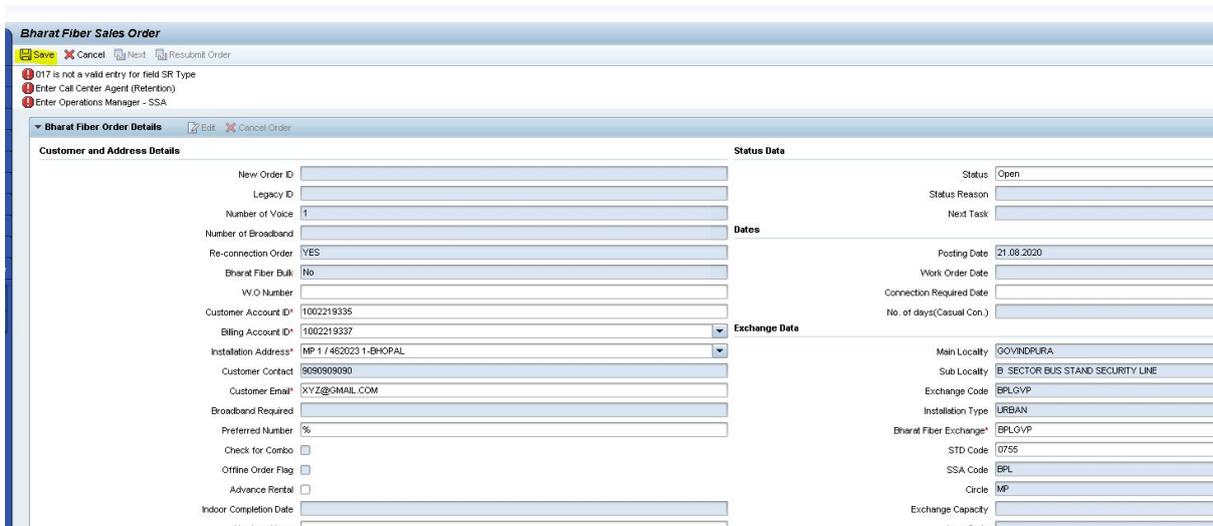
10. After selecting all the details, click on open dashboard, select the tariff plan and accessory and submit the dashboard.

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, the 'FACILITIES' and 'ACCESSORIES' sections are also visible, 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

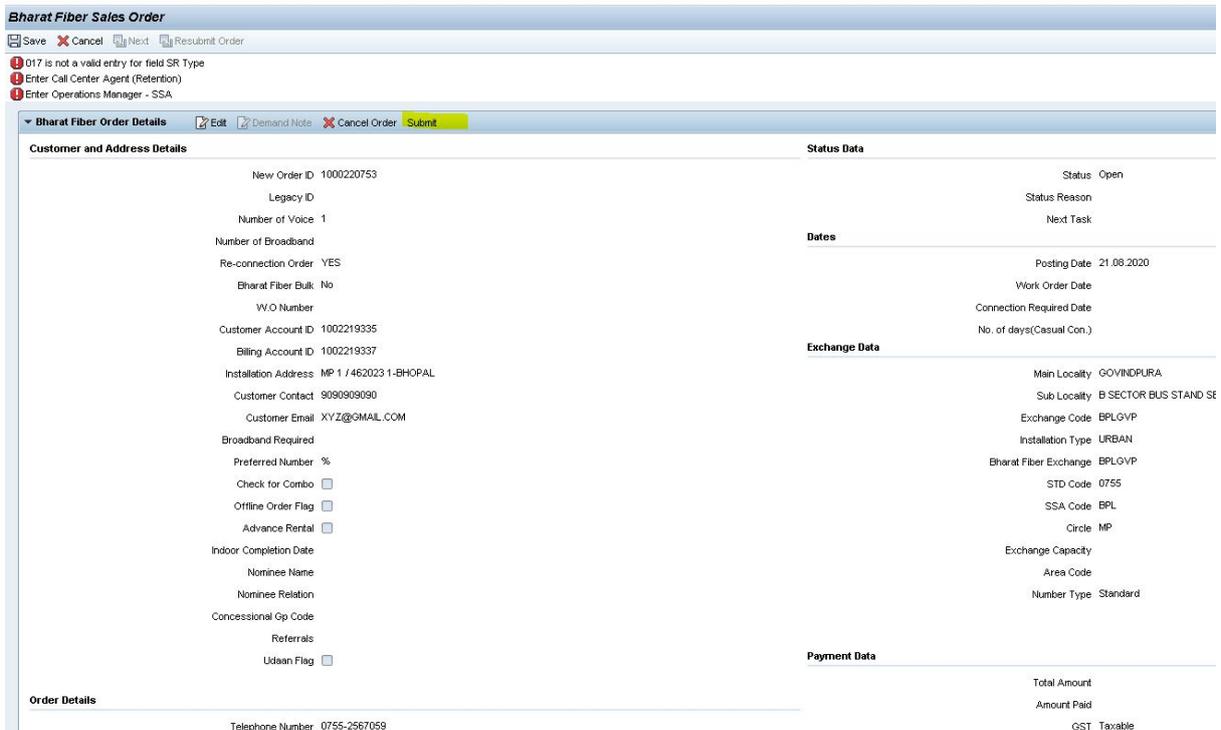
**Bharat Fiber Order Details** Edit Cancel Order

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
Udaan 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.

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: 1000220753	Status: Conversion in Progress
Legacy ID:	Status Reason:
Number of Voice: 1	Next Task:
Number of Broadband:	
Re-connection Order: YES	Dates
Bharat Fiber Bulk: No	Posting Date: 21.08.2020
W/O Number:	Work Order Date:
Customer Account ID: 1002219335	Connection Required Date:
Billing Account ID: 1002219337	No. of days(Casual Con.):
Installation Address: MP 1 / 452023 1-BHOPAL	Exchange Data
Customer Contact: 9090809090	Main Locality: GOVINDPURA
Customer Email: XYZ@GMAIL.COM	Sub Locality: B SECTOR BUS STAND SECURITY LINE
Broadband Required:	Exchange Code: BPLGVP
Preferred Number: %	Installation Type: URBAN
Check for Combo: <input type="checkbox"/>	Bharat Fiber Exchange: BPLGVP
Offline Order Flag: <input type="checkbox"/>	STD Code: 0755
	SSA Code: BPL

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

Application Edit Contacts Inventory Provisioning Assurance Integration BSNL Custom Menu Help Window

Service Orders

**Clarity**

Service Order

Service Order No	Service Id	Parent SO	Parent Service Order Type	Priority	Speed	Service Type	Class	Completion Dt	Supervisor	Workgroup	Telephone No
11000575645	000114537		DELETE	O	3100	LANDLINE		09-AUG-20 17:00	BPLGVP_SO		0755-9300973

Customer

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

Status

Date created	Status	Status Date	Status Reason
07-AUG-20 15:27	CLOSED	07-AUG-20 16:02	

Area

Exchg Switch Code
BPLGVPH01

View WO Cancel Service Order Test Results Attach and View File All Comments

Tasks Attributes Features Addresses Comments Costed Items Circuits Numbers Linked Addresses

**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 15:27	07-AUG-20 17:27	08-AUG-20 10:57	07-AUG-20 15:27	07-AUG-20 16:02	1	BPLGVP_OD	CLARITY	18469
48	FEASIBILITY_UPDA	SYSTEM	COMPLET	07-AUG-20 16:02	08-AUG-20 10:57	08-AUG-20 12:57	07-AUG-20 16:02	07-AUG-20 16:02	0	SYSTEM	CLARITY	18469
130	NGN_DEACT	MANUAL	COMPLET	07-AUG-20 16:02	08-AUG-20 12:57	08-AUG-20 14:57	07-AUG-20 16:02	07-AUG-20 16:02	0	SYSTEM	CLARITY	18469
190	MDF	WORKOR	COMPLET	07-AUG-20 16:02	09-AUG-20 01:57	09-AUG-20 03:57	07-AUG-20 16:02	07-AUG-20 16:02	1	BPLGVP_MD	CLARITY	18469
230	OUTDOOR	WORKOR	COMPLET	07-AUG-20 16:02	09-AUG-20 05:57	09-AUG-20 07:57	07-AUG-20 16:02	07-AUG-20 16:02	1	BPLGVP44444	CLARITY	18469
270	FINAL_TESTING	MANUAL	COMPLET	07-AUG-20 16:02	09-AUG-20 09:57	09-AUG-20 11:57	07-AUG-20 16:02	07-AUG-20 16:02	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

Navigator View Comments Reset Error Task View/Update WO Log To Waiters

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.**