



Pakistan Telecommunication Company Limited  
Headquarters, G-8/4, Islamabad-Pakistan

No. RA/DSLSoP/0208

Dated 22-02-2008

**Subject: Revised SOP for DSL Customer Provisioning**

Following DSL Provisioning SOP shall take effect from first March 2008:

- i) Loop Qualification Test (LQT) and associated LQTR forms would cease to exist.
- ii) Only one form, i.e., DSL Connection Form (as amended, copy enclosed) will be filled in by the DSL Operator and submitted to relevant Manager CCC / DE VAS.
- iii) No other documents, like PTCL's last paid bill, NIC of the customer, etc., would be required.
- iv) A customer requesting DSL service can be other than the customer on whose name PTCL phone connection is installed. Matching of DSL customer with PTCL phone subscriber's name is not a requirement under this SOP.
- v) For the DSL Activation Form received in the office of Manager CCC / DE VAS before 1400 Hrs on any working day, the DSL Advice Note will be signed on the same day and handed over to representative of DSL operator. In case of non-availability of Manager CCC / DE VAS, an officer designated by the Manager CCC / DE VAS would sign and issue the DSL Service Advice Note. If DSL Activation Form is received later than 1400 hours on any working day, DSL Advice Note will be signed by the Manager CCC / DE VAS or his designated officer on the following working day before 1100 hours and handed over to representative of DSL Operator.
- vi) DSL Advice Note will be deposited by the representative of DSL operator in the office of concerned DE (Phones) or any other officer designated by respective DE (Phones), whose name must be communicated to CCC within 4 weeks of issue of this SOP. DE Phones will sign all Advice Notes received in his office before 1400 hours on any working day and forward the Advice Note to concerned MDF Supervisor. In case of non-availability of DE Phones, an officer designated by the DE Phones is authorized to sign the DSL Advice Notes. If Advice Note is received later than 1400 hours on any working day, DE Phones or the officer designated by him will sign the Advice Note on next working day before 1100 hours and forward to Supervisor MDF.
- vii) MDF staff will patch / jumper the customer's phone number to DSL operator's mini strip on the same day if Advice Note is received in MDF before 1400 hours on a working day. In case Advice Note is received after 1400 hours, the jumpering will be carried out before 1100 hours on next working day.
- viii) Within 10 days from the date of issuance of Advice Note by the Manager CCC / DE VAS, the DSL operator will provide a Service Activation Report to Manager CCC / DE VAS. Ten days period is required to take care of paper processing period, jumpering, line testing for quality, customer unavailability, holidays, etc.

In case DSL operator does not send Service Activation Report to Manager CCC / DE VAS within 10 days, it would be assumed that DSL service has been activated for the customer. Billing will start accordingly at PTCL's end from the date of issuance of Advice Note by Manager CCC / DE VAS.

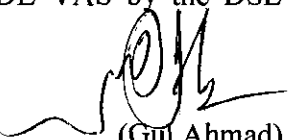
- ix) Subject to availability of capacity, no separate rack is required to be installed by DSL operator in PTCL's MDFs and existing MDF racks will be used by PTCL. In case of non-availability of rack space for min-strips, DSL operator can install its own rack for which no separate rental will be charged. Concerned SE will have the power for granting permission to install the rack as per PTCL's specifications.
- x) Subject to availability of capacity, no separate cable runway would be required to be installed by DSL operator. In case of non-availability of any cable space in existing cable runway, DSL operator can install its own runways for which no separate rental will be charged. Concerned SE will have the power for granting permission to install the runway as per PTCL's specifications.

### **Billing**

- xi) A report should be made available to both DSL operator and concerned Region's PTCL Revenue Department by DE VAS / CCC on monthly basis with details of customers activated and terminated within the last one month. Calculation of PTCL's charges should be done the following basis :
  - i. Number of Active days / line = Termination date – Activation date
  - ii. Rent per line = 150/30 \* Number of active days.
- xii) Local PTCL revenue department would raise invoice to the DSL operator based on this report.
- xiii) Any discrepancies in the invoice raised to the DSL operator by PTCL would be adjusted by PTCL Revenue Department in the next month bill after verifying from DE VAS/CCC.

### **Service termination**

- xiv) DSL operator will submit the DSL Termination (copy enclosed) Form to Manager CCC/DE VAS.
- xv) A copy of DSL Termination Form will be kept by Manager CCC/DE VAS and one will be forwarded to concerned DE for onward action to In - charge MDF. Same timelines as given above in Service Activation Process will be followed by all concerned PTCL offices while processing Service Termination requests.
- xvi) Billing of terminated customers will be discontinued on the date of submission of DSL Termination Form in the office of Manager CCC/DE VAS by the DSL operator.

  
(Gul Ahmad)  
EVP (Regulatory Affairs)

### DSL Connection Form

<b>Part I Customer Information</b>	
Name & Address of the Customer:	_____
Contact Phone number of the Customer:	_____
Phone Number to be used for DSL Service:	_____
I hereby authorize _____ (DSL operator) to provide a DSL connection on the above mentioned phone line.	
Signatures of the Customer:	_____
<b>Part II DSL Operator Information</b>	
Name of the Contact Person:	_____
Telephone:	_____
Signature:	_____ Date: _____

### DSL Advice Note

No. DSL/ __ TR/ To:	Dated: _____
DE/ADE Phones _____	
Please arrange the commissioning and activation testing of the following local loop for DSL service: Phone Number: _____	
Name of the Customer/Owner: _____	
Address: _____ Manager/Divisional Engineer/Assistant Engineer/ Supervisor VAS/ CCC	
Forwarded to: ADE/AE/SDO/Supervisor _____	Exchange _____
Please make the pair available on _____ DSL Operator's Tag Block after coordinating with the field staff of DSL Operator and re-arrange the jumper wires as recommended by the DSL operator.	
	DE/ADE/Supervisor (Phones) Date: _____



## DSL Termination Form

**Part I** (to be filled by DSL Operator)

Name & Address of the Customer: \_\_\_\_\_

Phone Number used for DSL Service: \_\_\_\_\_

Please terminate the jumpering of above customer as his/her DSL services are being discontinued by us.

Signatures of the DSL Operator: \_\_\_\_\_

**Part-II** (to be filled by Manager CCC/DE VAS Office)

No. DSL/ \_\_ TR/

Dated: \_\_\_\_\_

To:

DE/ADE Phones \_\_\_\_\_

Please arrange the de-activation and un-jumpering of the following local loop for DSL service:

Phone Number: \_\_\_\_\_

Name of the Customer: \_\_\_\_\_

Address: \_\_\_\_\_

Manager/  
Divisional Engineer/Assistant Engineer  
Supervisor VAS/CCC

**Part III** (action by MDF Staff)

Forwarded to: ADE/AE/SDO/Supervisor \_\_\_\_\_ Exchange \_\_\_\_\_

Please un-jumper the pair from \_\_\_\_\_ DSL Operator's Tag Block.

DE/ADE/Supervisor (Phones)

Date: \_\_\_\_\_

