



BSNL Wings Service from NGN System



BSNL Wings Service



- BSNL Wings Service is a new NGN VoIP service facilitating Internet Telephony Service through Mobile/Laptop using any Internet connection.
- Wings Fixed Mobile Telephony is an “APP” based calling service provided by BSNL which allows customers to initiate / receive VoIP calls within and outside the BSNL network either from his laptop / mobile i.e., calls can be made to any landline, mobile or BSNL Wings number and LFMT (Limited FMT) numbers.
- It uses the packet switching technology and makes communication possible over IP networks such as Internet without a SIM card.



Features of Wings



- 10 digit wings number will be allotted to the customer without a SIM. Voice and Video calling facility available on this number.
- Works on Windows, Android, IOS platforms i.e., can be registered on any device of customer's choice (PC, laptop or mobile).
- All Landline services on free SIP VOIP soft phone applications and can be used from any operator's 3G/4G/Broadband internet/Free Wi-Fi Hotspot
- Attractive tariff where there is no fixed monthly charge and one year free calling to any network in India. National and International roaming facility.
- Multiple wings connections can be registered on a single device using different SIP Client/Calling APPs.



Provisioning of Wings



- Customer can submit request for a new Wings connection CAF at any CSC. Details are entered in CDR CRM. Number is selected and required facilities selected by customer are entered in CRM.
- Customer inputs on Mobile number and email ID are mandatory.
- Demand Note is generated to the customer similar to Land Line order request. Post Demand note payment, the order is submitted.
- Order gets completed through Clarity (Auto Provisioning implemented) in the normal Flow (There is no Outdoor/MDF/LMG task involved in this flow).



Provisioning of Wings



- Upon completion, CRM generates a unique PIN and it is communicated to Customer via email along with NGN portal URL for self-registration.
- Portal registration is to be done by the user for the first time to activate the Wings service.
- Customer should log into the NGN portal and activate the wings number by creating a password of his choice. This password will be used while configuring the Wings number in any device.



Activation of Wings



- Go to the portal ngn.bsnl.co.in. Use either your social media account like Google/Facebook/Twitter/ LinkedIn to login to the portal (Or) Do fresh registration in the portal (You should create username, password with your valid email id while registration)
- After logging in, click on activation link. Enter 16 digit PIN previously conveyed to you. Click on Next.
- Enter the OTP sent to you on your mobile. Click on Next. Enter the password to be set for your Wings number. Confirm it by entering again. Click on Next.
- Your Wings Service is activated and can be configured with the details (i.e. username, domain, password).



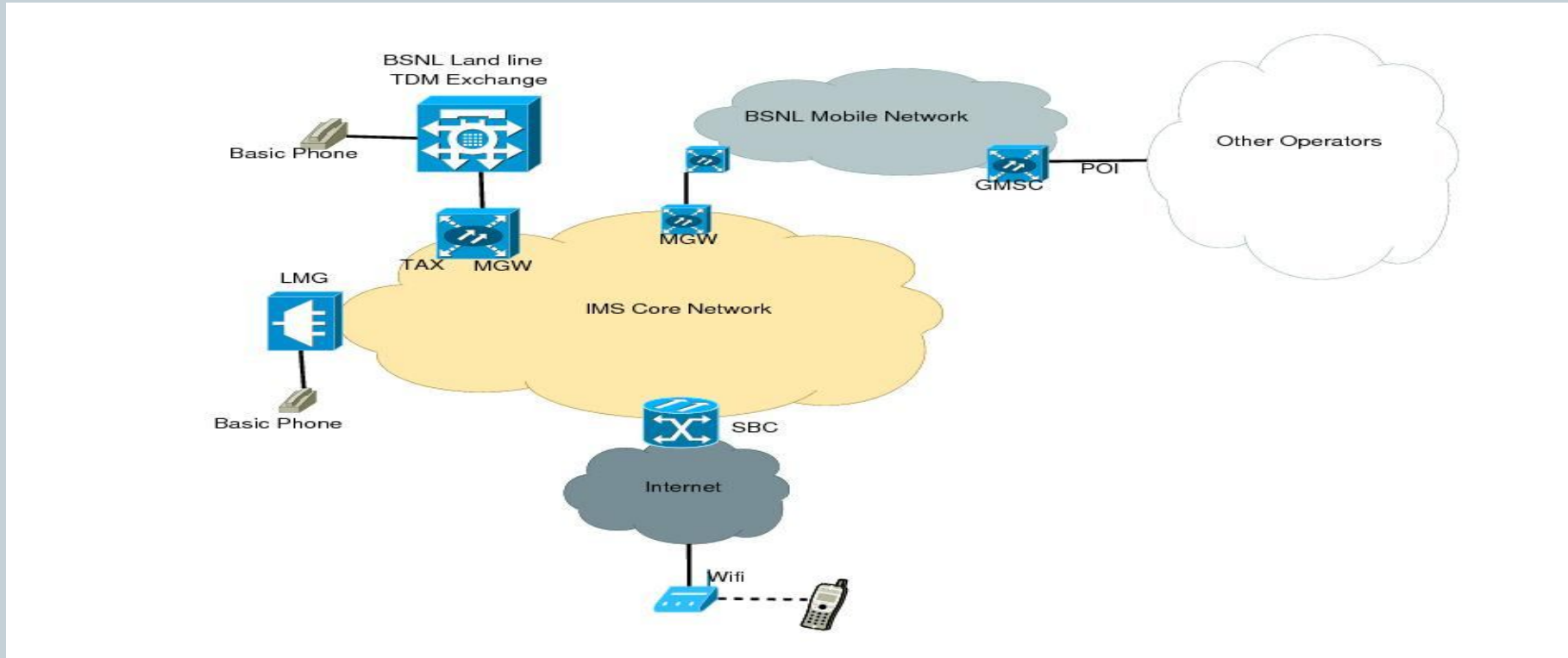
Configuration of Wings in APP



- Customer should have a mobile/laptop connected to any active Internet connection. Any open-source soft clients like Zoiper, Grandstream wave, Linphone, etc., can be downloaded in the device.
- Configuration in the soft client can be done by entering username given and password created by the customer.
- The step by step configuration guide for registration is available on the NGN portal Help section
- Follow the link - <http://ngn.bsnl.co.in/index.php?r=site%2Fconfighelp>
- Once configured, the number gets activated and calls can be made/received as long as APP is running in the device and Internet connection available.



Wings connectivity





Target customers



- All Smartphone users accessing internet.
- National and International roamers can avail Wings for seamless utilization of voice services.
- BSNL has approx 64,000 Wi-Fi hotspots across world and more than 25,000 Hot spots across India covering all important and tourist locations.
- Wings can be provided to Customers where Mobile Coverage is poor or no coverage area where Wi-Fi hotspots are available.
- All Internet Leased Line Customers who are not having BSNL Voice service.



Wings



Marketing:

- Through EB/marketing cell, advertisement, enterprise call centre, SMS, Bills including Landline, Mobile, MPLS VPN, Scrolling through all BSNL websites and portals, exhibitions and seminars, Social networks.
- Internet Leased line customers can be contacted to provide voice services through Wings.

Complaint Resolution:

- BSNL Helpline number 1500, Twitter Seva and other existing channels.



Wings Tariff



Sl. No	Particulars	Description
1	One time Registration charges	Rs. 1099/-
2	Fixed Monthly Charges	NIL
3	Installation and Activation Charges	NIL (No Instruments/Handset by BSNL)
4	ISD/Deposit for (from Outside India Territory Calling)	2000/-
5	Call Charges	<ul style="list-style-type: none">• Free to any network for One year in India• International calls as per existing Landline Tariffs(MOU basis)



THANK YOU