



Wire Line Intelligent Network Services

Product Information Booklet (Virtual Private Network)

BSNL's Intelligent Network services are for those organizations who don't think customer services as another department. It offers integrated network solutions for fixed lines and wireless. These services not only revolutionizes the way Business interact with their customers but also optimizes the cost of providing customers support services.



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Connecting India

Virtual Private Network (VPN)

What is Voice Virtual Private Network service (voice VPN)?

Voice VPN is a service for providing a private network for institutions, businesses and communities using public network resources. The subscriber's lines, connected to different network switches, constitute a virtual PABX. The nos. within VPN can be assessed either by dialing # followed by a short code (pnp).

How it is different from CENTREX and EPABX?

EPABX allows customers to terminate large number of extensions at the same location by having smaller number of Direct Exchange Lines from Telco's, whereas CENTREX is central office based communication service which integrates all multi located Telephone lines (Existing and New) into a single highly functional communication group (read Virtual EPABX) with more distinctive features and without any additional equipment (like EPABX) at the premises. Both of the solutions have their own limitations such as both the solutions don't support mix of fixed and mobile lines and their capabilities are limited by the capabilities of

Landline/ Mobile switches with which these are connected with.

On the other hand Combined voice VPN can be provided for fixed line telephones as well as mobile with no geographical limitation(with in India) and also its capabilities and features are not limited by connected switching nodes.

Who can subscribe for Virtual Private Network service?

Voice VPN Service has been designed specifically for business communities who have their Offices situated at different physical locations and need to make frequent and long duration intra-organization calls. If calls are made through VPN Service you will have to pay smaller amount as compared to the normal (local or long distance) tariff.

With Voice VPN Service dialing becomes simple as you need to dial only few digits to make calls and call charges are also cheaper as compared to normal tariff. Additional benefits of Voice VPN Service are.

Prevents unauthorized STD usage and abuse.

In other words one can bar the STD/ISD facility of a phone without restricting the ability of the phone to call other VPN members located at other STD locations.

Improves security and cost control.



- Abbreviated dialing give users shorter numbers to memorize.
- Workload can be distributed between teams located at different site without bothering about cost of Communication.

In nutshell the control of network is handed over to user. Telco only provides the resources.

Is it possible to create a single VPN for telephone numbers located at different physical sites?

Yes, VPN Service can bring telephones at different sites located at different physical location anywhere in India under one single Network.

What is VPN Call?

All calls made within VPN Group are VPN Calls and are termed as 'ON NET' calls. These calls are billed according to VPN Tariff plan which is different from normal tariff.

What is the dialing plan for VPN calls?

All the VPN Calls are made by dialing #PNP or in some cases by dialing Service Access

Code 1801 XYZ followed by PNP. BSNL unit at the time of registration shall inform you about the dialing procedure from each number.

What is PNP?

PNP stands for Private Numbering Plan. Your telephone numbers which have to be in a VPN are given a 3 or 4 digit short code for ease of dialing, which is called PNP number.

Can a short code be given to other telephone numbers which are not part of VPN.

Yes, public directory numbers which are not part of VPN Network can be given a short code which is defined at Company level. It provides ease of dialing for the numbers which are frequently dialed but the billing for such calls shall be as per normal tariff.

Can BSNL provide department - wise bills?

Yes, VPN Service allows the company users of a given VPN group to mark their calls according to business so that subscribing companies receive a bill, which details the cost of communication according to the company activities and the company organization. You should request for this facility at the time of registration.



Does VPN Service provide Call forwarding feature?

Yes, call forwarding feature is provided in VPN Service. Calls coming to one VPN number i.e. pnp can be forwarded to another pnp.

How to make calls outside VPN?

Non-VPN calls can be made by directly dialing the destination number i.e. dialing the destination number by prefixing STD Code/ 95/ or local number. These calls are billed by local exchange against the local number as per prevailing tariff and indicated in the local telephone bill in the normal way.

Can the business and personal calls of a VPN Member be separated?

Yes, a dual invoicing ability is there which can be used to bill calls made by a given company member either on the corporate account or on the VPN member personal account.

What are other attractive features of VPN Service?

Date & Time Screening – The calls can be routed to a particular destination number or

a. announcement depending on date and time at which call are made.

b. **Hunting List** – A series of numbers may be defined in hunting list for incoming calls per pnp so that call comes to first number and in case of busy/ no reply it goes to next number in hunting list. Maximum 10 such numbers can be provided in hunting list.

Preferred External Destination (PED) - If there exists a number, which is not a part of VPN Network but is frequently called then it can be defined as PED in the network at a particular site viz. number of food outlet at a local site. It will make the dialing of such frequently dialed numbers very easy.

What is the difference between Short Code and Preferred External Destination?

Short Code are defined at company level and Preferred External Destination are defined at site level charging for both type of calls is different from VPN Calls. Normal tariff is charged for these type of calls. Therefore short code is like PED which is common to all sites.

What types of VPNs are available in BSNL Network?

Presently there are two types of VPNs

Circle VPN – The VPN group constitutes telephone numbers of one circle only.

All India VPN - VPN group constitutes of telephone numbers across the country