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This User Guide contains general information to help you utilise our Broadband Services effectively. The guide is primarily meant to be used with the MTNL supplied ADSL2+ Router/ Modem (CPE) - Model DSL-502T (D-Link make).

May 17, 2005

**BROADBAND & VAS UNIT
MTNL DELHI**

Version 1.0



MTNL BROADBAND SERVICE

Introduction

MTNL is providing Broadband Internet Service (ADSL2+) to its users in Delhi. MTNL is the first service provider in India to introduce ADSL2+ technology based Broadband Internet services. It enhances the web browsing speed and consumes less power. It provides simultaneous availability of phone and Internet on the existing telephone line. For Broadband Internet access, there are no telephone call charges.

Definition:

Broadband Internet Service - An 'always-on' data connection that is able to support interactive services including Internet access and has the capability of the minimum download speed of 256 kilo bits per second (kbps) to an individual subscriber from the Point Of Presence (POP) of the service provider intending to provide Broadband Internet service where multiple such individual Broadband connections are aggregated and the subscriber is able to access these interactive services including the Internet through this POP. The interactive services will exclude any services for which a separate licence is specifically required, for example, real-time voice transmission, except to the extent that it is presently permitted under ISP licence with Internet Telephony.

Main Features of the Broadband/ ADSL Service

- **High speed data download starting from 256 Kbps to 2 Mbps**
- **Simultaneous availability of Phone and Internet** on the existing telephone line, **Always on Internet.**
- No call charges for Internet access.
- **'High on Value Low on Cost'** Service
- 24 Hours **Help line and Technical support** on phone.
- **Easy registration** on phone and web.
- Telephone will continue to work even in case of power failure at the customer end.
- **'Use now and pay later'** in telephone bill. It provides a means to bill based on Volume of data downloaded.
- Multicast Video Services, Video-on-demand etc in future
- Sharing of Broadband connection to **create own local Area Network (LAN)**, that is, more than one PC can be connected.

How to Get Connection

To apply for a Broadband Connection, do one of the following:

- Call MTNL call center at **"1500"**. Indicate the MTNL land line Telephone No on which Broadband Service is required and also the CA No. given in the Telephone Bill.
- Or, Send a request through MTNL website at URL <http://mtnidelhi.in/broadband.htm> or e-mail to helpdesk.delhi@bol.net.in
- Or, Visit MTNL designate Area Customer Service Centers/ Sanchar Haat of the concerned area and fill the Broadband/ADSL Connection Subscription Form.
- For registration in the name of Company/Business Establishment please book at Sanchar Haat.
- Based on your request, an MTNL official/ MTNL DSA will come to your premises, get the form filled and signed. The form can also be downloaded from MTNL website URL <http://mtnidelhi.in/broadband.htm> or can be collected from the designated Customer Service Centers/ Sanchar Haat.
- MTNL will provide Broadband Service within 15 days of your application for broadband connection based on the technical feasibility. In case of non-availability of service in the particular area/ wire Centre/Telephone Exchange, waiting list will be maintained.
- MTNL will install ADSL2+ Router/Modem (CPE) and the account will be opened.

Why BROADBAND/ ADSL from MTNL

- **Faster Connection:** Dedicated Bandwidth
- **Easy Communication:** Talk and Surf at the same time.
- **Sharing:** Share connection to create your own LAN
- **Inexpensive:** Affordable Tariff Plans
- **Security:** Secure Communication
- **Always On Internet.**

Availability & Feasibility of Service

- Availability of service subject to subscriber location and technical feasibility.
- Download Speed is dependent on telephone line length – Broadband connection will be made for the plans 512 kbps and above subject to feasibility. In case higher speed is not possible due to distance / line condition, speed achievable and correct plan will be configured and the customer will be intimated by e-mail/ phone from the Area DSL helpdesk.
- MTNL telephone line will be used for providing Broadband High Speed Internet service. Shifting and safe custody is possible only along with existing telephone line. Shifting of Broadband facility from one telephone to another is not possible.

Requirements at Your End

1. MTNL Landline connection. In case, customers do not have a MTNL landline then they need to first apply for MTNL landline and MTNL broadband connection will be provided

2. Customer Premises Equipment (CPE) Requirements

- CPE (ADSL CPE/Router) recommended for a single PC, which requires a **USB port in your PC**.
- CPE (ADSL Router) recommended for multiple user on LAN setup, which requires an Ethernet port (RJ 45) in your LAN Hub/Switch/PC.
- Operating System: Windows 98 (Second Edition) and above and Operating System drivers. Recommended Windows 2000 / Window XP.
- PC hardware recommended: RAM (128 MB and above), HDD (Min Free Disk Space 500 MB), USB port for ADSL CPE/Router or LAN card for ADSL Router and CD ROM drive.
- ***In case the PC does not have the requisite port, the port need to be got installed by the customers at their own cost from PC vendor/ supplier.***
- ***If the Customer wishes to use own CPE: Compatible CPEs may be ascertained from MTNL Call Centre “1500” or you can visit MTNL web site <http://mtnidelhi.in/broadband.htm>. MTNL shall not be responsible for any complications arising from non compatibility of the CPE Software &Hardware procured from market.***
- LAN infrastructure (Cabling and Ports) upgradation, reconfiguration would be the customers responsibility.

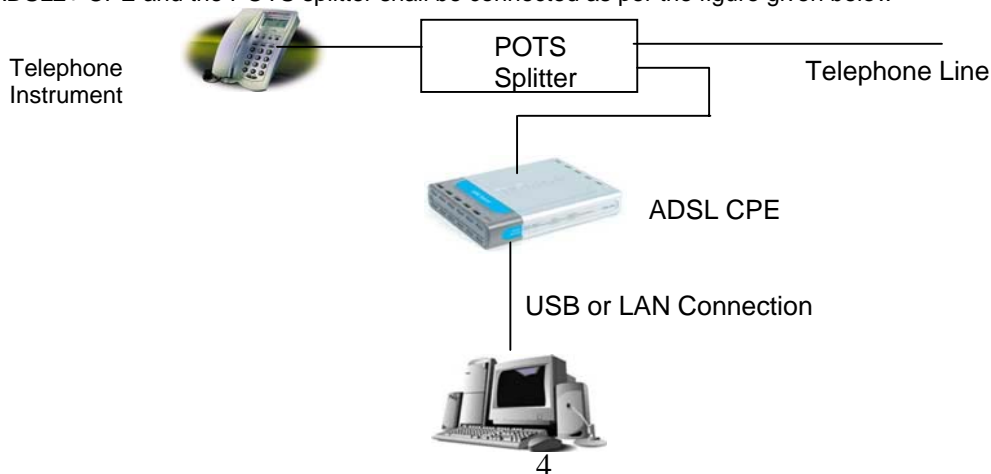
Note: Any parallel wiring other than one telephone in the Broadband/ADSL line would lead to reduced download speed and frequent disconnection.

Using Broadband Service

1. Connections & Installation

For extending the service, the telephone cable coming to the customer's premises is connected to a ADSL2+ CPE using a POTS Splitter. The ADSL2+ CPE acts as an interface between the telephone cable and the computer. The 'POTS Splitter' is used to separate voice and data signals enabling both Voice and Internet, simultaneously, on the same telephone line. One cable out of the POTS Splitter is connected to the telephone instrument. Your MTNL Broadband connection comes with a user account consisting of a **Username** and **Password**. This is used by the CPE in establishing connection to the MTNL Broadband network. The username and password are pre-configured in the MTNL ADSL2+ CPE. When the CPE is switched '**ON**', it automatically establishes a connection to the Broadband Network.

The ADSL2+ CPE and the POTS splitter shall be connected as per the figure given below-



The POTS splitter should be placed at a suitable point before any other device is connected to the telephone line. This is important for proper working of the Broadband connection.

The POTS splitter has three ports Phone, DSL and line which are to be connected as below:

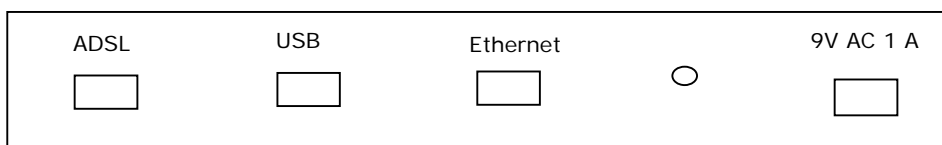
- i. Line port – for connecting the telephone line from MTNL.
- ii. Phone port – for connecting the telephone instrument.
- iii. DSL port for connecting the ADSL CPE(Router/ADSL CPE).

The interfaces on the MTNL ADSL CPE and the connectivity is detailed below -

The MTNL ADSL 2+ CPE has three ports / interfaces and one inlet for connecting AC power adaptor supplied along with it. All these are available on the back panel of CPE.

- i. ADSL interface (RJ 11) for connecting the incoming DSL line from the POTS splitter.
- ii. Ethernet interface (RJ45) for connecting the Ethernet cable from the PC.
- iii. USB interface for connecting the USB cable from the PC.

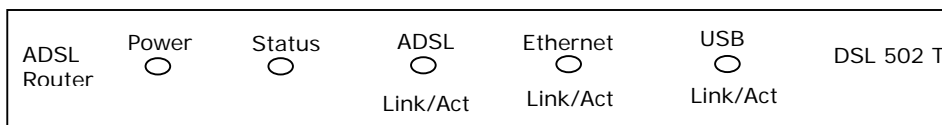
Interfaces on the Back Panel of MTNL Broadband ADSL2+



Note - Ethernet or USB interface shall be used, depending on the availability of the corresponding interface on the PC.

LED's have been provided on the Front Panel of MTNL ADSL2+ CPE, which are useful for diagnostics in case of any problem in the functioning of Broadband connection. The LED's available on the ADSL2+ CPE and their brief descriptions is given below -

LEDs on the Front Panel of MTNL ADSL2+ CPE



- **Power LED- A Solid green light indicates a connection to a good power connector.** Power supply (9V AC 1A) supply is ok.
- **Status LED (system) A blinking light indicates normal operation.** If this light is not lit and the power light is on, this indicates ADSL CPE failure.
- **ADSL Link/Act LED – Solid Green** – Indicates that the ADSL CPE is connected to Exchange.
- Blinking – Indicates ADSL CPE is not able to train up. Possible line problem.
- **Ethernet Link/Act - Solid light** indicates router is connected to PC's Ethernet port
- Blinking indicates that data is being transferred between PC and ADSL CPE.
- **USB Link/Act - Solid light** indicates router is connected to PC's USB port
- Blinking indicates that data is being transferred between PC and ADSL CPE

After the ADSL2+ CPE has been connected as above, it can be switched ON. The ADSL2+ CPE shall take about 2 to 3 minutes to boot and train with the MTNL Broadband network. While train-up, the ADSL link shall be blinking. After completion of this process all the LEDs should be at the normal display condition.

The ADSL CPE is pre-configured with the initial username and password and establishes connection as soon as it is switched on. No connection is required to be set-up on the PC for connecting to Internet.

If the ADSL2+ CPE is connected to PC on an Ethernet port, no settings on the PC shall be required normally to begin browsing. However, in case the USB port is used for connection, the PC shall have to be set-up for using the Broadband connection. The ADSL CPE USB driver software is required to be installed on the PC to begin using the connection. This software is available on the CD supplied with the ADSL CPE.

Note – The ADSL2+ CPE should be installed in a proper place which should preferably be cool and dust free. Handling of ADSL2+ CPE should be avoided. Switch OFF the ADSL2+ CPE when not in use. Remember the ON condition of ADSL2+ CPE keeps your connection to the Broadband Network ON even if the PC is switched OFF.

2. Username / Login ID

MTNL will activate the Broadband Service using Customer's MTNL Telephone Number digits as Username/Login ID. For example for Broadband Services on Telephone No 23359272, user will be allocated Username/Login ID as 23359272.

3. Password

The Password given by MTNL would be used for the first time login and thereafter Customer needs to change and customize his/her Password.

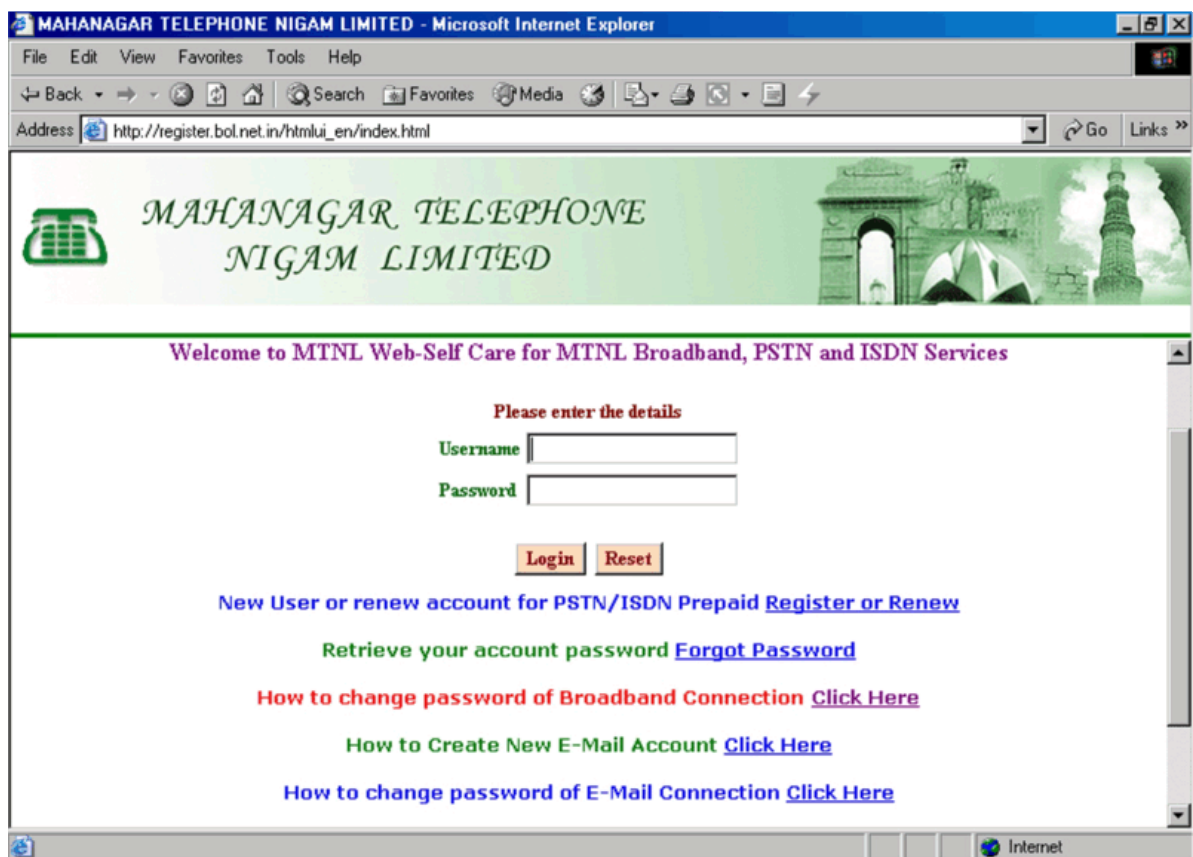
How to Change Password for Your Broadband Connection (Username)?

Change of Password for your username is a two steps process. In step I, you have to change the password for your account at our Web-Self Care Website <http://register.bol.net.in> and then, in Step II, the password has to be changed in your ADSL router/ Modem (CPE) - Open the Web page, <http://192.168.1.1> from your own broadband connection to login into your ADSL Router/ADSL CPE(CPE). For detailed procedure follow the procedure detailed hereunder or visit web site <http://mtndelhi.in>

STEP I- To Change Password at our Web-Self Care Website.

- i. Log on to our Web-Self Care Website <http://register.bol.net.in>

The following Window '**Welcome to MTNL Web-Self Care**' shall be displayed



- ii. Enter your Username and existing Password in the given fields. (Your Username is your Telephone Number and for the new customers Password is the CA Number given on the Telephone Bill of the Telephone on which Broadband Connection is installed)
- iii. Click 'Login'.
- iv. In the next window, Click on 'Change Service Password', under the Account Maintenance Menu on the left side.

The following Window '**Change Service Password**' shall be displayed

The screenshot shows a Microsoft Internet Explorer browser window displaying the Mahanagar Telephone Nigam Limited website. The address bar shows the URL: http://register.bol.net.in/htmlui_ern/index.html. The page title is "MAHANAGAR TELEPHONE NIGAM LIMITED". The main content area is titled "Change Service Passwords". On the left, there is a navigation menu under "Account Maintenance" with links: Account Summary, View Account Activity, View Session History, View Services, View/Update Profile, Change Service Passwords, Add Complimentary E-Mail ID(s), Mail Forward/Undo Forward, Block/Unblock Sender, E-Mail, and Logout. The main content area features a table with the following data:

Name of the subscriber	Account Number	Status
23359497	0009707474	ACTIVE

Below the table is a form titled "Select the Login Id for which you want to change the Password". The form has the following fields:

- Login: A dropdown menu with the value "23359497" selected.
- Service Name: A text input field containing "ADSL".
- Current Password: An empty text input field.
- New Password: An empty text input field.
- Confirm new Password: An empty text input field.

At the bottom of the form are two buttons: "Change Password" and "Reset".

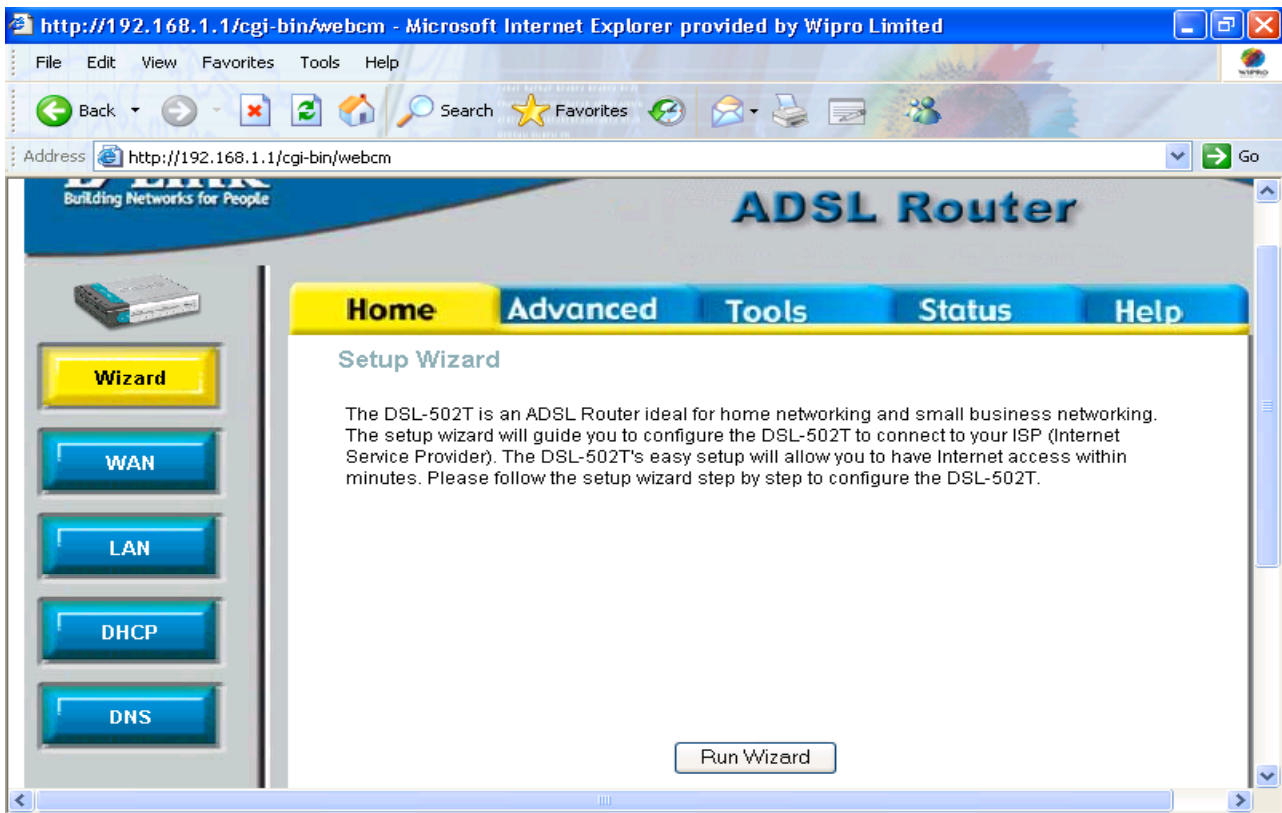
- v. In the table that appears on the right side, **Select the Login Id (User Name - which is your Broadband Connection Telephone No)** for which you want to change the Password.
- vi. Click on the 'Current Password' field and enter your existing password.
- vii. Click on the 'New Password' field and enter your new password. Please note that the Password should have minimum of 4 alphanumeric characters.
- viii. Click on 'Confirm New Password' field and re-enter your new password.
- ix. Click on 'Change Password'. A confirmation message, 'Password updated for login <login id>' will appear on the screen indicating that your password has been changed successfully.

Click on 'Logout' field under Account Maintenance Menu on the left side to Logout.

You can Login again with new Password to verify it.

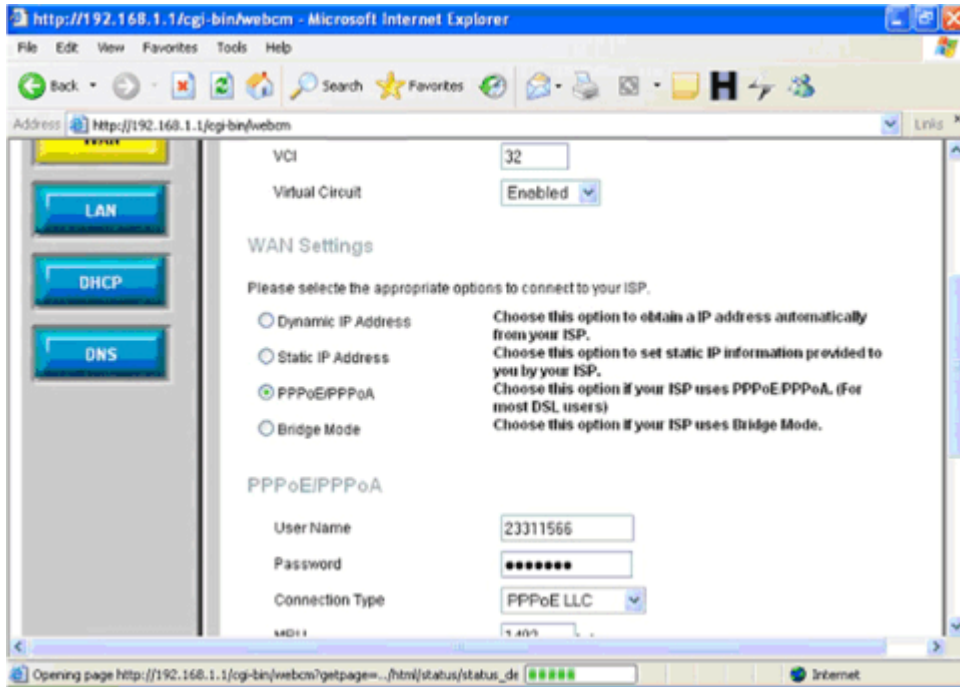
STEP II: To Change Password in CPE/ ADSL Router

- i. Open Webpage, <http://192.168.1.1> from your own broadband connection to login into your ADSL Router/Modem(CPE).
- ii. **Logon** using user name as **admin** and Password also as **admin**. Then a new page '**ADSL Router**' will appear as shown below:



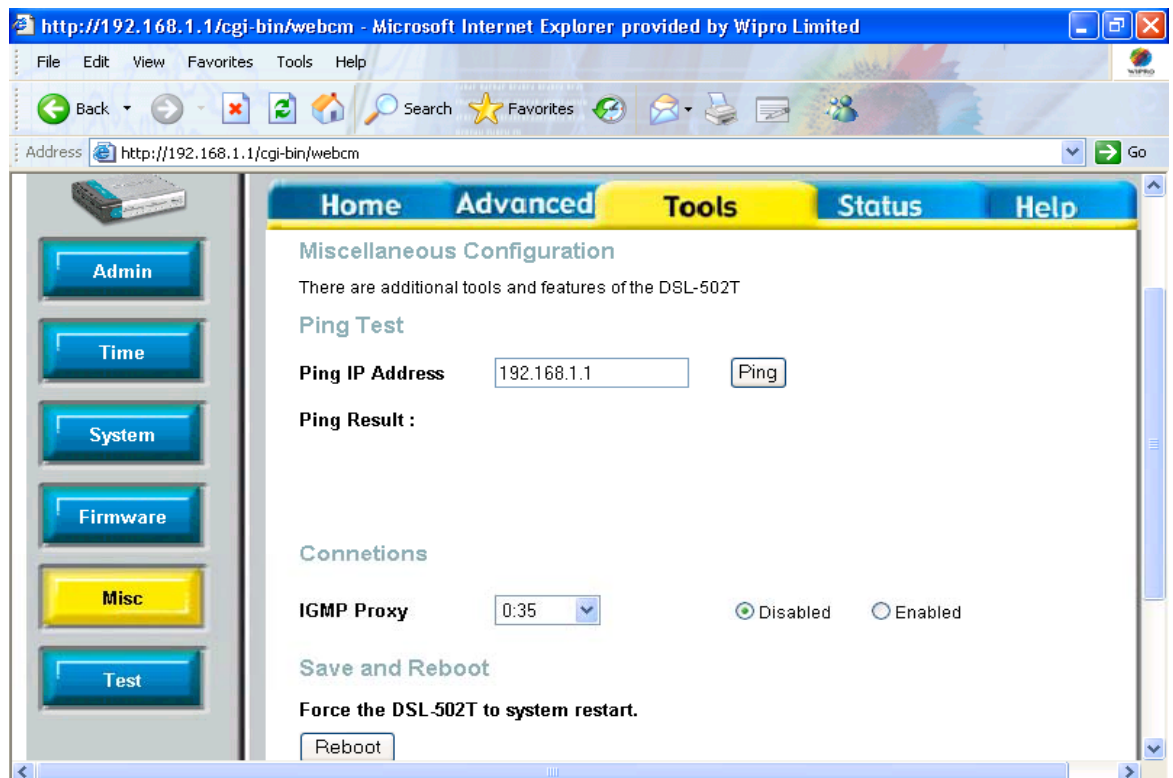
Click on the **WAN** tab, which appears at left side of the window. The following Window '**WAN Setting**' shall be displayed

- iii. Scroll to WAN settings and select the **PPPoE/PPPoA** option.



- iv. Under the heading PPPoE/ PPPoA, in **User Name** field, your telephone number is displayed. Delete the existing password appearing in the Password field and enter the new password carefully. This should be the same as the one entered on the MTNL Web-Self Care in 'Change Service Password' menu. This password in your ADSL Router and the password on the MTNL Server are matched before connection is established.
- v. Click the **Apply** button at the bottom of the page.
- vi. Click on **OK** in the message that appears.
- vii. At the top of the screen, click on the **Tools** Tab and Click the **Misc** button seen on the left side of the window. The following window '**Miscellaneous Configuration**' will open:

Scroll to the bottom of the page and click on **Reboot** to save your new password in the ADSL Router.



- viii. **A message for restart will appear. Click on OK.**
- ix. At this time, 'Page can not be displayed' message will appear in the web page and the ADSL Lamp on your ADSL router/Modem (CPE) will go off. Close the Internet Explorer/ Internet Browser. **Wait for 2 to3 minutes till ADSL Lamp on the ADSL Router glows again and become stable.**
- x. To verify that your password has been changed successfully, open Webpage, <http://192.168.1.1> again. Logon using user name as **admin** and Password also as **admin** as done earlier.
- xi. Verify by checking the status of the connection by clicking on the **Status** tab displayed on the page. It should **show the status as 'Connected'**. Now **you can surf the Internet**. This confirms that password for your account has been changed successfully.

CAUTION: Never use the 'Restore to Factory Default Setting' Option in Tools → System menu as it may damage your configuration in ADSL Router.

4. How to Use Email Services?

Email-IDs:

MTNL provides email address and personal email box(s) to all users of broadband service. These email services can be accessed using a browser (web-based email) and also using a POP3 client like Outlook Express.

Your email account (different from your Broadband account) shall be created on the MTNL email server. The email account shall consist of an email login-id/ Username and password which shall be used for sending and receiving emails for the created email address. For example if your email login-id / username is **ramesh** then your email address will be ramesh@bol.net.in

- For Free E-mail IDs as per Broadband Plan Opted/additional E-Mail IDs as per the requirement stated in Subscription Form, customer can visit the MTNL Web site <http://register.bol.net.in> to create his/her Mail boxes or contact Broadband/ADSL Internet Services Help Desk **Toll free No 1504 or 1600-111-172** or mail us at: helpdesk.delhi@bol.net.in.
- E-mail IDs can be a combination of alphabets & numeric but not starting with a numeric; it MUST NOT include any special character/ symbol either.

How to Create New E-Mail Account at MTNL Web-Self Care Website?

- i. Log on to MTNL Web-Self Care Website <http://register.bol.net.in>
- ii. Enter your Broadband Account **Username and Password** in the given fields.
- iii. Click '**Login**'.
- iv. In the next window, Click on '**Add Complimentary E-mail ID(s)**' visible under the **Account Maintenance Menu** on the left side. The following window is displayed:

The screenshot shows the 'Add Complimentary E-Mail ID(s)' page. At the top, there is a table with the following data:

Name of the subscriber	Account Number	Status
23359497	0009707474	ACTIVE

Below this table, there is a section for adding new email IDs:

Eligible E-Mail Ids : 1 Allocated E-Mail Ids : 0

Please enter Login(s) and Password(s) for E-Mail ID(s)

Login	Password	Confirm Password
<input type="text"/>	<input type="text"/>	<input type="text"/>

At the bottom of the form, there are 'Submit' and 'Reset' buttons.

- v. In the table that appears on the right side no. of eligible E-Mail ID's will appear. Click the check box and enter the new E-Mail ID under '**Login**' field (At least 3 characters).
- vi. Under the '**Password Field**' enter password for new E-Mail ID. Please choose the password between 4 to 8 alphanumeric characters.
- vii. Click under '**Confirm Password Field**' and re-enter your new password, which should be same as at Step vi.
- viii. For creation of more E-Mail Boxes (if available) repeat the steps from v to vii.
- ix. Click on '**Submit**' button. A confirmation message '**Following E-mail ID(s) created successfully**' will appear on the screen indicating that your Mail Box has been created successfully.
- x. To check password, click E-Mail under the **Account Maintenance Menu** on the left side. Enter your E-mail login ID and password and click 'Login' button. If the password is correct then you'll view your mailbox. Alternatively, to verify the access to your mailbox, go to the web-based E-Mail access site <http://mtnldelhi.in>

How to Configure Outlook Express?

You can also set-up an email client like Outlook Express for sending and receiving emails using your MTNL email address. The procedure for setting Outlook Express is as follows-

- Open Outlook Express.
- Click on **Tools** → Select **Account** → Click on **Add** button in Internet Account Window.
- Select **Mail** and enter your name in **Display Name**.
- Click **Next** and enter your email address as e-mail id@bol.net.in
- Click **Next**
- Set your incoming mail server as **POP3** server.
- Set incoming mail (POP3) server as – **pop.bol.net.in**
- Set outgoing mail (SMTP) server as – **smtp.bol.net.in**
- For **Account name** use – email account login-ID / Username
- For **password** use – email account password (as created above at step vi)
- Set your email client to use Authentication while sending mails by selecting the option '**My server requires authentication**'.

Detailed procedure for setting up the email client is also available on the MTNL Delhi website <http://mtnldelhi.in>.

Note: For users already having email-ids -

Customers can continue to use Web based email services from other service providers. Services like Hotmail, Yahoo, Rediffmail shall be accessible using the web based interface. However the use of email addresses with POP3 facility will depend on the policy of the email service providers. Customers are advised to verify this with their email address service providers. The use of MTNL mail servers shall be restricted to the use of MTNL provided email addresses.

5. How to View Your Broadband Account Usage?

MTNL Broadband customers can view their usage logs on-line. This facility has been provided on the Web Self care page which can be accessed as follows -

- Connect to Internet and logon to the webpage - <http://register.bol.net.in>.
- Enter your Broadband account "Username" and "Password" to Login to your web self-care page.

- The following screen is displayed showing the **Account information**:

The screenshot shows the 'Account Information' section of the Mahanagar Telephone Nigam Limited website. The page is displayed in a Microsoft Internet Explorer browser window. The address bar shows 'http://register.bol.net.in/htmlui_en/index.html'. The page header features the company logo and name. The main content area is divided into two sections: 'Account Information' and 'Resources'.

Account Information	
User ID	23359497
Name	23359497
Account Number	0009707474
Status	ACTIVE
Date of Creation	8-Apr-2005
Current Plan	OldTel+CPE

Resources	
Name	Current Balance
Amount	Rs. 4375.97
MB Used	31
ADSL MB	391.7943
No of eligible E-mail Ids	1
Total E-mail Ids	0
Total Input Bytes	9161680

- Click on 'View Session History' option available on the left side of the page. Select the desired Date Range (Period) to view the detailed usage. You can also print the detailed usage logs. Following screen 'View Session History Logs' shall be displayed:

The screenshot shows the 'View Session History Logs' page of the Mahanagar Telephone Nigam Limited website. The page is displayed in a Microsoft Internet Explorer browser window. The address bar shows 'http://register.bol.net.in/htmlui_en/index.html'. The page header features the company logo and name. The main content area is divided into two sections: 'Account Maintenance' and 'View Session History Logs'.

View Session History Logs.

Note: The following are the details of your usage pattern. We will be displaying detailed usage for the current and previous months. For details of earlier months, write to us at customer@bol.net.in and we will revert to you within 36 hours of the request.

Please select the Start and End dates between which you want to view the Session History details.

Day Month Year

Start Date 1 May 2005

End Date 16 May 2005

Submit Reset

Note: This may take a few moments...

6. How to View Your Broadband Usage Bill Details?

- i. Log on to the web site <http://mtnl Delhi.in>
- ii. On the right hand side of the page that will appear on the browser, click on the “**View Broadband Usage Bill Details**” link under “**Broadband Users**” heading.
- iii. Enter your broadband connection telephone number.
- iv. Select the month for which you want to view the broadband usage bill details.
- v. Click on ‘Go’ to view the Usage Bill details including CPE Rental for the month you selected.

7. How to Measure the Speed of Your Broadband Connection?

- i. Log on to the web site <http://mtnl Delhi.in>
- ii. On the right hand side of the page that will appear on the browser, click on the “**Test Speed of Broadband Connection**” link under “**Broadband Users**” heading.
- iii. On the page that appears, **Right Click** on the following links depending upon the speed you have subscribed:
 - Test Speed upto 256 kbps Broadband Tariff Plans
 - Test Speed for 512 kbps Broadband Tariff Plans or higher.
- iv. Select ‘**Save Target as....**’ option and save the file at a location as per your convenience.
- v. The Download Window will appear mentioning the download speed in Kilo Bytes per second (KBps or KB/s).
- vi. Multiply the download speed noted above by 8 to obtain speed of your Broadband Connection in Kilo bits per second (Kbps or Kb/s).

Note:

- The Internet Speed is generally measured in “**Kilo bits per second (Kbps or Kb/s)**” while web browsers indicate the speed in “**Kilo Bytes-per-second (KBps or KB/s)**”. Please note the uppercase “B” in case of bytes and the lowercase “b” in case of bits. As one byte consist of eight bits, therefore, 1KBps=8Kbps.
- Internet protocols add extra bits which are around 10 to 15%. Hence actual speed obtained is 10 to 15% higher than what you have calculated at step vi above.

Troubleshooting

Some basic troubleshooting and diagnostic steps are included in this section for guidance in case of problems while working with Broadband Connection. The steps detailed in this section are for Windows XP based PC. For other versions of Windows, the steps may differ slightly.

Note – The ADSL2+ CPE should be handled with care. The settings in the ADSL CPE should not be changed unless advised as it may affect the functioning of broadband connection.

Verifying the LED status on the ADSL2+ CPE

Make sure that the equipments and connecting cables/ interfaces are connected properly and the LED's on the ADSL2+ CPE have normal status. The Normal and Faulty status of the LED's are described below -

Power LED -

Normal Status – Glowing and Stable.

Faulty Status – OFF. Check the power supply and power chord of Adaptor supplied with CPE. If the power supply is ok and still the LED is OFF, the ADSL CPE might be faulty. Register complaint with MTNL.

Status LED

Normal Status – Blinking

Faulty Status – OFF => ADSL CPE is Faulty

ADSL LED

Normal Status – Glowing and stable. When the ADSL2+ CPE is switched **ON**, this LED keeps blinking initially during trainup period. Once the ADSL2+ CPE is trained with the Broadband equipment, it shall become stable.

Faulty status – OFF or blinking very slowly.

Perform the following steps till LED becomes Normal:

- Check the DSL cable for loose connection.
- Remove and Reinsert the cable on ADSL CPE.
- Restart the ADSL CPE Power supply.
- If still the LED does not glow, this indicates possible telephone line problem.
- Verify Dial tone on telephone.
- For NO DIALTONE book telephone line fault with MTNL on 198.
- If DIAL TONE is present book Broadband complaint with MTNL Broadband Help Desk on 1504 or on 198.

Ethernet LED (If used for connection between PC and ADSL2+ CPE)

Normal Status – **Glowing and stable** in case of NO activity and blinking in case of activity (Browsing etc.)

Faulty status – OFF. Perform the following steps to further diagnose:

- Check the Ethernet cable for loose connection.
- Remove and Reinsert the cable on PC and ADSL CPE.
- Verify the functioning of LAN Card on PC.
- If still the LED does not glow, register complaint with MTNL.

or

USB LED (If used for connection between PC and ADSL2+ CPE)

Normal Status – **Glowing and stable** in case of NO activity and blinking in case of activity (Browsing etc.)

Faulty status – OFF. Perform the following steps to further diagnose

- Check the USB cable for loose connection.
- Remove and Reinsert the cable on PC and ADSL CPE.
- Verify the functioning of USB device on PC.
- If still the LED does not glow register complaint with MTNL or check the connection with splitter

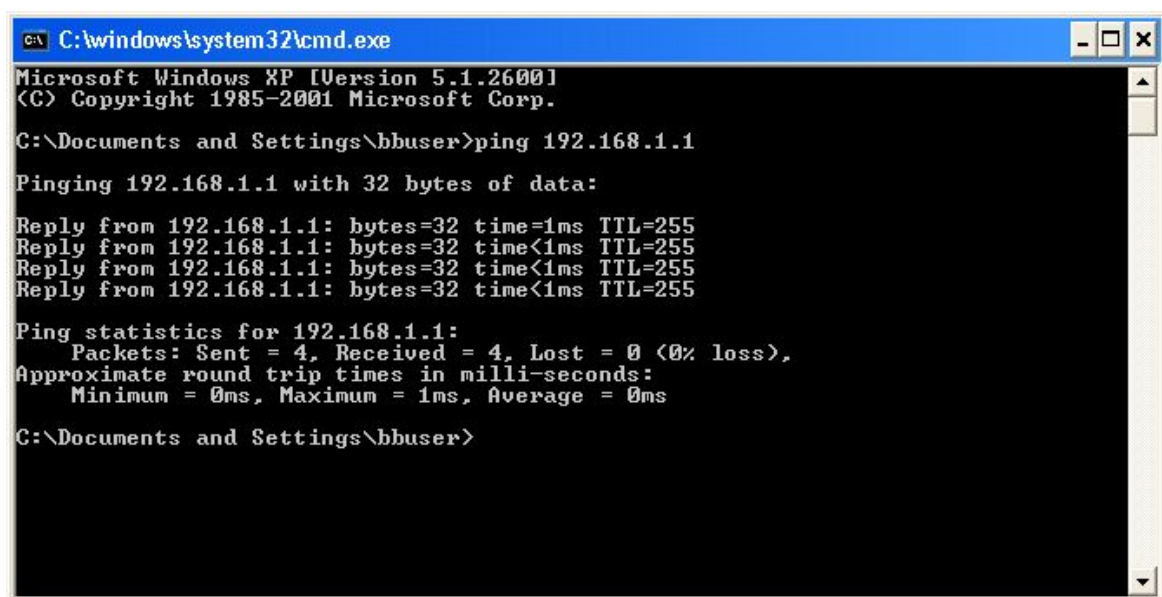
Verifying connectivity to the Broadband network

If all the 4 LEDs (Power, Status, ADSL, Ethernet or USB) are showing **NORMAL** status perform the following steps to verify the connections between PC and ADSL2+ CPE, and between ADSL2+ CPE and Broadband Network:

(i) Verify Connectivity between PC and ADSL CPE -

To verify the Ethernet connectivity between PC and ADSL CPE perform the PING test as follows -

- a) On your Windows desktop - Click on **Start** and select **Run**.
- b) Type **cmd** and select OK. This opens a DOS window.
- c) In the command prompt, type **ping 192.168.1.1** and **press Enter**.
- d) Confirm that you are getting reply from 192.168.1.1 **as shown below**:



```
C:\windows\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\bbuser>ping 192.168.1.1

Pinging 192.168.1.1 with 32 bytes of data:

Reply from 192.168.1.1: bytes=32 time=1ms TTL=255
Reply from 192.168.1.1: bytes=32 time<1ms TTL=255
Reply from 192.168.1.1: bytes=32 time<1ms TTL=255
Reply from 192.168.1.1: bytes=32 time<1ms TTL=255

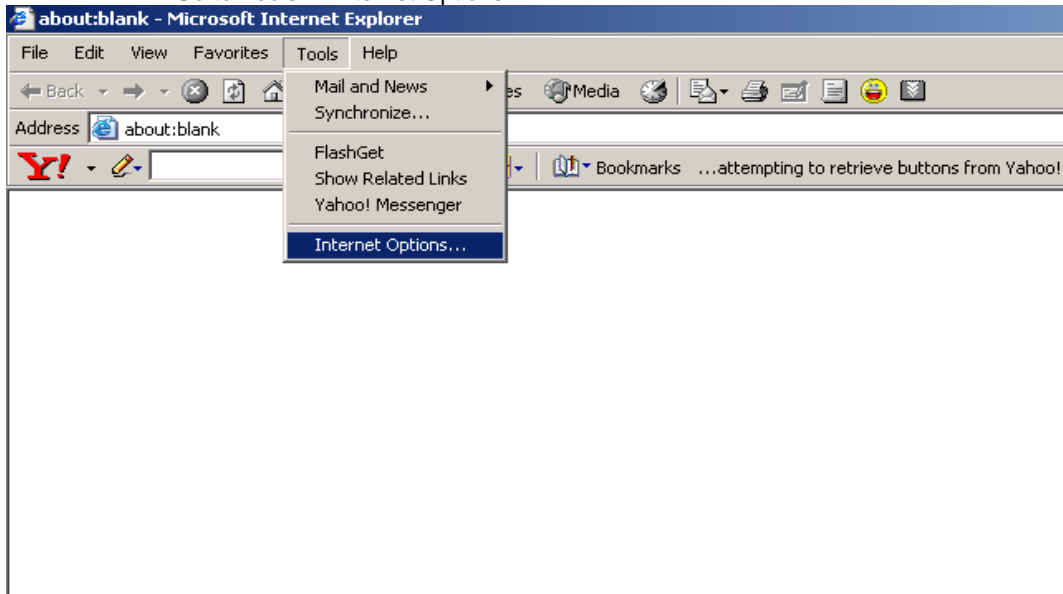
Ping statistics for 192.168.1.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 1ms, Average = 0ms

C:\Documents and Settings\bbuser>
```

If the reply is not received, it indicates connectivity problem between PC and ADSL CPE.

Verify the Network Settings on the PC as follows -

- Start the Internet Explorer browser
- Go to Tools -> Internet Options



- Go to Connections tab and click on LAN Settings.
- **Make sure that all the options are un-checked.**
- Click on OK and close the Internet Options window.
- Close the Browser.
- Also verify the following TCP / IP Settings.

Go to My Computer - > Control Panel - > Network Connections –

> Right Click your LAN connection Icon where D-Link device is indicated. Select Properties.

Under tab General, Select Internet Protocol (TCP/IP) - > Properties - >

In the TCP / IP properties window the following should be selected and entered–

- **Obtain IP automatically**
- **DNS Server Address as :** Preferred DNS (Primary) 203.94.243.70
Alternate DNS (Secondary) : 203.94.227.70
- **Click OK.**

Reboot the PC (If prompted. Otherwise PC Reboot is not required)

Verify connectivity by running PING test as explained above.

(ii) Verify connectivity between ADSL2+ CPE and Broadband Network -

To verify the above connectivity, open the management interface of ADSL CPE by starting your browser (Internet Explorer) and opening the webpage – <http://192.168.1.1>.
Give- **admin as username** and **admin as password** to open the ADSL CPE Management Page

Note – DO NOT CHANGE ANY SETTINGS UNLESS ADVISED. USE THIS INTERFACE FOR DIAGNOSTICS PURPOSES ONLY.

Select the **Status** TAB. The following indicates proper connectivity-

- In **WAN** Section, the **Status** should be shown as **Connected**.
- IP Address should be allotted. The Format shall be 59.1xx.x.x
- Default Gateway should be allotted. The format shall be 59.1xx.x.x
- DNS Server should be allotted.

Note the above addresses and perform PING test on them to verify connectivity to broadband network. If the **Status** of **WAN** connection is **Disconnected**, it indicates a possible **Network or Password problem**.

In case the password has been changed recently, verify that the password has been set properly (Refer Password Section).

If still the status is disconnected, register your complaint with MTNL Broadband Helpdesk at 1504.

Dos & Don'ts

1. Switch off CPE when not in use.
2. To avail Unlimited Free Internet Usage during night (00.00 hrs to 08.00 Hrs) in TriB 590NU Plan **Switch ON CPE during Night after 00.00 hrs and ensure disconnection before 08.00 hrs.**
3. In case of power off/on CPE, please wait for 2-3 min before connecting to Internet
4. Do not use any other power adaptor than the one supplied with CPE
5. Don't use the 'Restore Factory Default Setting' option in the CPE
6. Keep TCP/IP Properties settings in your PC as **Obtain IP automatically** and **DNS Server Address as** : Preferred DNS (Primary) 203.94.243.70 and Alternate DNS (Secondary) : 203.94.227.70
7. **The splitter provided shall be connected at the main tapping point of 2-wire Tel cable of MTNL. Additional Extension /Phone if any shall be connected only after splitter**
8. The Phone, DSL and line (MTNL Tel 2-wire) shall be connected to splitter as per marking on the Splitter supplied with CPE
9. In case USB port is used, ensure CPE USB driver is installed on PC before connecting the USB cable
10. **In case of problem to connect to Internet check the following LEDs Status on the ADSL Router/CPE**

For Normal Operation, the following 4 LEDs will glow:

- ✓ i. Power LED: Solid Green
- ✓ ii. Status LED: Blinking
- ✓ iii. ADSL Link/Act: Solid Green (Fast blinking during activity)
- ✓ iv. *Ethernet Link/Act Solid/Blinking (During activity)
Or, *USB Link/Act Solid/Blinking (During activity)

In case Browsing Problem persists even after the indication of Normal Operation shown above by LEDs then make CPE Power off and then Power ON and please wait for 2-3 min before connecting to Internet

For Faulty Condition status of LEDs will be as under:

- a. Power LED: Off (Power supply/adaptor faulty)
- b. Status LED: Off (CPE fault)
- c. ADSL Link/Act: Off (Tel Line/CPE faulty)
Slow blinking (Tel line fault)
- d. *Ethernet Link/Act Off (LAN Port in PC/Cable Connection Problem)
*USB Link/Act Off (USB Port in PC/Cable Connection Problem)
*Depending upon Ethernet or USB port used for connecting PC.

Ensure that only one LAN Connection is Enabled in 'Network Connections' in your PC.

Quick Reference

MTNL Delhi Website – <http://mtnldelhi.in> ; <http://delhi.mtnl.net.in>

Complaint booking – Dial 198 (Interactive Voice Response System) or Dial 1504

Broadband Helpdesk –Dial 1504

E-mai address of Broadband Helpdesk: helpdesk.delhi@bol.net.in

For Tariff Plan Details and Booking of Broadband Connection - Dial 1500.

Mail Server addresses -

O/G Mail Server (SMTP) – smtp.bol.net.in

I/C Mail Server (PoP) - pop.bol.net.in

Web link for email – <http://mtnldelhi.in> ; <http://delhi.mtnl.in>

DNS Server Address:

Preferred DNS (Primary): 203.94.243.70

Alternate DNS (Secondary): 203.94.227.70

Web link for Broadband User Guide: – <http://mtnldelhi.in/broadband.htm>

WebLink for Broadband Account Password Change – <http://register.bol.net.in>

Weblink for Email address registration – <http://register.bol.net.in>

Weblink to view Usage – <http://register.bol.net.in>

Weblink to View Bill details – <http://mtnldelhi.in>

Link for ADSL2+ CPE Interface – <http://192.168.1.1>

MTNL Broadband /ADSL Internet Services Helpdesk

For any **Help/ Complaints** related to Broadband/ADSL Service after activation please contact:- **MTNL Broadband /ADSL Internet Services Helpdesk Toll free No 1504 or, 1600-111-172 or, mail us at: helpdesk.delhi@bol.net.in**. For more details log on to: <http://mtnldelhi.in> or <http://delhi.mtnl.in>

MTNL BROADBAND INTERNET SERVICES TARIFF PLANS (Effective as on 17.05.05)

VOLUME BASED PLAN								
SI	Broadband Plan	Bandwidth: Download Speed	Free Monthly Usage in hours	Monthly Free Data Download	Monthly DSL Minimum Usage Charges	Annual DSL Subscription Option	No. of Free Email IDs with 4MB	Addl. Usage Charges beyond Monthly free Usage
1	DSL 399	256 Kbps	Unlimited	400 MB	Rs.399	Rs 4,399	1	Rs.1.20/- per MB
2	DSL 749	256 Kbps	Unlimited	750 MB	Rs.749	Rs. 8,200	1	Rs.1.20/- per MB
3	DSL 1199	256 Kbps	Unlimited	1.25 GB	Rs.1199	Rs.12, 900	2	Rs.1.10/- per MB
4	DSL 2399	512 Kbps	Unlimited	2.50 GB	Rs.2399	Rs. 25,900	3	Rs.1.10/- per MB
5	DSL 3999	512 Kbps	Unlimited	5 GB	Rs.3999	NA	4	Rs.1.10/- per MB
6	DSL 7199	512 Kbps	Unlimited	10 GB	Rs. 7199	NA	5	Rs.1.10/- per MB
7	DSL Silver	1.0 Mbps	Unlimited	28 GB	Rs.19, 999	NA	6	Rs.1.10/- per MB
8	DSL Gold	1.0 Mbps	Unlimited	56 GB	Rs.39, 999	NA	10	Rs.1.10/- per MB
9	DSL Premium	2.0 Mbps	Unlimited	60 GB	Rs.42, 999	NA	10	Rs.1.10/- per MB
10	TriB AA	256 Kbps	Unlimited	NA	As per actual Usage	NA	1	Rs. 2/- per MB
11	TriB 590NU	256 Kbps	Unlimited	Night Unlimt. + 500 MB	Rs.590	NA	1	Rs. 1.20 per MB
12	TriB 599	512 Kbps	Unlimited	500 MB	Rs.599	NA	1	Rs.1.10 per MB
13	TriB 1199	512 Kbps	Unlimited	1.25 GB	Rs.1199	Rs.12, 900	2	Rs.1.10/- per MB
14	TriB Cyber A	2.0 Mbps	Unlimited	14 GB	Rs.9, 999	NA	6	Rs.1.10/- per MB
15	TriB Cyber B	1.0 Mbps	Unlimited	10 GB	Rs.7, 199	NA	5	Rs.1.10/- per MB
<p>Note1 *DSL Silver, Gold and premium Plans- Download speed may be as high as 8 Mbps and is guaranteed upto MTNL ISP only. Download speed is dependent on Telephone line length- Broadband connection will be made for the plans 512 kbps and above subject to feasibility.</p> <p>Note2 TriB 590NU-Night Unlimited(NU): Unlimited Free Internet Usage (Data Download) Night time between 00 Hrs to 08.00 Hrs however Day time Internet Usage (Data Download) 08.00 Hrs to 24.00 Hrs is counted against Monthly Free Data Download limit. For Unlimited Free Internet Usage Switch ON CPE during Night after 00.00 hrs and ensure disconnection before 08.00 hrs. Switch off CPE when not in use.</p> <p>Note3 Plans at SI 10 to 12 are single user type.</p> <p>Note4 NA- Not Applicable</p>								

Initial Deposit & other Charges for Broadband/ADSL Internet Services Tariff Plans

SI	Particulars	Charges
i	One Time Registration Charge (with Tel Bill – Non refundable)	Rs. 500/-* (*No Registration Charge of Broadband Internet with new line booking in all land line Plans)
ii	DSL Installation & Testing Charges (with Tel Bill)	Rs. 300/-
iii	Initial Deposit for DSL CPE one time (with Tel Bill – Non refundable)	Rs. 500/-* (* Not applicable for Customer Owned CPE)
iv	Monthly Rent for CPE	Rs. 80/-* (* Not applicable for Customer Owned CPE)
v	Safe Custody Charges per month	Rs. 100/-
vi	Shifting Charges	Rs. 100/-
vii	Charges for additional E-mail ID with 4 MB Capacity beyond free E-mail Ids or increase of E-mail ID capacity to 12 MB from 4 MB	Rs. 200/- per annum
viii	Upload Speed	For all the plans SI 1 to SI 13 Upload speed will be equal to download speed or 512 Kbps whichever is minimum. Upload Speed for Plan at SI 14 & 15 Cyber Business Plans will be limited to 256 Kbps
ix	Migration from one plan to another	NIL
x	One IP Address will be assigned /allocated, free of charge, in all the Volume base Plans on need basis/as per the technical solution, however, facility for additional fixed IP Address will be charged @ Rs. 2000 per IP Address per annum.	
xi	Service Tax	As applicable
xii	Security Deposit (Refundable) at the time of Registration applicable only for TriB Cyber A & B Plans at SI 14 & 15. No security deposit for other Broadband Plans	TriB Cyber A –Rs. 20,000/ TriB Cyber B –Rs. 15,000/