

Common Operational Scenarios & Troubleshooting

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Product: i2i Core OSS/BSS

Company: i2i Tech Services Private Limited

Scenario A: Customer exists but onboarding fails

- Verify customer classification and mandatory data completeness.
- Verify account exists and is active.
- Verify service can be attached to that account per policy.

Scenario B: Authentication fails after subscriber creation

- Verify subscriber is active and mapped to correct service/plan.
- Verify credential uniqueness and correct username format.
- Verify AAA policy assignment and service entitlement mapping.

Scenario C: Wrong speed/policy applied

- Verify service plan/profile mapping.
- Verify subscriber is mapped to the intended service and not a stale record.
- Re-check effective dates and policy inheritance rules.

Scenario D: Billing mismatch after ownership changes

- Verify account ownership and billing cycle/effective date alignment.
- Verify service is attached to the correct account.
- Escalate if correction requires ledger adjustments.

Escalation Guidance

- **L1:** Verify IDs, status, and basic mapping.
 - **L2:** Validate AAA/provisioning/billing dependencies and run corrective SOP.
 - **L3:** Policy/config/integration issues and suspected product defects.
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Screenshots

Screenshots not yet added.

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