



FAQ

On Connectivity at NCDEX Mumbai

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I. VSAT

Sr. No.	Category	Points Raised	Clarification
I. a	Service Provider	Who is the service provider for NCDEX?	HCL Comnet Ltd. (HCLC) would implement VSAT across all locations. For installation and technical support, HCLC officials would personally call on the members' site.
I. b	Link Type	What are the VSAT Specifications?	Extended-C band with 1.2 m dish antenna. VSAT Bandwidth – both Interactive and Broadcast.
I. c	Linkages to more than one exchange	Whether the existing VSAT (linking to NSE or BSE) could be utilized for NCDEX connectivity?	No. Our VSAT hub located at NOIDA (UP) is independent of any other exchange. NCDEX VSAT network operates on a unique network that can't be inter-linked with another network.
I. d	Commercials	What charges are required to be paid for VSAT connectivity?	<p>NCDEX has negotiated the best price, split into the following two components:</p> <p>I - One time VSAT cost of Rs. 1,24,000/- with 3 years warranty.</p> <p>II- Annual bandwidth charges of Rs. 4,903/-.</p> <p>III – No AMC charges is payable for the first three years and AMC is payable at Rs. 21,600/- per annum from the fourth year and onwards.</p> <p>The AMC and bandwidth charges are payable in advance.</p> <p>The AMC and bandwidth charges will apply till the surrender request has been processed.</p>
I. e	Shifting of VSAT	Can the VSAT be shifted to another location due to change of premises?	Yes. HCLC engineers would undertake shifting work to another site on chargeable basis, which would be borne by the member. Details of requirements for shifting would be available with HCL Comnet.
I. f	Surrender of VSAT	What is the procedure to surrender the VSAT?	All the VSAT dues have to be cleared and all user ID's on the said VSAT should be deleted. Please refer to the NCDEX website – Technology - Connectivity Formats for the documents to be submitted.

Sr. No.	Category	Points Raised	Clarification
I. g	Network equipment	What type of equipment is required to be procured for VSAT connectivity?	VSAT antenna and electronics, which includes IDU (In-Door unit) and ODU. IDU is connected using IFL cable to the ODU. IDU is also linked to the Ethernet port of a hub or switch connecting the internal LAN. IFL Cable is provided by HCLC. The other requirement for site readiness would be specified by HCLC engineer during the site survey. Local cabling work should be carried out by the member.
I. h	Number of Users	How many users can work using a single VSAT?	20 terminals can operate on SkyEdge technology.
I. i	Recommended Configuration of Front-end terminals	What type of PCs is required for a trading terminal?	Minimum Configuration: Pentium IV or above with 256 Mb RAM, HDD: Min. free space 2 Gb, Windows 2000 Professional with service pack SP4.
I. j	Getting Connected	What is the process for applying for VSAT based connectivity	After approval of membership, a letter confirming number of VSATs required (location-wise) needs to be forwarded to Membership Department of NCDEX. This should accompany Purchase Order with NOC, CST/LST declaration, Demand drafts, Site Status report and any other document specified. NCDEX would process the connectivity request and advise HCLC to commence installation with site survey activity. HCLC would deliver, install and connect the terminals at member's site.
I. k	Turnaround time for installation	What is the time required for VSAT installation	HCLC moves the stock from their Noida office. It would take about a week to two depending upon the location and other factors like waybill or road permit availability.
I. l	Troubleshooting	In case of a connectivity problem, whom to refer?	The NCDEX - Trading and Technology Helpdesk team could be reached at 022-66406609-12 during working hours (Mon-Fri 9 am -11:55 pm, Sat 9 am - 3:00 pm). In case the VSAT link is down, please contact HCL Regional Office or NOIDA HUB.

II. Leased Line (LL)

Sr. No.	Category	Points Raised	Clarification
II. a	Service Provider	Who is the service provider for NCDEX?	All terrestrial links are connected through MTNL (Mumbai & Delhi), BSNL and TATA links. At present, NCDEX has co-hosted routers at Delhi and Kolkata.
II. b	Link Type	What bandwidth is required for leased line connectivity?	64 Kb/sec and multiples thereof. In metro/large centers, this is provided through MLLN / MLDN channels.
II. c	Number of Users	How many users can be connected using one channel of 64 Kbps?	5 to 7 users can work seamlessly on a normal dedicated leased line.
II. d	Recommended Configuration of Front-end terminals	What type of PCs is required for a trading terminal?	Minimum Configuration: Pentium IV or above with 256 Mb RAM, HDD: Min.free space 2 Gb, Windows 2000 Professional with service pack SP4.
II. e	Network Equipment	What type of equipments is required to be procured for Leased Circuit Data connectivity?	(a) 64 Kbps MLLN Leased Line Modem (b) CISCO 1700/ 1800 (10/100 T) modular router with 2 WAN slots, V.35 cable, DTE Male to smart serial – 10 feet (c) 2-port serial WAN interface card & 1 port ISDN BRI S/T port. (d) CISCO IOS supporting multicast (Preferred IOS Version 12.4) (e) DRAM: -64 MB, FLASH :- 32 MB (f) LAN switch or Hub Only one set of modem is required at member-end in case of MLLN/MLDN /MPLS circuits. Member has to procure either RAD ASM 20 or ASM 31 modem depending on Telephone exchange type in case Telephone exchanges are not able to supply modems. NOTE: 1700 series routers are out of support from Cisco.
II. f	Linkages to more than one Exchange	Whether the existing leased line (linking to BSE or NSE) could be utilized for NCDEX connectivity?	It is recommended to have a separate router, switch/hub for each Exchange. For trading, dedicated terminals would be required.

Sr. No.	Category	Points Raised	Clarification
II. g	Getting Connected	What is the process for applying leased link connectivity?	Upon approval of membership, a letter confirming desired number of leased links needs be sent to Technology Department. NCDEX would fill-in and complete the LL application form with "end-A" local address and "end-B" address of the trading member. The application would be submitted by NCDEX to respective telephone exchanges for issue of demand note and work order. All payments would be made to BSNL/MTNL/TATA directly by the member.
II. h	Connectivity Documentation	What documents are required for leased line connectivity?	Two main documents, the first is an undertaking signed by company's authorized signatory on the letter head stating the address at which the leased line would terminate. The second document is a CUG requirement and is an undertaking on a non-judicial stamp paper worth Rs. 300/-. Format of both these undertaking are provided on our web site under page "Technology / Connectivity Format".
II. i	Turnaround time for installation	What is the time required for link installation?	Depending upon the exchange capacity & link availability, the average commissioning time is about 3 to 4 weeks.
II. j	Commercials	What charges are required to be paid for 64 Kbps leased connectivity?	The local link (last-mile) cost alone is to be borne by the member which would be payable to MTNL/BSNL as per their schedule of tariff plus Cisco Router cost.
II. k	Shifting of links	Is it possible to shift the leased line?	Yes. This is similar to shifting of telephone lines, subject to charges as per BSNL/MTNL/Tata tariff. The request needs to be routed through NCDEX Mumbai. For format of shifting application please refer to the NCDEX website – Technology - Connectivity Formats.
II. l	Surrender of links	What is the procedure to surrender the leased line?	All the Leased lines dues have to be cleared and all user ID's on the said Leased Line should be deleted/ shifted. Along with application last paid bill copy is required. For format of surrender application please refer to the NCDEX website – Technology - Connectivity Formats.

II. m	Additional Capacity	How is it possible to increase the bandwidth?	The bandwidth could be upgraded in multiples of 64 Kbps. A similar process (like applying for a new link) needs to be followed.
II. n	Trouble shooting	In case of a connectivity problem, whom to refer?	In case the link is down, please contact your local MTNL/ BSNL/ TATA telephone Exchange. The NCDEX - Trading and Technology Helpdesk team could be reached at 022-66406609-12 during working hours (Mon-Fri 9 am-11:55 pm, Sat 9 am- 3:00 pm).
II. o	ISDN Connectivity	Whether ISDN dial-up connectivity is provided?	NCDEX has configured the network infrastructure to connect ISDN as backup of leased line for trading purpose. Please contact The NCDEX - Trading and Technology Helpdesk team.

Please refer to the below mentioned web site for detailed computation of last mile connectivity.

For current tariffs of MTNL, please visit the following link.

(Source: <http://mumbai.mtnl.net.in/telecomservices/leasedcircuit1.html>)

For current tariffs of BSNL, please visit the following link.

(Source: http://www.bsnl.co.in/service/leased_tariff.htm)

III. BSNL MPLS VPN

Sr. No.	Category	Points Raised	Clarification
III. a	Service Provider	Who are the service providers for NCDEX?	All terrestrial links are connected through BSNL links.
III. b	Link Type	What bandwidth is required for leased line connectivity?	32 or 64 Kb/sec (depending on your service selection) and multiples thereof.
III. c	Number of Users	How many users can be connected using one channel of 32 kbps & 64 Kbps?	On 32 Kbps up to 3 users can be connected while on a 64kbps line up to 6 users can be connected.
III. d	Recommended Configuration of Front-end terminals	What types of PCs are required for a trading terminal?	Minimum Configuration: Pentium IV or above with 256 Mb RAM, HDD: Min. free space 2 Gb, Windows 2000 Professional with service pack 4.
III. e	Network equipment	What types of equipments are required to be procured for Leased Circuit Data connectivity?	(a) 64 Kbps MLLN Leased Line Modem (b) CISCO 1700/ 1800 (10/100 T) modular router with 2 WAN slots, V.35 cable, DTE Male to smart serial – 10 feet (c) 2-port serial WAN interface card & 1 port ISDN BRI S/T port. (d) CISCO IOS supporting multicast (Preferred IOS Version 12.4) (e) DRAM:-64 MB, FLASH :- 32 MB (f) LAN switch or Hub Only one set of modem is required at member-end in case of MLLN/MLDN /MPLS circuits. Member has to procure either RAD ASM 20 or ASM 31 modem depending on Telephone exchange type in case Telephone exchanges are not able to supply modems. NOTE: 1700 series routers are out of support from Cisco.
III. f	Linkages to more than one Exchange	Whether the existing leased line (linking to BSE or NSE) could be utilized for NCDEX connectivity?	It is recommended to have a separate router, switch/hub for each Exchange. For trading, dedicated terminals would be required.

Sr. No.	Category	Points Raised	Clarification
III. g	Getting Connected	What is the process for applying leased link connectivity?	Upon approval of membership, a letter confirming desired number of leased links needs be sent to Technology Department. NCDEX would fill-in and complete the LL application form with "end-A" local address and "end-B" address of the trading member. The application would be submitted by NCDEX to BSNL. All payments would be made to BSNL directly by the member.
III. h	Connectivity Documentation	What documents are required for leased line connectivity?	Three main documents are required, 1. An application specifying which service (best/silver) one wants to opt for. It'll also have the details of the demand draft. 2. An undertaking signed by Co.'s authorized signatory on the letter head stating the address at which the leased line would terminate. 3. Document containing CUG requirement and an undertaking on a non-judicial stamp paper worth Rs. 300/-. Format of both these undertaking are provided on our web site under page "Technology / Connectivity Format / MPLS".
III. i	Turnaround time for installation	What is the time required for link installation?	Depending upon the exchange capacity & link availability, the average commissioning time is about 3 to 4 weeks.
III. j	Commercials	What charges are required to be paid for 32 or 64 Kbps leased connectivity?	The local link (last-mile) cost alone is to be borne by the member which would be payable to BSNL as per their schedule of tariff plus Cisco Router cost.
III. k	Shifting of links	Is it possible to shift the leased line?	Yes. This is similar to shifting of telephone lines subject to charges as per BSNL tariff. The request needs to be routed through NCDEX Mumbai. For format of shifting application please refer to the NCDEX website – Technology - Connectivity Formats.
III. l	Surrender of links	What is the procedure to surrender the MPLS VPN?	All the MPLS VPN dues have to be cleared and all user ID's on the said MPLS Leased Line should be deleted/ shifted. For format of surrender application please refer to the NCDEX website – Technology - Connectivity Formats.

III. m	Additional Capacity	How is it possible to increase the bandwidth?	The bandwidth could be upgraded in multiples of 64 Kbps. A similar process (like applying for a new link) needs to be followed.
III. n	Trouble shooting	In case of a connectivity problem, whom to refer?	The NCDEX - Trading and Technology Helpdesk team could be reached at 022-66406609-12 during working hours (Mon-Fri 9 am-11:55 pm, Sat 9 am- 3:00 pm). In case, the link is down, please contact your local BSNL telephone Exchange or BSNL Bangalore NOC (1800 425 1957).
III. o	ISDN Connectivity	Whether ISDN dial-up connectivity is provided?	No. NCDEX has not configured the network infrastructure to connect ISDN equipment for trading purpose. Please contact The NCDEX - Trading and Technology Helpdesk team.

Please refer to the below mentioned web site for detailed computation of last mile connectivity.

For current tariffs of BSNL, please visit the following link.
(Source : http://www.bsnl.co.in/service/mplsvpn_tariff.htm)

IV. TATA MPLS VPN

Sr. No.	Category	Points Raised	Clarification
III. a	Service Provider	Who are the service providers for NCDEX?	TATA Communication Limited provides the MPLS VPN Circuits through terrestrial, Wimax or WiFi connectivity.
III. b	Link Type	What bandwidth is required for leased line connectivity?	64 / 128 / 256 / 512 Kbps or 1 / 2 Mbps (depending on your service selection) and multiples thereof.
III. c	Number of Users	How many users can be connected using one TATA MPLS VPN?	64 Kbps - 5 (max. one CTCL IDs) 128 Kbps - 10 (max. two CTCL IDs) 256 Kbps - 15 (max. three CTCL IDs) 512 Kbps - 20 (max. four CTCL IDs) 1 Mbps - 25 (max. five CTCL IDs) 2 Mbps - 30 (max. six CTCL IDs)
III. d	Recommended Configuration of Front-end terminals	What types of PCs are required for a trading terminal?	Minimum Configuration: Pentium IV or above with 256 Mb RAM, HDD: Min. free space 2 Gb, Windows 2000 Professional with service pack 4.
III. e	Network equipment	What types of equipments are required to be procured for MPLS VPN Circuit?	(a) Modem or Wireless devices will be provided by TATA Communication Limited. (b) Minimum Router Configuration For Wire line MPLS Connectivity: Make & model : CISCO 1841 Router with 2 (10/100 T) Ethernet Interfaces Interfaces : 1 -port serial WAN interface card 1 port ISDN BRI card IOS version : Multicast Supporting (SP based IOS 12.4) or above Cables : V.35 cable, DTE Male to smart serial – 10 feet For Wireless MPLS Connectivity: Make & model : CISCO 1812/K9 Dual Ethernet Security Router with ISDN S/T Backup IOS version : Multicast Supporting IOS 12.4 or above
III. f	Linkages to more than one Exchange	Whether the existing leased line (linking to BSE or NSE) could be utilized for NCDEX connectivity?	No. It is recommended to have a separate router & switch for each Exchange. For trading, dedicated terminals would be required.

Sr. No.	Category	Points Raised	Clarification
III. g	Getting Connected	What is the process for applying MPLS VPN Circuit?	Upon approval of membership, an email for the desired MPLS VPN circuit along with location address & contact details needs be sent to ASKUS. NCDEX will send for feasibility of the connectivity to TATA Communication Limited. After the location is feasible, NCDEX will inform members to send all the documents with payment.
III. h	Connectivity Documentation	What documents are required for MPLS VPN Circuit?	<p>Four main documents are required along with the payment (Cheque/DD)</p> <p>Annexure – I: Application for MPLS VPN circuit.</p> <p>Annexure- II: An undertaking on the letter head stating the address at which the MPLS VPN circuit would terminate.</p> <p>Annexure III: Document containing CUG requirement and an undertaking on a non-judicial stamp paper worth Rs. 300/- and to be notarized.</p> <p>Annexure VI: Authorisation letter to debit the dues from Exchange Dues Account of the member.</p> <p>Format of all these undertaking are provided on our web site under page "Technology / Connectivity Format / TATA MPLS".</p>
III. i	Turnaround time for installation	What is the time required for link installation?	After the receipt of all documents along with the required payments, it may take 4 to 5 weeks for commissioning of MPLS circuit by Tata Communications Limited.
III. j	Commercials	What charges are required to be paid for one MPLS VPN circuit?	Member has to pay one time charge and annual recurring charges to Tata Communications Limited for the first year. Second year onwards member has to pay annual recurring charges as mentioned in the Circular No.: NCDEX/TECHNOLOGY-014/2009/316, Dated: November 7, 2009
III. k	Shifting of links	Is it possible to shift the MPLS VPN Circuit?	<p>Yes.</p> <p>Members have to submit the duly signed application form. The charge for shifting of MPLS circuit to any location within the city is Rs.5000/- provided the new location is feasible. For format of shifting application please refer to the NCDEX website – Technology - Connectivity Formats.</p>

III. l	Surrender of links	What is the procedure to surrender the MPLS VPN?	All the MPLS VPN dues have to be cleared and all user ID's on the said MPLS Leased Line should be deleted/ shifted. For format of surrender application please refer to the NCDEX website – Technology - Connectivity Formats.
III. m	Additional Capacity	How is it possible to increase the bandwidth?	The bandwidth could be upgraded to a maximum of 2 Mbps.
III. n	Trouble shooting	In case of a connectivity problem, whom to refer?	In case, the link is down, please contact your local Corporate Helpdesk of Tata Communications Limited as mentioned in the <u>Circular No.: NCDEX/TECHNOLOGY-014/2009/316, Dated: November 7, 2009</u> or Centralized Mumbai Helpdesk at 022-66504357. The NCDEX - Trading and Technology Helpdesk team could be reached at 022-66406609-12 during working hours (Mon-Fri 9 am-11:55 pm, Sat 9 am- 3:00 pm).
III. o	ISDN Connectivity	Whether ISDN dial-up connectivity is provided?	Yes. ISDN BRI backup is a prerequisite for MPLS connectivity. Members have to procure ISDN BRI line from any local service provider as a backup for MPLS VPN connectivity at their own cost including usage STD/local charges. In case of failure of the MPLS VPN circuit, ISDN will restore the connection to local Tata MPLS POP to avoid disruption in trading