**SMS Audit Support Information**

**Audit Start Date: Audit End Date:**

|  |  |
| --- | --- |
| **MSO Details** | **Information** |
| **Business Name** |  |
| **Location** |  |
| **Contact Number** |  |
| **BMS ID** |  |
| **Address** |  |

|  |  |
| --- | --- |
| **Broadcaster Details** | **Information** |
| **Broad Caster Name** |  |
| **Audit Type** |  |
| **Auditor Name** |  |
| **Auditor Contact Number/Email** |  |

**Tested Operations: \* FP –Finger Print \* OSD –On Screen Display/Forced Message**

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| --- | --- | --- | --- |
| **Operations** | **Available CAS Server** | | |
| **CAS1 NAME** | **CAS 2 NAME** | **CAS3 NAME** |
| **PAIR/UN PAIR (If applicable )** |  |  |  |
| **ACTIVATION** |  |  |  |
| **DEACTIVTION** |  |  |  |
| **OSD** |  |  |  |
| **EMAIL** |  |  |  |
| **FP OVERT** |  |  |  |
| **FP COVERT** |  |  |  |
| **REMARKS (If any )** |  |  |  |

**FP Additional Operations:**

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| --- | --- | --- | --- |
| **Operations** | **Available CAS Server** | | |
| **CAS1 NAME** | **CAS 2 NAME** | **CAS 3 NAME** |
| **Fixed FP** |  |  |  |
| **Random** |  |  |  |
| **Repetition** |  |  |  |
| **Font Size** |  |  |  |
| **Text colour** |  |  |  |
| **Background colour** |  |  |  |
| **ECM FP** |  |  |  |
| **Remarks If any** |  |  |  |

**Tested STB Details:**

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| --- | --- | --- | --- | --- |
| **STB Serial Number** | **VC /CHIP ID Number** | **Maker** | **Model** | **CAS Type** |
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**Reports Information:**

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| --- | --- | --- | --- |
| **Reports Name** | **Status** | **Report Navigation** | **Remarks If** |
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| **Key Notes/Remarks If any** |  |

**Sample** **Reports** **to** **Check**:

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| --- | --- | --- | --- |
| **Sr. No.** | **Particulars** | **Period** | **Path** |
| 1 | As on date active and de-active STB and VC details (at same time from CAS and SMS) | As on Audit Date | Reports -> DAS -> STB INFO -> STB Active De-active List |
| 2 | As on date package-wise details of active STB and VC (at same time from CAS and SMS) | As on Audit Date | Reports -> DAS -> STB INFO -> STB Active De-active List |
| 3 | Active and de-active STB and VC details | 5 random dates (13 Dec 2023, 05 Jan 2024, 23 Feb 2024, 29  May 2024, 01 Jun 2024) | Reports -> DAS -> STB INFO -> STB Active De-active List |
| 4 | Package-wise details of active STB and VC | 5 random dates (13 Dec 2023, 05 Jan 2024, 23 Feb 2024, 29  May 2024, 01 Jun 2024) | Reports -> DAS -> STB INFO -> STB Active De-active List |
| 5 | Date-wise active and de-active STB and VC details from both CAS and SMS | 7th / 14th / 21st / 28th of each month along with STBs and/or VCs numbers from Dec'23 to Jun'24 | Reports -> DAS -> STB INFO -> STB Active De-active List |
| 6 | Date-wise package-wise details of active STB and VC from both CAS and SMS | 7th / 14th / 21st / 28th of each month along with STBs and/or VCs numbers from Dec '23 to Jun'24 | Reports -> DAS -> STB INFO -> STB Active De-active List |
| 7 | Channel to package mapping along with service ID | As on Audit Date | Reports>DAS>Channels in Package |
| 8 | Historical channel to package mapping along with service ID (Post-NTO) | 7th / 14th / 21st / 28th of each month along from Dec '23 to Jun '24 | Reports>DAS>Channels in Package |
| 9 | Package edit/modification logs | Installation date to As on audit date | Reports -> DAS -> Product Edit Logs |
| 10 | Subscriber activation and deactivation logs | Dec-23 to As on audit date | Reports -> DAS -> STB INFO -> STB Active De-active List |
| 11 | Activation and deactivation of channels/packages/bouquets for subscribers | Dec-23 to As on audit date | Reports>DAS>STB Logs |
| 12 | System Transaction logs | Dec-23 to As on audit date | Reports -> DAS -> Activity Logs |
| 13 | Details of temporary suspended STB & VC | As on Audit Date | Reports -> DAS -> STB INFO -> STB Active De-active List |
| 14 | List of SMC/VC Blacklist | As on Audit Date | Reports -> DAS -> STB INFO -> STB Active Deactive Count |
| 15 | Monthly Broadcaster Reports | For Dec '23 to Jun '24 (as per pre-defined format) | Report->DAS->Broadcaster WeeklReports Schedule |
| 16 | The ageing report for subscription of a particular channel or bouquet. | As on Audit Date | Reports -> DAS -> Ageing of services |
| 17 | State/District/city wise list of STBs/ VCs active | As on Audit Date | Reports -> DAS -> STB INFO -> STB Active De-active List |
| 18 | STB & VC pairing report | As on Audit Date | Reports>DAS>STB Logs |
| 19 | Whitelist detail of each VC/STB with date stamp. | As on Audit Date | CAS will provide the whitelist details |
| 20 | Active, Deactive, total and blacklisted count from Database along with screenshot of Query  (CAS & SMS) | As on Audit Date | Data will be provided without the query due to security reasons |
| 21 | Total register subscriber (SMS) | As on Audit Date | Customers > List Customers |
| 22 | Subscriber bill | As on Audit Date | Reports -> Customer -> Invoices |

**Report Done By, Verified By,**

Support Engineer: Sign & Company Seal:

Mail Id: Designation: