FAQs on Connectivity - Merger and Demerger

Version 2.0

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Disclaimer:

1. **Which recent circular can I refer to for Exchange communication regarding Merge and Demerge requests?**
   Please refer Exchange circular NSE/MSD/41993 dated August 29, 2019 and NSE/MSD/49949 dated October 14, 2021.

2. **How do I submit requests for Merge/Demerge of connectivity?**
   Members can place the above request through ENIT at the below path:
   Membership>TCP IP Scenario>Merge
   Membership>TCP IP Scenario>De Merge

3. **What type of Connectivity can be Merged or Demerged?**
   Requests for merge and demerge shall be allowed only for commissioned leased lines under both Managed and Self Service modes.

4. **I had applied for a new leased line earlier which has not yet been commissioned. Can I merge it with an already commissioned leased line?**
   Currently, such a facility is not available. As mentioned earlier, requests for Merge and Demerge are accepted only on commissioned leased lines under both Managed and Self Service modes.

5. **I had applied for shifting of leased line at location B which has not yet been shifted. Can I merge it with a commissioned leased line at Location B?**
   No. Members need to ensure that there are no requests pending on the links to be merged. In this case, as the shifting is pending on a connectivity to be merged, the same shall not be accepted.

6. **What happens to the 2 merged IPs on completion of the merger requests?**
   After the merger activity, only one IP out of the 2 merging IPs shall continue to exist. Members are required to confirm the IP to be retained (resultant IP) while placing the merger request. The non- retained IP shall be considered as surrendered and the boxes for the same shall be disabled.

7. **Can I retain the router linked to the surrendered IP?**
   Yes. Router shall be retained by the member and can be used as per members discretion. However, member cannot cancel the router purchase order issued to Sify for demerge request.

8. **Can I cancel my request for Merge/Demerge request after it is placed?**
   Yes. The request for Merge/Demerge requests can be cancelled till the request is not completed on ENIT.

9. **What should I ensure while placing a Merge/Demerge request in ENIT?**
   i. Request for Merge or Demerge is accepted having met the following conditions:
   Both merging connectivity shall be have:
   a) Same bandwidth
   b) Same scenario
   c) Present at the same location
   ii. Merging and De-merging connectivity shall not have any pending requests on the same including those of Child IPs.

iii. For demerge activity, member shall ensure availability of router as specified by NSE, procured from Sify and having covered under warranty/AMC with Sify (earlier procured under managed service mode or new procurement).

10. **I wish to merge leased line connectivity on which User ids are active. What precautions should I take?**
Members need to ensure that active User ids on the non-retained IP are disabled or shifted before placing the merge request. The request for disablement or shifting can be placed via ENIT on the following path:
Trade>User ID request>Disable Neat User ID
Trade>User ID request>Shifting of Neat User ID

11. **What should I ensure before placing the shifting/disablement of User ids request via ENIT?**
The following points needs to be ensured before placing the shifting/disablement of User ids request via ENIT:-
  i. Disabling/shifting of User ids should be carried out in the below sequence:
     a) CTCL enabled Dealer User ids /Non Neat User ids.
     b) Dealer User ids
     c) Branch Manager
     d) Corporate Manager

  ii. If a CTCL enabled/Non Neat User id is shifting to a new TAP IP, a Branch Manager/ Corporate Managershould already be present on the destination TAP IP.

12. **User ids are multi locked to the leased line connectivity that I want to merge. What precautions should I take?**
Members need to ensure that no User ids are multi locked on the non-retained IP before placing the merge request. The request for removal of multi lock of User ids can be placed via ENIT on the following path:
Trade>User ID request>Multiple Lock Neat User ID.

13. **Will processing fee be applicable for Merge/Demerge and Cancellation of Merge/Demerge?**
Processing fee shall not be applicable from the Exchange end for the above requests. Charges at Network Integrator's end can be checked with Sify.

14. **Do I need an additional router for the new IP resulting out of Demerge?**
NSE specified router, as applicable under managed service mode router is required for the new IP resulting out of Demerge. The said router should be under warranty / AMC with Sify. In case the member already has a router meeting the above requirements, the same may be used; else a new router should be procured.

15. **What is the process to procure a new router?**
Member needs to send a duly filled, signed & stamped Purchase order (PO) to Sify Technologies Ltd. on the email id <onsite_nse@sifycorp.com>. Members are requested to refer to circular ref no. NSE/MSD/40093 dated January 31, 2019 for format of PO. In the purchase order, the delivery address must be same where the scenario/link is operational. Lead time for router delivery shall be 8 weeks post receipt of complete PO by Sify from member.

16. What are the contact details for NSE?

Members may contact Trade Support helpdesk on Toll free no 1800 266 0050 (option 1) or email msm@nse.co.in for any additional queries.