



## **Exchanged Based Diversion Activation**

The Structural Separation Undertaking (SSU) is a set of commitments Telstra has made to the ACCC that requires Telstra to provide transparency and equivalence in relation to the supply by Telstra of wholesale regulated services and equivalent retail services on Telstra's Copper Network.

The Network Services Business Unit (NSBU) has principal control over and responsibility for:

- service activation and provisioning; and
- fault detection, handling and rectification,

for regulated services provided to wholesale customers and equivalent services provided to retail customers. NSBU staff and contractors must therefore understand and comply with the commitments made in the SSU.

The NSBU utilises the same systems, processes and procedures for the activation of Exchange Based Diversion for both the retail Basic Telephone Service (BTS) and the wholesale comparable BTS service. This ensures that the activation of an Exchange Based Diversion can occur in an equivalent manner regardless of whether an order requiring diversion was received from a retail or wholesale customer.

## **Service Activation & Provisioning - Exchange Based Diversion**

This document describes the end-to-end view of processes and systems used in the provisioning of a retail and wholesale Exchange Based Diversion for BTS.

### **Update Service Inventory**

AXIS is the Telstra Application for the order provisioning of services on the Public Switched Telephone Network. In order to enable the assignment of infrastructure to fulfil a service order, AXIS automatically transfers the required infrastructure details to the Network Plant Assignment and Management System (NPAMS), including Full National Number (FNN), service address and product codes.

### **Configure Service Order Activate Service Order**

The service order then moves automatically from AXIS to the Service Order Manager Back End system (SOMBe). SOMBe will break down the order, determine what requirements need to be sent and then send the task to the relevant system. For activation of an Exchange Based Diversion, SOMBe will automatically send the service order request to Automatic Category Change System for exchange services (AUTOCAT).

To activate the service order AUTOCAT will automatically interact with the designated technology switch and complete the activation request according to the service order.

AUTOCAT will automatically complete the service order and automatically send an update to AXIS to indicate that the AUTOCAT task is now complete.

If the automatic activation of the service order is not successful, AUTOCAT will automatically send the service order to the 'Unprogrammed queue' in the Activity Information Management System (AIMS). The service order is automatically sorted and picked up and actioned by the Product Connect Assist Robot (PCAR) based on service order requirements, service type, and AUTOCAT remarks.

Dependent upon service order requirements, PCAR will either complete the task or send the task to the Automated Customer Activation Robot (ACAR) or to a manual queue for actioning by the Data Qualification and Activation (DQ&A) team.

Once the service order is assigned to a manual queue in AIMS, the DQ&A team will monitor the manual queues and process the work according to business rules. When processing the service order the DQ&A consultant uses the Customer Activation Menu (CAM), to interact with the designated PSTN technology switch to activate the service.

The DQ&A consultant will complete the activation of the service order and then complete the task in AIMS. AIMS will then automatically send an update to AUTOCAT. AUTOCAT will then automatically send an update to AXIS.

### **Close Service Order**

Once the completion of every stage of a service order has taken place, AXIS will automatically receive a transaction update from the downstream systems AUTOCAT, ensuring a date and time of completion is logged. The order will then be closed and is considered to be completed.

Once a service order is generated on behalf of a retail or wholesale customer, it is automatically sent from AXIS to NPAMS for the plant infrastructure to be assigned. This is achieved via auto assignment within NPAMS.

On completion of infrastructure assignment, this information is entered into NPAMS and automatically passed into AXIS where the service order is updated to reflect the completion of this element of the order and will show the date and time of completion.

Exchange Based Diversion: Order Activation & Provisioning

