Line Sharing Service

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 equivalent systems, processes and procedures for the activation of LSS services for both retail and wholesale customers including the issuing, processing, management and completion of tickets of work (TOW) issued to field staff. This ensures that the service activation and provisioning of an SSS service can occur in an equivalent manner regardless of whether a TOW was received from a retail or wholesale customer.

Service Activation & Provisioning - Line Sharing Service (LSS)

This document describes the end-to-end view of processes and systems used in the provisioning of Line Sharing Service (LSS). LSS allows Access Seekers (AS) to access non-voice frequency spectrum on the twisted metallic wire enabling them to simultaneously provide other services (typically ADSL broadband) over the high frequency portion of the wire.
LSS is a Wholesale service available only to Access Seekers. There is no equivalent Retail service.

Order Received

The NSBU receives a request for LSS from the wholesale business unit order entry system. NSBU receives the request in the provisioning system AXIS.

Update Service Inventory

AXIS automatically transfers the required infrastructure details to the Network Plant Assignment and Management System (NPAMS). This includes the Full National Number (FNN), the service address and the product codes

Configure Service Order

The service order is then automatically sent from AXIS to NPAMS for the plant infrastructure to be assigned. If the plant infrastructure is available for assignment and once the assignment process is completed, the order will progress to the activation process including undertaking any field/exchange activity required. If the plant infrastructure is not available, the order will be managed through the held order process.

Allocation of infrastructure to the order is achieved via auto assignment within NPAMS or the Customer Access Assistant (CA-Assist). If auto assignment is not possible the service order will be queued automatically in CA-Assist for manual assignment

a) where existing PSTN path supports LSS, the AS requested port will be assigned; or
b) where existing PSTN path will not support LSS, but an alternate path has been requested and is available, the alternate path and AS requested port will be assigned.

Where assignment of plant is not possible, the service order will be placed into a held status for appropriate actioning.

Held Order Status and Reason

Where assignment of plant infrastructure is not possible, the service order will be placed into the appropriate held order status. Each reason for an order being placed into held status, has a separate queue identified by a reason code number. The process for each of the held order codes is detailed below.

Held Reason – Dirty Ticket Of Work:

This code is utilised when an AXIS Ticket of Work (TOW) has incorrect or missing details which might stop the TOW from being completed.

A Ticket of Work (TOW) is created in the TOW management system, ROVE.

The Rove TOW is used to communicate back to the wholesale business unit about an error in the information supplied in the customer's order. The wholesale business unit receives the ROVE notification to action the AXIS dirty TOW. After being addressed by the Telstra wholesale business unit, the order will be either be rejected, cancelled or accepted as an Order Received. Where the order has been rectified and accepted as an Order Received it will re-enter the activation process at the 'Configure Service' stage for the assignment of plant infrastructure.

Held Reason Waiting Customer Date due to issue with POI:

This held order reason code is used for service orders where a LSS service order cannot be provisioned due to:

- LSS Point Of Interconnect (POI) in use (refer note1 below)
- LSS Point Of Interconnect (POI) is Faulty (refer note 2 below)

Note 1: in addition to Configure Service Order stage, these reasons can also occur during the exchange / field tasks described in the downstream Provisioning Support and Readiness section.
Note 2: these reasons will only occur during the exchange / field tasks described in the downstream Provisioning Support and Readiness section.

The Telstra wholesale business unit manage the held queue and advise the Access Seeker the order is to be withdrawn. Where assignment is completed, this information is automatically passed into AXIS from NPAMS where the status of the service order is updated to reflect the completion of this element.

Provisioning and Activate Service

For LSS over an existing PSTN path or alternate path, the service order moves automatically from AXIS to the Service Order Manager Back End System (SOMBe). SOMBe will break down the order and determine what requirements need to be sent and then send the task to the relevant system. SOMBe will automatically send the service order request to the Automatic Category Change System for exchange services (AUTOCAT).

AUTOCAT will automatically send the task to the 'Un programmed queue' in the Activity Information Management System (AIMS). The task is automatically sorted and actioned by the Product Connect Assist Robot (PCAR) based on service order requirements, service type, and AUTOCAT remarks. Once the task is assigned to a manual queue in AIMS, the activation team will monitor and process the task according to business rules.

Where an alternate path has been assigned the activation consultant will use the system corresponding to the alternate PSTN technology or network element that has been determined to provide the service. These systems are, Customer Activation Menu (CAM) and/or Semi Automatic Service Activation Facility (SASAF) and/or the Cross Domain Manager (XDM), and they each interact with the designated PSTN technology to activate the PSTN service, upon cutover. The activation team will then finalise the task in AIMS and/or SOMBe on cutover.

Activation & Provisioning Support & Readiness

For LSS over an existing PSTN path the exchange task will flow to the workforce management system (PROMISE) via the AIMS task.

For LSS over an alternate PSTN path there is a co-ordinated cutover of exchange and field work. The exchange task will flow to PROMISE via the AIMS task for completion. The field task will flow to PROMISE via the AXIS task for completion by a Communications Technician (CT).

Once this task is received in PROMISE, the Back Ground Optimiser (BGO) (automated system) allocates the tasks to the CT. This may need further manual refinement or rescheduling by the workforce optimisers.

On the day the service order is due to be completed, the CT obtains the service order details needed to complete the task via toolkit software in the CT's Tablet, and performs the required tasks. Where change of technology has occurred due to provisioning via alternate PSTN path, the CT contacts the activation team to advise cutover is complete & ready for the PSTN to be deactivated then reactivated on the assigned alternate PSTN path.

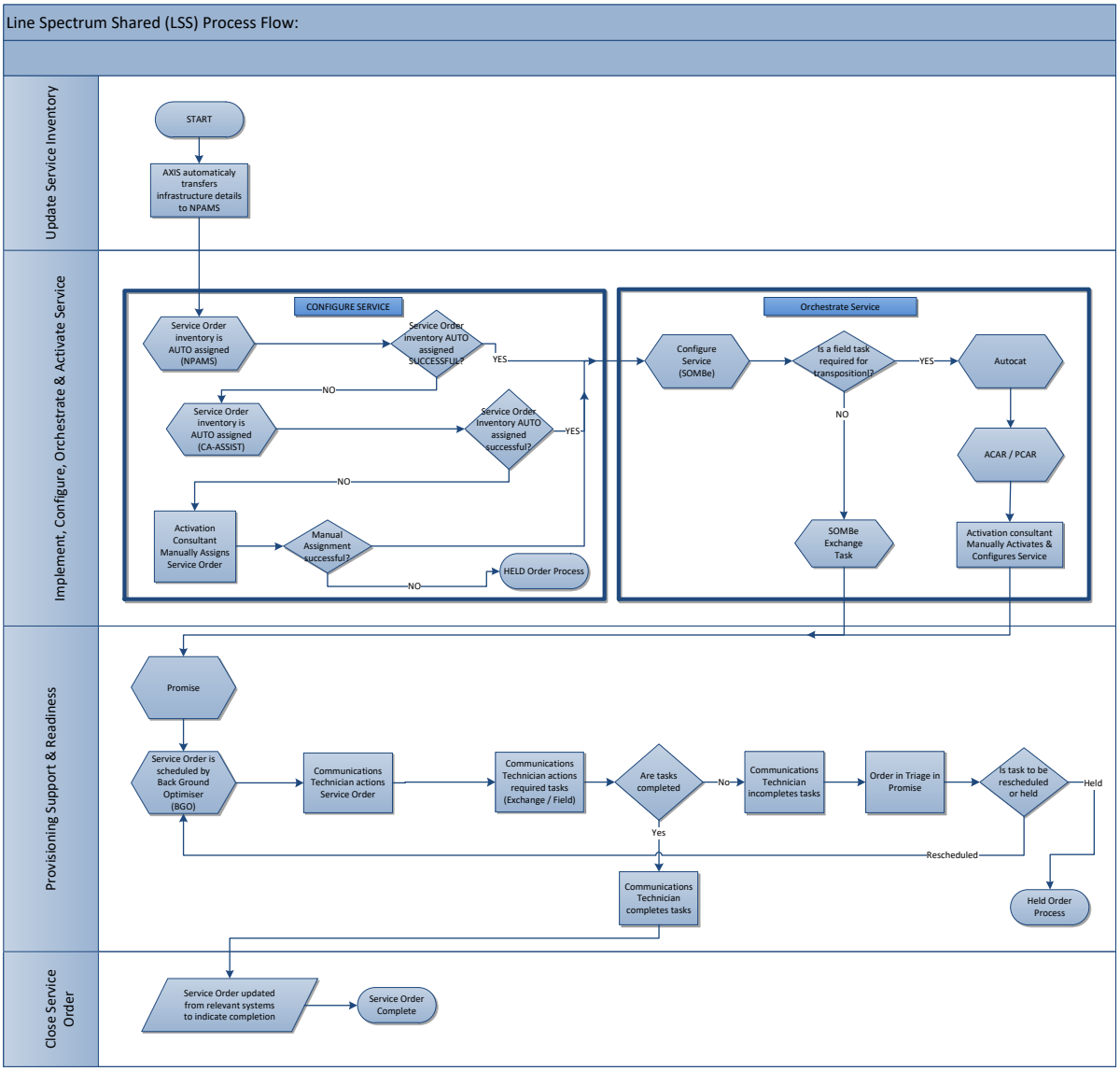
Once the tasks have been actioned and completed, they are then recorded as complete by the CT in 'Promise Mobility'.

If the CT is unable to complete the task for any reason, they will update the task to reflect the incomplete reason, with appropriate notes and incomplete code. The order will then be seen in a review queue in PROMISE. From that point, the service order will be manually managed by the customer service consultants for that region. The order will then be rescheduled for a later date or be placed into an appropriate held status in AXIS (Service Provider or Network Services reason).

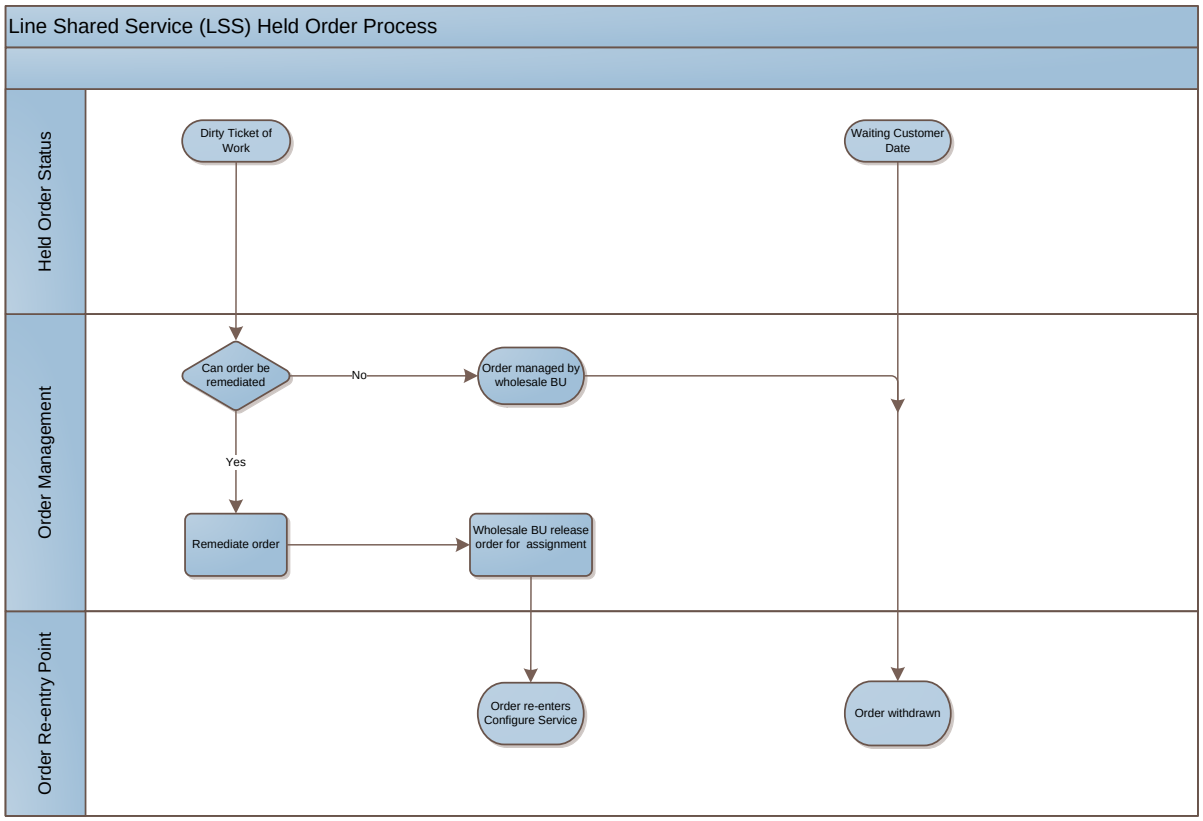
Close Service Order

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 and PROMISE ensuring a date and time of completion are logged. The order will then be closed and is considered to be complete.

Line Spectrum Shared (LSS) Diagram



LSS Held Order Process Diagram



Term	Definition
ACCC	Australian Competition and Consumer Commission
AIMS	Activity Information Management System
AUTOCAT	Automatic Category Change System
AXIS	Telstra Application that is used for the order provisioning
BGO	Back Ground Optimiser
CA-ASSIST	Customer Access Assistant
CAM	Customer Activation Menu
CAN	Customer Access Network
CT	Communications Technician
FNN	Full National Number
NPAMS	Network Plant Assignment Management System
NSBU	The Network Services Business Unit
PCAR	Product Connect Assist Robot
POI	Point Of Interconnect
PROMISE	Workforce Management System
PSTN	Public Switched Telephone Network
SOMBe	Service Order Manager Back End
SSU	Structural Separation Undertaking
TOW	Ticket of Work