

Bigpond Asymmetric Digital Subscriber Line (ADSL) Layer 2 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 equivalent systems, processes and procedures for the activation of ADSL Layer 2 services for both retail and wholesale customers including the issuing, processing, management and completion of tickets of work issued to field staff. This ensures that the service activation and provisioning of an ADSL Layer 2 service can occur in an equivalent manner regardless of whether a ticket of work was received from a retail or wholesale customer.

Provisioning and Activation – Bigpond Asymmetric Digital Subscriber Line (ADSL) Layer 2

This document describes the end-to-end view of process and systems used in the provisioning of Bigpond ADSL Layer 2 service. The Bigpond Layer 2 is a broadband service which provides access to the internet and works from a fixed telephone service, Layer 3 elements of this service are outside the scope of this process. Bigpond ADSL Layer 2 is a Retail service, and ADSL Layer 2 is the equivalent Wholesale service to Bigpond ADSL Layer 2. It is described in a separate process document.

Order Received

The Retail Business Unit order entry system forwards a request for a new ADSL layer 2 service to the provisioning system AXIS. AXIS is the Telstra system for the order provisioning of orders for Public Switched Telephone Network (PSTN) services and ADSL services. NSBU receives this request in 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 request 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 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. The order will be distributed to the consultants by the Intelligent Workload Distribution system (IWD) for manual assignment and:

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

Held Order Statuses

Where the 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. The process for each of the held order reason is detailed below.

Held Reason – Dirty Ticket Of Work:

This code is when an AXIS TOW has incorrect or missing details which might stop the TOW from being completed.

A TOW is created in the TOW management system, ROVE.

The Rove TOW is used to communicate back to the order remediation team about an error in the information supplied in the customer's order. The order remediation team receives the ROVE notification to action the AXIS dirty TOW. After being addressed by the order remediation team, 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 – Customer Access Network, (CAN) Solution Not Feasible:

This held reason code is utilised by the Wireline Activation Team when no alternate path is available. The Enhanced Order Management (EOM) team obtains the National Progression of Service Orders (NPSO) report from the retail data repository which shows the status of the order. All orders in this queue are rejected for provisioning. The EOM team withdraws the orders and manages the interactions with the retail customers.

Held Reasons – ADSL1 and ADSL2+ Infrastructure Not Available at an Exchange or Customer Access Network (CAN):

This is where there are no available Exchange / Sub Exchange ADSL ports or CAN ports to supply the requested ADSL service. The EOM team receives notification that an order has gone into held and will then manage the interaction with the end customer, while the order remains on hold pending the availability of ports.

For orders held because there are no ports available, the NSBU provides the EOM team with a report on the orders that are held and the approximate timeframe when the next vacant available port will be assigned to the ADSL held order. This information is then made available to the end user the EOM team contacting the end user.

The end user can then make an informed decision as to whether to withdraw their order or allow the order to remain in a held status awaiting the next available port dependent on existing business rules.

Once an order is held in the relevant queue (i.e. depending on whether the order is awaiting an ADSL 1 or an ADSL 2+ port, either in the CAN or at the Exchange), the automated Value Added Product Report Sub-system (VAPRS) performs the following actions to meet the required customer requested outcome:

1. Orders are queued in chronological order within each exchange service area awaiting port to be assigned. Held orders are managed purely on a first in first out basis irrespective of them being a wholesale or retail held order. VAPRS receives the required information about port availability from NPAMS on a daily basis.
2. The VAPRS robot attempts to assign an available ADSL port to the order that has been held for the longest period of time in a the relevant exchange service area for the held order within AXIS. This automated action is irrespective of whether the service order is Retail or Wholesale. VAPRS will attempt to assign vacant ports to existing held orders prior to assigning any new ADSL service requests that have been received, and this is again an automated function that is executed with no bearing as to whether a held order is for wholesale or retail

3. Once a port has been assigned to the held order, the VAPRS robot then adds the notation 'order now assigned' with a date and time stamp. The VAPRS robot produces a report called 'VAPRS RDAP Assigned' that indicates the port has been allocated and order is ready for release. The WBU then manages the release of the order and the interactions with wholesale customer.
4. Held ADSL orders remain queued in chronological order according to the time of receipt, within each exchange service area, until the orders are fulfilled or cancelled.

Where assignment of the port has occurred, NPAMS automatically passes that information into AXIS where the status of the service order is updated to reflect the completion of this element.

The order will re-enter the activation process at the 'Activate Service' stage described within the provisioning and activation process flow. The WBU updates the provisioning history in the wholesale automated system, which then notifies the wholesale customer.

Held Reason – ADSL Under Investigation:

This code is utilised where the provisioned ADSL order has not been successfully completed in the field due to the assigned infrastructure not providing the required ADSL solution.

An Infrastructure Solutions staff member will review the assigned alternate path to investigate if it is possible to provide a solution.

- Where a solution is found, the infrastructure will be assigned in NPAMS and the details will be sent to AXIS. The order is then moved to 10/71 and an e-mail is sent to the EOM to manage the release of the order. Once the order has been released, the order will re-enter the process at the "Activate Service" stage described within the provisioning and activation process flow.
- Where no solution is found, the order is moved to the 10/07 held order queue for the EOM to manage with the retail customer.

Held Reason – Customer Not In Attendance, (NIA):

- This held reason code is utilised where the customer has failed to keep their appointment with the communications technician (CT) for an order that is provisioned as a Professional Installation ADSL order (PIK).
- EOM obtains a NPSO report which shows the status of the order. EOM will manage the interactions with customer to reschedule the appointment and release the order; or

- Customer will call the Bigpond contact number as advised on the Not In Attendance (NIA) card left by the CT. Bigpond will then manage the interactions with customer to reschedule the appointment and release the order
- The order will re-enter the process at the “Provisioning Support and Readiness” stage as described within the provisioning and activation process flow.

Provisioning and Activating Services

The tasks to perform ADSL activation are different for orders using existing PSTN paths and orders using alternative PSTN paths.

1) Provisioning ADSL orders over existing PSTN paths

For activation of ADSL over an existing PSTN path, the Service Order Manager Back End System (SOMBe) will automatically send the service order request to the Cross Domain Manager (XDM) and the workforce management system CONNECT.

2) Provisioning of ADSL orders over an alternate PSTN paths

SOMBe will automatically identify the order tasks required for the order and send each task to the relevant system as described below:

- 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; and
- PCAR will send the task to an AIMS manual queue for actioning. Once the task is assigned to a manual queue in AIMS, the Wireline Activation (WA) team will monitor and process the tasks. When processing the task the WA consultant uses the Customer Activation Menu (CAM) and/or Semi Automatic Service Activation Facility (SASAF) and/or XDM systems and tools, dependent upon the technology, to interact with the designated PSTN technology to activate the service upon cutover. The WA consultant will then finalise the task in AIMS and/or SOMBe on cutover.

Provisioning Activation, Support & Readiness

For ADSL over an existing path where an exchange port is available and has been assigned, the exchange task will flow to CONNECT via the SOMBe or AIMS task.

For ADLS over an existing path where a Customer Access Network (CAN) port has been assigned, the exchange and field task will flow to CONNECT via the SOMBe task.

For ADSL over an alternate PSTN path, the exchange task will flow to CONNECT via the AIMS task and the field task will flow to CONNECT via the AXIS task. Both exchange and field tasks are required to be completed.

Once these tasks are received in CONNECT, the Back Ground Optimiser (BGO) allocates the tasks to the communications technician (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, and performs the required tasks. Where a change of technology has occurred due to provisioning via an alternate path the CT will contact the activation team to advise them that the cutover is complete and the PSTN is ready to be deactivated then reactivated on the assigned alternate technology and ADSL is to be activated.

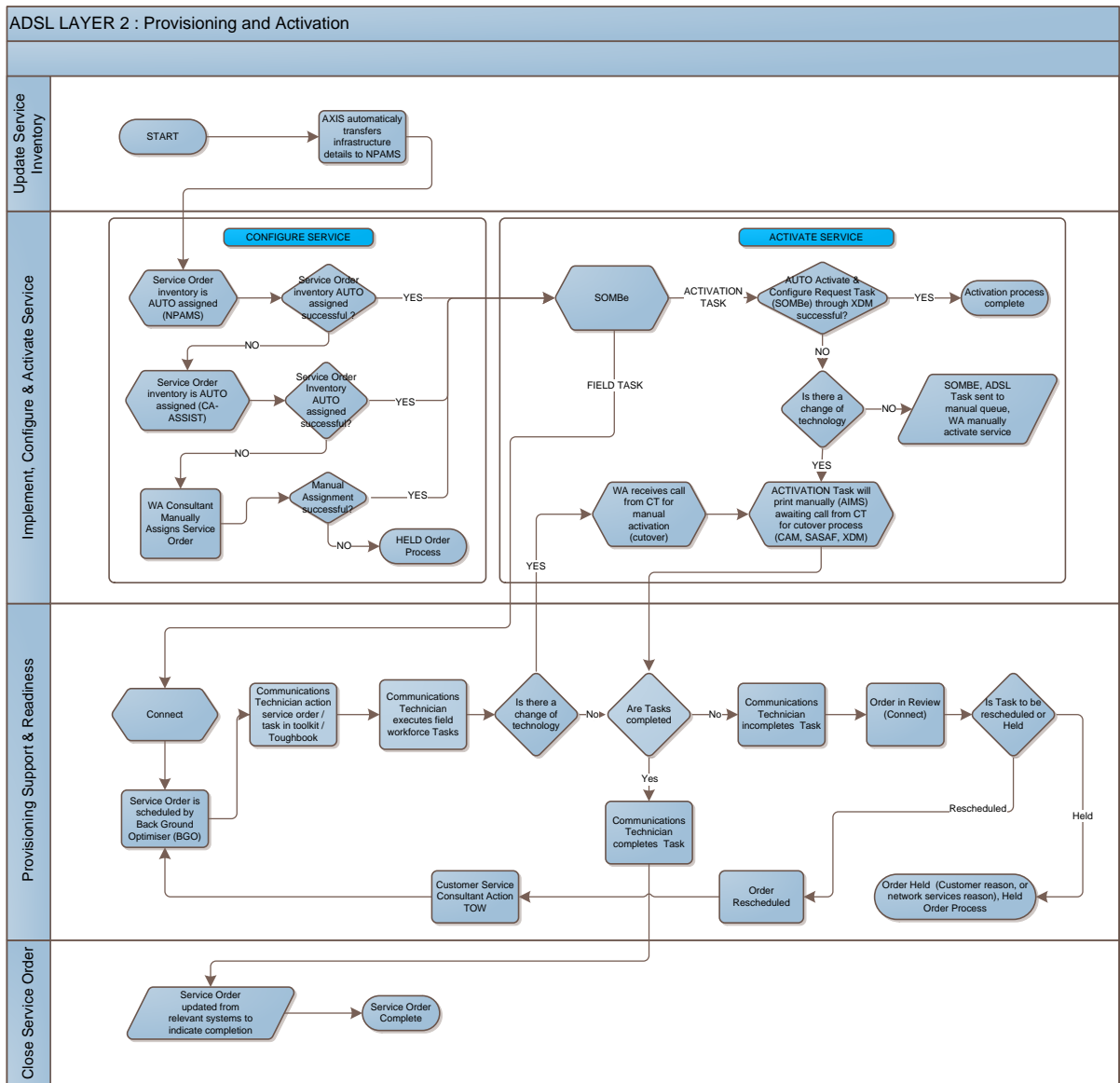
Once the tasks have been actioned and completed, they are then actioned as complete by the CT.

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 CONNECT. From that point, the service order will be manually managed by the Customer Service Consultants (CSCs) for that geographic region. The order will be rescheduled for a later date or be placed into the appropriate held status as described above.

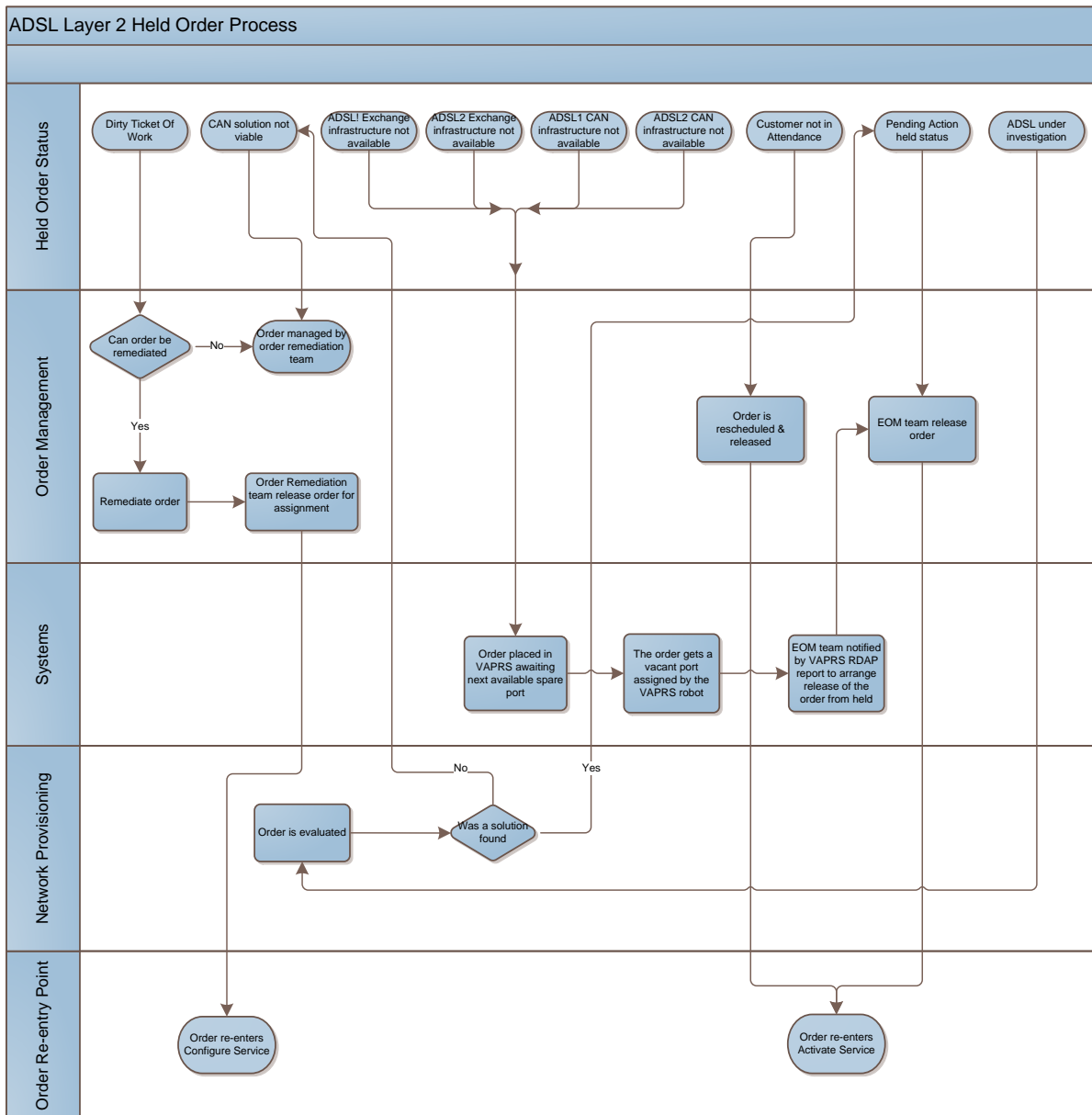
Close Service Order

Once the completion of every element of a service order has taken place, AXIS will automatically receive a transaction update from the downstream systems AUTOCAT and CONNECT, ensuring the date and time of completion are logged. The order will then be closed and it is considered to be complete. The customer record is automatically updated and the relevant information is passed to the billing systems and to the retail order entry system to advise of request completion.

Bigpond ADSL Layer 2 Provisioning and Activation Diagram



Bigpond ADSL Layer 2 Held Diagram



Acronym Definitions

Term	Definition
ACCC	Australian Competition and Consumer Commission
ADSL	Asymmetric Digital Subscriber Line
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
CONNECT	CONNECT is a workforce management system
CSC	Customer Service Consultants
CT	Communications Technician
EOM	Enhanced Order management
FNN	Full National Number
IWD	Intelligent Workload Distribution system
NIA	Not in attendance (customer not in attendance)
NPAMS	Network Plant Assignment Management System
NPSO	National Progression of Service Orders
NSBU	The Network Services Business Unit
PCAR	Product Connect Assist Robot
PIK	Professional Installation
POI	Point Of Interconnect
PSTN	Public Switched Telephone Network
SASAF	Semi Automatic Service Activation Facility
SOMBe	Service Order Manager Back End
SSU	Structural Separation Undertaking
TOW	Ticket of Work
VAPRS	Value Added Product Report Sub-system
XDM	Cross Domain Manager