Domestic Transmission Capacity Services (DTCS) 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 wholesale Domestic Transmission Capacity Services (DTCS) and retail Megalink 2 Mbps service including the issuing, processing, management and completion of tickets of work issued to field staff. This ensures that the service activation and provisioning of these services can occur in an equivalent manner regardless of whether a ticket of work is received from a retail or wholesale customer.

Service Activation and Provisioning – Domestic Transmission Capacity Services (DTCS)

This document describes the end-to-end view of process and systems used in the provisioning of DTCS. DTCS is a high speed bit rate digital transmission service which can be used to support data, voice, facsimile, image applications and access to the internet.

Order Received

The NSBU receives a request from the Wholesale BU for DTCS from the Wholesale BU order entry system into the provisioning system Automated Management of Customer Orders (AMCO), which is the Telstra application for the order and provisioning of wideband services.

Allocate Network Constructor

The AMCO system allocates priority to an order based on the order in which it is received, and the works required. There are four categories of service provisioning used by NSBU (and NSBU contractors) to classify retail and wholesale orders (on an equivalent basis) depending on available infrastructure:

(a) Category 1

A Category 1 order requires no external plant installation and may include minor work at the customer or exchange ends, which can be completed at the same time as the visit to install jumpers. This minor work may include:

- installation of basic terminal equipment (e.g. NT1 or router); or
- inserting of customer and exchange cards into free slots.

(b) Category 2

A Category 2 order may require:

- in a **metro area**, limited external plant work that can be carried out as maintenance activities (no formal access notification required). This can be jointing and hauling up to 500m where no formal notification is required (such as hauling where an MOU exists, or where the customer is the building/property owner) or the jointing of fibres in an existing cabinet or rack;
- in a **country area,** up to 500 metre of fibre haul work;
- an internal build which is limited to sub rack installations only; or
- a copper service on existing infrastructure.

(c) Category 3

A Category 3 order is for work in **metro areas** that requires limited external plant work that can be carried out as a maintenance activity and where formal notification for land and/or building access is required to local councils, utilities or building manager/owners where no MOU is in place. It does not apply any work where any network build is required.

(d) Category 4

A Category 4 order is for work where a network build is required. An Infrastructure Shortfall Advice (ISA) notification and response is required and includes:

- a major installation of CAN transmission infrastructure;
- greater than 500m of fibre hauled and any network conduit installed; and
- formal notification required for land and/or building access to local councils, utilities or building manager/owner.

The service request is automatically sent from AMCO to the Integrated Planning and Contracting system (IPAC) to allocate the work to a constructor based on business rules and copied to the Telstra Contractor Self Serve (TCSS) tool for design work to be performed.

Configure Service Order & Activate Service Order

A Network Constructor reviews the request and determines if a network build is required.

If a network build is required:

- an ISA is generated and the required infrastructure details are manually transferred to NPAMS by a network construction consultant; and
- the ticket of work (TOW) moves to a held order status while the build is completed.

If a network build is not required or has been completed:

- the TOW is allocated a timeframe for completion and categorisation and TCSS automatically forwards this information to AMCO, along with requirements for additional costs for provisioning;
- if the customer agrees to the terms (including additional charges if applicable) then the order proceeds (or otherwise the order is withdrawn); and
- a network designer will manually allocate plant detail to the service order in AMCO and the Network Plant Assignment and Management System (NPAMS).

Close Service Order

Once all construction tasks are complete, the order is finalised in TCSS and AMCO.

The customer record is automatically updated and the information passed to the Wholesale BU for billing and customer management.