

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 regulated wholesale and comparable 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 comparable 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 rectification of wholesale Domestic Transmission Capacity Services (DTCS) and retail Megalink 2 Mbps services including the issuing, processing, management and completion of tickets of work issued to field staff. This fault detection, handling and rectification of a service occurs in an equivalent manner regardless of whether a ticket of work is received by NSBU on behalf of a retail or wholesale customer.

### **Fault Detection, Handling and Rectification – Domestic Transmission Capacity Services (DTCS)**

This document describes the end-to-end view of processes and systems used in the fault detection, handling and rectification 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.

#### **Fault management system**

Service Improvement in Assurance Management (SIAM) is a tool used for reporting customer faults and service difficulties. SIAM manages the lifecycle of faults including incident capture, problem diagnosis, restoration activity tracking and fault restoration details. SIAM will create cases from a number of different media such as auto-creation from external systems, manual and via the web. These cases are then either resolved by Front of House (FoH) staff at the initial point of contact (out of scope of this process document), or dispatched to various queues within SIAM to be resolved by the appropriate remediation group.

Linx Online Service (LOLS) is a web-extension of the SIAM assurance Management System and is Telstra's wholesale service assurance fault ticketing system. The LOLS application is integrated in the background with the SIAM application.

LOLS allows, in a secure online browser environment, the Access Seeker (AS) to:

- lodge a fault report for its end user

- view relevant real time notes and test results entered by Telstra operational workgroups, technical engineers and field staff;
- view reschedule notification emails sent by Telstra in LOLS notes;
- interact with Telstra technical staff with additional notes and updating information within LOLS;
- view up to date information on major network outages;
- view Incorrect Callout Charge information; and
- close a fault report.

### **Fault allocation**

Business rules that are configured in SIIAM/LOLS will determine the appropriate course of action for fault resolution. Initial SIIAM testing and diagnosis will determine whether the case is assigned to testers or specialist groups for further testing and investigation or whether a sub-case is created and dispatched to the field workforce for rectification. Details from the preliminary testing that occurs during order entry will be provided on the ticket of work to assist in the restoration process.

Where a field sub-case is created on an order, SIIAM/LOLS interfaces with the field workforce management system CONNECT to book an assurance appointment (where testing has indicated that access to the end user premises may be required) or to make a commitment timeframe in which to restore the service (where access to the end user premises is unlikely to be required) which is sent through to the field workforce for resolution.

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

Where it is identified that the DTCS services cannot be resolved by the attendance of a CT, such as where this pertains to a potential network fault, a fault report is generated in the Information Technology Asset Management (ITAM) system to be reviewed and resolved by the equipment vendor.

### **Fault Detection and Handling**

For tickets of work in SIIAM, the CT will view the fault details in TOOLKIT via their Toughbook.

TOOLKIT is a software application through which the CT gets visibility of task details. No testing is required as this has been completed when the ticket of work was created prior to receipt by the NSBU.

For tickets of work in ITAM, the equipment vendor will be engaged and review the fault information.

### **Fault Rectification**

For tickets of work in SIIAM the CT will travel to the work location indicated on the ticket of work, and undertake appropriate repairs or replacement to restore the service. When completing the ticket of work the CT will populate the Clearance Code details needed to complete the task; via TOOLKIT and add any relevant completion comments. They will ensure accurate restoration times are recorded when completing the ticket of work. The restoration time used is the actual time the service was restored and not the time when all activities associated with the ticket of work were completed.

For tickets of work in ITAM the equipment vendor will undertake appropriate repairs or replacement to restore the service. They will then populate the closure information in ITAM and complete the task. When completing the ticket of work the vendor will populate the Clearance Code details and add any relevant completion comments. They will ensure accurate restoration times are recorded when completing the ticket of work. The restoration time used is the actual time the service was restored and not the time when all activities associated with the ticket of work were completed. ITAM will automatically update SIIAM/LOLS.

**Notification of Fault Restoration**

SIIAM will automatically receive a transaction update from CONNECT, whereby cases are auto-closed upon completion of the field tickets of work, indicating that the service has been restored. The CT will have entered the appropriate clearance code in TOOLKIT, which will be auto-populated in SIIAM. The response and restore times are also translated into the relevant fields in SIIAM.

When the service is restored and the case closed the wholesale customer will automatically receive an SMS or e-mail (generated by SIIAM), according to the preferred contact method selected by the wholesale customer, to advise the service has been restored.