**Enhanced Vacant Unconditioned Local Loop (e-VULL)**

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.

**Provisioning - e-VULL**

This document describes the end-to-end view of processes and systems used in the provisioning of e-VULL. e-VULL consists of the provisioning of an Unconditioned Local Loop Service (ULLS) using a vacant and intact metallic path. An ULLS is the unconditioned communications wire between the boundary of a telecommunications network at an end-user’s premises and a point on a telecommunications network that is a potential Point of Interconnection (POI), located at or associated with a customer access module and located on the end-user's side of the customer access module. e-VULL is a wholesale service available only to wholesale customers. There is no equivalent retail service.

**Update Service Inventory**

AXIS is the Telstra system used for the order provisioning of services over the Public Switched Telephone Network (PSTN). In order to enable the assignment of infrastructure, AXIS automatically transfers the required infrastructure details to the Network Plant Assignment and Management System (NPAMS). This information includes Full National Number (FNN), service address and product codes.

**Configure Service Order**

When received in NPAMS the plant infrastructure that has been reserved as part of the Service Qualification process will be assigned to the service order. This is achieved via auto assignment within NPAMS or the Customer Access Assistant (CA-Assist). If auto assignment is not possible, the service order will automatically be queued in CA-Assist and distributed to the NSBU activation consultants.
Where manual assignment is required the NSBU activation consultant will assign the reserved path in NPAMS.

On completion of infrastructure assignment in NPAMS, the service order is automatically updated in AXIS to reflect the date and time that this element was completed. Where assignment of plant is not possible, the service order will be placed into a held status of “Incomplete ULL”. The order will then be actioned by the Wholesale Business Unit (WBU) team.

Where a service order is placed into a held status, the service order is automatically updated in AXIS to reflect the held order reason as well as the date and time that the service order was held.

**Held Order Reasons**

**Held Order Reason status “Incomplete ULL”**
This held order reason status is used for orders where an e-VULL order cannot be provisioned due to:

- POI not available for assignment or not available at the exchange; or
- Requested plant is not available.

**Note:** In addition to the Configure Service Order stage, these reasons can also arise during the exchange task described in the downstream Provisioning Support and Readiness stage.

The WBU manage the held status “Incomplete ULL” queue and will contact the wholesale customer to request that they withdraw their order, as that order cannot proceed for the reasons listed above.

**Orchestrator Service Order**
The service order then moves automatically from AXIS to the Service Order Manager Back end (SOMBe). SOMBe will break down the service order, determine what requirements need to be sent to which systems, and then send each task to the relevant system. For e-VULL, SOMBe will automatically send the service order request to the Automatic Category Change System (AUTOCAT) and AXIS for an exchange task.

In all instances AUTOCAT will send a task to Activity Information Management System (AIMS). Once the task is assigned to a manual queue in AIMS, the NSBU activation team will monitor the manual queues and process the work according to business rules.

The NSBU activation consultant will complete the task in AIMS. AIMS will then automatically send an update to AUTOCAT.

The AXIS task is automatically sent to the workforce management system (PROMISE) via SOMBe for the exchange work to be completed.
Provisioning Support & Readiness

In actioning the service order task there will be a need for exchange work to be completed. The task will flow to PROMISE via AXIS.

Once this task is received in PROMISE, the Background Optimiser (BGO) (automated system) allocates the tasks to the Communications Technician (CT). This may need further manual refinement or rescheduling by the regional NSBU 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. The CT then performs the required task at the Telstra exchange. Once the task has been actioned and completed, the CT’s task will be noted as complete.

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 WBU customer service consultants for that region. The service order will then be rescheduled for a later date or be placed into held status Incomplete ULL to be actioned by the WBU.

Where a service order is placed into a held status, the service order is automatically updated in AXIS to reflect the held order reason code as well as the date and time that the service order was held.

Close Service Order

As each stage the service order is completed, AXIS will automatically receive a transaction update from the downstream systems AUTOCAT and PROMISE, ensuring that a date and time of completion are logged. The order will then be closed and is considered to be completed. This is then automatically notified to the relevant WBU system ULLCIS.
e-VULL Diagram

Enhanced Vacant Unconditional Local Loop (e-VULL)

START

AXIS automatically transmits infrastructure details to NPAMS

Manual Assignment successful?

NO

Manual Assignment unsuccessful?

HOLD Order Process

YES

Service Order inventory AUTO assignment (NPAMS)

Service Order inventory AUTO assignment (NPAMS)

Activation Consultant manually assigns Service Order

HOLD Order Process

NO

Service Order inventory AUTO assignment (NPAMS)

Service Order inventory AUTO assigned successfully?

NO

NO

Automatic Exchange Task

AXIS Exchange Task

Service Order updated from relevant Systems to indicate completion

NO

YES

Communications Technician sends SMS to SMS 4ULL and completes Service Order

Completion Notification

HOLD Order Process

NO

YES

Service Order is scheduled by Back Ground Optimiser (BGO)

Service Order rescheduled

Communications Technician needs task (Exchange) and completes Service Order

Communications Technician sends SMS to SMS 4ULL and completes Service Order

YES

YES

End of Process

AXIS automatically transfers infrastructure details to NPAMS

Implementation, Configure & Orchestrate Service & Readiness

Implement, Configure & Orchestrate Service & Readiness

Service Order updated from relevant Systems to indicate completion

Close Service Order

Provision Support & Resilience

Service Order is scheduled by Back Ground Optimiser (BGO)

Communications Technician actions required (Task Exchange)

Communications Technician actions completed? Yes

Communications Technician actions completed? No

AXIS Exchange Task

NO

YES

Communications Technician needs task (Exchange) and completes Service Order

Communications Technician sends SMS to SMS 4ULL and completes Service Order

YES

YES

Communications Technician sends SMS to SMS 4ULL and completes Service Order

YES

YES

End of Process

CLOSED updated from AZIS as Service Order complete

End of Process

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e-Vull Held Order Diagram

Enhanced Vacant Unconditional Local Loop (e-VULL) Held Order Process

- Incomplete ULL
- HELD for Plant or POI?
- Plant
- Plant Issue
- POI
- POI Issue
- WBU advise customer to Withdraw Service Order
- Service Order Withdrawn

Order Re-Entry Point

TELSTRA WHOLESALE

Held Order Status
## Acronym Definitions

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<tr>
<th>Term</th>
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<tr>
<td>ACCC</td>
<td>Australian Competition and Consumer Commission</td>
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<tr>
<td>AIMS</td>
<td>Activity Information Management System</td>
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<td>AUTOCAT</td>
<td>Automatic Category Change System</td>
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<tr>
<td>AXIS</td>
<td>Telstra Application that is used for the order provisioning</td>
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<tr>
<td>BGO</td>
<td>Back Ground Optimiser</td>
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<tr>
<td>CA-ASSIST</td>
<td>Customer Access Assistant</td>
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<td>CT</td>
<td>Communications Technician</td>
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<tr>
<td>e-VULL</td>
<td>Enhanced Vacant Unconditioned Local Loop</td>
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<tr>
<td>FNN</td>
<td>Full National Number</td>
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<tr>
<td>NPAMS</td>
<td>Network Plant Assignment and Management System</td>
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<tr>
<td>NSBU</td>
<td>Network Services Business Unit</td>
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<tr>
<td>POI</td>
<td>Point Of Interconnect</td>
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<tr>
<td>PROMISE</td>
<td>Workforce Management System</td>
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<td>PSTN</td>
<td>Public Switched Telephone Network</td>
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<td>Service Order Manager Back End</td>
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<td>Unconditioned Local Loop Carrier Interface System</td>
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