

## **Transfer Unconditioned Local Loop (TULL)**

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 - TULL**

This document describes the end-to-end view of processes and systems used in the provisioning of TULL. TULL consists of one Access Seeker (AS) requesting a transfer of an In-Use Unconditional Local Loop (ULLS) from another AS. A 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. TULL 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 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 consultants by the Intelligent Workload Distribution system (IWD) for manual assignment.

Where manual assignment is required the 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 Telstra Wholesale ULL (TW ULL) 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 the service order was held.

### **Held Order Reasons**

#### **Held Order Reason status "Incomplete ULL"**

This held order reason is used for service orders where a TULL service 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 occur during the exchange task described in the downstream Provisioning Support and Readiness section.

The TW ULL team manage the 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.

### **Orchestrate 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 TULL, SOMBe will automatically send the service order request to the Automatic Category Change System for exchange purposes (AUTOCAT) and AXIS.

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 activation team will monitor the manual queues and process the work according to business rules.

The 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 (CONNECT) via SOMBe for the exchange work to be completed.

### **Provisioning Support & Readiness**

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

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 regional 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 tasks at the Telstra exchange. Once the tasks have been actioned and completed, the CT's tasks will be noted as complete.

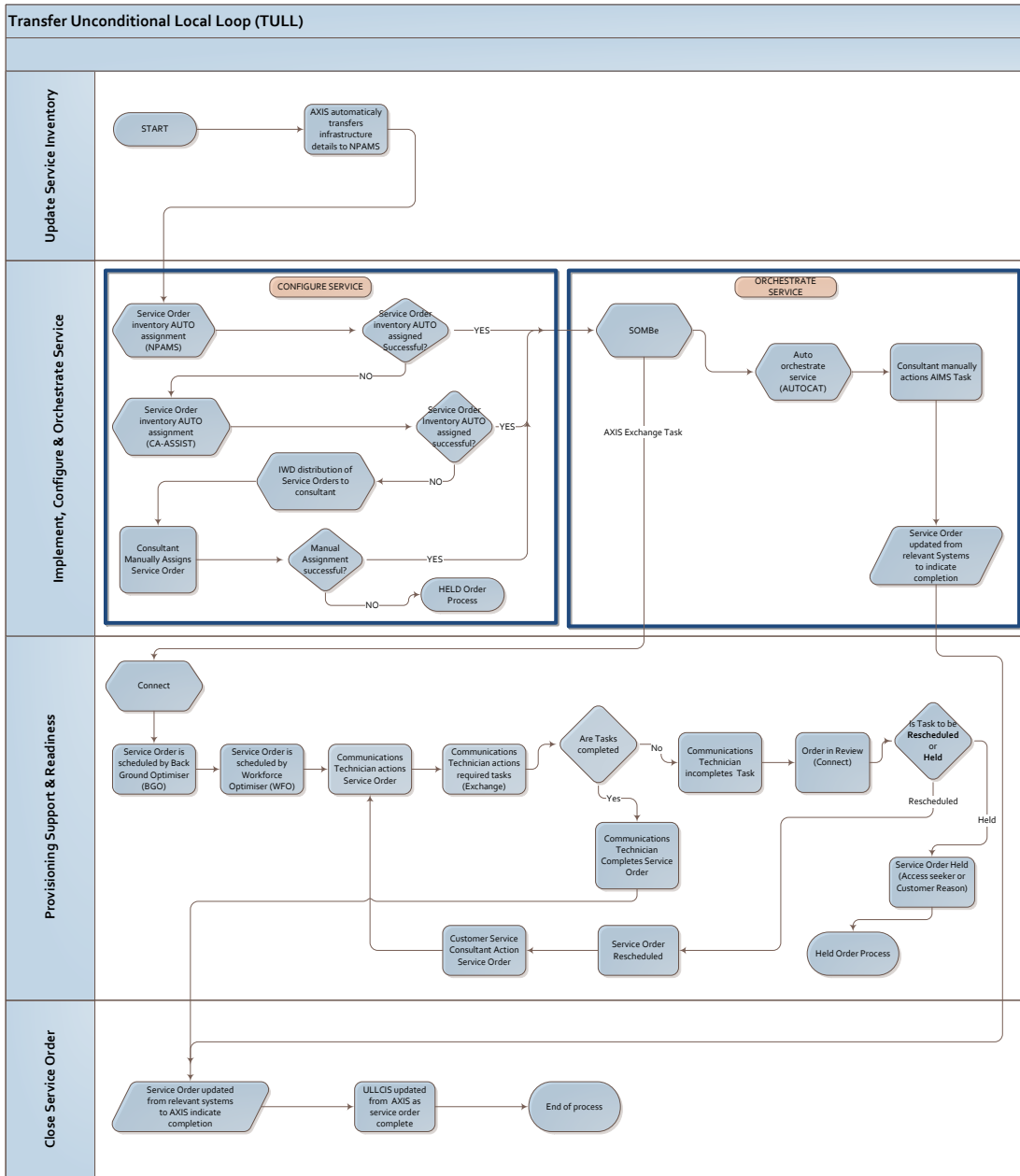
If the CT is unable to complete the task for any reason, they will update the task to reflect the incomplete reason with appropriate notes and incomplete code. The order will then be seen in a review queue in CONNECT. From that point, the service order will be manually managed by the customer service 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 TW ULL 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 code as well as the date and time that the service order was held.

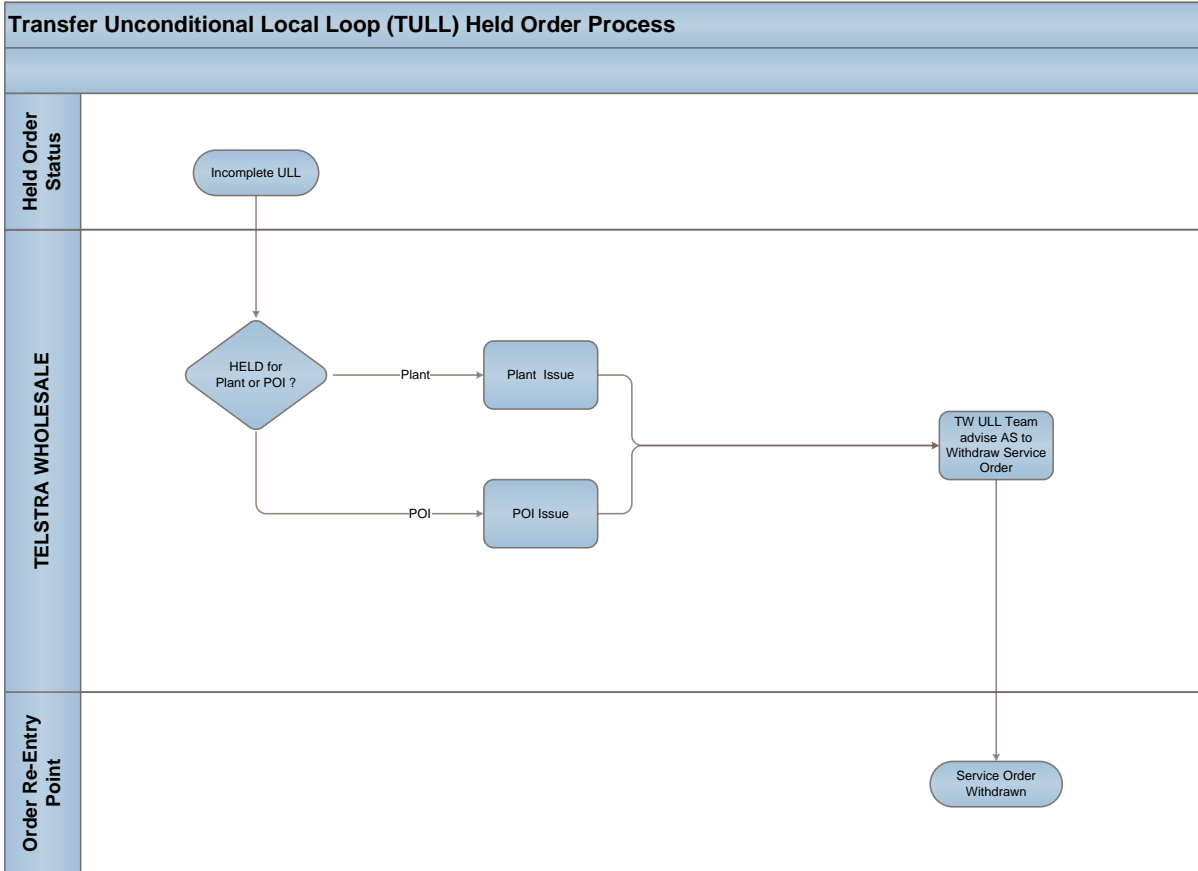
### **Close Service Order**

As each stage the service order is completed, AXIS will automatically receive a transaction update from the downstream systems AUTOCAT and CONNECT, 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 Wholesale Business Unit system ULLCIS.

# TULL Diagram



# TULL Held Order Diagram



## Acronym Definitions

Term	Definition
ACCC	Australian Competition and Consumer Commission
AIMS	Activity Information Management System
AS	Access Seeker
AUTOCAT	Automatic Category Change System
AXIS	Telstra Application that is used for the order provisioning
BGO	Back Ground Optimiser
CA-ASSIST	Customer Access Assistant
CONNECT	workforce management system
CT	Communications Technician
FNN	Full National Number
IWD	Intelligent Workload Distribution system
NPAMS	Network Plant Assignment and Management System
NSBU	Network Services Business Unit
POI	Point Of Interconnect
PSTN	Public Switched Telephone Network
QMS	Queue Management System
SOMBe	Service Order Manager Back End
SQ	Service Qualification
SSU	Structural Separation Undertaking
TULL	Transfer Unconditioned Local Loop
ULL	Unconditioned local loop
ULLCIS	Unconditioned Local Loop Carrier Interface System
ULLS	Unconditioned Local Loop Service