

Commercial in confidence

MOVING TO A ULL SERVICE MODEL

Telstra Wholesale initiatives to assist customer migrations

BACKGROUND

The Unconditioned Local Loop Service (ULLS) was declared by the ACCC on 4 August 1999 and Telstra commenced offering ULLS in August 2000. However, with the increased rollout of ULLS in the past 18 months, system enhancements have been developed to assist large-scale migration.

BECOMING A ULL PROVIDER

A number of steps are involved in moving to a ULL-based system from business plan to reality, only some of which involve an interface with Telstra Wholesale. However, here is a list of some of the matters for consideration:

- Facilities access planning;
- Contract negotiations;
- Hardware purchase and delivery;
- Hardware installation;
- Pre-wiring POIs;
- Forecasting;
- IT connectivity and readiness;
- Requesting transactions in ACIF format;
- Cutover/migration;
- Testing;
- Completion reporting;
- Integration of ULLS with underlying carriage services;
- Connectivity between the ULL-based system and other networks;
- Delivery of end-user services of the ULL; and
- End-user customer communications (advising end-users of services to be migrated and what this can mean to limit restorals/handbacks).

Each of these components needs to be scheduled and managed effectively to minimise delays to service delivery.

As a complex series of inter-related actions is necessary, delays in any step can have serious flow-on effects.

The implementation of a ULL rollout involves many steps from commercial negotiation through to site access, planning and the migration of services.

TELSTRA EXCHANGE BUILDING ACCESS (TEBA)

Preparation and planning is critical to the timely delivery of end-to-end processes to fully deploy TEBA equipment from the time of the initial TEBA study being sent to Telstra to joint completion inspection sign-off. A critical factor in the planning stage is whether or not TEBA has already been established in an exchange, as existing work can significantly impact planning cycles. Wholesale customers have direct control over the delivery performance of the majority of the TEBA provisioning process. Telstra has been successfully completing its part of the work in less than the contracted delivery timeframe in most instances. Therefore, careful preparation by the ULLS provider is the key variable influencing the speed with which this stage of the process takes place.

Some of the more common delays experienced by ULLS providers in deploying their DSLAM equipment in Telstra exchanges can be overcome by:

- Providing contractors with early visibility of roll-out plans to ensure they have adequate resources available to undertake work associated with the DSLAM installation;
- Utilising the same contractor for the design and construction phases of the DSLAM deployment process;
- Early engagement of equipment manufacturers to ensure they have equipment, cabling and associated infrastructure available to the ULLS provider when required; and
- Utilising appropriately experienced project managers to coordinate and manage the DSLAM deployment process.

To assist customers, Telstra Wholesale provides information on its website including:

- TEBA Customer Information Pack;
- TEBA ordering process flowchart;
- TEBA order forms;
- Checklists which Telstra uses for assessing TEBA orders;
- Site access procedures;
- Indicative list of exchanges with an established TEBA area; and
- Approved TEBA contracts.

<http://www.telstrawholesale.com.au/products/facilities/teba.htm>

MANAGED NETWORK MIGRATION

Telstra introduced a Managed Network Migration (**MNM**) process for ULLS in January 2005 to enable wholesale customers to migrate blocks of their end users from the Telstra network to the customer's network.

Under the MNM process, the wholesale customer is required to provide forecasts and agree them with Telstra at three stages leading up to migrations at each of the exchanges specified by the customer. This enables Telstra to plan for these migrations (in the context of all the other network upgrade, provisioning and maintenance work it is continually engaged in) and enables Telstra to have appropriate and sufficient staff and equipment available at the right time and in the right exchanges to undertake this work.

These forecasts are the 84-day forecast (provided 84 days out from the requested cutover date); the 56-day plan (provided 56 days out from the requested cutover date, and which is an update of the initial 84 day forecast); and the actual list of FNNs to be migrated that must be provided 20 business days out from cutover.

Accurate forecasting is essential for migrations to occur smoothly and costs to be minimised. To date, ULL MNM forecasting has been consistently higher than actual cutovers. As Telstra Wholesale commits resources at the 56-

day mark in order to meet customer forecasts, there is a cost recovery component where the final cutovers are lower than forecast, in cases where the workforce cannot be redeployed.

NEGOTIATING A MANAGED NETWORK MIGRATION

Telstra Wholesale can discuss managed network migrations with you to allow bulk cutover of services onto your network. Experience to date shows that Telstra will need to spend considerable time with your staff to familiarise them with the ULL cutover and Local Number Portability (LNP) processes and negotiate the required elements for managing large scale ULL migrations. This will involve both commercial negotiations and meetings with technical staff to address the physical migration process and how to handle issues such as fault management.

OTHER ISSUES THAT CAN CAUSE A DELAY

Recent experience highlights other issues that can go wrong. ULLS installations need to be meticulously planned for there to be a smooth roll-out of infrastructure and migration of end user services. Issues that need to be considered by the customer include:

- Correct labelling of ULL MDF blocks;
- Correct labelling and jumpering of external tie cable;
- Correct customer DSLAM configuration;
- Customer DSLAM readiness (Telstra has frequently detected no dial tone when it has been to arrange pre-jumpering a few days prior to cutover, or at the point of cutover);
- Making ULL file submissions on time;
- Making Full National Number (FNN) submissions according to the agreed process and timing, so that porting of PSTS numbers occurs in coordination with the ULL cutover;
- Data accuracy, failures of which can cause requests to be rejected and create rework and delay; and
- Checking the final list of services to be migrated right up to the day of migration, so as to avoid restorals/handbacks (eg checking lines to be transferred have not churned away from the customer, do not have third party DSL services and are not Priority Assistance of Disability CPE services).

WHAT TO DO IF THINGS GO WRONG?

Speak to your Business Operations Manager.

Telstra Wholesale will work with ULL providers, where practicable, to help customers through unforeseen issues that arise. However, it is preferable for customers to flag potential issues in advance so they can be addressed before they become problems requiring Telstra Wholesale assistance.