

Code of Practice: Annex B

Effective use of checker tools

This document provides comprehensive guidance for CP/SPs regarding their use of MLC Dialogue Services and the comparable BTW tools

Introduction

- These slides are in two sections:
 - Advice to LLU CPs obtaining service from Openreach
 - Advice to SPs obtaining service from BT Wholesale
- This information does not cover SPs/ISPs who are not direct customers of BT Wholesale or Openreach
 - Advice to SPs obtaining service from other wholesalers would be dependant on the checker services that are implemented by their wholesaler
 - The slides in the BT Wholesale section of this pack should form a useful pro forma for other wholesalers to extend the slide pack
- The slide headings are the outputs of MLC and BBAC
 - This is to align the logical flow to the BAU processes of CPs
- The helpdesk referred to in the slides is always the BT Wholesale Tags Helpdesk, or its future version from Openreach

Annex B in Context

- The body of the Code of Practice specifies how CPs should work positively towards preventing tags from happening
- If the defined processes are followed then tags will be an infrequent occurrence
 - E.g. use of a MAC enabled migration instead of cease and provide will prevent an otherwise inevitable ‘cease in progress’ tag from occurring
- This Annex B is intended as a safety net to help CPs understand when calls to the helpdesk are appropriate
- This Annex B is presented as an unbranded set of slides
 - This allows CP/SPs to build the raw advice into their own guidance

Scenarios Relating to Ordering LLU

This section only applies to CPs that are ordering LLU from Openreach

Scenarios Relating to Ordering LLU

- This section relates to ordering LLU directly from Openreach
- In this section, where the slides refer to 'if BBAC', to note
 - This part of the advice is optional
 - It only applies to CPs who also have access to the BroadBand Availability Checker (BBAC) from BT Wholesale
 - BBAC supplies MLC information but also includes additional details where the existing service uses a BT Wholesale circuit
 - This advice is included to give the CP the option of developing a more sophisticated end user interface

MLC = Z (Line Clear)

- Place LLU provide order
 - If the order fails due to an open order being present then it may be necessary to contact the helpdesk.
 - Reasons that this might happen include:
 - Open SMPF provision order – until the broadband routing is applied to the line, the line will appear to be clear
 - Open narrowband order or fault
 - Incorrect records in Openreach
 - Ask end user whether they have recently requested a change to their voice or broadband services
 - If not then contact the helpdesk
 - If so, and the end user is aware of when the order is due to complete, then advise that this order will need to wait until the first one completes
 - Completion of the open order is likely to change the status of the line so a re-check of MLC will be needed. E.g.
 - » If the open order was an SMPF provide then a MAC will be needed for a migration
 - » If the open order was a PSTN Cease then simultaneous provide will be needed
 - If the end user is uncertain about when their line will be cleared then wait 4 working days and try again
 - If that order also fails then contact the helpdesk
 - Use of the recommended processes will make this scenario very rare

MLC = L (SMPF present)

- Need a MAC from the existing supplier
- Need to give end user the name and contact number for supplier if they don't know it
 - Identity of existing CP can be found from MLC
 - If CP=BTW and access to BBAC is available then identity of SP may be found on BBAC
 - If BBAC has an R instead of an L then there is a BTW duplicate order present
 - Note the completion date and submit a migration order the following day
 - NB 1: The identity found on MLC/BBAC will always be the legal identity and not necessarily the trading name
 - Refer to industry cross reference for trading names
 - NB 2: In some instances involving resellers the CP/SP identity will not be the end user facing organisation
 - The reselling CP/SP identified will take the call and provide the end user with the name and contact details of the reseller
- If end user disputes the existence of broadband on the line or the CP/SP details are blank then call the helpdesk
 - Unless there has been a recent home move, in which case wait two working days and try submitting the order again

MLC = Lcontinued 1

- If the end user is unable to obtain a MAC because:
 - They have recently moved house and the service on their line belonged to the previous occupants
 - If CP = BTW and access to BBAC, then check BBAC for CAD of cease order (will be blank if there has been a recent home move)
 - If CAD < today then contact helpdesk
 - If CAD is today or later then take order details but delay submission to Openreach until after CAD; lead time quoted should be extended accordingly
 - Otherwise, ask when their PSTN voice service was supplied
 - You should be able to request SMPF 3 **working** days later
 - » If that date is today or in the future then delay submission of the SMPF provide order until the day after; Run another MLC check & end user should have working dial tone
 - » If that date is in the past then contact the helpdesk
 - They own the PSTN voice contract but not the previous broadband one
 - Refer them to the previous SMPF CP and explain that they will have to prove their ownership by posting a copy of the PSTN bill
 - Contacting the helpdesk achieves nothing in this instance
 - They don't own the PSTN or the previous broadband
 - They will need to contact one of the existing owners to proceed
 - Contacting the helpdesk achieves nothing in this instance

MLC = Lcontinued 2

- Submit migration order
- If migration order fails due to there being an open order present then it may be necessary to contact the helpdesk
- Reasons that this might happen include:
 - Open SMPF Cease order
 - Very unlikely if migrations being conducted properly
 - Open circuit amendment order, e.g. Tie pair move
 - Very low probability because the window for clashing is tiny
 - End user unlikely to be aware that the activity is happening
 - Open narrowband order
- Ask end user whether they have recently requested a change to their voice or broadband services
 - If not then contact the helpdesk
 - If so, and the end user is aware of when the order is due to complete, then advise that this order will need to wait until the first one completes
 - Completion of the open order is likely to change the status of the line so a re-check of MLC will be needed. E.g.
 - If the open order was a PSTN Cease then simultaneous provide will be needed
 - If the end user is uncertain about when their line will be cleared then wait 4 working days and try again
 - If that order also fails then contact the helpdesk
 - Use of the recommended processes will make this scenario very rare

MLC = M (MPF present) or no MLC result

- This indicates that there is no PSTN present (or in the latter case that the PSTN has possibly yet to be completed)
 - If the MLC result indicates that the number is unknown then it is necessary to get an address key from the Address Matching service and then find the appropriate Access Line ID from the Network Availability service
 - MLC can be queried using Access Line ID to find out the physical characteristics as well as whether MPF is present
- Simultaneous provide is the best approach for the benefit of the end user and to minimise tags
 - This will link the SMPF order to the narrowband, thus avoiding tags
- If simultaneous provide wasn't used and the end user was advised to raise the narrowband order first
 - Ask the end user what completion date they were given for the voice service
 - After the date quoted check MLC and if the response is not Z then contact the helpdesk (it could be a PSTN Error on Closure)

MLC = K (Line Concentrator)

- Line concentrators typically work on a group of lines and thus their removal is often expensive
- Broadband cannot work with a line concentrator present
- Removal of line concentrators is subject to the current Openreach policy coupled with CP agreed cost constraints
 - Removal usually involves extensive upgrading of the route and thus may take a long time
- Consult your company policy and if appropriate submit provide order as usual
 - Warn the end user to expect an extended lead time
- Do not call the helpdesk

MLC = E (DACS present)

- DACS unit combine two voice lines onto a single copper pair
- Broadband will not work with DACS
- Removal of DACS is subject to the current Openreach policy coupled with CP agreed cost constraints
 - A survey activity will be required to establish the likely cost and timescales for removal of the DACS
 - Removal may involve the upgrading of part of the route and thus may take a considerable time
- Consult your company policy and if appropriate submit provide order as usual
 - Warn the end user to expect an extended lead time
- Do not call the helpdesk

PSTN Incompatible Product

- MLC = I (ISDN2)
 - SMPF CPs must raise an ISDN Conversion order instead of a provision order
- MLC = V (FeatureNet)
 - End user should contact the provider of the FeatureNet service to get the product removed
- MLC = P (PSTN incompatible product)
 - There are a number of reasons why this code may be used
 - Check guidance about possible causes with the end user
 - If still unsure, the CP should contact the helpdesk for further advice
- MLC = W (Alarm Monitoring, e.g. Redcare)
 - This code is only available from R800 and only applicable to MPF queries
 - The end user needs to either
 - Cease the alarm service
 - Order an additional line
 - Choose broadband from an SMPF supplier
- MLC = X (Multi-line present)
 - This code is only available from R800
 - Typically found in a commercial environment
 - An additional line will need to be ordered

PSTN incompatible line technology

- MLC = D (Direct Dialling In)
 - The telephone number supplied does not relate to a physical line
 - Typically found in a commercial environment, e.g. in conjunction with a PBX so that one extension has an alternative direct number
 - Suggest asking for an alternative number or querying using a geographical identifier
- MLC = F (Fibre)
 - Broadband cannot be deployed on fibre
 - Suggest recommending installing a separate copper line
- MLC = T (TPON)
 - Broadband will not work over TPON however in some instances there is a copper overlay available
 - Orders may be placed
 - There will be a delay while a copper overlay option is sought
 - The order may later be rejected if no copper is available
- Calling the helpdesk will not remove these incompatibilities

Scenarios relating to ordering ADSL from BT Wholesale

This section only applies to SPs that
are ordering IPStream or DataStream
from BT Wholesale

BBAC = Z (Line Clear)

- Place ADSL provide order
 - If the order fails due to an open order being present then it may be necessary to contact the helpdesk.
 - Reasons that this might happen include:
 - Open SMPF provision order with a CP other than BT Wholesale – until the broadband routing is applied to the line, the line will appear to be clear
 - Open narrowband order or fault
 - Incorrect records in Openreach
 - Ask end user whether they have recently requested a change to their voice or broadband services
 - If not then contact the helpdesk
 - If so, and the end user is aware of when the order is due to complete, then advise that this order will need to wait until the first one completes
 - Completion of the open order is likely to change the status of the line so a re-check of BBAC will be needed. E.g.
 - » If the open order was an SMPF provide then a MAC will be needed for a migration
 - » If the open order was a PSTN Cease then simultaneous provide will be needed
 - If the end user is uncertain about when their line will be cleared then wait 4 working days and try again
 - If that order also fails then contact the helpdesk
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BBAC = R (Duplicate Order)

- Check CAD
 - If CAD < today
 - Contact the named ISP
 - If CAD is today or later
 - Advise end user that Broadband has recently been requested on this line and give them the name of the ISP
 - If end user wishes to migrate then they will have to
 - Wait until after CAD
 - Request a MAC from the new supplier
 - Contact the CP again with the MAC

BBAC = C (Cease in Progress)

- If CAD < today then
 - Contact Tags Helpdesk
- If CAD is today or later then either
 - Use Provide on Pending Cease
 - Delay submission of the order until after CAD

BBAC = L (SMPF present) or A (ADSL present)

- Need a MAC from the existing supplier
- Need to give end user the name and contact number for supplier if they don't know it
 - Identity of existing CP/SP can be found from BBAC
 - NB 1: The identity found on BBAC will always be the legal identity and not necessarily the trading name
 - Refer to industry cross reference for trading names
 - NB 2: In some instances involving resellers the CP/SP identity will not be the end user facing organisation
 - The reselling CP/SP identified will take the call and provide the end user with the name and contact details of the reseller
- If end user disputes the existence of broadband on the line or the CP/SP details are blank then call the helpdesk

BBAC = L or Acontinued 1

- If the end user is unable to obtain a MAC because:
 - They have recently moved house and the service on their line belonged to the previous occupants
 - If CP = BTW, BBAC should show the CAD of the cease order
 - If CAD < today then contact helpdesk
 - If CAD is today or later then take order details but delay submission to Openreach until after CAD; lead time quoted should be extended accordingly
 - Otherwise, ask when their PSTN voice service was supplied
 - You should be able to request SMPF 3 **working** days later
 - » If that date is today or in the future then delay submission of the provide order until the day after; Run another BBAC check & end user should have working dial tone
 - » If that date is in the past then contact the helpdesk
 - They own the PSTN voice contract but not the previous broadband one
 - Refer them to the previous CP/SP and explain that they will have to prove their ownership by posting a copy of the PSTN bill
 - Contacting the helpdesk achieves nothing in this instance
 - They don't own the PSTN or the previous broadband
 - They will need to contact one of the existing owners to proceed
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BBAC = L or Acontinued 2

- Submit migration order
- If migration order fails due to there being an open order present then it may be necessary to contact the helpdesk
- Reasons that this might happen include:
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 - Very unlikely if migrations being conducted properly
 - Open circuit amendment order, e.g. Tie pair move
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 - End user unlikely to be aware that the activity is happening
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- Ask end user whether they have recently requested a change to their voice or broadband services
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 - If so, and the end user is aware of when the order is due to complete, then advise that this order will need to wait until the first one completes
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 - If the end user is uncertain about when their line will be cleared then wait 4 working days and try again
 - If that order also fails then contact the helpdesk
 - Use of the recommended processes will make this scenario very rare

BBAC = No BBAC result

- This indicates that there is no PSTN present or that the PSTN has possibly yet to be completed
 - It is necessary to establish whether or not there is an existing line, and possibly an MPF service as well
- To put in place both narrowband and SMPF, simultaneous provide is the best approach for the benefit of the end user and to minimise tags
 - This will link the SMPF order to the narrowband, thus avoiding tags
- If simultaneous provide wasn't used and the end user was advised to raise the narrowband order first
 - Ask the end user what completion date they were given for the voice service
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 - End user should contact the provider of the FeatureNet service to get the product removed
- BBAC = P (PSTN incompatible product)
 - There are a number of reasons why this code may be used
 - Check with the end user the possible causes using the guidance on www.btwholesale.com
 - If still unsure, the CP should contact the helpdesk for further advice

PSTN incompatible line technology

- BBAC = D (Direct Dialling In)
 - The telephone number supplied does not relate to a physical line
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End