# WLR3 Repair
# 'Ineffectives' Best Practice Guide

April 2014

**OTA²**

# Version History

| Version | Date | Author | Overview |
|---|---|---|---|
| Draft 0.1 | Feb-2014 | Openreach Service Management Team | Circulated and constructed with feedback from Business CP Forum |
| Issue 1 | April-2014 | Openreach Service Management Team | Document handed over to the OTA, the information was accurate at the time of handover (April 2014) |

# Background

It is imperative that prior to raising a fault with Openreach, that robust checks are carried out in order to ensure an effective and speedy resolution for your customer. These checks will help determine the cause of the problem and the correct route/method needed to resolve it, be that with you, your customer or Openreach. If a fault is dispatched and the issue is found on non Openreach maintained equipment or no Openreach issue is found then a visit charge will be raised to the Communications Provider (CP).

This guide has been designed to help CPs minimise these charges by helping advisors diagnose end user issues correctly and when a fault is raised with Openreach, ensure the advisor selects the appropriate Structured Question Report Code (SQC) dependant on the End Users fault condition.

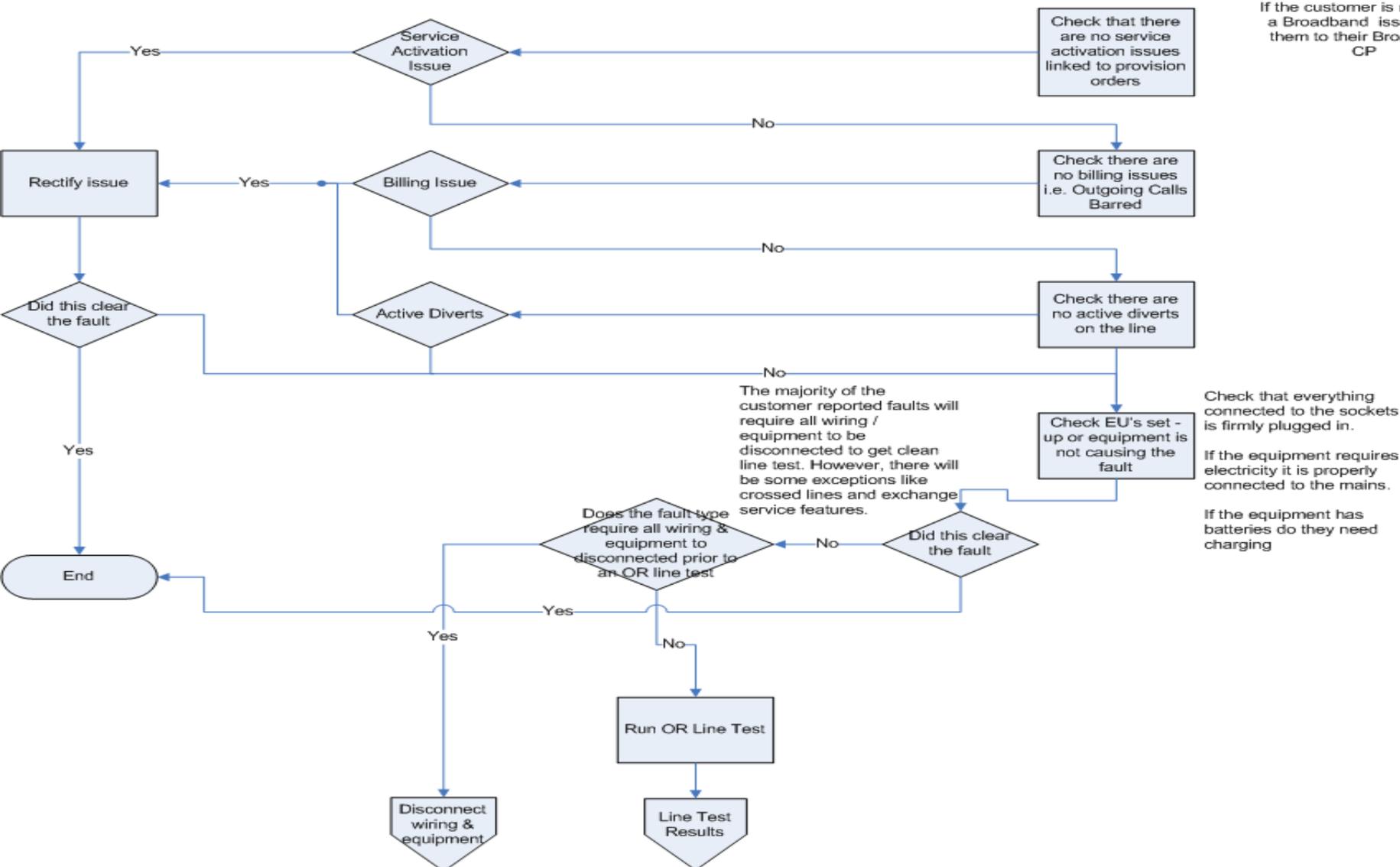Best Practice Diagnosis should eliminate all other possibilities -  prior to testing for a network fault
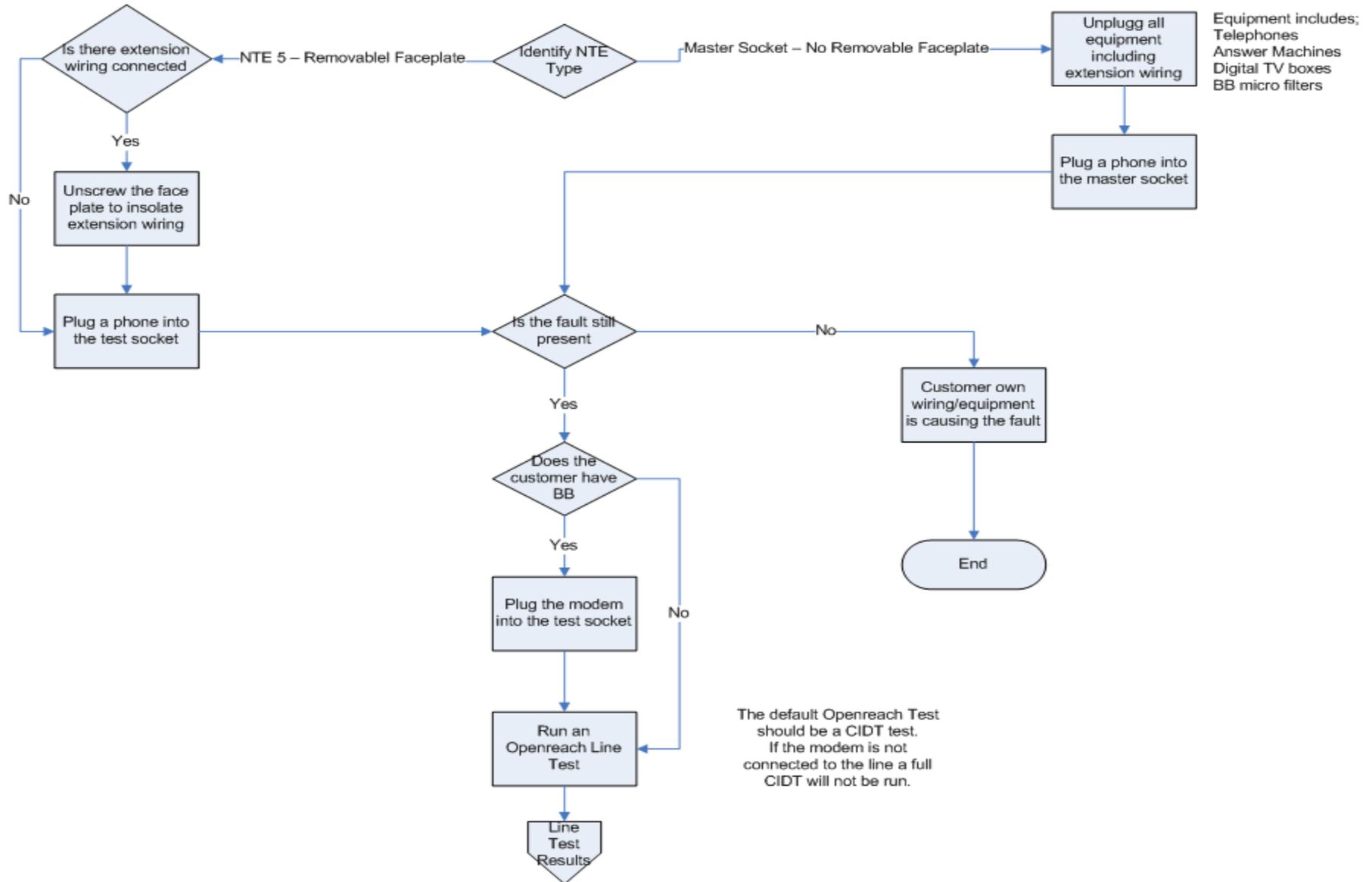
# Pre-Fault Qualification Overall Process
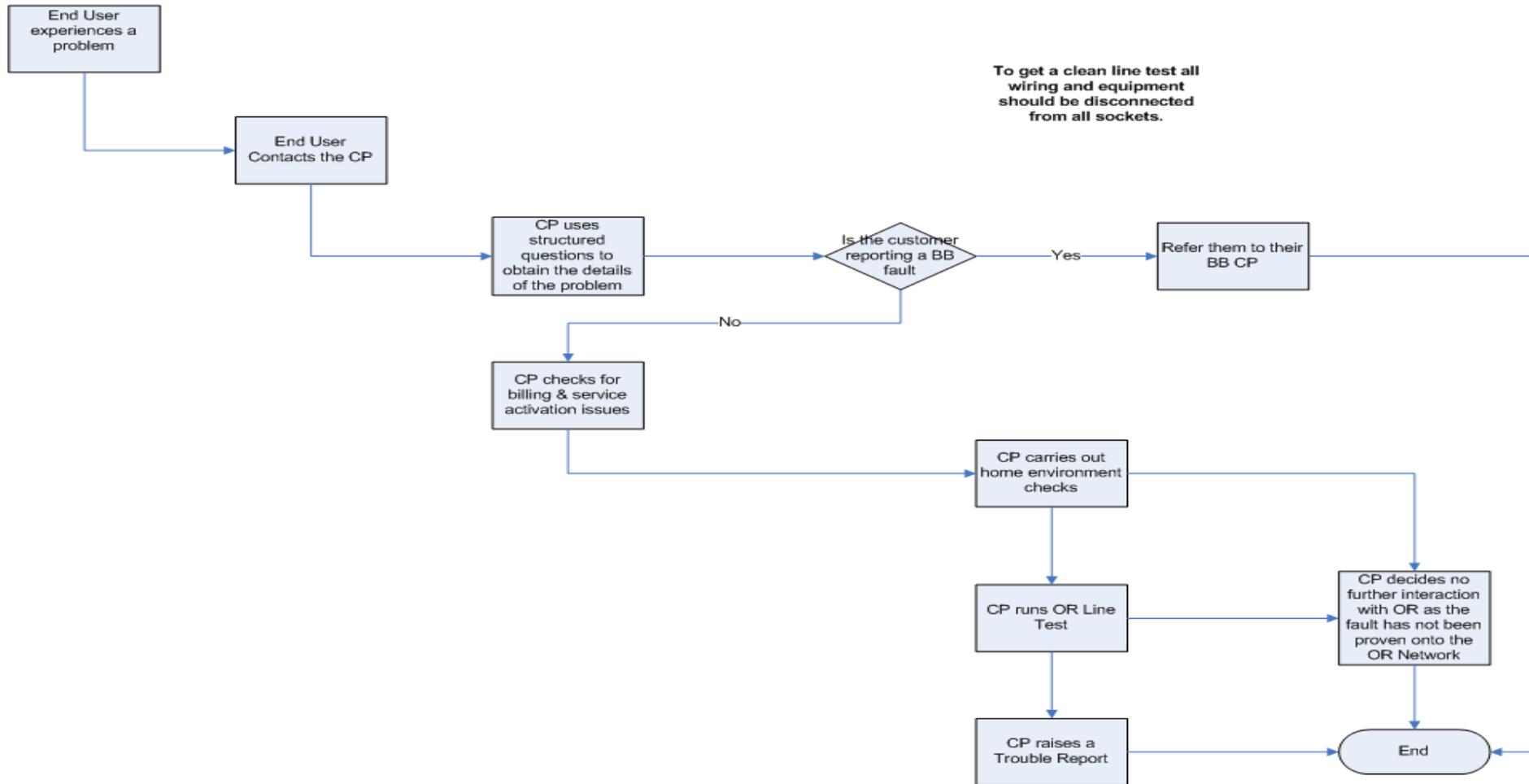
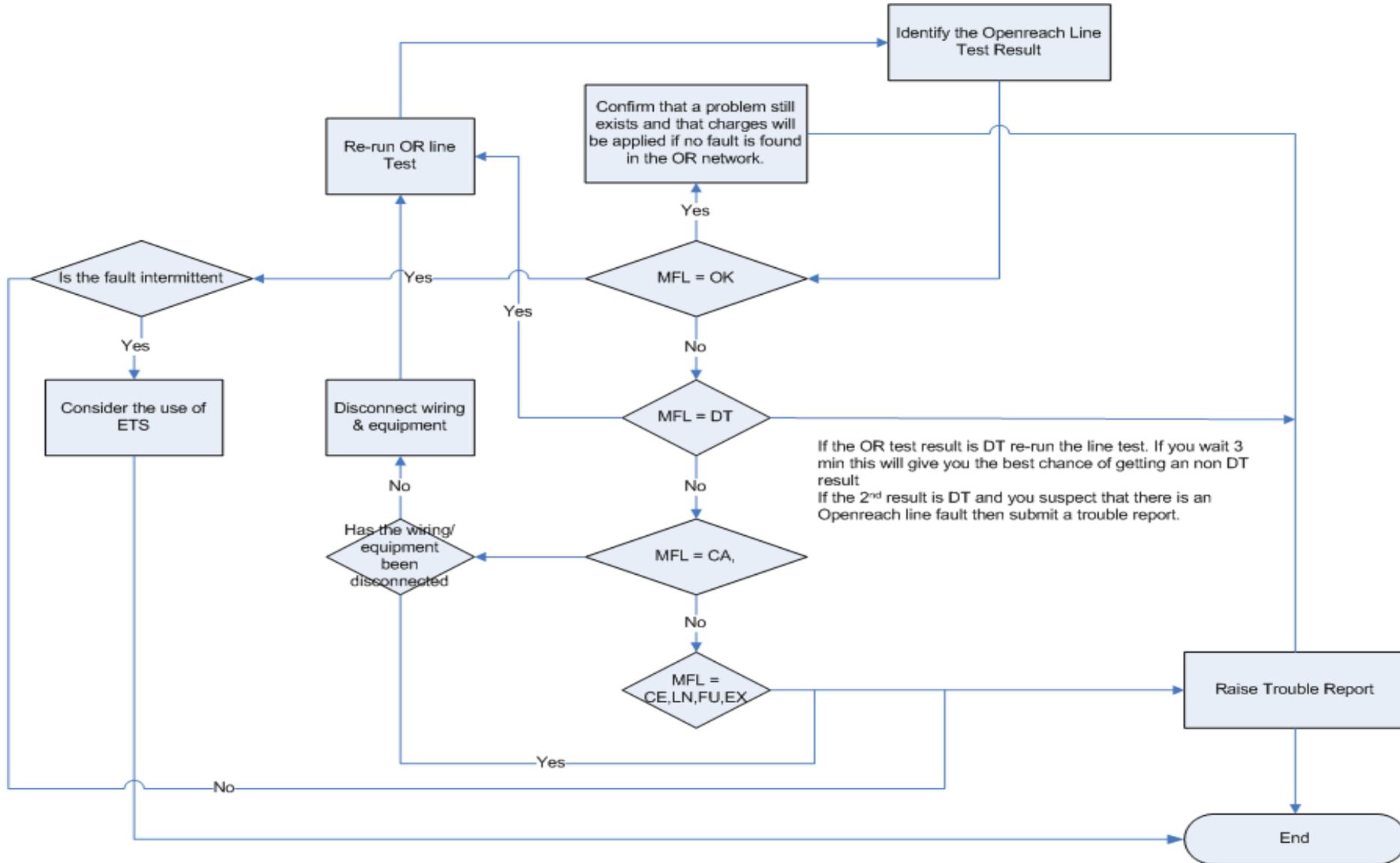# Checks for billing & service activation issues

# Disconnect Wiring / Equipment

# Line Test Results

# Raising a fault into Openreach

If all the necessary checks have been undertaken and the end user wishes to progress a fault into Openreach, it is important that the correct Structured Question Report Code (SQC) is used which can be selected on the screen presented below in the Openreach portal*. This allows Openreach to take the most appropriate action to remedy the fault as not all fixes require an engineering truckroll. The following slides contain a summary for each of the most common SQC codes to be used when raising a fault and any additional questions for the end user. The SQC codes are ordered with the most commonly used first.

## Line test and diagnostics

**Please fill in all mandatory fields**

**\* Indicates a mandatory field**
NB: It may take some time to retrieve your request results

* Service ID:

Test type: Line Test

CP Directory Number:
NB: This field is applicable for CIDT_Test test type only

Ringback DN:

SQC:

Line Number:

Do you give consent for intrusion on end user line when test is performed    Yes: ◯   No: ◉

Clear   Submit

NB: Please refrain from re-submitting the line test for the same combination until the results of the initial attempt have been received or timed out as this will cause it to be re-initiated, causing further delays.

# Structured Code Questions - NDT

| EMP Repair Fault Report Code | When to use it | Additional Questions / Actions to take |
|---|---|---|
| NDT - No Dial Tone | When the End User cannot make calls but does have incoming calls and internal service | Q1. Do you have incoming and internal calls?<br><br>Q2. Is it ALL calls or is it intermittent?<br><br>Action: - If intermittent, provide times patterns etc.<br><br>Q3. Does the customer have CPS/OLO/LCR?<br><br>Action: - Ask customer to use the bypass code (1280/121/141) and record the outcome in the fault notes if the fault notes if the fault condition is still evident.<br><br>Q4. Is there a billing issue / Call barring (OCB) or call divert applied?<br><br>Q5. Is customer talking about intermittent Dial Tone ie for 1571 or Call Diversion |

# Structured Code Questions - NSY

| EMP Repair Fault Report Code | When to use it | Additional Questions / Actions to take |
|---|---|---|
| NSY - Noisy | When the line is noisy. This includes all types of noise, e.g. Static sound, Clicking Mush, etc. | Q1. Have you checked your customer's equipment? <br><br> Q2. Have you checked to see if internal calls are ok? <br><br> Q3. Is the problem incoming / outgoing calls or both directions? Action: - If the failures are outgoing, ask Q4 <br><br> Q4. If the customer is using that line to report the fault can you hear the noise? <br><br> Q4. Does the customer have CPS/OLO/LCR? <br><br> Action: - Ask customer to use the bypass code (1280/121/141) and record the outcome in the fault notes if the fault condition is still evident. <br><br> Action: - If intermittent, confirm the % of calls affected and whether it is certain times of day. Ask customer to collect 5/6 example numbers, dates and times and direction of call, all within 48 hours and add any details to the fault notes <br><br> Q5. Does the customer suffer any loss of service? <br><br> Action: - If yes, sample numbers are not required |

# Structured Code Questions - BNR

| EMP Repair Fault Report Code | When to use it | Additional Questions / Actions to take |
|---|---|---|
| BNR - Bell not ringing | When the End User cannot receive calls but is able to make outgoing calls and has internal services*<br><br>* - Please note using the BNR SQC will result in addition exchange tests being performed that may eliminate the need to make an appointment with the EU. | Q1. Have you checked your customer equipment? – is the bell volume up on the handset?<br><br>Q2. Have there been any resent provision orders i.e. incoming calls barred?<br><br>Q3. Are you able to make outgoing and internal calls?<br><br>Q4. Is it ALL calls or an extension?<br><br>Q5. Is the circuit/DDI extension on divert?<br><br>Q6. Is the customer /agent reporting the fault? If not refer to the TPR Front end process? |

# Structured Code Questions - MOD

| EMP Repair Fault Report Code | When to use it | Additional Questions / Actions to take |
|---|---|---|
| MOD – Modem | Modem – Slow internet dial up speed | The MOD SQC should only be used for 1 of the following 6 instructions. MOD faults received without an instruction will drive a truckroll where unnecessary TRC costs will be incurred as the engineer will be unable to resolve. The 6 instructions are: |

| Issue/Request | Example Title (Short Description) | Example Text (TR Note) |
|---|---|---|
| Change Clear Disconnect | "Clear Disconnect Timing Request" | "Please set the clear disconnect timing on this line to 500Ms" |
| Change gain | "Gain Change Request" | "Please change the gain on this line to XXX" |
| Change between Pulse & Tone Dialling | "Pulse/Tone Dialling Request" | "Please convert this line to tone dialling" |
| Remove from Night Testing | "Remove from Night Testing" | "End User reports bell tinkle in the middle of the night. Please remove from night test routine" |
| Issue with calling or receiving calls to/from Specific CP Network or Certain Numbers. | "EU Cannot make/receive certain calls" | " EU unable to call international numbers, we have confirmed that  dial tone is present and these calls fail even when pre-fixed by 1280. Example number and times/dates called are…"  "EU unable to receive calls  from CP XXX's network. Example numbers and dates and times calls attempted are…" |
| Debt Management Issue (EU's line appears to have call barring applied inappropriately) | "Possible Unrented OCB on Line" | "EU unable to make any outbound calls. We have confirmed that the EU has contacted previous or CPS providers and confirms they have not placed restrictions on the line. We have also ruled out any potential issues caused by mis-operation of a rented call barring product Example numbers and dates and times calls attempted are…" |

# Structured Code Questions– XL & ESF

| EMP Repair Fault Report Code | When to use it | Additional Questions / Actions to take |
|---|---|---|
| **XL – Crossed Lines** | During a call another call can be heard and all parties can hear each other | Q1. Is the problem incoming / outgoing calls or both directions? Is the caller or the called party who experiences the problem or both?<br><br>Action:  If the failures are outgoing, ask Q2<br><br>Q2. Does the customer have CPS/OLO/LCR?<br><br>Action: Ask customer to use the bypass code (1280/121/141) and record the outcome in the fault notes if the fault condition is still evident.<br><br>Action: If intermittent, confirm the % of calls affected and whether it is certain times of day. Ask customer to collect 5/6 example numbers, dates and times and direction of call, all within 48 hours and add any details to the fault notes |
| **ESF – Exchange Faults** | Exchange Faults | This should only be used if found against a customers rented Calling Feature |

# Structured Code Questions– NT & CO

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| EMP Repair Fault Report Code | When to use it | Additional Questions / Actions to take |
|---|---|---|
| **NT – No Tone** | No Tone | Q1. Is the phone isn't switched to touch tone? (the beeps cannot be heard when the keys are pressed) |
| | | Q2. Is the volume on the handset turned down and the cause of the issue? |
| **CO - Cutting Off** | When calls are cutting off mid-conversation or when the phone is answered | Q1. Have you checked your customer's equipment? |
| | | Q2. Do all calls fail at the same time? |
| | | Q3. Have you checked to see if internal calls are ok? |
| | | Q4. IS the problem incoming / outgoing calls or both directions? Action: - If the failures are outgoing ask Q5 |
| | | Q5. Does the customer have CPS/OLO/LCR? Action: Ask customer to use the bypass code (1280/121/141) and record the outcome in the fault notes if the fault condition is still evident. |
| | | Q6. Do the calls cut off on answer or during conversation? Action: If intermittent, confirm the % of calls affected and whether it is certain times of day. Ask customer to collect 5/6 example numbers, dates and times and direction of call, all within 48 hours and add any details to the fault notes |

# Structured Code Questions– OWT & PET

| EMP Repair Fault Report Code | When to use it | Additional Questions / Actions to take |
|---|---|---|
| OWT - One Way Transmission | Where only one party on the call can hear the conversation | Q1. Have you checked your customer's equipment?<br><br>Q2. Is the problem incoming / outgoing calls or both directions? Is the caller or the called party who experiences the problem or both?<br>Action: - If the failures are outgoing, ask Q3<br><br>Q3. Does the customer have CPS/OLO/LCR?<br>Action: Ask customer to use the bypass code (1280/121/141) and record the outcome in the fault notes if the fault condition is still evident.<br><br>Action: If intermittent, confirm the % of calls affected and whether it is certain times of day. Ask customer to collect 5/6 example numbers, dates and times and direction of call, all within 48 hours and add any details to the fault notes |
| PET - Permanent Engaged Tone | Callers to the End User are receiving the engaged tone | Q1. Have you checked your customer equipment?<br><br>Q2. Is the problem on incoming /outgoing calls or in both directions?<br>Action : If the failures are outgoing, ask the following questions<br><br>Q3. Does the customer have CPS/OLO/LCR?<br>Action: Ask customer to use the bypass code (1280/121/141) and record the outcome in the fault notes if the fault condition is still evident.<br><br>Q4. Is there a billing issue or call barring on the line (OCB)? |

# Structured Code Questions– NU & FNT

| EMP Repair Fault Report Code | When to use it | Additional Questions / Actions to take |
|---|---|---|
| NU - Number Unobtainable | Callers to the End user hear a <u>single continuous tone</u> | Q1. Have you checked your customer's equipment? (If there is a long delay then you get NU tone, this normally means there is a possible end user equipment fault)<br><br>Q2. Is the problem incoming or outgoing calls?<br>Action :- If the failures are outgoing, ask Q3.<br><br>Q3. Does the customer have CPS/OLO/LCR?<br>Action :- Ask customer to use the bypass code (1280/121/141) and record the outcome in the fault notes if the fault notes if the fault condition is still evident<br>Action :- Ring the number from your desk phone and record the response in your notes<br><br>Q4. Is there a billing issue?<br><br>Q5. Is there an outstanding Number Porting order against the line? – was the line recently provided or has the end user changed supplier? |
| FNT - Faint Transmission | Faint Transmission Please DO NOT use this if the customer is actually reporting one way transmission | Q1. Have you checked the customer's equipment? – is the volume on the handset turned down and is the cause of the issue?<br><br>Q2. Is the problem incoming / outgoing calls or both directions?<br>Action: - If the failures are outgoing, ask Q3<br><br>Q3. Does the customer have CPS/OLO/LCR?<br>Action: Ask customer to use the bypass code (1280/121/141) and record the outcome in the fault notes if the fault condition is still evident.<br>Action: If intermittent, confirm the % of calls affected and whether it is certain times of day. Ask customer to collect 5/6 example numbers, dates and times and direction of call, all within 48 hours and add any details to the fault notes |

# Structured Code Questions – DRO, DRU, WNO

| EMP Repair Fault Report Code | When to use it | Additional Questions / Actions to take |
|---|---|---|
| DRO - Damage Report Overhead<br><br>DRU - Damage Report Underground | To be used for ALL reports of wiring problems outside the End Users site | Q1. Is the customer's line affected or within their property curtilage?<br><br>Action: - If not, please direct the end user to report through the Openreach website.<br><br>Action: - Report, describe and note the position/location of the damage the customer is reporting |
| WNO - Wrong Numbers Outgoing | Wrong Numbers are being called e.g. site A calls site B and gets site B and gets site X [Used for outgoing failures] | Q1. Does the customer have CPS/OLO/LCR?<br><br>Action: - Ask customer to use the bypass code (1280/121/141) and record the outcome in the fault notes if the fault condition is still evident.<br><br>Action: - Ring number from desk phone and record response in notes.<br><br>Action: If intermittent, confirm the % of calls affected and whether it is certain times of day. Ask customer to collect 5/6 example numbers, dates and times and direction of call, all within 48 hours and add any details to the fault notes |

# Other Structured Codes

| EMP Repair Fault Report Code | When to use it | Additional Questions / Actions to take |
|---|---|---|
| BR | Bell Ringing Continuous | This is where the ringing doesn't stop, it is continuous, can either be a fault with the equipment or fault on the line. |
| CCS | Call Minder/Wholesale 1571 problems | User not having problem operating the Call Minder service (BT Retail End Users only) or Wholesale 1571, but having problems with the service itself |
| CDT | Continuous Dial Tone | The caller hears dial tone, even after they've commenced dialling |
| NR | No reply | This is where the calling customer (originating the call) is receiving 'ringing tone', but there is no answer (i.e. No Reply) from the called customer |
| OHR | Overhearing | The caller can hear another phone conversation during a call |
| RTP | Ring Trip | This is where both parties will hear only one ring but the call isn't connected |
| UTR | Unable to trip ringing | The called Customer cannot 'trip' the ringing, even though the called customer has lifted the handset on their telephone |

# Information to include on a fault

The following information should be included on <u>all</u> faults dispatched to Openreach.

Description on end users issue – Short/factual description of the end users problem including times for intermittent faults.

End User Name – The name of the person the Openreach Engineer should contact when working on the fault (or Business name)

End User Contact Phone Number – Best number to contact the end user on. <u>DO NOT use the DN of the faulty number.</u>

End User Contact Secondary Phone Number – Alternative number to give the engineer another chance to contact your customer. <u>DO NOT use the DN of the faulty number.</u>

Access arrangements – Give all information to help engineer gain access

Site Safety Notes – Mandatory field – Eg. 'Hard hat area'. No hazards 'None' otherwise fault will be rejected.

Business Customers - Please ensure the business name is included in the notes

- Openreach standard appointments are a.m. 08:00 to 13:00 and p.m. 13:00-18:00. Please ensure that your customer is aware and that they, or an adult representative, will need to be present throughout and they are aware of the issue with the line.

- Please do not add notes asking for time restrictions within the appointment slot. Please provide a contact number and name for your customer and, if possible, an alternative contact number and name.

- Please ensure that the person named as the on-site contact is made clear (especially if this is a representative and not your actual customer) and that the person is an adult, authorised to give the engineer access to complete work within the property.

- If access controls are in place, e.g. security desk/escort etc –please ensure your customer arranges this and include in the relevant notes field.

- Are there any site specific safety issues / safety arrangements or special hazards?