

Best Practice Guide – WLR3 PSTN & LLU MPF Provision

- ☐ Start of stopped Line
- ☐ Stopped line does not exist
- ☐ Engineering visit required

- Based on functionality up to and including EMP Release R2100

Issue 1



Introduction to BPG for new line provision

As part of the OTA2 improvement initiatives to reduce unnecessary appointments, OTA2 and Openreach have jointly developed a best practice guide for new provision. Feedback has also been sought with key CP's to ensure that the Best Practice Guide (BPG) is aligned with current experience and expectations. The BPG follows the main provision scenarios' and presents a best practice decision tree at the end. This BPG compliments other guides already available.

Contents

Version History

Purpose of the Document

Overview of Scenarios Covered

Key Recommendations

Best Practice – Decision Tree

Version History

Version	Date	Author	Overview
Draft 0.1	25-Aug-2012	Openreach Copper Products Team	<ul style="list-style-type: none">• Circulated the first draft version to CPs through OTA for review
Draft 0.2	12-Nov-2012	Openreach Copper Products team	<ul style="list-style-type: none">• Updated the review comments• Added decision tree and recommendation slides
Draft 0.3	13-Dec-2012	Openreach Copper Products team	<ul style="list-style-type: none">• Updated the slides incorporating 2nd set of review comments

Purpose of the Document

Background:

- This slide-pack has been put together by Openreach in conjunction with OTA for the Communication Providers (CP) to give more clarity on start of stopped line processes for WLR3-PSTN and LLU-MPF products
- This slide-pack covers the recommendations from Openreach which, if followed, could benefit both Openreach and CPs and would result in the best customer experience

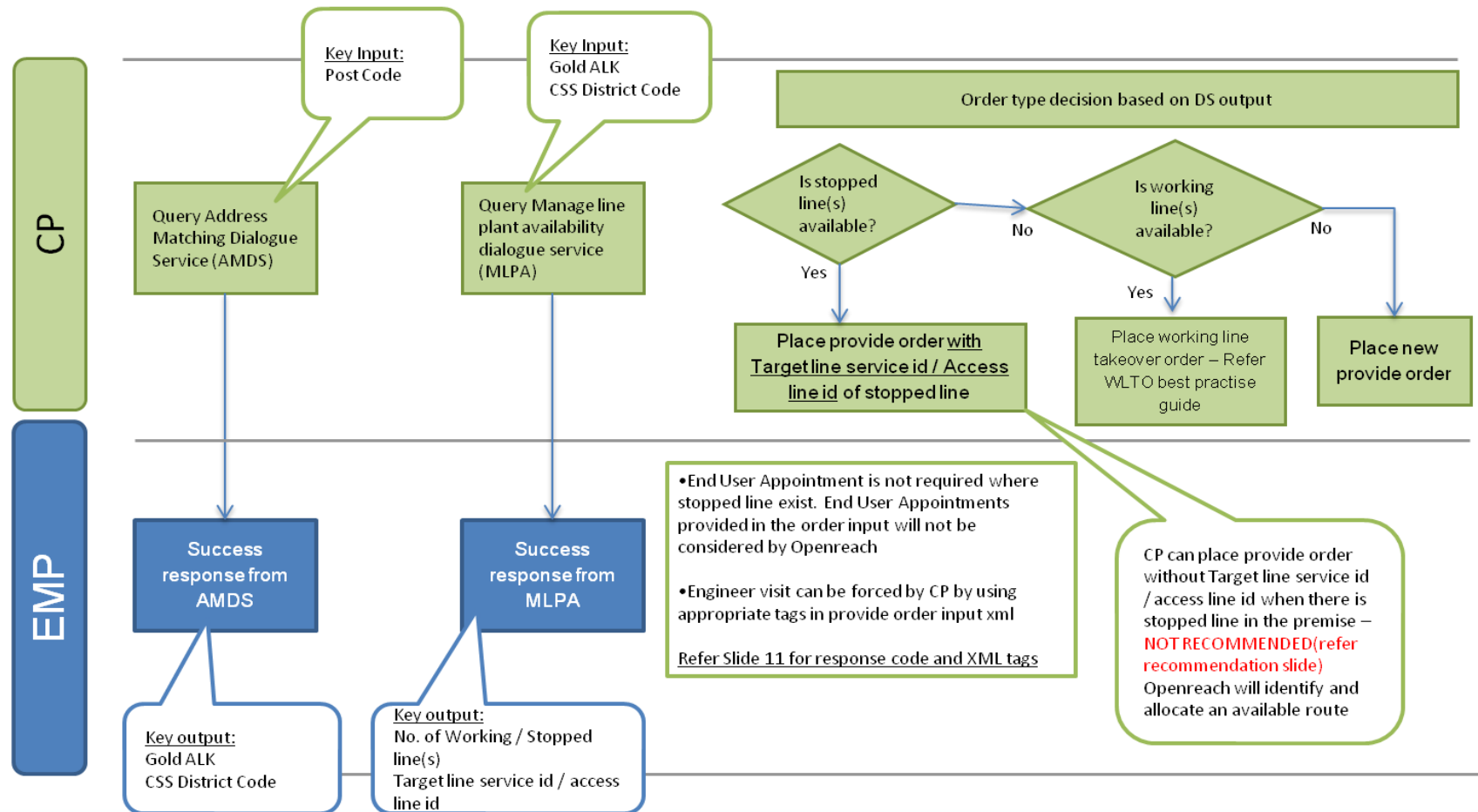
Key benefits for CPs in following the process guidance provided in this document:

- Order fulfilment at **shorter lead-times**
- **Reduced provision costs** by avoiding the engineering visits where network can be reused
- Better end-user experience
- More clarity on use of specific scenarios/functionalities

Key topics covered are:

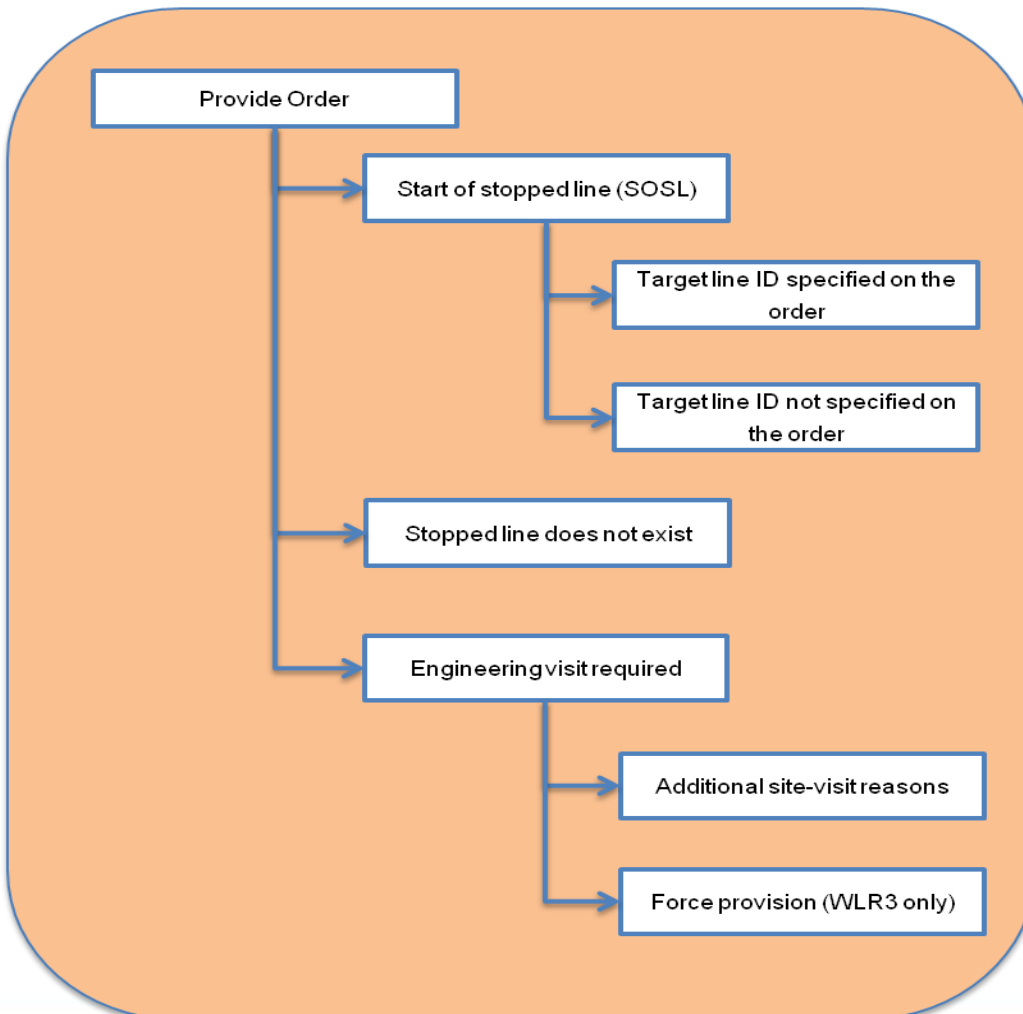
- Order type decision based on dialogue service response
- WLR3-PSTN / LLU-MPF Provision order scenarios:
 - Start of stopped line (SOSL)
 - Stopped line does not exists
 - Engineering visit required

Order-type decision based on dialogue service response



Overview of Scenarios Covered

Provision Scenarios



Terminology Explained

Provide order:

- EMP order type for requesting new service at a given address

SOSL – target line specified:

- MLPA Dialogue Service (DS) shows stopped line(s) availability and CP requests a specific stopped line to be started on the order

SOSL – target line not specified:

- MLPA Dialogue Service (DS) shows stopped line(s) availability but CP does not provide target line details on the order

Stopped line does not exist - reuse of existing route:

- MLPA DS does not show stopped line availability, however Openreach identifies route for reuse for the order during the provision journey with further work to be completed as applicable e.g. exchange, network activities

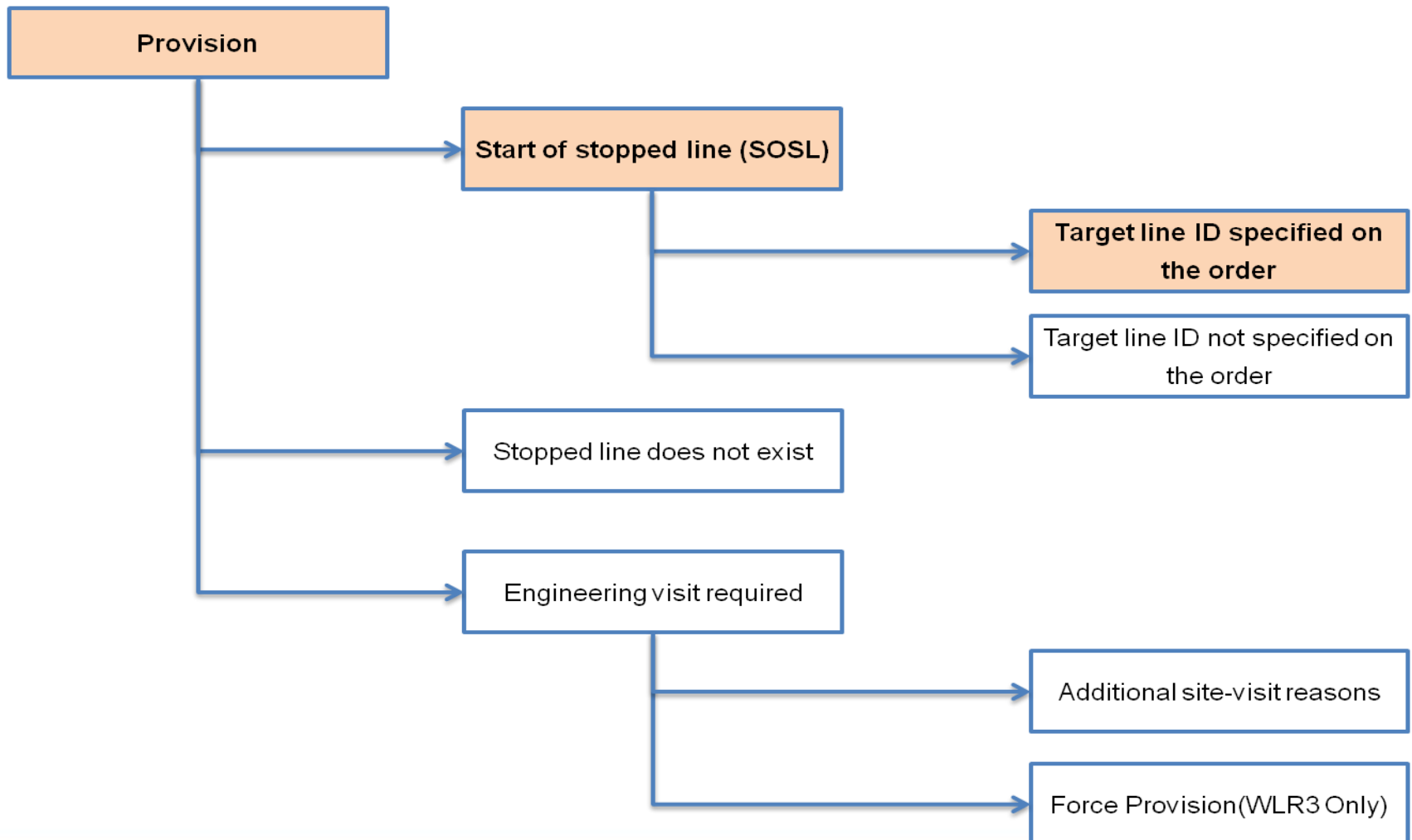
Additional site-visits:

- CP can request additional activities on the order along with request for basic line provision, which will trigger an engineering visit and incur TRCs as applicable. E.g. extension socket, block terminal etc

Force Provision: (WLR3 Only)

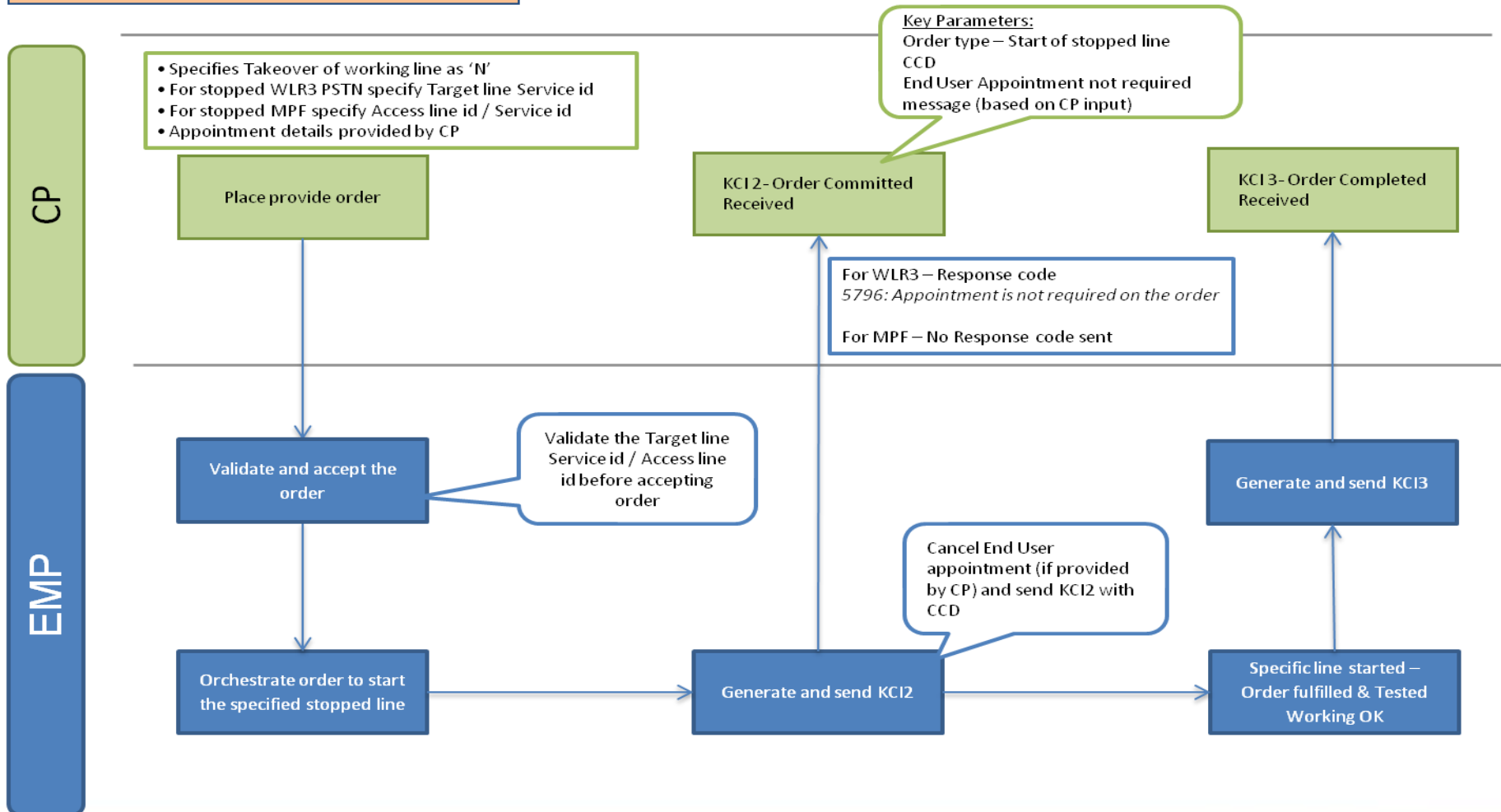
- CP can force an engineering visit for an order which will over-ride other rules for line provision and trigger an engineering activity for the order. *Not applicable for MPF*

Start of stopped line – Target line ID specified

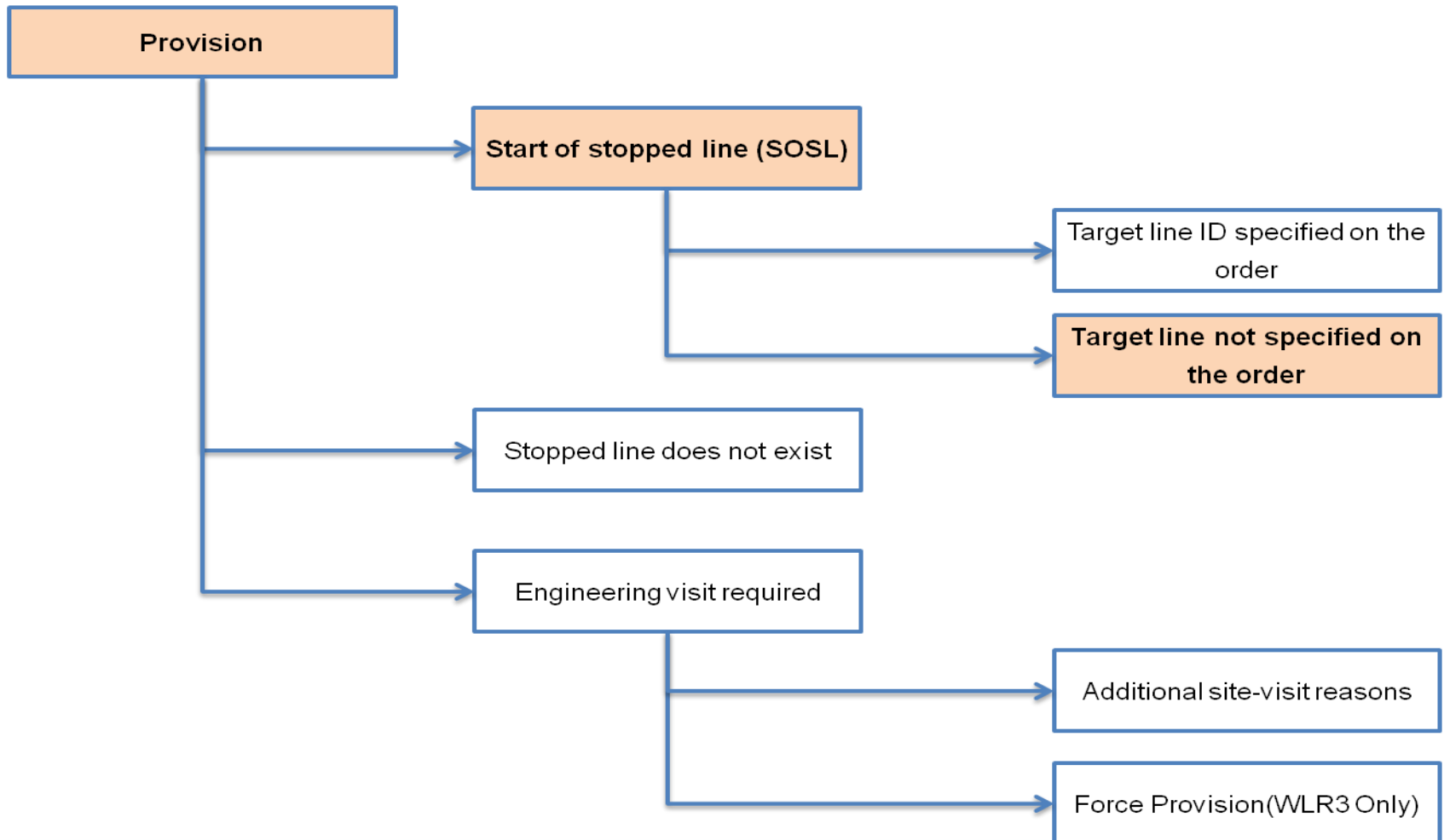


Start of stopped line – Target line ID specified

Prerequisite: Stopped line exist in the premise

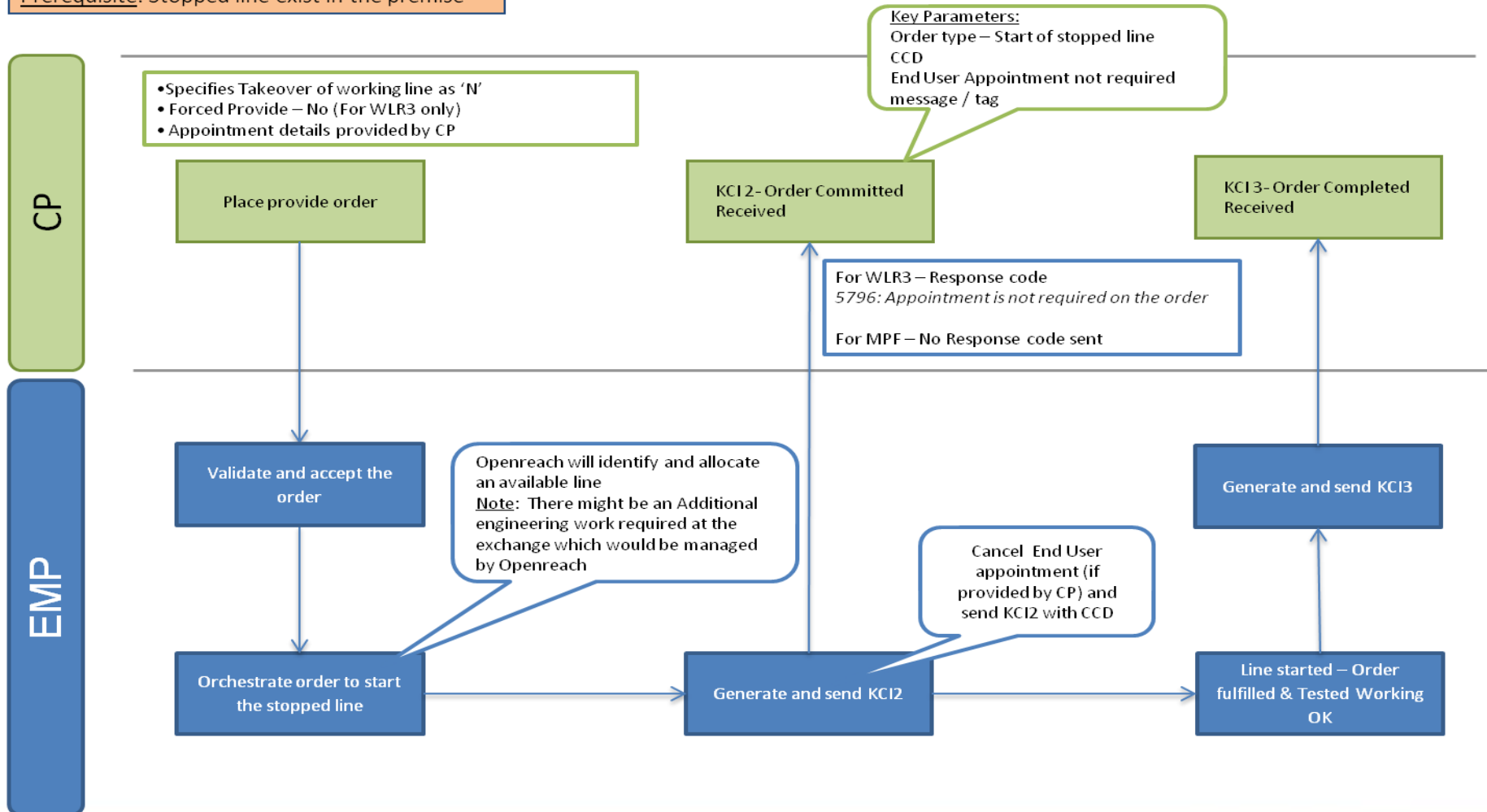


Start of stopped line – Target line ID not specified



Start of stopped line – Target line ID not specified

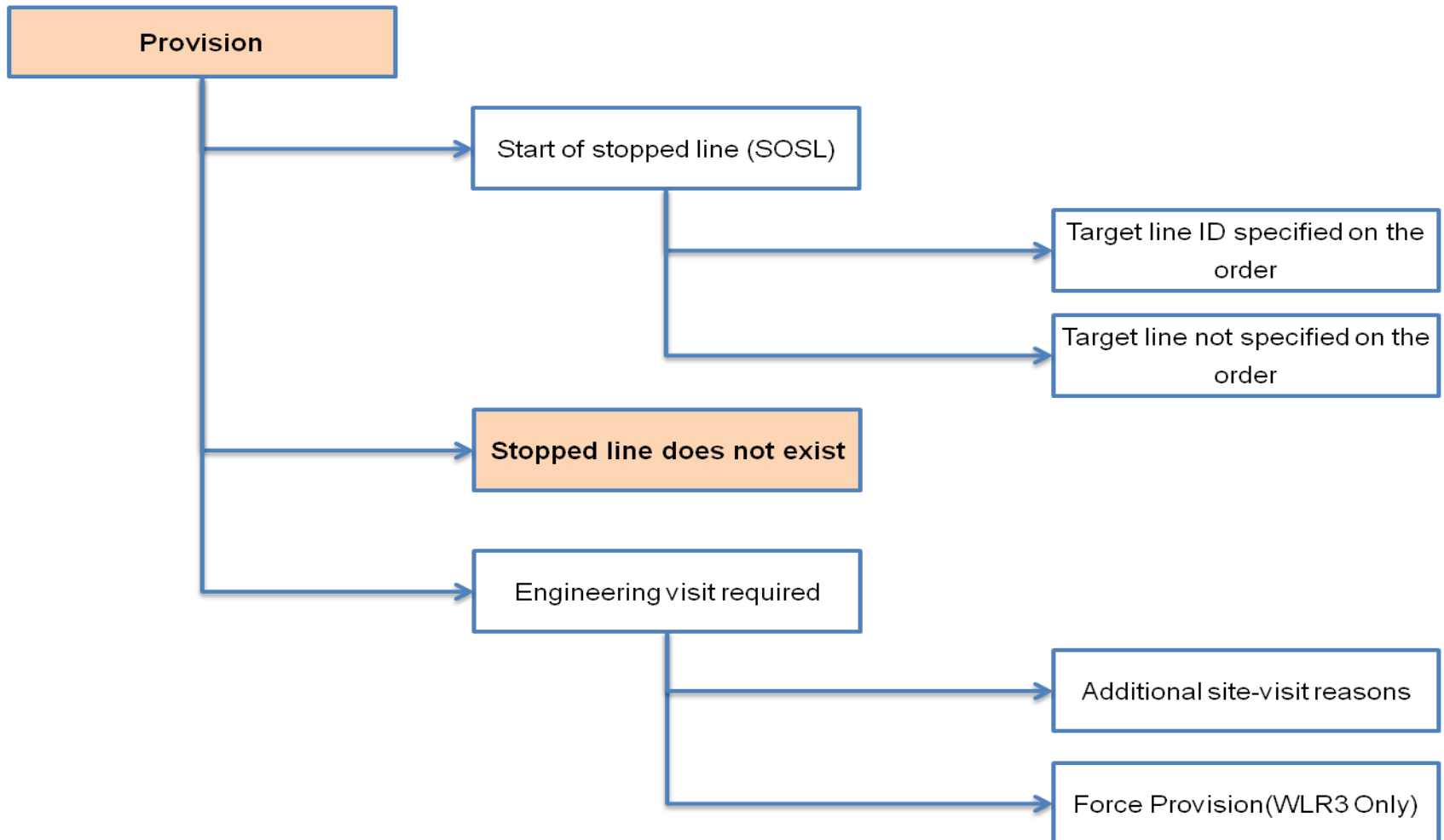
Prerequisite: Stopped line exist in the premise



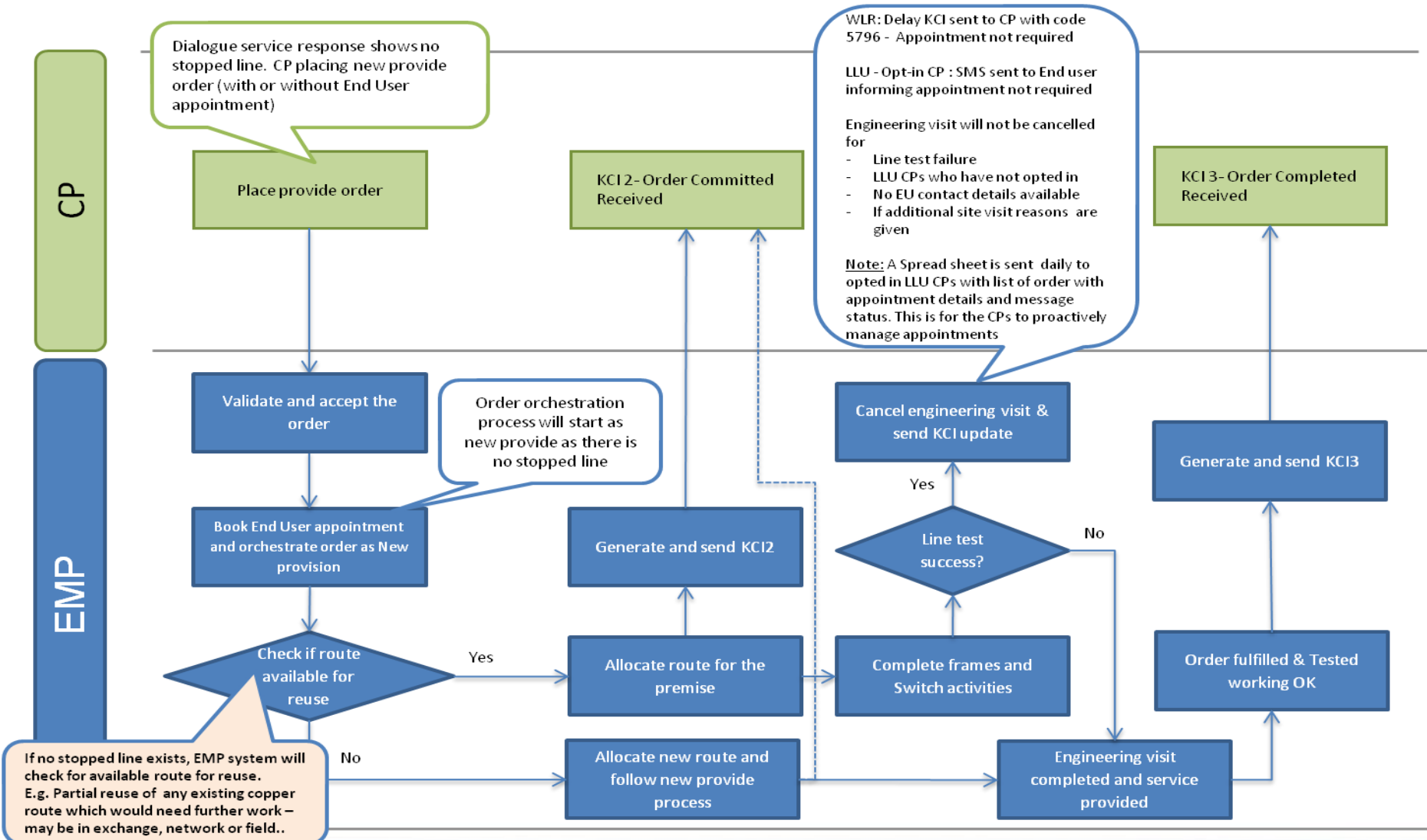
Start of stopped line – Key Points

Description	WLR3 PSTN	LLU-MPF
Dialogue Services	<p>Address Match – To get relevant address key and CSS district code</p> <p>Manage line plant availability – To get the service id / access line id</p>	<p>Address Match – To get relevant address key and CSS district code</p> <p>Manage line plant availability – To get the service id / access line id</p>
Order input to start a specific stopped line	<wlr:TargetLineServiceId></wlr:TargetLineServiceId>	<llu:InstallationDN></llu:InstallationDN> (or) <llu:AccessLineId></llu:AccessLineId> (or) <llu:ServiceId></llu:ServiceId>
End User Appointment Required?	<p>Not required. End User Appointment provided by CP will be cancelled, if forced provide / site visit not requested</p> <p>CP will be notified in KCI 2</p> <p>Response code 5796: Appointment is not required on the order</p>	<p>Not required. End User Appointment provided by CP will be ignored, if no site visit requested</p>
Lead time for start of stopped line	<p>Same working day (if stopped line is WLR3 PSTN)</p> <p>4 Working days (if stopped line is LLU MPF)</p>	4 Working Days
Charges	<p>Charges for 'Starting of Stopped line' would be applicable as per price list</p> <p>New provide charge will be applied if CP requests additional site visit on a start of a stopped line order</p> <p>Note: Additional TRC charges will be applied as appropriate</p>	<p>Charges for 'MPF Connection Charge Stopped Line Provide' would be applicable as per price list</p> <p>New provide charge will be applied if CP requests additional site visit on a start of a stopped line order</p> <p>Note: Additional TRC charges will be applied as appropriate</p>

Stopped line does not exist



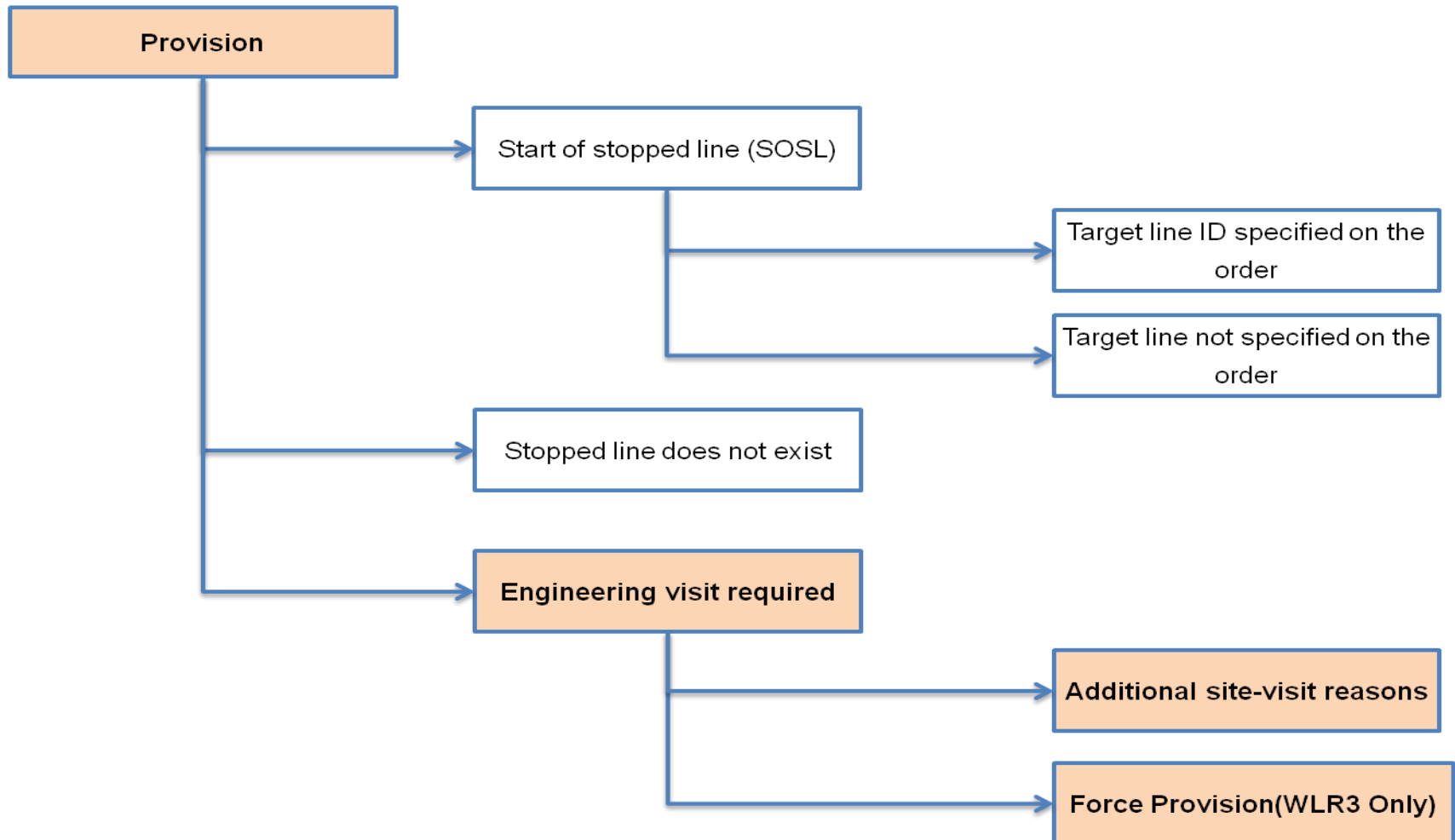
Stopped line does not exist



Stopped line does not exist – Key Points

Description	WLR3 PSTN	LLU-MPF
Dialogue service output	Manage Line Plant Availability shows no working or stopped line in the premise	Manage Line Plant Availability shows no working or stopped line in the premise
End User Appointment Required?	<p>Pre KCI 2 – As no healthy stopped lines are available, order orchestrated as new provide and an End User appointment was booked and confirmed</p> <p>Post KCI2: On completion of exchange work, line test proved OK and therefore appointment is removed. Delay KCI sent to CP with code 5796 - Appointment not required.</p>	<p>End User Appointment will be booked and confirmed prior to KCI 2, but post KCI2 if the route is identified and the line test result is OK, then the appointment will be cancelled. End Users will be notified through text message as per Opt-in process highlighted in the previous slide.</p>
Lead time	Minimum lead time is 3 working Days for Gold ALK. Appointment lead time will be defined by availability of engineering resource.	Minimum lead time is 3 working days for Gold ALK. Appointment lead time will be defined by availability of engineering resource.
Charges	<p>Full connection charges as per the pricing list would be applicable in the scenarios where Frames engineer visits the exchange to complete the exchange work</p> <p>Note: Additional TRC charges will be applied as appropriate</p>	<p>Charges for 'MPF Connection charge - New Provide Standard' would be applicable as per price list</p> <p>Note: Additional TRC charges will be applied as appropriate</p>

Engineering Visit Required



Engineering Visit Required

Assumption: Stopped line exist in the premise

- Specifies Takeover of working line as 'N'
- Target line Service id / Access line id / Installation DN is provided
- Forced Provide – Yes (For WLR3 only)
- Site visit required – Yes (For WLR3 & MPF)

CP

EMP

Place provide order

KCI2- Order Committed
Received

KCI3- Order Completed
Received

Validate the Target line
Service id / Access line
id / Installation DN
before accepting order

Validate and accept the
order

Confirm End User appointment as CP
asked for engineering visit to end user
premise
Note: For MPF, frames visit will be
managed by Openreach based on the
type of order

Orchestrate order to start
the specified stopped line

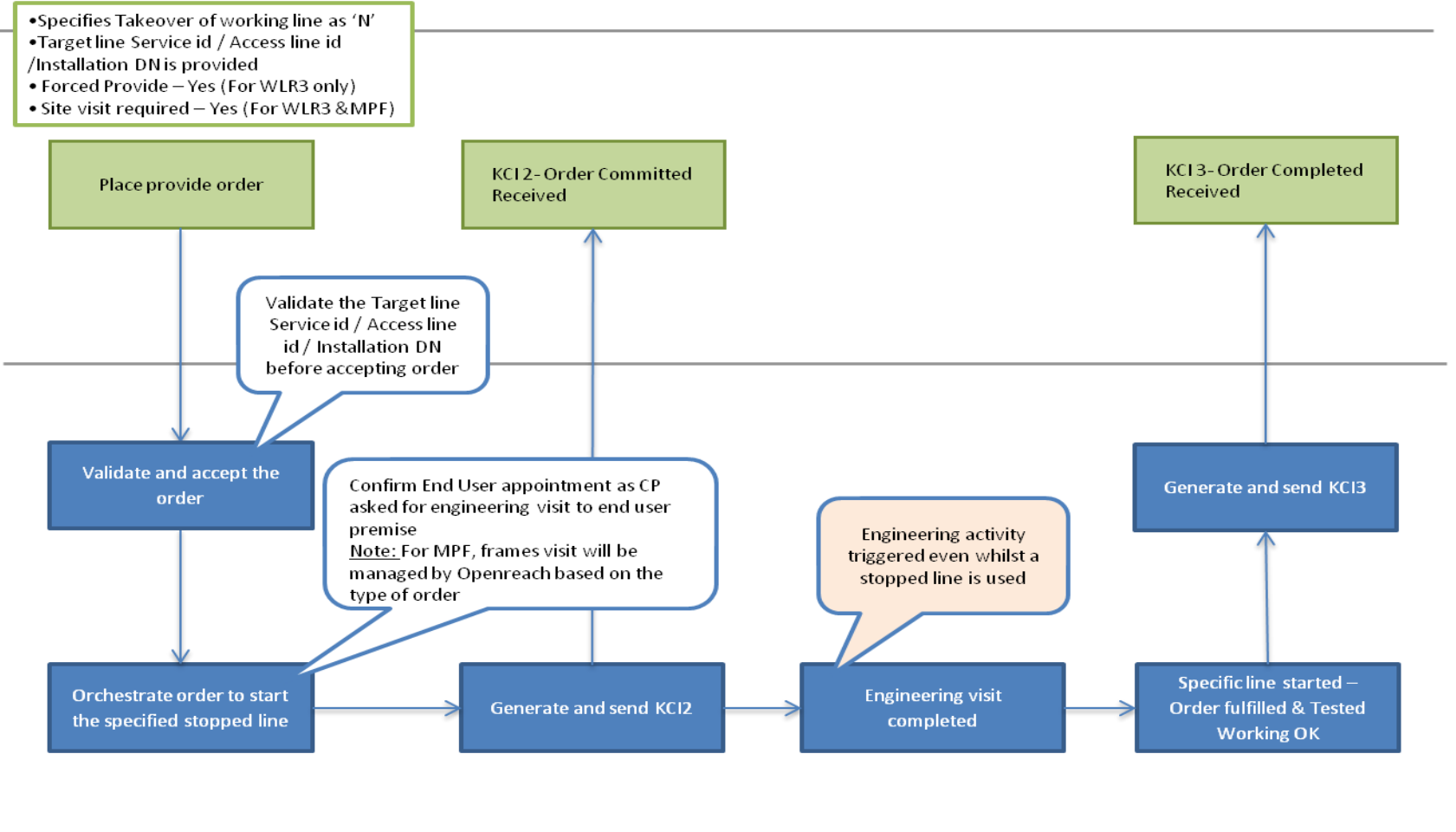
Generate and send KCI2

Engineering activity
triggered even whilst a
stopped line is used

Engineering visit
completed

Generate and send KCI3

Specific line started –
Order fulfilled & Tested
Working OK



Engineering Visit Required

Description	WLR3 PSTN	LLU-MPF
Order input to force engineer visit	<p>Engineering visit can be requested either through Additional site visit reasons or Force Provision</p> <pre><wlr:ForcedProvision>Y</wlr:ForcedProvision> <utcc:AdditionalSiteVisitReason>Block Terminal</utcc:AdditionalSiteVisitReason></pre> <p>Refer XML specification document for appropriate tags and values</p>	<p>Engineering can be forced through Additional site-visit reasons only</p> <p>XML information:</p> <pre><llu:SiteVisitRequested>Y</llu:SiteVisitRequested> <llu:AdditionalSiteVisitReason> <llu:ReasonCode>Hot Site</llu:ReasonCode> <llu:ReasonNotes>Notes</llu:ReasonNotes> </llu:AdditionalSiteVisitReason></pre> <p>Example Reason Codes: "Hot Site" / "Shift NTE" / "TRC" / "Strip" / "Not Applicable" (Default)</p> <p>Refer XML specification document for appropriate tags</p>
End User Appointment Required?	End User Appointment is required – Openreach will book End User appointment if not provided by CP	End User Appointment is required – Openreach will book End User appointment if not provided by CP
Lead time for forced provision	Minimum lead time is 3 working days for Gold ALK (as this is the earliest appointment availability lead time)	Lead time of the order type
Charges	Full connection charges as per the price list would be applicable and TRC charges would be applicable based on the excess time spent by engineer	Charges for 'MPF Connection charge - New Provide Standard' would be applicable as per price list and TRC charges would be applicable based on the excess time spent by engineer

Key Recommendations

MLPA Dialogue Service (DS) usage:

- Always check existence of stopped lines using MLPA DS prior to order placement

Stopped line exists:

- Use stopped line if one exists as per MLPA output
- Where possible, place provide order specifying the target line ID
- Only book an appointment if Additional work is required
 - Specify the primary reason for the additional work for authorised TRCs
- If multiple stopped line exists, place the order with one target line id and Additional Visit Notes mentioning where you want the line

Stopped line does not exist:

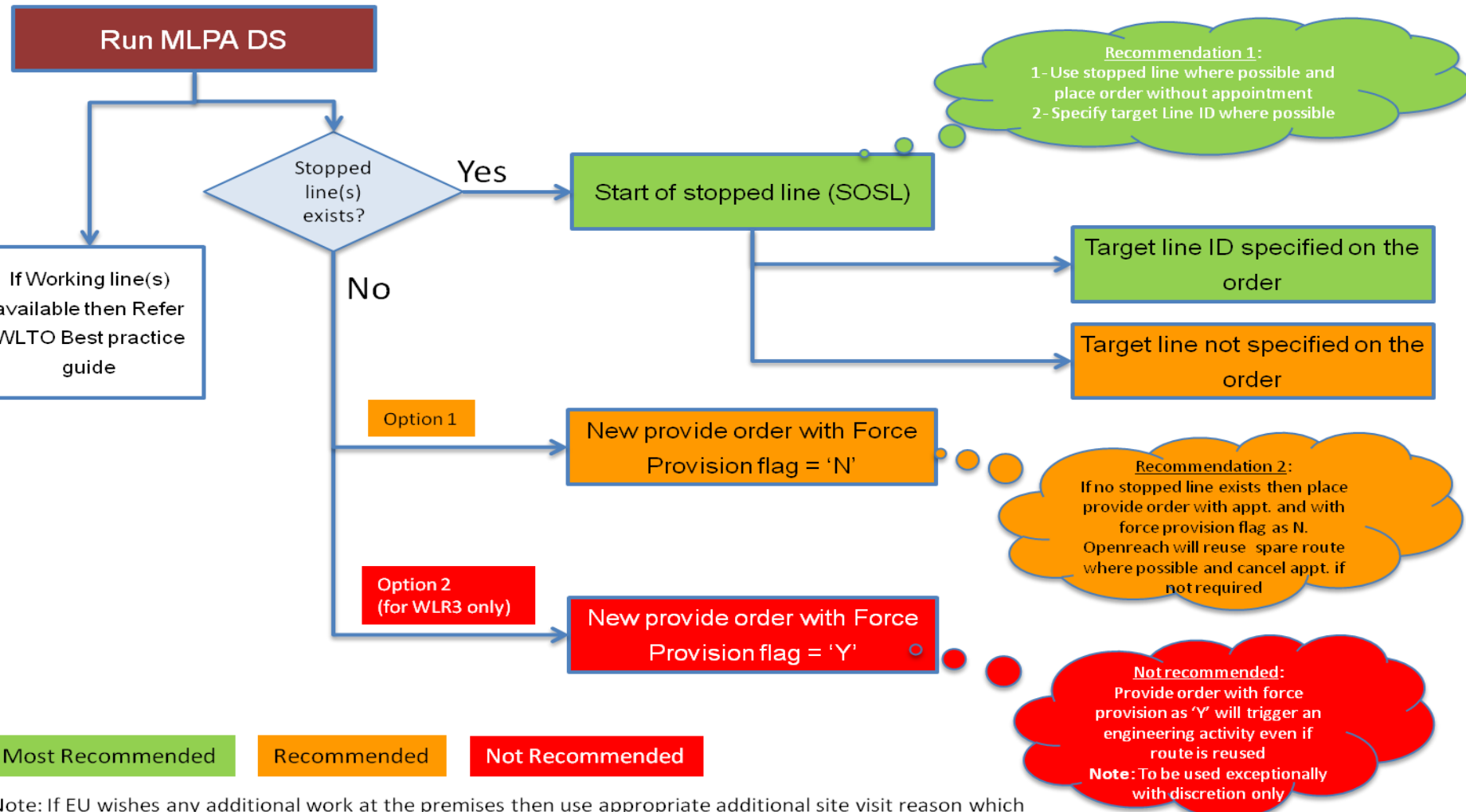
- Book an appointment as per End user's preference (*Openreach will cancel the appointment if route reuse is possible*)
- Place provide order (with Force Provision = 'N' for WLR3)
 - Specify the primary reason for the additional work for authorised TRCs, if any

Clarification on terminology

Stopped line: Serviceable copper route exists which tests OK and can be used straight away

Route Re-Use: Non-serviceable copper route exists which doesn't test OK but can be re-used with need of some additional work at exchange/network/field

Best Practice – Decision Tree



Note: If EU wishes any additional work at the premises then use appropriate additional site visit reason which will trigger an engineering visit and TRCs as applicable