Basic Telephone Service (BTS) Retail Activation

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 wholesale regulated services and equivalent 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 equivalent services provided to retail customers. NSBU staff and contractors must therefore understand and comply with the commitments made in the SSU.

The NSBU utilises the same systems, processes and procedures for the activation of the Basic Telephone Service (BTS) for both retail and wholesale customers, including the issuing, processing, management and completion of tickets of work issued to field staff. This ensures that the provisioning of a basic telephone service can occur in an equivalent manner regardless of whether a ticket of work was received from a retail or wholesale customer.

Service Activation & Provisioning - Basic Telephone Service (BTS) - Retail

This document describes the end-to-end view of processes and systems used in the provisioning of the retail BTS. For the sake of clarity, this includes the provisioning of retail line rental, local calls and the local exchange access component of the BTS under the SSU.

Update Service Inventory

AXIS is the Telstra system for the order provisioning of 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), including Full National Number (FNN), service address and product codes.

Configure Service Order

Once an order for a BTS (ie. Wholesale Line Rental plus calls including the Local Carriage Service) is received by Telstra, the service order is automatically sent from AXIS to NPAMS for the plant infrastructure to be assigned. 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 for manual assignment. Where assignment of plant is not possible, the service order will be placed into a held status for appropriate actioning. Refer to Table 1 – below for examples of these held orders:

Where incorrect information has been entered on the order a Dirty Ticket Of Work (DTOW) will be created in the DTOW management application (ROVE) and is managed by the Business Unit that caused the DTOW.
Line Interface (LI) Card required at the exchange. This is managed within the NSBU.
Customer Access Network (CAN) infrastructure – distribution cable / main cable unavailable. This is managed within the NSBU.

Table 1 – Held Status examples

Where an order is not able to have infrastructure assigned, it is assessed against the Network Deployment Rules and the best cost solution is created to allow connection e.g. A project, or Quick Solution Task (QST). The wholesale customer is advised of the delay and contacted regularly until the service can be connected in accordance with standard processes.

On completion of infrastructure assignment, this information is entered into NPAMS and automatically passed into AXIS where the service order is updated to reflect the completion of this element of the order and will show the date and time of completion.

Activate Service Order

The service order then moves automatically from AXIS to the Service Order Manager Back End System (SOMBe). SOMBe will break down the order and determine what requirements need to be sent and then send the task to the relevant system. For activation of a BTS, SOMBe will automatically send the service order request to Automatic Category Change System for exchange services (AUTOCAT).

To activate the service order AUTOCAT will automatically interact with the designated technology switch and complete the activation request according to the service order.

AUTOCAT will either

- if indicated on the service order, send the order automatically to the workforce management system (PROMISE) to have the field work completed; or
- where field work is not required, automatically complete the service order and automatically send an update to AXIS to indicate that the AUTOCAT task is now complete.

If the automatic activation of the service order is not successful, AUTOCAT will automatically send the service order to the 'Un programmed queue' in the Activity Information Management System (AIMS). The service order is automatically sorted and picked up and actioned by the Product Connect Assist Robot (PCAR) based on service order requirements, service type, and AUTOCAT remarks. Dependent upon service order requirements, PCAR will either complete the task or send the task to

the Automated Customer Activation Robot (ACAR) or to a manual queue for actioning by the Data Qualification & Activation (DQ&A) team.

Once the service order is assigned to a manual queue in AIMS, the DQ&A team will monitor the manual queues and process the work according to business rules. When processing the service order the DQ&A consultant uses the Customer Activation Menu (CAM), the Semi-Automatic Service Activation Facility (SASAF) and/or the Cross Domain Manager (XDM) systems, dependent upon technology, to interact with the designated PSTN technology switch to activate the service.

The DQ&A consultant will complete the activation of the service order and then either complete the task in AIMS or SOMBe. AIMS and SOMBe will then automatically send an update to AUTOCAT or they will transfer the service order to PROMISE for field work task to be completed.

Activation & Provisioning Support & Readiness

Depending on the service order there may be the need for:

- exchange work to be completed.
- field work to be completed; or
- both exchange and field work to be completed.

If field work is to be completed this task will flow to PROMISE via an AXIS task. If exchange work is to be completed this task will flow to PROMISE via an AIMS task.

Once this task is received in PROMISE, the Background Optimiser (BGO) (automated system) allocates the tasks to the Communications Technician (CT). This may need further manual refinement or rescheduling by the 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, via Promise Mobility software in the CT's Tablet, and performs the required tasks. Once the tasks have been actioned and completed, they are then recorded as complete in the CT's Tablet

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 PROMISE. From that point, the service order will be manually managed by the customer service consultants for that geographic region. The order will then be rescheduled for a later date or be placed into an appropriate held status in AXIS (with a Customer Reason or Network Services reason).

Close Service Order

Once the completion of every stage of a service order has taken place, AXIS will automatically receive a transaction update from the downstream systems AUTOCAT and PROMISE, ensuring a

date and time of completion are logged. The order will then be closed and is considered to be completed.

Basic Telephony Service, Retail

Domestic PSTN Originating Access Service : Order Activation & Provisioning