

WHOLESALE



BUSINESS RULES – DSL

Issue Number 2, 17 May 2011

This document details business rules associated with provisioning a DSL service.

DOCUMENT CONTROL SHEET

Contact for Enquiries and Proposed Changes

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Issue No.	Issue Date	Nature of Amendment
1.0	30/06/2010	First Issue
2.0	17/05/2011	Changes made to the contact details for enquiries and proposed changes.

The information contained in this document is accurate and correct at date of publication.

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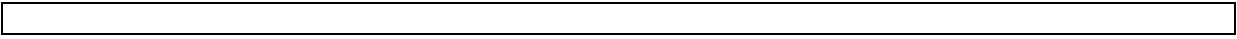


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1 Purpose

The purpose of this document is to describe the business and product rules required for the ordering of a Digital Subscriber Line (DSL) service via the Telstra Wholesale LinxOnline suite of interfaces.

This document is provided to assist customers, their Business Analysts and their Developers to gain a deeper understanding of the products, thereby minimising errors and enabling quicker provisioning times. This guide will assist in making more informed choices when requesting DSL products and services.

These Product and Business Rules should be used in conjunction with the Product Catalogue and Build Guide.

2 Scope

This document covers business rules and product rules pertaining to the DSL inclusive products in the current LinxOnline production release.

The guide provides both functional information and also includes the business rules which underpin the information provided in LOLIG.

By using this guide when you submit requests via LOLIG, you can expect to:

- Improve the chances of your request meeting the commitment date
- Improve the accuracy of the data supplied.
- Increase the likelihood of your services being connected with the selected phone number
- Limit the number of orders that are rejected
- Diminish the need for human intervention resulting in speedier processing and fewer errors.

The guide should complement, not replace, your normal communication channels such as your Telstra Wholesale provisioning team and your Business Operations Manager.

3 Work Types

Refer to the [LinxOnline Work Type Summary](#) for a full list of DSL work types.

The information in this document pertains to work types for the following Products:

- Service Qualifications (SQ)
- Digital Subscriber Line (DSL)
- Spectrum Share Service (SSS)
- DSL Transfer

4 Service Qualifications

The SQ work types are used to create Requests to assess if a DSL or SSS product can be supported on a PSTN service or address. Requests for Service Qualification can be created using either a:

- Immediate SQ Assessment
- Delayed SQ Assessment

SQ Assessment can be created by selecting one of the following work types:

- SQ by CSN
- SQ by CSN DSL/SSS
- SQ by Address
- SQ by Address DSL/SSS

4.1 General Rules

Rule No.	Rule
4.1.1	If an SQ created under the Immediate process returns with a response of "Manual", the request will move to the status of 'Unable to Processes'. If you wish to have the SQ assessed by Telstra provisioning staff the request will need to be resubmitted via a Delayed SQ request.
4.1.2	An SQ by Address request should be used as a guide when there are no active services at an address. SQ by CSN should be used to qualify product availability if there are active services available.

5 DSL-L2

DSL-L2 is the standard broadband product offered by Telstra Wholesale. The following work types can be used to request or modify the DSL-L2 product:

- Cancel DSL
- Configure DSL
- Convert DSL
- New DSL-L2

5.1 General Rule

Rule No.	Rule
5.1.1	The Convert DSL work type is to be used in instances where the standard provisioning work types have been attempted and resulted in an error preventing submission.

6 SSS

A SSS (Spectrum Sharing Service) is often used to provide data services via an access seeker's DSLAM located in the TEBA space in Telstra exchanges. The following work types can be used to request or modify the SSS product:

- Cancel SSS
- Configure SSS
- New SSS
- New SSS Transposition
- SSS Managed Network Migration

6.1 General Rules

Rule No.	Rule
6.1.1	Charges apply for New SSS Transposition requests, whether a SSS is able to be provided or not. These charges are in addition to the installation and ongoing monthly charges for the SSS once installed. For details of these charges refer to your SSS contract.
6.1.2	If you do not add a SSS product to this offering you will receive an error. "Invalid Action - SSS Managed Network Migration work type requires SSS to be added."

7 Migrate to DSL or SSS

The Migrate to DSL or SSS work type is used to create a request to replace an existing DSL or SSS service with an alternative DSL or SSS product.

7.1 General Rule

Rule No.	Rule
7.1.1	The Migrate to DSL or SSS work type requires one of the existing DSL/SSS product offerings to be deleted and a different product offering added, otherwise the error "Invalid action – an alternative product must be added" is received

8 DSL Reactivation

The DSL Reactivation work type is used to reconnect a DSL service or SSS that has been disconnected because of:

- A change of end user number on the PSTN service
- A change of end user name on the PSTN service
- A change of end user lessee on the PSTN service
- A Telstra error

8.1 General Rule

Rule No.	Rule
8.1.1	DSL Reactivation requests must be submitted within 10 clear business days of the disconnection of the DSL service or SSS

9 DSL Transfer

DSL Transfer is the process by which a DSL Service is transferred from one provider (the Losing Service Provider) to another (the Gaining Service Provider). The work types that are available for DSL Transfers are:

- Transfer to DSL
- Transfer to DSL or SSS
- Transfer to Business Broadband
- Transfer DSL to BigPond
- Reverse DSL Transfer

9.1 General Rules

Rule No.	Rule
9.1.1	Cannot Transfer between BigPond and Business Broadband.
9.1.2	Cannot Transfer between BigPond and SSS.
9.1.3	Ensure Point of Presence is maintained for any Transfer.

9.2 Transfer to DSL Rules

Rule No.	Rule
9.2.1	If the losing service provider is signed up for the DSL Transfer process only and not the DSL/SSS Transfer Process, use the Transfer to DSL work type.
9.2.2	If the Losing Service Provider is not signed up for either the DSL or DSL/SSS Transfer process, it is not possible to transfer the service via these work types. To access the most recent list of transfer participants, select the 'DSL Transfer and DSL/SSS Transfer Participants' report found in the below link. http://telstrawholesale.com/products/data/adsl-reports-plans.htm

9.3 Transfer to DSL or SSS Rules

Rule No.	Rule
9.3.1	Use the Transfer to DSL or SSS work type if the service provider is signed up for both the DSL and DSL/SSS Transfer processes.
9.3.2	The Transfer to DSL or SSS work type requires only one of the dependant product offerings to be added.
9.3.4	<p>If the Losing Service Provider is not signed up for either DSL or DSL/SSS Transfer processes, it is not possible to transfer the service via these work types.</p> <p>To access the most recent list of transfer participants select the 'DSL Transfer and DSL/SSS Transfer Participants' report found in the below link.</p> <p>http://telstrawholesale.com/products/data/adsl-reports-plans.htm</p>

9.4 BB Enhanced Offering Rule

Rule No.	Rule
9.4.1	If you choose an appointment type of Onsite Install then you must also choose a Router Type from the list.

10 One Step, DSL and Voice

The One Step work types provides customers with the ability to request connection of a PSTN service (either New Service or External Relocation) in conjunction with the connection of a DSL or SSS product (refer to LinxOnline Work Type Summary for list of Voice and DSL work types). Customers must own both the PSTN and DSL portions of the Line to be able to use these work types. Refer to the Voice Business and product rules document for more information on Voice ordering.