

WHOLESALE



BUSINESS RULES - VOICE

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

DOCUMENT CONTROL SHEET

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1	30/06/2010	First Issue
2	03/12/2010	New sections 5.3.3, 7.3.2 & 7.3.3. Numbering changes due to new sections.
3	17/01/2011	Added new rules BR.5.3.1.2 and 7.3.5

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1 PURPOSE

The purpose of this document is to describe the business and product rules required for the ordering of PSTN services via the Telstra Wholesale LinxOnline suite of interfaces.

This document is provided to assist customers, their business analysts and developers to gain a deeper understanding of the products, thereby minimising errors and enabling quicker provisioning times. These Business Rules will assist in making more informed choices when requesting PSTN products and services.

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

2 SCOPE

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

The guide focuses on areas of voice ordering that have commonly caused confusion and lead to a loss of automation.

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](#) in the support document section of the LOLIG document library for a full list of Voice work types.



4 ONE STEP (VOICE AND DSL)

The One Step work type 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. Customers must own both the PSTN and DSL portions of the line to be able to use these work types. Refer to the DSL Business and Product Rules document for more information on DSL ordering.

One step work types:

- New Service and DSL
- New Service and SSS
- New Service and DSL/SSS
- External Relocation and DSL
- External Relocation and SSS
- External Relocation and DSL/SSS

5 CONNECTING A NEW PSTN SERVICE

The rules in this section are relevant to New Service, External Relocation and One Step work types, unless otherwise specified.

5.1 GENERAL RULES

The follow general rules apply to all New Service and External Relocation requests.

Rule No.	Rule
BR 5.1.1	<p>The following product must be added to all New Service and External Relocation orders:</p> <ul style="list-style-type: none"> ● Product = Directory Details <p>Refer to the relevant product section for specific Directory Details rules for each product.</p>
BR 5.1.2	<p>If the Directory Details product is added with a Listing Type setting of Silent line, then the product Silent Number must be added. Also, if the Directory Details product is added with a Silent Number, then the Listing Type setting of Silent Line must be added.</p> <p>Refer to section 6.1 of these Business Rules for more detail on Silent Number.</p>

5.2 LINE TYPES

The line type for an order is set via the selection of an NPO id (Network, Product, and Option). NPO ids are available from the Service Template web service. Below are rules associated with each product type:

5.2.1 RESIDENTIAL

Rule No.	Rule
BR 5.2.1.1	<p>A residential line is NOT compatible with:</p> <ul style="list-style-type: none"> ● Product = Directory Details, Product Setting = Listing type <ul style="list-style-type: none"> i. Setting Value = List Entry Telex ii. Setting Value = No Entry Facsimile iii. Setting Value = No Entry Telex
BR 5.2.1.2	<p>A residential line IS only compatible with:</p> <ul style="list-style-type: none"> ● Product = Directory Details, Product Setting = Directory type <ul style="list-style-type: none"> i. Setting Value = Residential
BR 5.2.1.3	<p>A residential line is NOT compatible with:</p> <ul style="list-style-type: none"> ● Product = Silent Number, Product Setting = Type <ul style="list-style-type: none"> i. Setting Value = Business

5.2.2 BUSINESS

Rule No.	Rule
BR.5.2.2.1	A Business line is NOT compatible with the following: <ul style="list-style-type: none"> ● Product = Silent Number, Product Setting = Type <ul style="list-style-type: none"> i. Setting Value = Residential
BR.5.2.2.2	A Business line is NOT compatible with the following: <ul style="list-style-type: none"> ● Product = Directory Details, Product Setting = Directory type <ul style="list-style-type: none"> i. Setting Value = Residential

5.2.3 FAXSTREAM®

Rule No.	Rule
BR.5.2.3.1	A Faxstream® line is NOT compatible with the following: <ul style="list-style-type: none"> ● Product = Directory Details, Product Setting = Directory type <ul style="list-style-type: none"> i. Setting Value = Residential
BR.5.2.3.2	A Faxstream® line is NOT compatible with the following: <ul style="list-style-type: none"> ● Product = Network Access, Product Setting = Access Level <ul style="list-style-type: none"> i. Setting Value = NA1800: 1800 & TELSTRA ONLY

5.2.4 VIRTUAL SERVICES

Below are rules associated with each Virtual Service product type:

5.2.4.1 GENERAL RULES

Rule No.	Rule
BR.5.2.4.1.1	A prime service can have a maximum of two auxiliary services associated with it. However, they must be of different types. For example: <ul style="list-style-type: none"> ● a prime service can have an auxiliary service with 'Multiple Number Auxiliary' and ● an auxiliary service with 'Duet – Phone and Fax multiple number' <p>However a prime service can NOT have two auxiliary services of the same type e.g. both 'Multiple Number Auxiliary' or both 'Duet – Phone and Fax multiple number'.</p>
BR.5.2.4.1.2	The Prime of a virtual service cannot be another virtual service. For example, it is not possible to associate an "EasyCall® Multiple Number" with a "Duet Phone & Fax Multi Number" product.

5.2.4.2 MESSAGEBANK AWAY

Rule No.	Rule
BR.5.2.4.2.1	<p>Messagebank® Away product must have the following setting values for the Directory Details product –</p> <ul style="list-style-type: none"> ● Product = Directory Details, Product Setting = Listing type <ol style="list-style-type: none"> i. Setting Value = No Entry Line
BR.5.2.4.2.2	<p>Messagebank® Away product is only compatible with:</p> <ul style="list-style-type: none"> ● Product = Directory Details, Product Setting = Directory type <ol style="list-style-type: none"> i. Setting Value = Business ii. Setting Value = Residential

5.2.4.3 MESSAGEBANK® VIRTUAL

Rule No.	Rule
BR.5.2.4.3.1	<p>Messagebank® Virtual product must have the follow setting values for the Directory Details product –</p> <ul style="list-style-type: none"> ● Product = Directory Details, Product Setting = Listing type <ol style="list-style-type: none"> i. Setting Value = No Entry Line
BR.5.2.4.3.2	<p>Messagebank® Virtual product is only compatible with:</p> <ul style="list-style-type: none"> ● Product = Directory Details, Product Setting = Directory type <ol style="list-style-type: none"> i. Setting Value = Business ii. Setting Value = Residential

5.2.4.4 MULTIPLE NUMBER

Rule No.	Rule
BR.5.2.4.4.1	<p>Multiple Number product must have one of the following setting values for the Directory Details product –</p> <ul style="list-style-type: none"> ● Product = Directory Details, Product Setting = Listing type <ol style="list-style-type: none"> i. Setting Value = No Entry Line ii. Setting Value = Silent Line
BR.5.2.4.4.2	<p>Multiple Number product is only compatible with:</p> <ul style="list-style-type: none"> ● Product = Directory Details, Product Setting = Directory type <ol style="list-style-type: none"> i. Setting Value = Business ii. Setting Value = Residential
BR.5.2.4.4.3	<p>The Product “Multi Number- Associated Prime” must be added to new Multiple Number requests.</p>

5.2.4.5 DUET PHONE & FAX MULTI NUMBER

Rule No.	Rule
BR.5.2.4.5.1	Duet Phone & Fax Multi Number product MUST have one of the following setting values for the Directory Details product – <ul style="list-style-type: none"> ● Product = Directory Details, Product Setting = Listing type <ol style="list-style-type: none"> i. Setting Value = No Entry Line ii. Setting Value = No Entry Facsimile iii. Setting Value = Silent Line
BR.5.2.4.5.2	Duet Phone & Fax Multi Number product IS only compatible with: <ul style="list-style-type: none"> ● Product = Directory Details, Product Setting = Directory type <ol style="list-style-type: none"> i. Setting Value = Business ii. Setting Value = Residential
BR.5.2.4.5.3	The Product "Duet Phone & Fax- Assoc Prime" must be added to new Duet Phone & Fax Multi Number requests.

5.3 SETTING AN INPLACE PATH

When setting an inplace path (via New Service or External Relocation set Inplace Path web services) there are three options.

- Provide the inplace id (from the get Inplace Path web service)
- New Line
- TW Assessment

5.3.1 NEW LINE

When to select New Line?

Rule No.	Rule
BR.5.3.1.1	New Line should be selected if the end user wants a new basic telephone service connected at the address and there are no suitable inplace records returned. New Line connection charges will apply.
BR.5.3.1.2	The Inplace Path web service will return the Lead-In status record at the supplied address. When only one record is returned with an 'inplace id' of 'New Line', this is an indication that no inplace records were found at the supplied address. To progress the request supply 'New Line' or 'TW Assessment' as the inplace id in the 'setInplacePath' web service. Refer to section 5.3.2 for rules on TW Assessment use.

5.3.2 TW ASSESSMENT

When to select TW Assessment?

Rule No.	Rule
BR.5.3.2.1	<p>TW Assessment should only be selected in the following circumstances:</p> <ul style="list-style-type: none"> ● If your customer believes there is an inplace service at the address but you have been unable to locate one in your inplace search ● If there is an address discrepancy that you need a TW consultant to investigate further. ● Connection is required to a specific installation point (a specific MDF, IDF or Rack) e.g. where there is more than one MDF, the connection point is an ATM in the middle of a shopping centre food court.
BR.5.3.2.2	<p>When selecting TW Assessment, Request Notes must be added to indicate why TW Assessment is required.</p>

5.3.3 LEAD-IN STATUS

The Lead-In status for an address is returned as part of the get inplace list response. This status is the view Telstra has of the Lead-In at an address. As this status can change without Telstra’s knowledge (e.g. a property is redeveloped and Lead-In removed without reference to Telstra, also known as a knock down and rebuild), the customer may chose to override this status when setting the inplace path.

Setting the correct Lead-In status will ensure that the correct workforces and lead times are assigned to the order. If incorrect information is supplied orders may experience delays or be placed on hold.

Rule No.	Rule
BR.5.3.3.1	<p>For the web service ‘Set Inplace Path’, if the ‘lead In Indicator’ is set to ‘Not Present’, the only valid inputs for the ‘inplaceSelection’ field are New Line and TW Assessment (Refer to section 5.3.2 for rules on TW Assessment use).</p>
BR.5.3.3.2	<p>If an inplace id is supplied in the ‘inplaceSelection’ field and the ‘lead In Indicator’ is set to ‘Not Present’, an error will be returned and the order cannot proceed until a valid combination is supplied.</p>
BR.5.3.3.3	<p>A ‘lead In Indicator’ set to ‘Not Present’requires a minimum lead time of ten days.</p> <p>This will be enforced when scheduling an appointment (RequestService:scheduleAppointment). To avoid an error ensure that the customer requested date meets the minimum ten day lead time.</p>

Rule No.	Rule
BR.5.3.3.4	<p>The 'lead In Indicator' field is non mandatory, if this is not returned via setinplacepath the following will occur:</p> <ul style="list-style-type: none">When New Line/TW Assessment/Inplace Id is sent and the Lead-In status (returned in getinplacelist) is 'Present', standard lead time should be applied.When New Line/TW Assessment is sent and the Lead-In status (returned in getinplacelist) is 'Not Present', a 10 day lead time should be applied. This will be enforced when scheduling an appointment (RequestService:scheduleAppointment). To avoid an error ensure that the customer requested date meets the minimum ten day lead time.When an Inplace Id is sent and the Lead-In status (returned in getinplacelist) is 'Not Present', the Lead-In status will be discarded and standard lead time should be applied.
BR.5.3.3.5	<p>When connecting or relocating a Business or Faxstream® service. If the 'lead In Indicator' is 'Not Present' or no override is supplied and the 'Lead-In Status' (returned in getinplacelist) is 'Not Present', then a warning should be supplied to prompt the user to follow the Commercial Lead-In process or delays may occur.</p> <p>The Commercial Lead-In process applies when connecting or relocating a Business or Faxstream® service. This process is handled outside LOLO/LOLIG.</p>

6 PRODUCT OFFERING RULES

The rules in this section are relevant to New Service, External Relocation, One Step and Configure Service work types, unless otherwise specified.

6.1 SILENT NUMBER PRODUCT TYPE

Adding the Silent Number product to a request stops:

- the number being given out by Directory Assistance
- the number being displayed on outgoing calls

Rule No.	Rule
BR.6.1.1	When the Silent Number product is added to a request the following product must also be added. <ul style="list-style-type: none"> ● Product = Stop outgoing CLI Presentation, Product Setting = Override Setting <ul style="list-style-type: none"> i. Setting Value = Without Override
BR.6.1.2	When the Silent Number product is added the Directory Details product must have the following listing type setting. <ul style="list-style-type: none"> ● Product = Directory Details, Product Setting = Listing type <ul style="list-style-type: none"> i. Setting Value = Silent Line
BR.6.1.3	Silent Number product is not compatible with the product. <ul style="list-style-type: none"> ● Product = Pvde outgoing CLI Presentation

6.2 ADDITIONAL WALL SOCKET

The following rules only apply to New Service, External Relocation and One Step work types. If an additional wall socket is required with the service the following rules must be followed.

Rule No.	Rule
BR.6.2.1	To request an Additional Wall Socket , when requesting a New Service or an External Relocation the product CPE - Accessories must be added, with a product setting of Additional Wall Socket .
BR.6.2.2	If the product CPE - Accessories is added to an order. It is mandatory to allow Fee for Service charges. Reflect this on your request by sending 'Yes' for Fee for Service Allowed option when setting the Site Connection Details .

6.3 PSTS LINE

This product is used to change the Line Type of a PSTS service. Refer to section 5.2 Line Types of these Business Rules, for associated business rules with each Line Type.

Rule No.	Rule
BR.6.3.1	<p>When adding the product "PSTS Line" the below are the only valid setting options</p> <ul style="list-style-type: none"> ● Product = PSTS Line, Product Setting = Line Type <ul style="list-style-type: none"> i. Current - Setting Value = Business <ul style="list-style-type: none"> a. Valid New - Setting Value = Residential b. Valid New - Setting Value = Faxstream® ii. Current - Setting Value = Residential <ul style="list-style-type: none"> a. Valid New - Setting Value = Business b. Valid New - Setting Value = Faxstream® iii. Current - Setting Value = Faxstream® <ul style="list-style-type: none"> a. Valid New - Setting Value = Business b. Valid New - Setting Value = Residential
BR6.3.2	<p>When adding the product "PSTS Line" the below setting values must not be used:</p> <ul style="list-style-type: none"> ● Product = PSTS Line, Product Setting = Line Type <ul style="list-style-type: none"> i. Setting Value = Director (Do not Use) ii. Setting Value = Faxstream® Bestowal(Do not Use) iii. Setting Value = InContact (Do not Use) iv. Setting Value = Operational (Do not Use) v. Setting Value = Payphone (Do not Use) vi. Setting Value = Universal (Do not Use)

6.4 RESET EASYCALL® PIN PRODUCT

Rule No.	Rule
BR.6.4.1	<p>The product Reset Easycall® PIN is only compatible with the following products:</p> <ul style="list-style-type: none"> ● Call Control ● Remote Access ● Smart Ring ● Call Forward Set the Time ● Call Forward Selected Caller

6.5 EASYCALL® CALL CONTROL PRODUCT

Rule No.	Rule
BR.6.5.1	<p>When adding the product Call Control, the setting value Alternate Access, MUST have a NB access code lower than the Network Access code of the service.</p>

6.6 CHANGE OF NUMBER PRODUCT

The following rules only apply to the Change a Service Number work type.

Rule No.	Rule
BR.6.6.1	<p>If a service number needs to be changed due to malicious calls. Use the work type Change a Service Number and add the following product</p> <ul style="list-style-type: none"> ● Product = Change of Number, Product Setting = Change of Number <ol style="list-style-type: none"> i. Setting Value = Due to Malicious Calls
BR.6.6.2	<p>When changing a service number due to Malicious Calls, the product Silent Number MUST also be added to the service. Refer to section 6.1 Silent Number.</p>

6.7 PROVIDE OUTGOING CLI PRESENTATION PRODUCT

Rule No.	Rule
BR.6.7.1	<p>The product Pvde outgoing CLI Presentation is NOT compatible with the product Silent Number. Refer to section 6.1 Silent Number of these Business Rules.</p>

6.8 HANDSET RETURN

The following rules apply to the Handset Removal work type.

Rule No.	Rule
BR.6.8.1	<p>When adding the product "Handset Return" a handset product must also be removed.</p> <p>If all Handset product codes are not removed an error will occur stating: "When adding Return Handset you must also remove a Handset product"</p>
BR.6.8.2	<p>If there are no handset products on the service to remove, please use the standard billing enquiry process.</p>
BR.6.8.3	<p>If one of the following method of return setting values are used then the product setting Return Location/ Other Details becomes mandatory and must be entered.</p> <ul style="list-style-type: none"> ● Product = Handset Return, Product Setting = Method of Return <ol style="list-style-type: none"> i. Setting Value = Other- Please specify ii. Setting Value = Post Office iii. Setting Value = Telstra Shop
BR.6.8.4	<p>If the Method of Return is POSTPak, then the POSTPak will be sent to the customer to return the equipment.</p> <ul style="list-style-type: none"> ● Product = Handset Return, Product Setting = Method of Return <ol style="list-style-type: none"> i. Setting Value = POSTPak

Rule No.	Rule
BR.6.8.5	<p>If the handset being billed does not exist at the address, the following option should be used.</p> <ul style="list-style-type: none"> ● Product = Handset Return, Product Setting = Method of Return <ul style="list-style-type: none"> i. Setting Value = Handset not existing at premise

7 Additional hints and tips

This section provides additional information that may not be a product rule but will assist when ordering voice services.

7.1 End user Q&A

There are some basic questions that should always be asked prior to requesting the connection of a PSTN service. Below are some examples of standard questions:

Questions	What to remember when ordering
Is this a brand new premises i.e. just built/not lived in before or never had a service connected?	You should select New Line as your connection type. New Line charges and connection timeframes will apply.
Has the building recently been renovated: Has the house been knocked down and re-built?	This could have resulted in the lead in being damaged or a requirement for the lead in to be relocated. Refer to section 5.3.3 for business rules associated with lead in status.
Where are you requiring termination?	Where the service is residential Telstra can be requested to complete the connection up to and including the socket as a part of a New Line connection.
	Where the service is business and there is no MDF Telstra can be requested to complete the connection up to and including the socket as a part of a New Line connection.
	Where the service is business and there is an MDF Telstra will complete work to this point. If Telstra is requested to do work beyond the MDF the customer will incur additional charges. You should indicate if your customer will accept FFS charges. To reflect this on your request the field should be set to yes.
When you plug a phone into the socket is there a tone?	This indicates there is soft dial tone and may indicate an inplace or JITNEP service.
Will you accept Fee for Service charges if extra work is required to connect your service? (where applicable refer to Residential Connections and Business Connections)	Obtain your customers' permission to charge Fee for Service. To reflect this on your request, provide a 'Yes' in the Fee for Service option on the Site Connection Details .

Questions	What to remember when ordering
Why can connection timeframes vary?	<p>There are occasions where Telstra is able and obliged to use previously connected network cable to supply a service at a nearby address. This can happen when the previous service has been disconnected for a period of time and the cable is not intact (Intact Service means a cancelled Public Switched Telephone Service where all plant required for the service to operate up to the Network Boundary remains connected and is available for automatic reconnection or reactivation by Telstra). If this arises your customer will not be charged New Line charges however New Line timeframes could apply. No further action is required from you in these circumstances.</p> <p>If Telstra core systems or the user identify the need for Lead-In infrastructure, a minimum 10 days lead time is required to connect this service.</p>
Do you have the number of the service which was last connected at this address?	<p>This can be one of the most useful pieces of information in connection of a new service. This can help our systems determine:</p> <ul style="list-style-type: none"> ● If a service has previously been connected and ● The correct address.
Are there other services connected at this address?	<p>If there is an active service at the address use that CSN to determine the correct address. If this is to be an additional service do not select the active in-place service the customer wishes to retain. Rather choose an alternate in-place or select New Line.</p>
Does your customer wish to have DSL in the future?	<p>DSL Capable can be requested on in-place and New Line connections.</p> <p>The DSL Capable product offers two options – Essential and Preferred.</p> <p>DSL Preferred means that the customer will proceed with the installation of the line even if it cannot support DSL.</p> <p>LOLO will attempt to automate requests for DSL Capable connections.</p> <p>For both in-place and New Line connections with DSL Capable the lead time is 5 working days.</p>

7.2 ADDRESS VALIDATION

This is a very important step in your request and will affect the ability to confirm key details about the connection. If Telstra cannot validate the correct address it may be difficult to identify an in-place service, supply a list of CSNs or create an appointment for your customer. The work types that require address validation are New Service, External Relocation and One Step.

Refer to the 'How to Validate an Address' support document for a comprehensive guide to indentifying addresses in Telstra systems.

7.3 SELECTING THE MOST APPROPRIATE INPLACE

An inplace connection reuses existing cable that was previously used for a basic PSTN service at the location. Where the inplace is active a cancellation order must be raised by the current owner of the inplace. An order can still be raised for the connection of your customer’s service but the order item will stay at a status of ‘connect outstanding’, waiting on the cancellation of the currently active service.

The selection of an inactive inplace at an address does not guarantee that it is still a fully intact cable path to the exchange. Extra work may be required by Telstra to connect the service and this may mean extended time and cost for connection.

To overcome these issues we recommend the following:

Rule No.	Rule
BR.7.3.1	Search for an Address by CSN and select the address nominated by the customer as the appropriate inplace address.
BR.7.3.2	Select the most recently disconnected inactive inplace service.
BR.7.3.3	If this is to be an additional service ensure you select an inactive inplace or new line.
BR.7.3.4	Some inplace services are marked as ‘unavailable’ and should not be selected for the connection of an inplace service unless no other inplace service is available. Additional charges and extended lead times may be encountered if an ‘unavailable’ inplace is selected.
BR.7.3.5	If the response to an inplace search only returns one record with an inplace id of ‘New Line’, Telstra has not identified any inplace records at the supplied address. Refer to rule 5.3.1.2 for details on how to progress the request.

7.3.1 PATH STATUS, INPLACE STATUS AND AVAILABILITY

The **getInplaceList** web service will display information about the path status, inplace status and availability of the inplace. A combination of the information displayed can help you choose the most appropriate inplace.

Path Status

The preferred path status is a field returned to assist with selecting an inplace record at an address. This field is for information proposes only and should not be solely relied upon. All information (CSN, disconnection date etc.) associated with an inplace record should be utilised to increase inplace selection accuracy.

Parameter Value	Description
D	Dedicated. Primary inplace at a residential address. Barring any other end user requirements, inplace records marked as D would be the most appropriate selection This is considered to be the primary path to an address. If there is a choice between a Dedicated and an Associated Inplace record, the Dedicated record is preferred.
A	Additional inplace records at a residential address. Appropriate for selection if end user requires an additional line or if primary inplace is unavailable for selection.
C	Commercial. Inplaces are at an identified commercial premise. These

	inplaces can also be used for residential connections and should be treated like an Associated Inplace.
B	Bundled. Where a service has been installed prior to connection e.g. new estates. Additional pre provisioning work may be required, and if selected LOLIG will treat these records as JITNEP. Refer to section 7.3.4 for business rules relating to JITNEP.
<blank>	Occasionally an inplace record Path field will be blank. If available, these inplace records can still be selected.

Inplace Status and Availability

The information in the table below is to be read in conjunction with the path status (as determined in the table above) will assist in the selection of the best possible inplace service. Refer to the following table for further information.

CSN	Status	Availability and Infrastructure type	What it Means	What to Do
Not displayed	A	Available and PSTN	Active inplace. A cancellation has not yet been raised.	You can select this inplace. The order item on the Provisioning History will "go Connect Outstanding". The inplace won't be available until a cancellation is raised and completed on the inplace. OR If you are connecting an additional service at the address you can choose New Line on the Select a Connection Type.
Not displayed	A	Available with a date and PSTN	Active inplace where a cancellation has been raised. Once the cancellation goes through your customer can use the inplace.	You can select this inplace record. You should request connection after the date displayed on this screen.

displayed	A	Available with a date and PSTN	Active inplace where a cancellation has been raised. Once the cancellation goes through your customer can use the inplace.	You can select this inplace record. Depending on the status of the cable it may not be available to connect straight away.
displayed	I	Available or Available with a date and PSTN	This record has been returned from your search using an address.	You can select this inplace record.
displayed	I	Available or Available with a date or Unavailable and PSTN	Complete JITNEP	<p>You can select this inplace record. Please note the message displayed when any of these JITNEP records are selected ("Warning: This is a JITNEP service. Please confirm requested information as per JITNEP process. If next is selected, this request item will be sent for TW Assessment.")</p> <p>If sockets and dial tone are present connection may be as early as two hours for request submission.</p> <p>If there are no sockets or dial tone lead time is a minimum of 5 working days.</p>
Not displayed	A	Unavailable and PSTN	There could be an order on this inplace record which makes it unsuitable for connection.	You can select this record but you should discuss this with your customer first. There may already be a connection order for this address.
displayed	I	Available and ULL	This record has been returned from your search using an address.	This is an inactive ULL service (CSN will start with 16xx) and is available for selection of a PSTN service request.



displayed	A	Unavailable and ULL	This service is an active ULL service (CSN starts with 16xx) and is not able to be selected.	<p>If an active ULL record is the only record returned either choose New Line to progress the request or cancel the request and initiate ULL investigation.</p> <p>If your request is for a new end user connection you may submit an email request for investigation of the potential return of the ULL cable using TWULLENquiries@team.telstra.com</p> <p>If an invalid ULL in-place record is submitted in a subsequent setInplacePath web service call a SOAP error will be returned. The SOAP error is "Error 128: The requested in-place is not selectable". If this error is returned follow the above options.</p>
Message displayed: <i>"Warning: No inplaces found at the specified address."</i>		No available inplaces		Either select "New Line" or "TW Assessment" from the "Select Type" drop-down list. The "in-place" option will be unavailable. There will be a minimum lead time of 5 working days.

7.3.2 LEAD IN STATUS

The Lead-In status for an address is returned as part of the **getInplaceList** response. This status is the view Telstra has of the Lead-In at an address. As this status can change without Telstra’s knowledge (e.g. a property is redeveloped and lead in removed without reference to Telstra, also known as a knock down and rebuild), the customer may choose to override this status when setting the in-place path. Refer to section 5.3.3 for details on using the Lead-In status override.

7.3.3 JITNEP

JITNEP (Just in time network provisioned) services are in-place services at a newly built premises. If a JITNEP service is identified, a new service fee will be applied. Where all wiring and Lead-In cable is complete the service may be able to be connected at the exchange.

Rule No.	Rule
BR.7.3.1.1	<p>If this message is received it is necessary to ask your customer the following questions and include their response in the request item notes on your request.</p> <ul style="list-style-type: none"> ● Has this premises been occupied previously or is it newly built/being built? ● Are there sockets installed in the premises? ● Do you have Dial Tone? ● Has lead-in been completed?

7.4 ASSESSMENT REQUIRED

The product **Assessment Required** can be added on the Service Customisation screen for certain scenarios. All requests where the Assessment Required product is added will fall to a manual queue for processing by Telstra Wholesale.

Work type	Product Type		Product Offerings (Descriptions Below)			
	Assess Request	Assess New Request	Donor Recipient CSN	Technology Match	Specific CSN	Verify Account Number
External Relocation	✓		✓	✓	✓	
External Relocation and DSL	✓		✓	✓	✓	
Change a Service Number	✓		✓	✓	✓	
New Service		✓	✓	✓	✓	✓
New Service and DSL		✓	✓	✓	✓	✓

7.4.1 PRODUCT OFFERING DESCRIPTIONS

Rule No.	Rule
BR.7.4.1	Specific CSN – customer already has a CSN reserved for their use or you are reconnecting a service that was disconnected in error and want to have the same number if possible. Supply the CSN that is reserved or the CSN of the disconnected service. This is not to be used if you require a specific number format e.g. double or triple digits. If your customer is requesting a double or triple digit CSN refer to Number Search.
BR.7.4.2	Technology Match – customer is installing additional lines and will require them to be the same technology as their connected lines. Supply the CSN of one of the already connected services.
BR.7.4.3	Donor/Recipient CSN – customer already has a CSN but it is being ported back to Telstra or the number belongs to another carrier. Supply the CSN in the field supplied in the product.
BR.7.4.4	Verify Account CSN – Where a problem was encountered on the billing details screen, add this product. Supply either the account number you wish to consolidate to or a CSN already billing to that account. You will need to complete the billing details as if requesting a new account. Once at the Request Summary screen select Edit and go to the Service Customisation screen where you can add this product. A Telstra Wholesale consultant will use the Account CSN entered into the comments of this product on the Service Customisation Screen.

7.5 ENTERING DIRECTORY DETAILS FOR RESIDENTIAL CUSTOMERS

Residential directory listing settings are automatically sent from LOLIG to Sensis and are not manually checked. Therefore it is necessary to ensure that the information entered in LOLIG is formatted correctly and represents the end user's details accurately.

Business and Government service listing requirements will be confirmed by Sensis with your customer.

To ensure that your customer's listing appears correctly in the White Pages, please use the below table as a guide when entering your LOLIG request

Scenario	Listing Name	Subsequent	White Pages entry
Residential Customers A standard listing shows the customer's name with 'normal' capitalisation and up to 3 initials (per person).	Smith Brown	L M N S	Smith L Brown M N S
If more than 3 initials are required, contact Sensis on 132378	Lester	P B J S	Lester P B J S
If the surname begins with Mac or Mc the next letter will default as a capital.	McKenzie MacCarthy	A & B J W	McKenzie A & B MacCarthy J W
If the next letter should be lower case, contact Sensis on 132378	Macdonald Mace	R A & W Y	Macdonald R A & W Mace Y
For hyphenated names, the first letter after the hyphen will default as a capital.	Nelson-Smith	B & A	Nelson-Smith B & A
If the first letter after the hyphen should be lower-case, contact Sensis on 132378.	Nelson-smith	B & A	Nelson-smith B & A
For names containing an apostrophe , the first letter after the apostrophe will default as a capital.	O'Connell	C X	O'Connell C X
If the first letter after the apostrophe should be lower-case, contact Sensis on 132378.	O'connell	C X	O'connell C X
For names containing spaces , the first letter of every name will default as a capital.	Van Den Berg	D E	Van Den Berg D E
If all names do not begin with capitals, contact Sensis on 132378.	Van den Berg	D E	Van den Berg D E
Full names are permitted Confirm which names are to be listed in full	Dobson Dobson	David A David Andrew	Dobson David A Dobson David Andrew



Courtesy titles , Mr, Mrs, Dr ect. Are not permitted for residential listings	Smith Jones	J B M	Smith J B Jones M
Two names are permitted	Smith Smith	B J & Jones B A Brian J & Jones B A	Smith B J & Jones B A Smith Brian J & Jones B A
Standard addresses will be published as required. This information is supplied from the Customer Site Address in LOLIG.			7 Barry St Flemington
If a residential customer requires additional address information to be published, contact Sensis on 132378.			3/5 Eliza St Sunsbury 'The Homestead' 2 Homeward Rd
If a customer requires an entry listing for a Virtual service, contact Sensis on 132378.			Faxstream® Duet Faxstream® Enhanced Multiple Number

7.6 COMBINING ACCOUNT DETAILS AND DIRECTORY DETAILS

The tables below show some common scenarios which arise. The account details and directory detail requirements are displayed for each scenario.

Scenario	Account Requirements		Directory Listing	
	Acceptable	Not Acceptable	Acceptable	Not Recommended
Individuals (not trading under a business name)	Mary Smith (or John Smith) -Date of birth -Full Address	John and Mary Smith	Listing Name: Smith Subsequent: J & M	John and Mary Smith OR a business listing name
Individuals trading under a business name (sole trader). The individual may use a trading name to identify the business. However, as a trading name is not a legal entity it cannot be accepted as the applicant's name. The applicant's name must be that of the sole trader which may then be followed by a trading name.	John William Harris T/A HHW Joinery -Date of Birth -Full Address	HHW Joinery	HHW Joinery (Business) OR John William (Residential)	John William Harris T/A HHW Joinery



<p>Partnerships or firms Only legal entities when in the name of an Individual. When the Partnership operates under a Trading Name or a Partnership Name that name is not a legal entity</p>	<p>Michael Matthews -Date of Birth -Full Address OR Michael Matthews T/A Matthews and Son -Date of Birth -Full Address</p>	<p>Matthews and Son</p>	<p>Matthews and Son</p>	
<p>Companies (Pty Ltd, Ltd, NL) A company is a recognised legal entity and can be accepted as the customer, provided the company can provide an Australian Company Number (ACN), an Australian Business Number (ABN) or Australian Registered Body Number (ARBN).</p>	<p>Sam's Pizza Pty Ltd -Full Address - ACN/ABN/ARBN</p>	<p>Sam's Pizza</p>	<p>Sam's Pizza Pty Ltd OR Sam's Pizza</p>	
<p>Non-government corporate bodies Incorporated Associations are required to have the word 'Inc' or 'Incorporated' after their name.</p>	<p>Toys Inc. -Full Address -ACN/ABN</p>	<p>Toys</p>	<p>Toys Inc.</p>	
<p>Franchises Must be listed as a sole trader or a company</p>	<p>Roger Smith trading as L J Hooker Real Estate -Date of Birth -Full Address</p>	<p>L J Hooker Real Estate</p>	<p>L J Hooker Real Estate</p>	