

Dialogue Services
Product guide
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British Telecommunications plc
Registered office: 81 Newgate Street, London EC1A 7AJ

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Contents

- 1. Overview of Dialogue Services**
 - 1.1How you benefit
 - 1.2Accessibility
 - 1.3Linking Dialogue Services together
 - 1.4Terms and Conditions
- 2. Manage Line Characteristics**
- 3. Address matching**
 - 3.1Potential benefits
 - 3.2Search address functionality
 - 3.3Match Address functionality
 - 3.4Create temporary ALK functionality
 - 3.5Get address details functionality
- 4. Appointing**
 - 4.1Potential benefits
 - 4.2List Available Appointments functionality
 - 4.3Reserve Appointment functionality
 - 4.4Get Appointment Details functionality
 - 4.5Enhanced Managed Appointing Dialogue Service to support frames selectable provisioning dates
- 5. Line Test and Diagnostics**
 - 5.1Potential benefits
 - 5.2Run Line Test functionality
- 6. Network Availability**
 - 6.1Potential benefits
 - 6.2Request Network Availability functionality
- 7. Number Portability (Export)**
 - 7.1Potential benefits
 - 7.2Number Portability Checker functionality
- 8. MAC Validation**
 - 8.1Potential benefits
 - 8.2MAC Checker functionality
- 9. Simultaneous Order Checker**
 - 9.1Potential benefits
 - 9.2Simultaneous Order Checker functionality
- 10. Manage Linked Order**
 - 10.1Benefits
 - 10.2Manage Linked Order functionality
- 11. Enhanced Dialogue Services to support Flexible Cease (Tie Pair Checker)**
 - 11.1Potential benefits
 - 11.2Tie Pair Checker functionality
- 12. Glossary**
- 13. Document history**

1. Overview of Dialogue Services

The term *Dialogue Services* is used to describe a unique set of Openreach services offered to support your dialogues with your customers for order provisioning and service assurance. These tools provide you flexibility and add maximum value to the provision and assurance processes.

Dialogue services are introduced as part of the Equivalence Management Platform (EMP) and support pre-order or fault activities, allowing you to read, write and update relevant data before either placing an order or raising a fault report. With EMP there is no set pre-order enquiry stage; therefore it is highly recommended that Dialogue Services are used before placing orders and fault reports onto EMP.

The purpose of the effective use of Dialogue Services is to assist with reducing order and fault report rejections and speed up the process. Dialogue Services operate alone. Openreach provides no direct feed or link between the Dialogue Services and the order placement or fault reporting process in EMP.

This guide explores the Dialogue Services that are relevant to a number of Openreach products, including Local Loop Unbundling (LLU), Wholesale Line Rental and Next Generation Access. The needs of these product families are quite different in places.

There is now a separate Dialogue Service Guide to cover Manage Line Characteristics (MLC) as well as enhanced Manage Line Characteristics (eMLC).

The LLU Dialogue Services and the processes they support are:

	Provision	Repair
Manage Line Characteristics	✓	x
Enhanced Managed Line Characterists	✓	x
Address Matching	✓	x
Appointing	✓	✓
Line Test and Diagnostics	x	✓
Network Availability	✓	x
Number Portability (Export)	✓	x
MAC Validation	✓	x
Manage Linked Order	✓	x
Simultaneous Order Checker	✓	x

1.1 How you benefit

Dialogue Services provide the following benefits to you:

- Access to additional data prior to the order and fault capture phase.
- Real-time access to data that increases the quality of orders placed and faults raised, therefore reducing the number of failed orders and fault reports.
- As per your business model suitability, you can create your own order journey.

1.2 Accessibility

Dialogue Services are available via the Openreach Portal, B2B Gateway and Web Services Gateway (as indicated in the table below). These interfaces return identical results, therefore you can choose to use whichever version best suits your business needs.

1.2.1 Portal

The Openreach portal offers online access to Dialogue Services through logging in to www.openreach.co.uk using your username and password. They are available for LLU and NGA. If you don't have a user name and password, you can request one via the new user link at the top of the homepage.

1.2.2 B2B Gateway

This enables system-to-system communication between you and Openreach. It offers the dialogue services as a set of request and response XML messages which allow you to automate communication with us in a manner best suited to your systems.

1.2.3 Web Services Gateway

As a subset of the dialogue services, this provides another system-to-system communication method between you and Openreach, and has lower latency than the B2B equivalent.

Please note that you will require a login for the Openreach portal, B2B Gateway and Web Services gateway. This is so that we can ensure secure access to Dialogue Services.

1.3 Linking Dialogue Services together

In some instances you can use the output of one dialogue service as the input to another to find out further information. If you have queried Manage Line Characteristics (MLC) against a Directory Number (DN) that is not known to Openreach then no result can be returned even though the DN relates to a valid service running across Openreach lines. This typically happens when the line is served using MPF.

To find out the line characteristics, you need to check the address using the Address Matching dialogue service. This gives a Gold ALK which you insert into the LLU Network Availability dialogue service to select which of the pairs of copper wires serving that premises is the one of interest. Each pair of wires is identified by an Access Line ID which you then input to MLC to find out their physical characteristics and whether there are any compatibility issues.

1.4 Terms and Conditions

Please note that the use of the information from the Dialogue Services is strictly controlled and further described in the Revised Access Networks Facility Agreement.

2. Manage Line Characteristics

The Manage Line Characteristics (MLC) Dialogue Service enables you to identify line characteristics, technologies and information contributing to an MPF, SMPF, FTTC or FTTP provision order validation. You can submit line characteristics requests using a directory number, service ID, access line ID, and distribution point (where there is no existing line) or postcode (where there is no existing line). For the most accurate results it is recommended that you use directory number or service ID as the input.

A separate MLC User Guide (www.openreach.co.uk/mlcguide) and a new enhanced MLC (eMLC) User Guide (www.openreach.co.uk/emlcguide) are available on the LLU website and can also be accessed at <http://www.openreach.co.uk/llu>. The eMLC User Guide offers an enhanced service that brings LLU and Generic Ethernet Access (GEA) products together on one service.

3. Address matching

The Address Matching tool allows you to search for an address and obtain a matched address reference, known as an Access Level Key (ALK). You must use it on the order for a new provide for both standard new copper for LLU and WLR and stopped line provides for LLU. This service allows an address or part of an address to be matched against either an installation address known by Openreach (a Gold match) or the Post Office Address File (a Silver match). Gold matches will have an associated Gold ALK reference. Where an Openreach installation address is not found a Post Office Address File match might still be successful.

This service also allows you to create a temporary 'Silver ALK' or 'Bronze ALK' for use in order placements against a Post Office Address File address (a Silver match) or an unknown address/Greenfield site (a Bronze match).

The address reference number returned by the Address Matching Dialogue Service is a 12 character key and will be in the following format:

- Gold ALK
- 1 Alpha
- 11 Numeric
- Silver or Bronze ALK
- x = an alphabetic value indicating if the key is Silver (S) or Bronze (B)
- yy = Numeric value for current year (e.g. 06 = 2006)
- ddd = Julian day value for current day (e.g. 007 = 7th January, 365 = 31st December)
- nnnnnn = Sequential number uniquely allocated that day to Temporary Key (e.g. 000001 = First Temporary Key created that day)

Please note that:

- Submissions of all new provide orders an ALK must be obtained from the Address Matching Dialogue Service.
- However orders on stopped lines can be made with the Line ID of the stopped line as an alternative to the ALK.
- Submitted orders with a Silver or Bronze ALK attached will be sent to the Openreach Network Addressing Team for validation and may result in extended lead time.

3.1 Potential benefits

Address Matching provides the following potential benefits to you:

- The upfront identification of the correct address should result in fewer rejected provision orders.
- At point of sale, you will be able to confirm with your customers that you know where they reside and where they need the service by accessing the Address Matching Dialogue Service during the initial discussion.
- It allows you to use the address information given by your customer to match the address against the Openreach system, improving accuracy in providing the service without the need for a field survey.
- Addresses can be checked in real time, which results in improved customer experience.

3.2 Search address functionality

The search is carried out against the Openreach 'best address' to find all the potential Gold ALK matches, then against the Post Office Address File to look for any additional Silver ALK matches. All potential matching addresses will be returned each with its own classification (Gold ALK or Silver ALK). The following is available:

3.2.1 Inputs

Standard search

- Postcode only
or postcode and building number
or postcode and building name

Advanced search

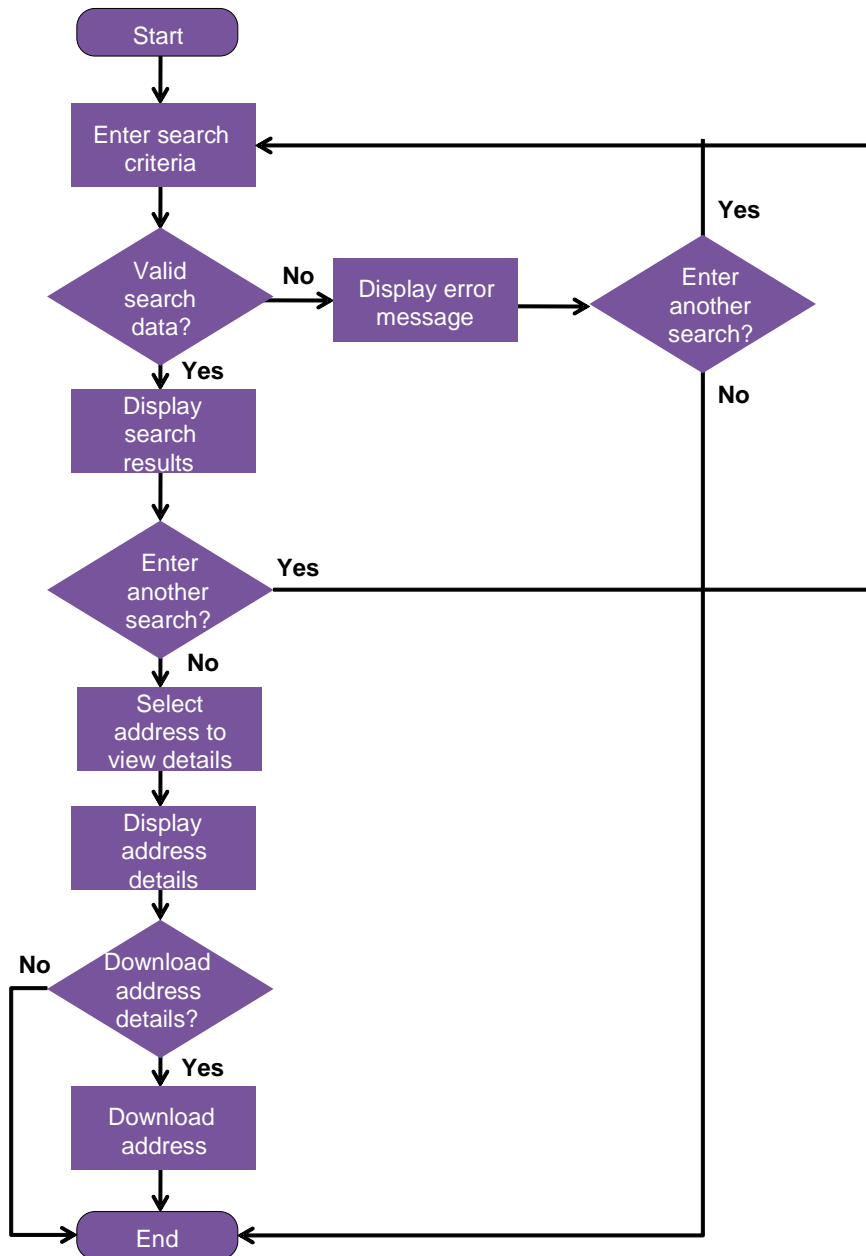
- Building number and street and post town
or building name and street and post town
or postcode and sub-building

3.2.2 Output

- List of potential addresses (with Gold or Silver ALK match status indicated). Where the search results in more Gold or Silver ALK matches than a pre-defined maximum results value (200), only the maximum permissible number of search results will be returned.
- Where the search does not result in any Gold or Silver ALK matches, a message is returned indicating that no results were found for the address entered.

Please note that you can subsequently enter the details in the Match Address function for the unlisted address, which can be used to create a temporary address key to use when processing the order.

3.2.3 Process flow



3.3 Match Address functionality

Based on a full address, either a matched address with a Gold ALK or a Match Fail message is returned. The following is available:

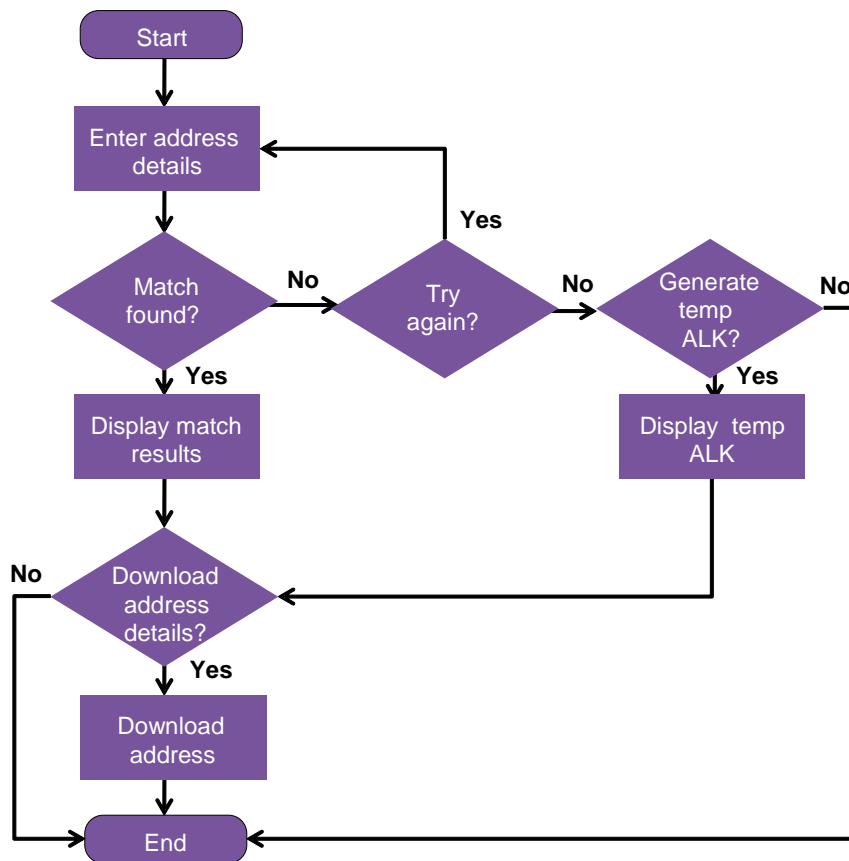
3.3.1 Inputs

- Full address details — building name or building number, post town and postcode are mandatory.

3.3.2 Outputs

- Matched address details returned Gold ALK if applicable.
- Where the match results in the multiple or no addresses, a Match Fail message will be returned.

3.3.3 Process flow



3.4 Create temporary ALK functionality

For unknown addresses/ Greenfield sites, a temporary Bronze ALK is assigned and the address is stored against it. This temporary key can then be used to enter a new provide order in the same way as a Gold ALK is used. The following is available:

3.4.1 Inputs

- Address fields, based on the input from Search Address as detailed in Section 3.2.

3.4.2 Outputs

- Temporary Bronze ALK

3.4.3 Process flow

Refer to section 3.3.3.

3.5 Get address details functionality

To return the address details for a given ALK. The following is available:

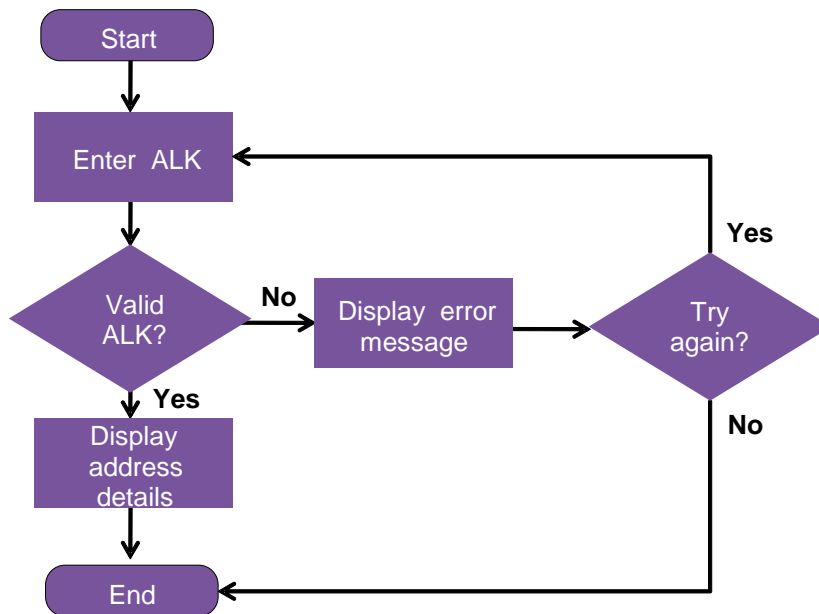
3.5.1 Inputs

- Address Reference - the ALK
- CSS District Code - Paired with the ALK

3.5.2 Outputs

- The address

3.5.3 Process flow



3.5.4 Referral to the Network Addressing Team

If you are unable to retrieve an ALK using the Address Matching Dialogue Service, you'll need to e-mail the last searched query for which a match was not found along with other comments to the Openreach Network Addressing Team. This team will qualify the address and return it to you. This facility is only available via the Portal Address Matching Dialogue Service.

4. Apportioning

Apportioning provides you with a real-time service which allows you to select suitable times and dates while speaking to your customer then lists the available appointments., You can reserve appointments (for a limited time period of 120 minutes for orders and 30 minutes for faults) prior to order/ fault entry. You can also use the service to get a list of general appointment details.

4.1 Potential benefits

Apportioning provides the following potential benefits to you:

- Allows you to reserve a suitable appointment for your customer while they are on the line, offering a real time flexible approach to apportioning and improving the customer experience.
- You can access the appointment books directly.

4.2 List Available Appointments functionality

The following is available:

4.2.1 Inputs

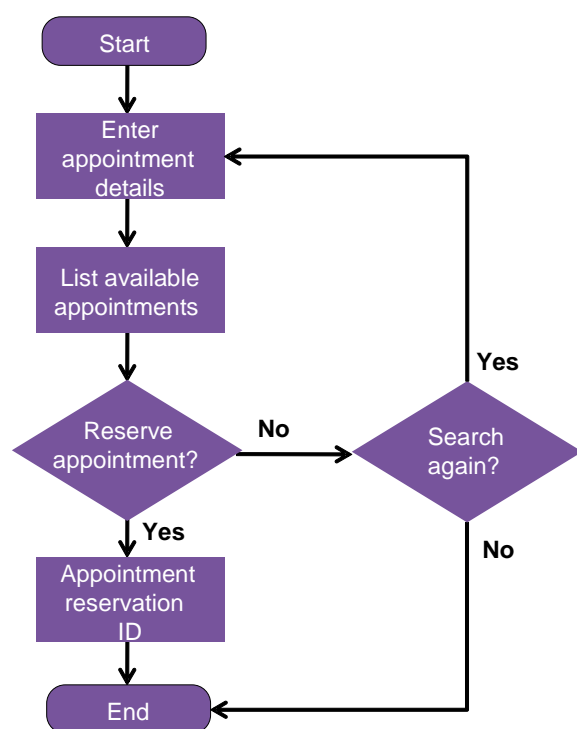
- Appointment Type - used to identify the type of appointment required, using attributes such as skill set, product type, provision/ repair etc.
- Care Level - mandatory for faults and is passed back from the Line Test and Diagnostics Dialogue Service for faults.
- Plus
- Gold ALK
- CSS District Code – paired with the ALK
- or Directory Number
- or Service ID
- Start date — optional customer start date. Used for extended lead times or customer specified start date.

Please note that if a Gold ALK is not available, a co-located Directory Number or Service ID at the premises can be used to reserve an appointment.

4.2.2 Outputs

- List of appointment slots — a list of up to 20 appointment slots made up of date and time (AM, PM).
- An additional list of flexible early morning (EM) (07:00-08:00) appointments are available, as well as weekday evening (EV) (18:00-21:00), and Saturdays, both morning and afternoon. Further details can be found in the Flexible Appointments product description on the Service Products section of the Openreach Portal at <http://www.openreach.co.uk/serviceproducts>.

4.2.3 Process flow



4.3 Reserve Appointment functionality

The following is available:

4.3.1 Inputs

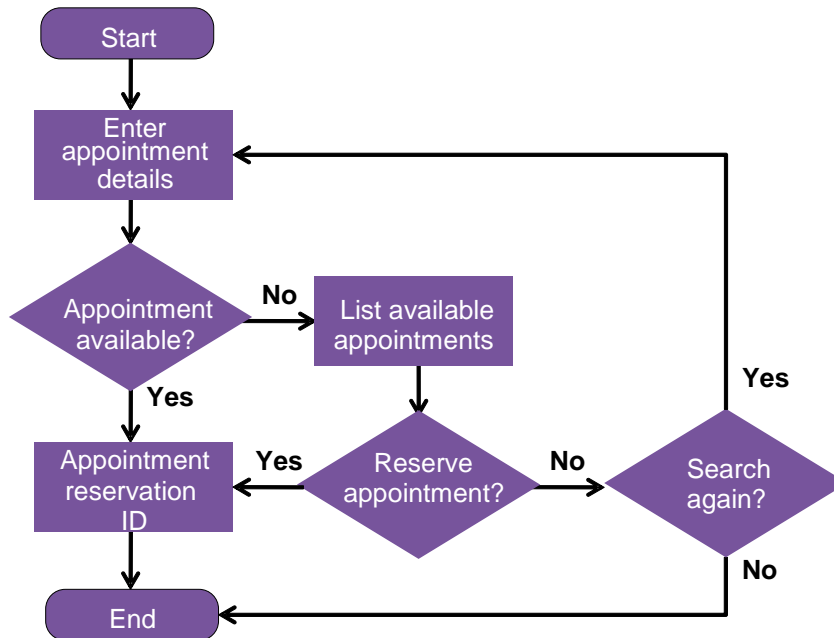
- Appointment Type - used to identify the type of appointment required using attributes such as skill set, product type, provision/repair etc.
- Care Level — either standard or enhanced level of service care (refer to www.openreach.co.uk/serviceharmonisationpd). You will need to be logged in to the portal to access this information. This is mandatory information for faults and is passed back from the line test and Diagnostics Dialogue Service
- Plus
- Gold ALK
- or Directory Number
- or Service ID
- Start date — actual date of the required appointment
- Time slot — actual time of the required appointment

4.3.2 Outputs

- Appointment ID — the unique reference of the reserved appointment
- Earliest Appointment Slot — the earliest date and time that the appointment could be made
- List of Appointment Slots — a list of the first 20 alternate dates and times

- An additional list of flexible early morning (EM) (07:00-08:00) appointments are available, as well as weekday evening (EV) (18:00-21:00), and Saturdays morning and afternoon. Further details can be found in the Flexible Appointments product description on the Service Products section of the Openreach Portal at <http://www.openreach.co.uk/serviceharmonisationpd> you will need to be logged into the portal to access this information.

4.3.3 Process flow



4.4 Get Appointment Details functionality

The following is available:

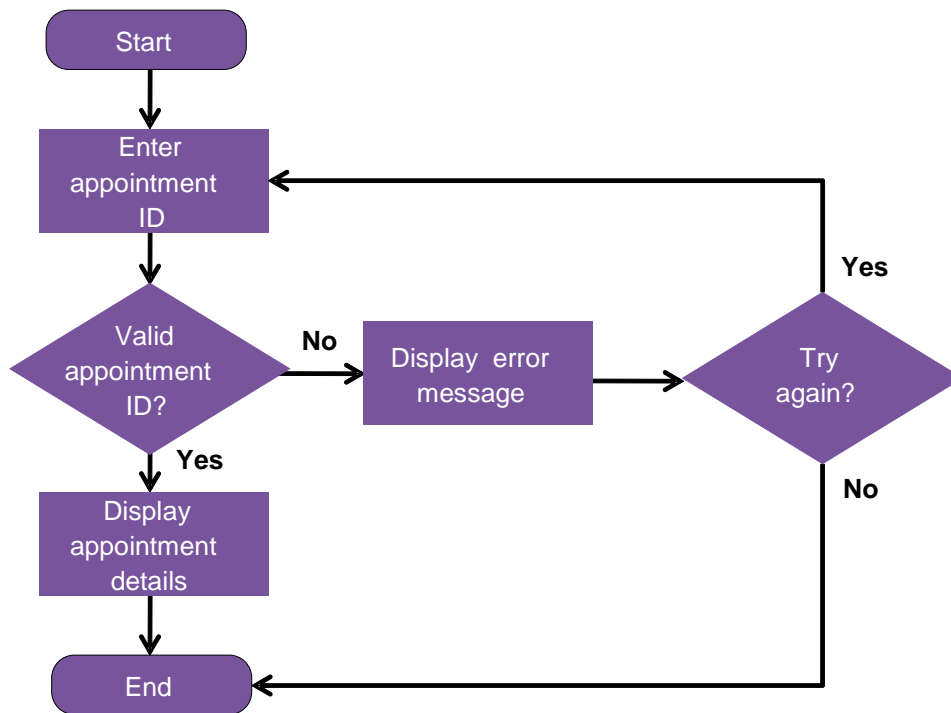
4.4.1 Inputs

- Appointment ID – the unique reference to identify the appointment for which the details are required.

4.4.2 Outputs

- Date / Time - confirmation of the date and time of the appointment slot booked
- Appointment Type - used to identify the type of appointment requested using attributes such as skill set, product type, provision/ repair etc.
- Additional info – e.g. care level

4.4.3 Process flow



4.5 Enhanced Managed Appointing Dialogue Service to support frames selectable provisioning dates

The Appointing Dialogue Service has been modified to return available frames jumpering appointments on an all day appointment basis. This can be from the date given as input (or current date as default date) and is limited to 28 days from current date including weekends. The additional information will only be available when the order is for SMPF where the Narrowband already exists and for MPF where a Stopped Line Provide has been identified by you via Dialogue Services.

When available, appointments can be booked for a weekday (excluding bank holidays), from day 1 and up to day 28 of the order provision process (where day 0 is the day the order is received by Openreach).

The additional information will only be sent in response to you once the Appointing Dialogue Service is raised using one of the following inputs:

- Openreach portal
- B2B gateway
- Web Services

The Dialogue Service has been enhanced to offer additional functionality such as: 'List Appointments', 'Reserve Appointments' and 'Get Appointment Details') and provides the ability to book an appointment for frames selectable provisioning dates.

4.5.1 List Appointments (using address reference)

4.5.1.1 Input

- Address Reference Number (Gold, silver or bronze Address Key)
- District Code (District Code is mandatory for Gold keys)
- Appointment Service Type MPF/ SMPF (Service Type must be 'SMPF' or 'MPF')
- Action – Frames (this must be the action)
- Start date — (list appointments from this date)

4.5.2 List Appointments (using directory number)

4.5.2.1 Input

- Directory Number
- Appointment Service Type - MPF/ SMPF
- Action – Frames
- Start Date

4.5.3 Output

A list of available frames appointments is returned. The Timeslot will always be set to 'ALLDAY' - There is no distinction between morning and afternoon appointments.

A message is returned flagging that a premium charge will apply.

A list of available appointments is shown -
Appointment Date (i.e. 2008-12-12)
Appointment Timeslot – ALLDAY

Appointment Date (i.e. 2008-12-15)
Appointment Timeslot – ALLDAY

Appointment Date (i.e. 2008-12-16)
Appointment Timeslot – ALLDAY

4.5.4 Reserve appointment (using address reference)

4.5.4.1 Input

Address
Address Reference Number
District Code
Appointment Date
Appointment Timeslot – **ALLDAY**
Service Type **MPF/ SMPF**
Action – **Frames**

4.5.5 Reserve appointment (using directory number)

4.5.5.1 Input

Directory Number
Appointment Date
Appointment Timeslot – **ALLDAY**
Service Type MPF/ **SMPF**
Action - **Frames**

4.5.6 Output

The service returns the Appointment Reference and Earliest Appointment that is available. The input parameters are also returned in the transaction.

Appointment Reference Number
Earliest Appointment Date
Appointment Timeslot – **ALLDAY**

(The last 2 digits of the 'Appointment Reference Number' is the 'District Code' or 'FR' for Frames)

'Earliest Appointment' is the earliest date that the appointment could have been made.

4.5.7 Get appointment details

4.5.7.1 Input

Appointment Reference Number

4.5.7.2 Output

Appointment Date
Appointment Timeslot –**ALLDAY**
Service Type – **MPF/ SMPF**
Action – Frames
Earliest Appointment
Address
Address Reference
Ref Num

5. Line Test and Diagnostics

The Line Test and Diagnostic Dialogue Service allows you as an owner (and no other) to confirm the state of the physical circuit and is only employed after delivery. Tests will not be performed on services or lines currently marked not working or for which outstanding faults exist. The scope of the line test is limited to the Public Switched Telephone Network line (i.e. narrowband).

Line Test and Diagnostics can only be requested by you if you own the Service ID. It then gives information on the operational status of the service based on the results of a real-time test of the physical characteristics of the associated circuit.

This returns a high level summary of the test results and a unique Test Reference. The Test Reference is a pointer to a set of parametric test results (retained on Openreach's system) that can be used in support of a subsequent fault report raised on the EMP.

When required, test results include an explicit indication of your need for an appointment or expectation of a - generated fault report. The Care Level associated with the Service ID is returned for use in any subsequent appointment.

If you try and use this without a service ID, your attempt will be rejected.

5.1 Potential benefits

Line Test and Diagnostics provide the following potential benefits to you:

- Improves fault diagnosis and accuracy, reducing time for fault identification and resolution, improving the customer experience.
- Avoids engineering visits on fault reports that result in Fault Not Found/ Right When Tested.

5.2 Run Line Test functionality

The following is available:

5.2.1 Inputs

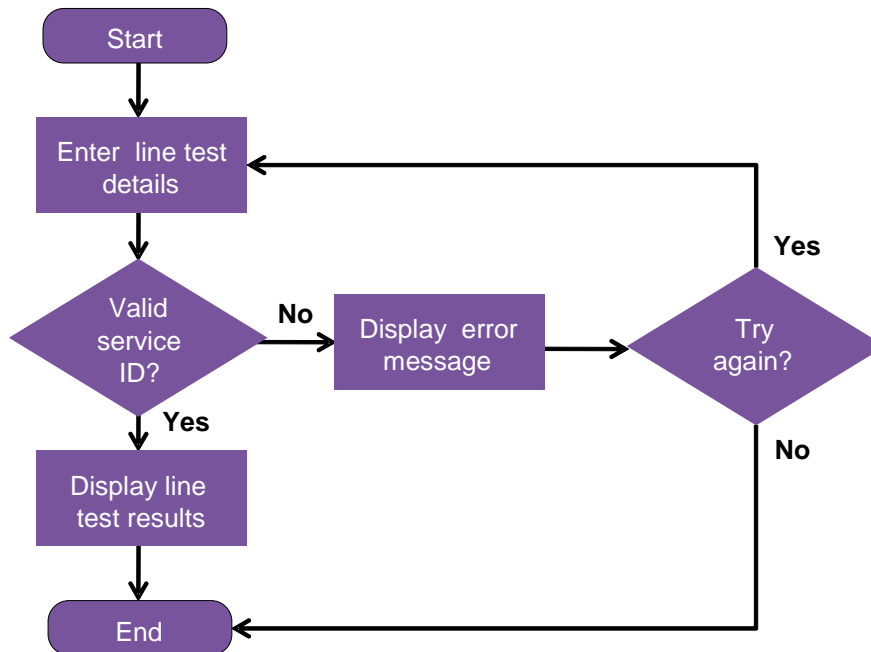
- Service ID - the identity of the service for which test is required
- Test Type – e.g. Line Test
- Intrusion Consent - explicit confirmation by you that you have obtained your customer's consent for any intrusive test

5.2.2 Outputs

- Service ID — the identity of the service for which the test was run
- Line Test Reference
- Friendly Result Message
- Friendly Result Code
- Appointment Required Flag
- Y - Appointment advised
- N - Appointment NOT advised
- Fault Report Advice Flag – provides you with advice regarding the creation of a fault report
 - Y - Fault found on Openreach network, fault report advised. No charges will be incurred by you if the fault is ultimately proved as off the Openreach network.
 - N - Openreach network tests OK, fault report is NOT advised. If a fault report is raised and if the fault is ultimately proved to be off the Openreach network, charges may be incurred by you.

- C - Test Inconclusive/ Not Completed. A fault report may be raised if you believe there is a problem on the Openreach network; however charges may be incurred if the fault is subsequently proved to be off the Openreach network.
- Care Level –refer to www.openreach.co.uk/serviceharmonisationpd. You will need to log in the portal before you can access this URL.

5.2.3 Process flow



6. Network Availability

The Network Availability Dialogue Service allows you to establish the identity of the serving Distribution Point and Exchange and to confirm the existence and identity (in terms of Line ID) of any existing SMPF, MPF or stopped lines at a nominated and matched address (Gold ALK).

It allows you to confirm that a nominated address is served by suitable lines for their purposes from a telephone exchange, and that capacity exists on a relevant Distribution Point to support a new provision request for this address.

It provides Line IDs allowing you to confirm to check (via subsequent use of the Manage Line Characteristics Dialogue Service) the static characteristics of selected lines and to nominate a line for provision or migration in a subsequent order.

6.1 Potential benefits

Network Availability provides the following potential benefits to you:

- Reduces the possibility of subsequent rejection and additional interaction with your customer by identifying the specific line

6.2 Request Network Availability functionality

The following functionality is available:

6.2.1 Inputs

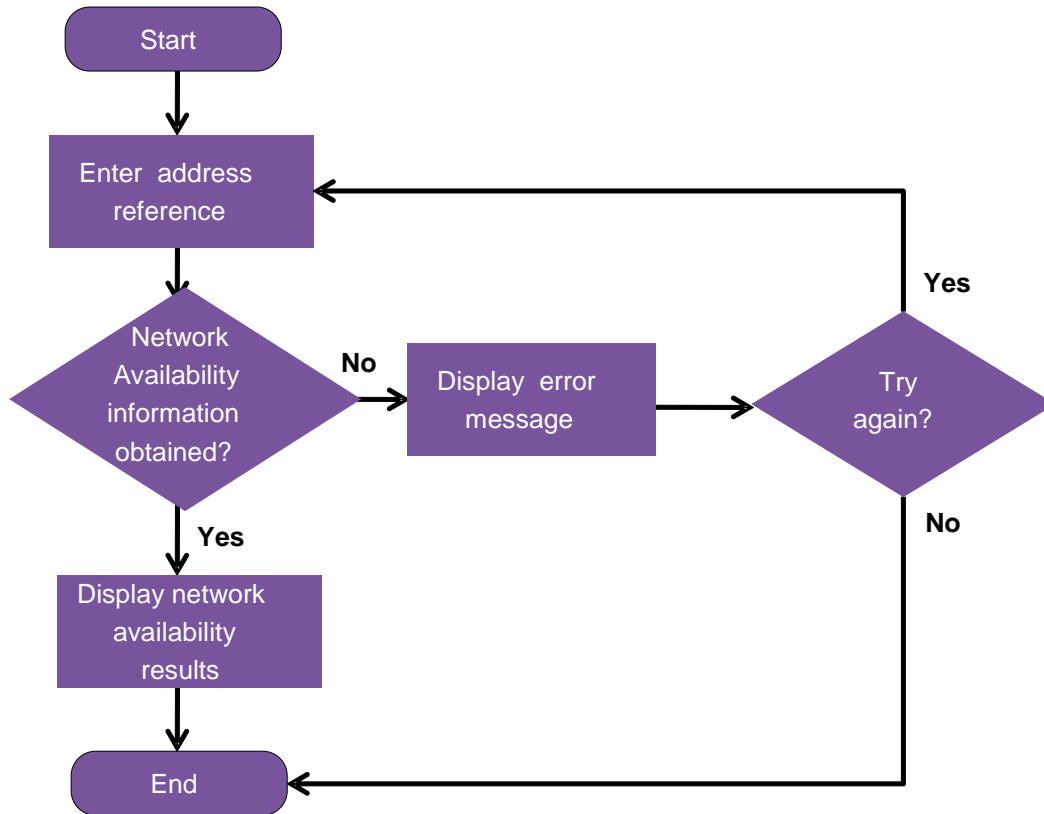
- Address Reference - Gold ALK
- CSS District Code - paired with the ALK

6.2.2 Outputs

- Error Message

- BT Exchange
- Distribution Point ID
- List of stopped lines and working MPF or SMPF lines with Access Line IDs

6.2.3 Process flow



7. Number Portability (Export)

The purpose of this service is to perform a check to see if a given Directory Number can be transferred to you upon request. The service will only provide an output for numbers that are allocated to BT. It checks for any line status or technology associated with the line which is incompatible with Number Porting. The Dialogue Service will validate any Exchange Prefix (the exchange or routing prefix onto the other CP's network) entered by you.

The Dialogue Service returns an industry agreed code if for any reason the requested number transfer cannot be implemented.

The Service does not implement the number transfer it allows you to advise a prospective customer of the probable scope for portability and therefore the opportunity to retain a number.

If the number is confirmed as suitable for transfer, then the transfer request can be included on the MPF order. If the result is not successful, a separate number port or number migration order can be placed with Openreach. Refer to www.openreach.co.uk/numberportability for details.

7.1 Potential benefits

Number Portability provides the following potential benefits to you:

- Self-service identification of number portability for you, reducing the amount of interaction with Openreach
- Improves the customer service for your customers

7.2 Number Portability Checker functionality

The following is available:

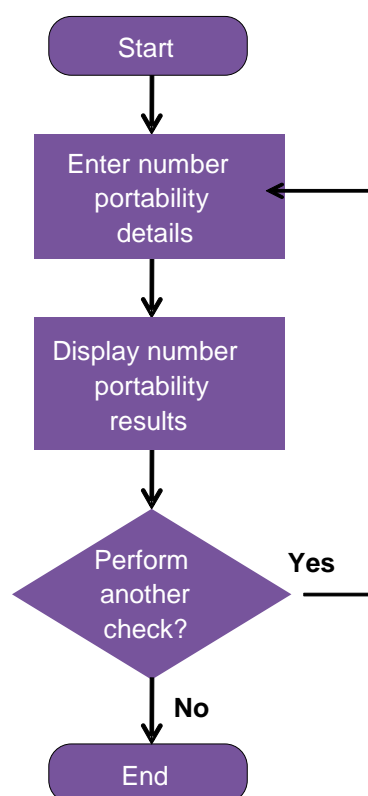
7.2.1 Inputs

- Installation Directory Number
- CUPID — your industry assigned communications provider identification (CUPID) for the requests and/ or exchange prefix (optional). The exchange or routing prefix onto the other CP's network.

7.2.2 Outputs

- Yes – number can be ported
- or No – number cannot be ported (with a reason)

7.2.3 Process flow



8. MAC Validation

The MAC Validation Dialogue Service allows you to validate a MAC (Migration Authorisation Code) provided by a prospective customer prior to its use in the context of a Transfer Order.

When you input the MAC together with the Directory Number, the MAC Validation Dialogue Service will check that the MAC has a valid format, has been issued for the installation identified, and is within the use-by date.

By ensuring that the MAC is valid, you will be able to reduce the rate of MAC rejections and the necessity to fail the customer's orders. Consequently this will reduce rework, provisioning costs and delays in progressing orders.

The MAC Validation Dialogue Service is 'Read Only' – it's not possible to disable/ cancel/ alter MACs using the Dialogue Service. The Dialogue Service does not check whether a MAC has already been used (orders already progressed/ complete for a MAC). This is effectively handled by the EMP's validation of duplicate orders.

8.1 Potential benefits

MAC Validation provides the following potential benefits to you:

- Aims to improve the customer service offered by you to the customers in line with potential benefits for other Dialogue Services

8.2 MAC Checker functionality

The following is available:

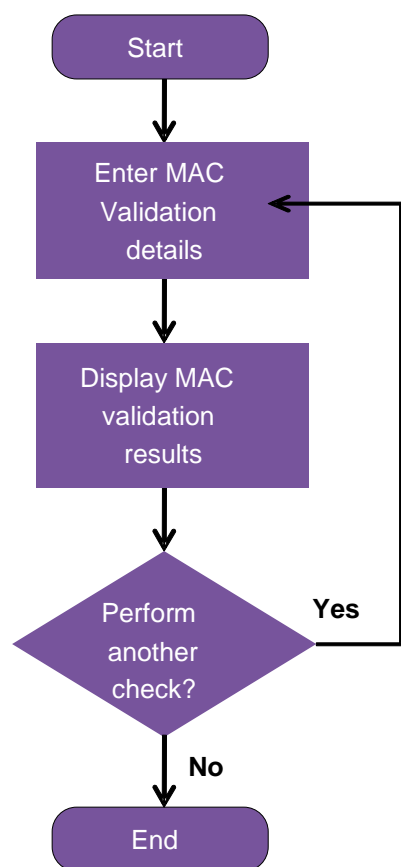
8.2.1 Inputs

- Migration Authorisation Code – 11/5 character format
- 2 character alpha combination
- 2 character alpha CSS ID
- 7 character numeric combination
- '/'
- 5 character alpha-numeric sum check
- Directory Number

8.2.2 Outputs

- Expiry Date – MAC expiry date
- Confirm Valid – Y. MAC is valid
- or Confirm Valid – N. MAC is not valid
- Error Code – e.g. MAC code format invalid, DN invalid

8.2.3 Process flow



9. Simultaneous Order Checker

This application allows you to access information on your order by providing the simultaneous provide combined order reference and the post code of the premises. This tactical checker is not being enhanced and all future developments will be via the similar Managed Linked Order Dialogue Service. It will remain working as below.

9.1 Potential benefits

The Simultaneous Order Checker provides the following potential benefits to you:

- The ability to check the status and the delivery date of the simultaneous order [PSTN/ WLR (narrowband) and ADSL SMPF (broadband)] *DOES THIS NEED TO INCLUDE NGA WLR + FTTC?*

9.2 Simultaneous Order Checker functionality

The following is available

9.2.1 Inputs

- Simultaneous provide combined order reference
- Postcode of the premises

9.2.2 Outputs

- Status of the order
- Delivery date of the simultaneous order
- Or no match found

10. Manage Linked Order

This application allows you to access information for your order. . A new input parameter is introduced – Directory Number.

Manage Linked Order will enable you, by use of a combination of end user postcode and Linked Order Reference Number (LORN) and/ or Directory Number, to check on the status of the Narrowband order.

In addition the search is based on partial postcode (ignoring the last two characters) which will increase the probability of finding a matching Narrowband order.

10.1 Benefits

Manage Linked Order provides the following benefits to you:

- The ability to check the status and the delivery date of the simultaneous order [PSTN/ WLR (narrowband) and SMPF (broadband)]
- Search based on partial postcode will increase the probability of finding a matching Narrowband order and increasing the probability of completing the SIM provide order on time
- XML access will make the process more user friendly to you.
- Better customer experience and improved customer satisfaction.

10.2 Manage Linked Order functionality

The following is available.

10.2.1 Inputs

- Linked order reference number
- Postcode of the premises (including partial)
- Directory number
- MLO will accept 3 parameters, of which postcode is mandatory and at least one or both of the other parameters (LORN or DN, LORN+DN)

10.2.2 Outputs

- CRD of the Narrowband order
- CRD of the SMPF order
- Input fields used in the search
- Linked Order Reference number (if the input parameter was DN).
- No match found

11. Enhanced Dialogue Services to support Flexible Cease (Tie Pair Checker)

This Dialogue Service provides you with the facility to query the tie pair status in real time. It also returns the LIJ (Left In Jumper) status if the tie pairs are in a left in state. Where this is applicable or the tie pairs are not spare, the ServiceID of the SMPF service will also be returned. This will help you recognise the exact location of the left in ties. You'll be required to upgrade to use this facility for B2B and web service channels of access.

Please note that there is no impact on you if the channel of access is via the B2B portal.

11.1 Potential benefits

The Tie Pair Checker provides the following potential benefits to you:

- The facility to query the tie pair status in real time.
- The return of the LIJ (Left In Jumper) status if the ties are in a left in state.

11.2 Tie Pair Checker functionality

The following is available:

11.2.1 Inputs

- PSTN Tie Cable ID or MPF Tie Cable ID or Port
- PSTN Tie Number or MPF Tie Pair Number or Termination Number of the port
- MDF Site ID

- DUNS ID
- Product Type (SMPF/ MPF)

11.2.2 Outputs

- Spare
- Not Spare
- Faulty
- Spare, LIJ status

12. Glossary

Acronym	Expansions
ADSL	Asymmetric Digital Subscriber Line
ALK	Access Level Key
B2B	Business To Business
BT	British Telecommunications plc
CP	Communications Provider
CRD	Customer Required Date
CSS	Customer Services System
DACS	Digital Access Carrier System
DDI	Direct Dialling In
DEL	Direct Exchange Line
DN	Directory Number
DP	Distribution Point
DSL	Digital Subscriber Line
EMP	Equivalent Management Platform
ID	Identifier
ISDN	Integrated Services Digital Network
ISDN2	Integrated Services Digital Network (Basic Rate, 2B + D)
LIJ	Left-In Jumper
LLU	Local Loop Unbundling
LORN	Linked Order Reference Number
MAC	Migration Authorisation Code
MDF	Main Distribution Frame
MLC	Manage Line Characteristics
MLO	Manage Linked Order
MPF	Metallic Path Facility
NTE5	Network Terminating Equipment No. 5
PBX	Private Branch Exchange
PSTN	Public Switched Telephone Network
SMPF	Shared Metallic Path Facility
T&C	Terms and Conditions
TPON	Telecommunications over Passive Optical Network
WLR	Wholesale Line Rental
WLR3	Wholesale Line Rental 3

13. Document history

Issue	Date	Author	Comments
1.0	22 Aug 2006	Simon Mycock	Updated version to 1.0 following approval for publication
1.1	24 Oct 2006	Simon Mycock	Added ISDN to MLC outputs, added accessibility table and updated MAC Validation details
1.2	2 Nov 2006	Simon Mycock	Incorporated comments from regulatory review
2.0	11 Dec 2006	Simon Mycock	Incorporated comments from legal review and updated version to 2.0 following approval for publication
2.1	2 April 2007	David Gordon	Created a new section entitled Simultaneous Order Checker
3.0	8 Aug 2007	Pearl Tawiah	MLC section updated to reflect R600 changes
3.1	23 Aug 2007	Ali Carvin	MLC updated to reflect output changes. Portal

			T&C section updated
3.2	21 Dec 2007	Pearl Tawiah	Updated to remove Premium Care Level text in section 4.3.1 as product has not yet been launched.
3.3	11 Feb 2008	Chris Hesketh Pearl Tawiah	Improved guidance on MLC for incompatible products Prefixed all mentions of Dialogue Services with "LLU" i.e. "LLU Network Availability Dialogue Services" throughout document.
4.0	12 Mar 2008	Pearl Tawiah	Updated with R800 changes: 2.2.7 Enhanced MLC Incompatible Products Logic, new section 10 for Managed Linked Order. Update to section 9. New section 1.3 added to provide improved information on linking dialogue services
4.1	15 May 2008	Pearl Tawiah	4.5 Enhanced Manage Appointing Dialogue Service to Support Frames Selectable Provisioning Dates
4.2	23 January 2009	Pearl Tawiah	2.0 Contents of section 2 for MLC removed and referred out to new separate MLC User Guide.
5.0	29 September 2009	Pearl Tawiah	4.0 Added R1200 changes for introduction of Flexible Appointing and Missed Appointments.
6.0	27 January 2010	Pearl Tawiah	2.0 updated to add reference to new eMLC User Guide. 4.0 Updated with R1300 changes.
7.0	April 2011	Trevor Benjamin	Revised style and move to generic product format rather than just LLU.