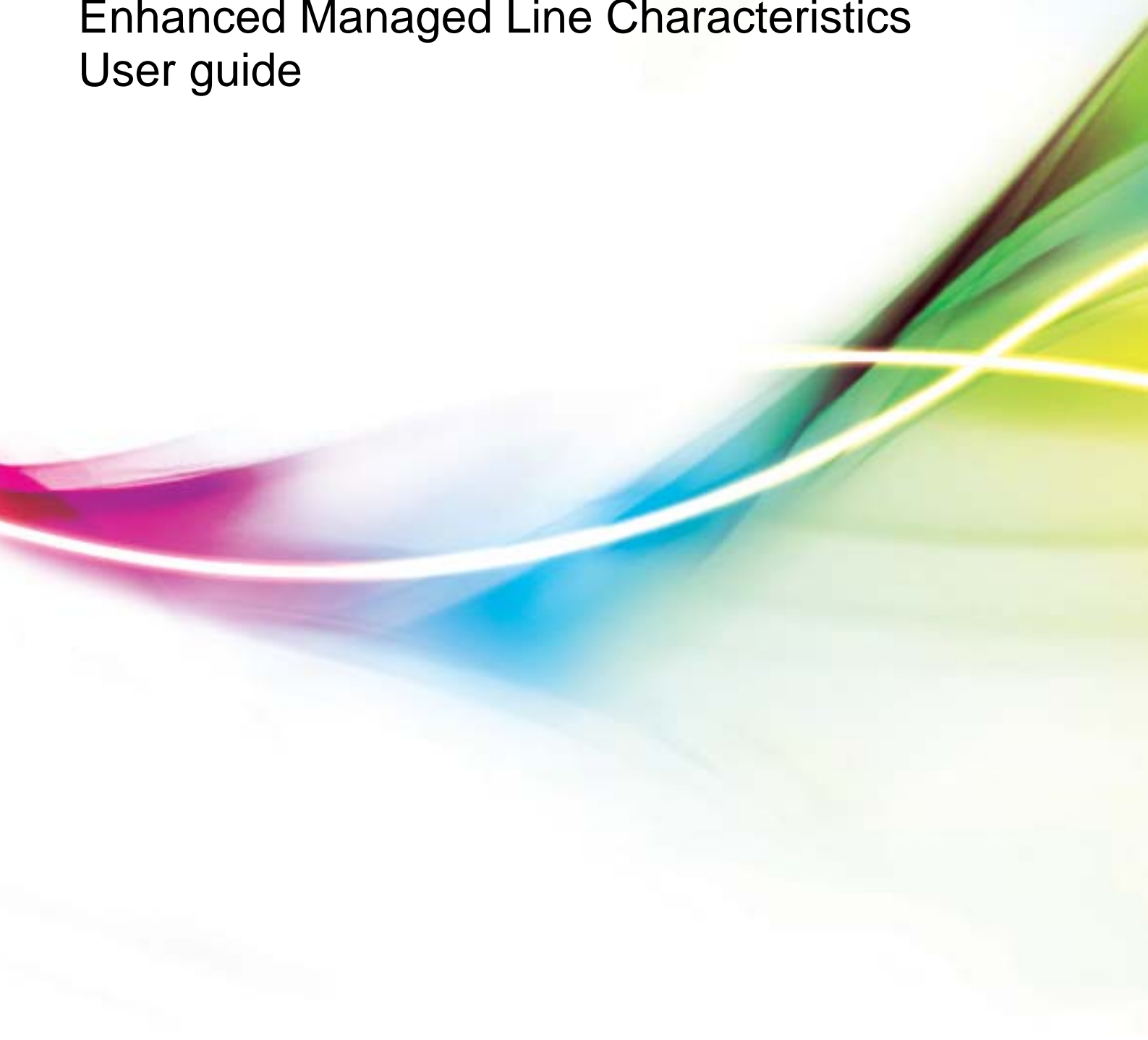


Openreach Dialogue Service

Enhanced Managed Line Characteristics
User guide



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Document history

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Issue 4.0	Glen Holliday	21/01/2011	Incorporation of R1600 changes New FVA parameters BET description update Latest screen shots
Issue 5.0	Glen Holliday	08/08/2011	Incorporation of R1700 changes <ul style="list-style-type: none">- Additional FTTP MDU parameters- FTTC/FTTP availability changes showing planned and deduced states.- Updated Screen Shots
Issue 5.1	Glen Holliday	12/09/2011	Minor changes: Qualification of supported access line types. Correction of FTTC RFS date description.
Issue 6.0	Glen Holliday	03/10/2011	Incorporation of R1800 changes <ul style="list-style-type: none">- Post Code FTTC and FTTP availability enhancements.
Issue 7.0	Glen Holliday	10/01/2012	Incorporation of R1900 changes <ul style="list-style-type: none">- New ONT Install parameters.- Expanded Appendix B to provide the definitions of the S and the N technology codes.- Added Appendix H showing suggested priority order of copper characteristics for predicting BB speed.
Issue 7.1	Glen Holliday	30/3/2012	Refreshed screen shots are R1900 released.
Issue 8.0	Glen Holliday	02/05/2012	Incorporation of R2000 changes <ul style="list-style-type: none">- Additional L2S ID details added at ONT level- Changes to identify Traffic Permit or Notice. Additional

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			field stating the type of Permit
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1 Introduction

1.1 This document

The following describes the Openreach Enhanced Managed Line Characteristics (eMLC) Dialogue Service. Further information is available on the Openreach website:
<http://www.openreach.co.uk>.

1.1.1 Audience

This document will be of interest to everyone who:

- Uses Openreach Dialogue Services to provide front-line assistance to customer enquiries about products and services.
- Needs to understand how the Openreach eMLC Dialogue Services can be employed within your end-to-end business processes.

1.2 Access channels

There are three ways to access our electronic trading services:

- The B2B Gateway
- The Portal
- Web Services

This document has been created to guide you through the portal and its associated XML tag.

1.3 The Openreach Portal

Our portal provides a way for you to access a full range of our Dialogue Services. Because it's online, your staff can use the workflows to help them while they are on the phone to a potential or an existing customer.

2 The enhanced Managed Line Characteristics Dialogue Service

2.1 Name

This is one of a range of online support systems that will help you to place orders and service assurance enquiries using the Openreach EMP (Equivalence Management Platform).

Its formal name is enhanced Managed Line Characteristics Dialogue Service, but it is also known throughout the industry as the following:

- The Managed Line Checker
- The Line Checker
- eMLC

2.2 Purpose

This service enables you to identify line characteristics and other information to help with the provision order validations for the following:

- Shared Metallic Path Facility (SMPF)
- Metallic Path Facility (MPF)
- Generic Ethernet Access Fibre To The Cabinet (GEA-FTTC)
- Generic Ethernet Access Fibre To The Premises (GEA-FTTP)
- All of the above (ALL)

There are several different ways to submit a request, and the ideal ones depend on the type and status of the line.

Where there is a line, requests can be submitted using a directory number, service ID or an access line ID.

Where there is no existing line, the distribution point and postcode can be used.

If the product is ALL or GEA, the address key or Optical Network Terminal (ONT) reference can be used.

2.3 Functionality

2.3.1 The eMLC input screen is divided into three sections – the first section is for ID types of Directory Number, Postcode, Service ID, Access Line ID, and ONT Reference, the second section is reserved for an ID type of DP (Distribution Point) while the third caters to address key.

The first section of the eMLC input screen recognises the following values. A screenshot is provided for reference in appendix A, Figure 1.

Table 1: eMLC input fields corresponding to ID types of DN, PC, SI, ALL or ONTRef

Field name	Valid inputs
Field name (portal): Product key XML tag name: RequiredServiceType	LLU MPF – Local Loop Unbundling Metallic Path Facility. LLU SMPF – Local Loop Unbundling Shared Metallic Path Facility. NBLS - Narrowband Line Sharing product. GEA - Generic Ethernet Access. FVA – Fibre Voice Access. ALL. These options appear in a drop-down box.

<p>Field name (portal): ID type</p> <p>XML tag name: (No equivalent tag)</p>	<p>DN – Telephone number.</p> <p>PC – Postcode.</p> <p>SI – Service ID.</p> <p>AL – Access Line ID. *</p> <p>ONTRef – ONT Reference.</p> <p>Note: * - Supported Access line types are MPF, SMPF and Stopped WLR lines.</p>
<p>Field name (portal): ID value</p> <p>XML tag name: InstallationDN ServiceId AccessLineId PostCode RefNum</p>	<p>A value that corresponds to the ID type selected above such as a telephone number.</p> <p>No spaces are permitted in the entered value.</p>
<p>Field name (portal): Please confirm you have the customer's consent to perform the check</p> <p>XML tag name: (No equivalent tag)</p>	<p>A Yes/No checkbox – customer consent is required prior to making the query.</p>

2.3.2 eMLC Input fields – ID type DP

The second section of the eMLC input screen – corresponding to an ID type of Distribution Point (DP) – recognises the following inputs. Appendix A contains a screenshot for reference in Figure 2.

Table 2: eMLC Input fields corresponding to an ID type of DP

Field Name	Valid Inputs
<p>Field name (portal): Product key</p> <p>XML tag name: RequiredServiceType</p>	<p>LLU MPF – Local Loop Unbundling Metallic Path Facility.</p> <p>LLU SMPF – Local Loop Unbundling Shared Metallic Path Facility.</p> <p>NBLS – Narrowband Line Sharing product.</p> <p>GEA - Generic Ethernet Access.</p> <p>FVA – Fibre Voice Access.</p> <p>ALL.</p> <p>These options appear in a drop-down box.</p>
<p>Field name (portal): ID type</p> <p>XML tag name: (No equivalent tag)</p>	<p>DP – Distribution Point Number.</p>
<p>Field name (portal):</p>	<p>A valid DP number.</p>

DP Number XML tag name: DP	
Field name (portal): CSS District code XML tag name: (No equivalent tag)	CSS (Customer Services System) district code.
Field name (portal): CSS Exchange code XML tag name: (No equivalent tag)	CSS exchange code (MDF ID).
Field name (portal): (no equivalent field) XML tag name: MDFSiteID	A combination of CSS exchange code and district code e.g. WWNABB.
Field name (portal): Please confirm you have the customer's consent to perform the check XML tag name: (No equivalent tag)	A Yes/No checkbox – Customer consent is required prior to making the query.

2.3.3 eMLC Input fields – ID type Address Key

The third section of the eMLC input screen – corresponding to an ID type of Address Key – recognises the following inputs. Appendix A contains a screenshot for reference in Figure 3.

Table 3: eMLC Input fields corresponding to an ID type of Address Key

Field Name	Valid Inputs
Field name (portal): Product key XML tag name: RequiredServiceType	Generic Ethernet Access. FVA. ALL. These options appear in a drop-down box.
Field name (portal): ID type XML tag name: (No equivalent tag)	Gold address key.
Field name (portal): Gold Address Key XML tag name: RefNum	A valid gold address key.

Field name (portal): CSS District code XML tag name: DistrictCode	CSS district code.
Field name (portal): Please confirm you have the customer's consent to perform the check XML tag name: (No equivalent tag)	A Yes/No checkbox – customer consent is required prior to making the query.

2.3.4 eMLC Output fields

The combination of input values will determine which of the output fields are populated during the query. A sample screenshot is provided for reference in Figures 4 of Appendix A.

Table 4: eMLC output fields

Field name (portal)/ XML tag name	Explanation	Refresh rate
Field name (portal): CP Name XML tag name: Name	The name of the contracted CP to whom Openreach provides the MPF or the SMPF service. Only provided where MPF or SMPF is active on the line.	This value is updated 48 hours after a valid order is completed.
Field name (portal): CP contact number XML tag name: Telephone	The contact number for the above contracted CP. Only provided where MPF or SMPF is active on the line.	This value is updated 48 hours after a valid order is completed.
Field name (portal): FTTC CP Name XML tag name: Name	The name of the contracted CP to whom Openreach provides the GEA-FTTC service. Only provided where GEA-FTTC is active on the line.	This value is updated 48 hours after a valid order is completed.
Field name (portal): FTTC CP contact number XML tag name: Telephone	The contact number for the above contracted CP. Only provided where GEA-FTTC is active on the line.	This value is updated 48 hours after a valid order is completed.

Field name (portal)/ XML tag name	Explanation	Refresh rate
Field name (portal): CSS exchange XML tag name: (No equivalent tag)	A code/exchange name that identifies the CSS exchange (MDF ID) to which the line is attached – e.g. 'NABB/Newton Abbot'. Data may not be fully up-to-date due to: <ul style="list-style-type: none"> • Delay in the data refresh for new orders or network re-arrangements. 	This value is updated 48 hours after a valid provide order is complete. This would be refreshed on a monthly basis in case of any change to the exchange data.
Field name (portal): District Code XML tag name: DistrictCode	A code identifying the CSS district code to which the line is attached – e.g. 'WW'. Data may not be fully up-to-date due to: <ul style="list-style-type: none"> • Delays in the data refresh for new orders or network re-arrangements. 	This value is updated 48 hours after a valid provide order is complete. This would be refreshed on a monthly basis in case of any change to the exchange data.
Field name (portal): (no equivalent field) XML Tag name: MDFSiteID	A combination of CSS exchange and district code e.g. WWNABB. Data may not be fully up-to-date due to: <ul style="list-style-type: none"> • Delay in the data refresh for new orders or network re-arrangements. 	This value is updated 48 hours after a valid provide order is complete. This would be refreshed on a monthly basis in case of any change to the exchange data.
Field name (portal): PCP Id XML Tag name: PCPId	Primary Cross-connection Point Identifier for this line. <ul style="list-style-type: none"> • Delay in the data refresh for new orders or network re-arrangements. 	This value is updated 48 hours after a valid provide order is complete. This would be refreshed on a monthly basis in case of any change to the exchange data.

Field name (portal)/ XML tag name	Explanation	Refresh rate
Field name (portal): BT Post Code XML Tag name: RecordedPostCode	The postcode that BT has associated with the line. This may be different from the postcode currently registered with the Post Office. Data may not be fully up to date due to: <ul style="list-style-type: none"> • Delay in the data refresh for new orders. • Postcodes not available for new sites. 	This value is updated 48 hours after a valid provide order is complete. This would be refreshed on a monthly basis in case of any change to the post code data.
Field name (portal): DP Number XML Tag name: DP	The Distribution Point number Data may be not be fully up to date due to: <ul style="list-style-type: none"> • Delay in the data refresh for new orders. 	This value is updated 48 hours after a valid provide order is complete. This would be refreshed on a monthly basis in case of any change to the DP data.
Field name (portal): ANFP Category XML Tag name: ANFPCategory	The ANFP category of the line checked: U: Ultra short X: Extra short S: Short M: Medium L: Long This is defined in the Access Network Frequency Plan as the Categorisation of customer's location in terms of electrical distance from the MDF, defined by loss values at 100 kHz, for a nominal line to the MDF. Data may not be fully up-to-date due to: <ul style="list-style-type: none"> • Delays in the data refresh for new orders. • Inconsistencies in measurement of Line Loss, Capacitance or line length. 	This value is updated 48 hours after a valid provide order is complete. This would be refreshed on a monthly basis in case of any change to the line data.

Field name (portal)/ XML tag name	Explanation	Refresh rate
<p>Field name (portal): Circuit Line Length Estimate</p> <p>XML Tag name: CircuitLineLengthEstimate</p>	<p>An <i>estimate</i> of the length (in metres) of the circuit from the Exchange, calculated as follows:</p> <p>When existing line length records cover all segments from the exchange to the DP, their lengths are added. When multiple cables connect the same two points, the longest (worst-case) route is used.</p> <p>The distance from the DP is calculated using the grid reference of customers premise postcode and a pseudo grid-reference of the DP. The pseudo grid-reference of the DP is the mean of the grid references of all circuits served by a DP.</p> <p>If a segment is missing, its length is estimated by simple trigonometry – calculating the distance between the grid reference of the postcode mid-point and the grid-reference of the DP.</p> <p>Where no grid reference (associated) has been provided for the postcode its value may be blank. Where the line length is not provided, this is likely caused by a missing grid reference. Instances of missing line length information should be raised as an issue via service manager or support desk, process required.</p> <p>Data may not be fully up to date due to:</p> <ul style="list-style-type: none"> • Missing segment information. • Unavailability of grid references. 	<p>This value is updated 48 hours after a valid provide order is complete.</p> <p>This would be refreshed on a monthly basis in case of any change to the line length.</p>
<p>Field name (portal): Circuit Line Length Calculated</p> <p>XML Tag name: CircuitLineLengthCalculated</p>	<p>This value is calculated by the line test system based on the measured capacitance from the exchange to the customer's premises.</p> <p>This is not applicable for MPF lines.</p> <p>Data may not be fully up to date due to:</p> <ul style="list-style-type: none"> • Delay in the data refresh for new orders. • Line test not performed/failures. • Presence of DACS/TPON. • DN excluded from routine testing. 	<p>This value is normally updated 48 hours after a valid provide order is complete.</p> <p>However in some circumstances this value could take up to 2 weeks to appear on eMLC.</p> <p>This value will also be updated as part of the weekly data refresh.</p>
<p>Field name (portal): DP Line Length Estimate</p> <p>XML Tag name: DPLineLengthEstimate</p>	<p>An estimate of the length (in metres) from the DP serving the circuit to the exchange. Calculation logic is similar to the Circuit Line Length Estimate outlined above. Appendix E gives an</p>	<p>This value is refreshed on a monthly basis.</p>

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Field name (portal)/ XML tag name	Explanation	Refresh rate
	<p>overview of where the DP is in relation of the network. (Appendix E shows example of network overview. Appendix F shows a diagram example of a real-life estimated line length).</p> <p>This value may be blank where there is no valid grid reference associated with the postcode. The postcode used is to the DP.</p> <p>Where found, this should be raised as an issue to be investigated via the service manager or support desk.</p> <p>Data may not be fully up to date due to:</p> <ul style="list-style-type: none"> • Missing segment information. • Unavailability of grid references. 	
<p>Field name (portal): A – Earth Capacitance XML Tag name: AECapacitance</p>	<p>Capacitance between leg A and earth in nanofarads – this is measured on a new provide and updated monthly subject to line conditions.</p> <p>This is not applicable for MPF lines.</p> <p>Data may not be fully up to date due to:</p> <ul style="list-style-type: none"> • Delay in the data refresh for new orders. • Line test not performed/failures. • Presence of DACS/TPON. • DN excluded from routine testing. 	<p>This value is normally updated 48 hours after a valid provide order is complete.</p> <p>However in some circumstances this value could take up to 2 weeks to appear on eMLC.</p> <p>This value will also be updated as part of the weekly data refresh.</p>
<p>Field name (portal): B – Earth Capacitance XML Tag name: BECapacitance</p>	<p>Capacitance between leg B and earth in nanofarads – this is measured on a new provide and updated monthly subject to line conditions.</p> <p>This is not applicable for MPF lines.</p> <p>Data may not be fully up to date due to:</p> <ul style="list-style-type: none"> • Delay in the data refresh for new orders. • Line test not performed/ failures. • Presence of DACS/ TPON. • DN excluded from routine testing. 	<p>This value is normally updated 48 hours after a valid provide order is complete.</p> <p>However in some circumstances this value could take up to 2 weeks to appear on eMLC.</p> <p>This value will also be updated as part of the weekly data refresh.</p>
<p>Field name (portal): Line ID XML Tag name: AccessLineID</p>	<p>Access Line ID – this is a unique line identifier.</p> <p>This value is being extracted in real time during the eMLC call.</p>	<p>Real time from master records</p>

Field name (portal)/ XML tag name	Explanation	Refresh rate
Field name (portal): Aggregate Capacitance XML Tag name: AggregatedCapacitance	<p>Only provided for DP and postcode searches. For DP searches, it is the median value of balanced capacitance across all the lines at the DP, excluding extreme values. The value returned is in nanofarads. For postcode it is the median value of balanced Capacitance across all the lines at the postcode.</p> <p>This is not applicable for MPF lines.</p> <p>Data may not be fully up to date due to:</p> <ul style="list-style-type: none"> • Delay in the data refresh for new orders. • Line test not performed/failures. • Presence of DACS/TPON. 	<p>This value is updated following a provision order, which due to cycle times, could take up to 6 weeks to appear.</p> <p>This value will then be updated as part of the monthly data refresh.</p>
Field name (portal): Aggregate DP Line Length Estimate XML Tag name: AggregatedDPLineLengthEstimate	<p>Only provided for postcode searches. For postcode searches, it is the average value across all DP line lengths within the postcode, ignoring extreme values.</p> <p>This value may be blank where there is no valid grid reference associated with the postcode. Where found, this should be raised as an issue via service manager or support desk to be investigated.</p>	<p>This value will be updated as part of the monthly data refresh.</p>
Field name (portal): Line Status XML Tag name: AccesLineStatus	<p>Valid values are 'stopped' or 'working'</p>	<p>Real time from master records</p>

Field name (portal)/ XML tag name	Explanation	Refresh rate
<p>Field name (portal): Celerity Line Loss</p> <p>XML Tag name: CelerityDBLoss</p>	<p>Line loss in decibels – this measurement is taken by the routine weekend line tests a few times a month if line conditions and exceptions permit.</p> <p>Celerity is a testing capability available from Openreach exchange-based test systems which provides line loss information. The line loss for an individual pair is arrived at by taking measurements at 45 spot frequencies in the narrowband up to 20KHz. The loss at a standardised frequency of 300Khz is then inferred based on an internal algorithm.</p> <p>Celerity line loss is currently not measured on MPF lines.</p> <p>Data may not be fully up to date due to:</p> <ul style="list-style-type: none"> • Delay in the data refresh for new orders. • Line test not performed/failures. • Presence of DACS/TPON. • DN excluded from routine testing. 	<p>Celerity data can take anything from 2 to 4 weeks before appearing on eMLC, depending on when the line is routinely tested in relation to the weekly update cycles.</p> <p>Celerity values will be refreshed at least every 3 weeks.</p>

Field name (portal) / XML Tag name	Explanation	Refresh rate
Field name (portal): Line Loss Calculator (LLC) Line Loss XML Tag name: CalculatedDBLoss	<p>Line loss as calculated by the line loss calculator. This uses cable records if they are present (in some cases cable records are not available). This value is distinct from line loss derived through Celerity test capability.</p> <p>This value may be blank where cable records are missing. Where found, this should be raised as an issue via service manager or support desk to be investigated.</p> <p>Data may not be fully up-to-date due to unavailability of cable records or refreshed cable records.</p>	<p>This value will be updated as part of the monthly data refresh.</p>
Field name (portal): Aggregate Circuit Line Length Estimate XML Tag name: AggregatedCircuitLineLengthEstimate	<p>Only provided for DP and postcode searches. For DP searches, it is the median value of all circuit line lengths at the DP. For postcode searches, it is the average value across all circuit line lengths within the postcode, ignoring extreme values.</p> <p>This value may be blank where there is no valid grid reference associated with the postcode. Where found, this should be raised as an issue via Service Manager or Support Desk for investigation.</p>	<p>This value will be updated as part of the monthly data refresh.</p>
Field name (portal): Aggregate Circuit Line Length Calculated XML Tag name: AggregatedCircuitLineLengthCalculated	<p>Only provided for DP and postcode searches. For DP searches, it is the median value of all calculated circuit line lengths at the DP. For postcode searches, it is the average value across all calculated circuit line lengths within the postcode, ignoring extreme values.</p> <p>If this value is found to be blank, it should be raised as an issue via Service Manager or Support Desk for investigation.</p>	<p>This value will be updated as part of the monthly data refresh.</p>
Field name (portal): Aggregate Celerity Line Loss XML Tag name: AggregatedCelerityDBLoss	<p>Only provided for DP and postcode searches. For DP searches, it is the average value of all celerity line losses at the DP. For postcode searches, it is the average value across all celerity line losses within the postcode, ignoring extreme values.</p> <p>This is not applicable for MPF lines.</p> <p>Data may not be fully up to date due to:</p> <ul style="list-style-type: none"> • Celerity test not performed/failures. • Presence of DACS/TPON. 	<p>This value will be updated as part of the monthly data refresh.</p>
Field name (portal):	<p>Only provided for DP and postcode searches. For DP searches, it is the</p>	<p>This value will be updated as part of</p>

Field name (portal) / XML Tag name	Explanation	Refresh rate
Aggregate LLC Line Loss XML Tag name: AggregatedCalculatedDBLoss	average value of all LLC line losses at the DP. For postcode searches, it is the average value across all LLC line losses within the postcode, ignoring extreme values. This value may be blank where cable records are missing. Where found, this should be raised as a fault. Data may not be fully up to date due to: <ul style="list-style-type: none"> • Cable records not being available or accurate. 	the monthly data refresh.
Field name (portal): MPF Tie Cable ID XML Tag name: MPFTieCableID	This information represents the designation of the LLUT tie cable and is only returned if you own the Tie Cable. It can be used by you to identify left-in jumpers. This value is only returned if you own the tie cable while requesting the characteristics check. This value is being extracted in real time during the eMLC call.	Real time from master records
Field name (portal): MPF Tie Pair Number XML Tag name: MPFTiePairNumber	This is the actual pair within the LLUT to which the circuit is assigned (see above for when this information is returned). This value is only returned if you own the tie cable while requesting the characteristics check. This value is being extracted in real time during the eMLC call.	Real time from master records
Field name (portal): PSTN Tie Cable ID XML Tag name: PSTNTieCableID	This information represents the designation of the LLUL tie cable and is only returned if you own it, helping you to identify left-in jumpers. This value is only returned if you own the tie cable while requesting the test. This value is being extracted in real time during the eMLC call.	Real time from master records
Field name (portal): PSTN Tie Pair Number XML Tag name: PSTNTiePairNumber	This is the actual pair within the LLUL to which the circuit is assigned. This value is only returned if you own the tie cable while requesting the characteristics check. This value is being extracted in real time during the eMLC call.	Real time from master records
Field name (portal): Order Type XML Tag name: OrderType	For open orders: This would be the type of open order present on the requested line. This would be returned on eMLC response only if the requested product	Real time from master records

Field name (portal) / XML Tag name	Explanation	Refresh rate
	is LLU SMPF, LLU MPF or ALL. This value is being extracted in real time during the eMLC call.	
Field name : Product type XML Tag name: ServiceType	For open orders: This would indicate the service type for which the open order is returned. This would be returned on eMLC response only if the requested product is LLU SMPF, LLU MPF or ALL. This value is being extracted in real time during the eMLC call.	Real time from master records
Field name : Order Completion Date XML Tag name: OrderTargetDate	For open orders: This would have the target completion date of the mentioned open order. This would be returned on eMLC response only if the requested product is LLU SMPF, LLU MPF or ALL. This value is being extracted in real time during the eMLC call.	Real time from master records
Field name : Fault type XML Tag name: ServiceType	For open faults: Type of service for which an open fault is present on the line. This would be returned on eMLC response only if the requested product is LLU SMPF, LLU MPF or ALL. This value is being extracted in real time during the eMLC call.	Real time from master records
Field name: Fault report date XML Tag name: ReceivedDate	For Open Faults: The date on which the mentioned open fault was reported. This would be returned on eMLC response only if the requested product is LLU SMPF, LLU MPF or ALL. This value is being extracted in real time during the eMLC call.	Real time from master records
Field name : Circuit ID XML Tag name: ServiceID	This is a Service Identifier for which the service information is being returned. This would be returned on eMLC response only if the requested product is LLU SMPF, LLU MPF or ALL and if you own the line while placing the request. This value is being extracted in real time during the eMLC call.	Real Time from master records
Field name : Reseller ID XML Tag name:	This is the identifier for the retailer/reseller. An MPF RID will be returned where available on eMLC response only if the requested product is LLU SMPF, LLU	Real Time from master records

Field name (portal) / XML Tag name	Explanation	Refresh rate
PartyIdentification	MPF or ALL and if you own the line while placing the request. This value is being extracted in real time during the eMLC call.	
Field name : LastDailyAssetUpdateDateTime XML Tag name: LastDailyAssetUpdateDateTime	This would indicate the date and time when the last daily update was done on the data being returned. Note: Asset updates are not common and after the initial creation of the asset, this date is likely to change only when your name changes. See table in section 2.3.5 below for parameters covered.	This would be updated whenever an update occurs in the asset details for a line.
Field name : LastWeeklyUpdateDateTime XML Tag name: LastWeeklyUpdateDateTime	This would indicate the date and time when the last weekly update was done on the data being returned. Note: Routine line test results should arrive weekly so this date should never be more than two weeks in the past (see exceptions for capacitance and calculated line length). See table in section 2.3.5 below for parameters covered.	This would be updated whenever the weekly refresh happens for a particular line.
Field name : LastMonthlyUpdateDateTime XML Tag name: LastMonthlyUpdateDateTime	This would indicate the date and time when the last monthly update was done on the data being returned. Note: Monthly refreshes should be a regular occurrence. See table in section 2.3.5 below for parameters covered.	This would be updated whenever the monthly refresh happens for a particular line.
Field name : LastCelerityUpdateDateTime XML Tag name: LastCelerityUpdateDateTime	This would indicate the date and time when the last celerity update was done on the data being returned. Note: Weekend routine line test results should arrive weekly with all lines being covered over a three week period. Hence, this date should never be more than a month in the past (see exceptions for celerity line loss).	This would be updated whenever the celerity data is updated for a particular line.
Field name : Service type (in Service compatibility) XML Tag name: ServiceType	This is the service type for which the compatibility indicator is being returned. This value is being derived in real time during the eMLC call.	NA
Field name : Compatibility Indicator XML Tag name: CompatablityIndiacator	This would indicate the compatibility of the requested service to be provided on the line. This value is being derived in real time during the eMLC call.	NA

Field name (portal) / XML Tag name	Explanation	Refresh rate
	See Appendix B for values.	
Field name : Technology code XML Tag name: TechnologyCode	This is the code to identify a technology associated with the installation. This value is being derived in real time during the eMLC call. See Appendix B for values.	NA
Field name : Technology text XML Tag name: TechnologyText	This is the text associated with technology code. This value is being derived in real time during the eMLC call.	NA
Field name : FTTC Availability XML Tag name: FTTCAvailable	GEA-FTTC data At a DN level: This holds one of four values Y – GEA-FTTC Infrastructure is in place and a downstream speed equal to, or above, the published threshold is achievable S – GEA-FTTC Infrastructure is in place, but a downstream speed equal to, or above, the published threshold is not achievable P – GEA-FTTC Infrastructure is planned and some early details known. N – GEA-FTTC Infrastructure is not planned or in place. GEA-FTTC Infrastructure is in place if the cabinet has been enabled (the RFS date is today or in the past) and there are free ports available in the cabinet. At an Address level: This holds one of five values Y – GEA-FTTC Infrastructure is in place and both best and worst case downstream speeds are equal to, or above, the published threshold. U – GEA-FTTC Infrastructure is in place and the best case downstream speed is equal to, or above, the published threshold, but the worst case downstream speed is less than the threshold. S – GEA-FTTC Infrastructure is in place, but both best and worst case downstream speeds are less than the published threshold. P – GEA-FTTC Infrastructure is planned and some early details known. N – GEA-FTTC Infrastructure is not planned or in place. GEA-FTTC Infrastructure is in place if the cabinet has been enabled (the RFS	NA

Field name (portal) / XML Tag name	Explanation	Refresh rate
	date is today or in the past) and there are free ports available in the cabinet.	
Field name : Upstream Bandwidth XML Tag name: MaximumUpstreamDataBandwidth	GEA-FTTC data The Upstream speed provided for a line. Returned on DN (line) based enquires only. Can be missing if: <ul style="list-style-type: none"> • DP D-side data is not present. • E-side data is not available for CAL calculation for not a single line. • CSS routing details are missing for all the lines. 	First Available 3 to 6 weeks after DP D-side and E-side data has been entered. This value is refreshed on a monthly basis.
Field name : Best upstream data bandwidth XML Tag name: BestMaximumUpstreamDataBandwidth	GEA-FTTC data The best upstream speed provided by any line on the address DP or in the postcode. Returned on address, DP and postcode enquiries only. Can be missing if: <ul style="list-style-type: none"> • DP D-side data is absent for not a single line. • E-side data is not available for CAL calculation for not a single line. • CSS routing details are missing for all the lines. 	First available 3 to 6 weeks after DP D-side and E-side data has been entered. This value is refreshed on a monthly basis.
Field name : Worst upstream data bandwidth XML Tag name: WorstMaximumUpstreamDataBandwidth	GEA-FTTC data The worst upstream speed provided by any line on the address DP or in the postcode. Returned on address, DP and postcode calls only. Can be missing if: <ul style="list-style-type: none"> • DP D-side data is absent for not a single line. • E-side data is not available for CAL calculation for not a single line. • CSS routing details are missing for all the lines. 	First available 3 to 6 weeks after DP D-side and E-side data has been entered.
Field name : Downstream Bandwidth XML Tag name: MaximumDownstreamDataBandwidth	GEA-FTTC data The downstream speed provided for a line. Returned on DN (line) based enquires only. Can be missing if:	First available 3 to 6 weeks after DP D-side and E-side data has been entered.

Field name (portal) / XML Tag name	Explanation	Refresh rate
	<ul style="list-style-type: none"> • DP D-side data is not present. • E-side data is not available for CAL calculation for not a single line. • CSS routing details are missing for all the lines. 	
Field name : Best downstream data bandwidth XML Tag name: BestMaximumDownstreamData Bandwidth	GEA-FTTC data The best downstream speed provided by any line on the address DP or in the postcode. Returned on address, DP and postcode enquiries only. Can be missing if: <ul style="list-style-type: none"> • DP D-side data is absent for not a single line. • E side data is not available for CAL calculation for not a single line. • CSS routing details are missing for all the lines. 	First available 3 to 6 weeks after DP D-side and E-side data has been entered. This value is refreshed on a monthly basis.
Field name : Worst downstream data bandwidth XML Tag name: WorstMaximumDownstreamDataBandwidth	GEA-FTTC data The worst downstream speed provided by any line on the address DP or in the postcode. Returned on address, DP and postcode enquiries only. Can be missing if: <ul style="list-style-type: none"> • DP D-side data is absent for not a single line. • E-side data is not available for CAL calculation for not a single line. • CSS routing details are missing for all the lines. 	First available 3 to 6 weeks after DP D-side and E-side data has been entered. This value is refreshed on a monthly basis.
Field name : Bandwidth Measure XML Tag name: BandwidthMeasure	FTTC data Indicates whether the speed is predicted or actual. Returned on line based enquires only.	NA
Field name : Best Bandwidth Measure XML Tag name: BestBandwidthMeasure	GEA-FTTC data Indicates whether the best speed is predicted or actual. Returned on address, DP and postcode enquiries.	NA
Field name : Worst Bandwidth Measure	GEA-FTTC data Indicates whether the worst speed is predicted or actual.	NA

Field name (portal) / XML Tag name	Explanation	Refresh rate
XML Tag name: WorstBandwidthMeasure	Returned on address, DP and postcode enquiries.	
Field name : OHP District code XML Tag name: DistrictCode	GEA-FTTC data A code identifying the CSS district code to which the GEA-FTTC fibre is attached – e.g. WW. OHP data will be blank if: <ul style="list-style-type: none"> No OHP data exists in the inventory system. DSLAM Port is yet to be connected logically with L2S port in the inventory system. Serving Cab is not being planned for GEA-FTTC. 	Available, as part of overnight feed, after Inventory created.
Field name : OHP Exchange Code XML Tag name: OHPEXchangeCode	GEA-FTTC data A code identifying the CSS exchange code to which the GEA-FTTC fibre is attached – e.g. STB. OHP data will be blank if: <ul style="list-style-type: none"> No OHP data exists in the inventory system. DSLAM Port is yet to be connected logically with L2S port in the inventory system. Serving Cab is not being planned for GEA-FTTC. 	Available, as part of overnight feed, after Inventory created.
Field name : OHP Exchange Name XML Tag name: OHPEXchangeName	GEA-FTTC data A code identifying the CSS exchange Name to which the GEA-FTTC fibre is attached – e.g. St Albans. OHP data will be blank if: <ul style="list-style-type: none"> No OHP data exists in the inventory system. DSLAM Port is yet to be connected logically with L2S port in the inventory system. Serving Cab is not being planned for GEA-FTTC. 	Available, as part of overnight feed, after Inventory created.
Field name : FTTC Ready for service date XML Tag name: FTTCReadyForServiceDate	GEA-FTTC data If GEA-FTTC is planned, but not yet enabled this field holds the Ready For Service date. This field will be blank if: <ul style="list-style-type: none"> Any of the underlying RFS dates are blank. The RFS date is in the past and the 	NA

Field name (portal) / XML Tag name	Explanation	Refresh rate
	cabinet is already GEA-FTTC enabled.	
Field name : L2S XML Tag name: L2SId	GEA-FTTC data The Identify of the L2S switch in the OHP exchange. L2S data will be blank if: <ul style="list-style-type: none"> • No L2S data exists in the inventory system. • DSLAM Port is yet to be connected logically with L2S port in the inventory system. • Serving Cab is not being planned for GEA-FTTC. 	Available after inventory created as part of daily over night feed.
Field name : FTTC Percentage Coverage XML Tag name: FTTCPercentageCoverage	GEA-FTTC Data Postcode only response Gives the percentage of the postcode planned for GEA-FTTC This field will be blank if no GEA-FTTC is planned for that postcode.	Once planned, available after monthly load process
Field name : FTTP Availability XML Tag name: FTTPAvailable	GEA-FTTP data This holds one of four values Y – GEA-FTTP Infrastructure is in place Either ONTs already in place with spare ports or network infrastructure is in place with ready for service date today or in the past. D – GEA-FTTP Infrastructure is deduced and some early details known. P – GEA-FTTP Infrastructure is planned and some early details known. N – GEA-FTTP Infrastructure is not in place. Deduced flag gives an early indication of an area marked for GEA-FTTP.	NA
Field name : FVA Availability XML Tag name: FVAAvailable	GEA-FTTP data Indication of whether FVA infrastructure is available to provide additional FVA services at the identified location. This holds one of the following two values: Y – FVA infrastructure is available for the provision of FVA services at the location identified either using spare ports in the existing ONT or using spare ports available in the nodes in the access network with installation of new	NA

Field name (portal) / XML Tag name	Explanation	Refresh rate
	<p>ONT.</p> <p>N – FVA infrastructure is not in place.</p>	
<p>Field name : ONT Install Lead Time</p> <p>XML Tag name: ONTInstallLeadTime</p>	<p>GEA-FTTP data</p> <p>Potential lead time required for new ONT Install on a particular premise considering the TMA impact and ONT Install process</p> <p>Optional field, but will be populated alongside other FTTP data.</p>	NA
<p>Field name : ONT Install Process</p> <p>XML Tag name: ONTInstallProcess</p>	<p>GEA-FTTP data</p> <p>This is derived from serving network notes and indicates number of stages/visits to be followed by engineer to perform ONT Installation at premise</p> <p>Optional field, but will be populated alongside other FTTP data.</p>	NA
<p>Field name : Ready for Service Date</p> <p>XML Tag name: ReadyForServiceDate</p>	<p>GEA-FTTP data</p> <p>Tentative date by which the network infrastructure will be available to install a new ONT on which FTTP and/or FVA service can be given.</p> <p>Ready for service date is only present when network is in planning stage hence FTTPAvailable or FVAAvailable = 'N'/'P'/'D' and there is a ready for service date recorded</p> <p>This field will be blank if:</p> <ul style="list-style-type: none"> • Any of the underlying RFS dates are blank. • The RFS date is in the past and the GEA-FTTP infrastructure is enabled. 	NA
<p>Field name : FTTP Percentage Coverage</p> <p>XML Tag name: FTTPPercentageCoverage</p>	<p>GEA-FTTP Data</p> <p>Postcode only response</p> <p>Gives the percentage of the postcode planned for GEA-FTTP</p> <p>This field will be blank if no GEA-FTTP is planned for that postcode.</p>	Once planned, available after monthly load process
<p>Field name : No Coverage</p> <p>XML Tag name: (No equivalent tag)</p>	<p>GEA-FTTP Data</p> <p>Postcode only response</p> <p>Gives the percentage of the postcode with no planned coverage</p> <p>This field is deduced from the FTTPPercentageCoverage and</p>	NA

Field name (portal) / XML Tag name	Explanation	Refresh rate
	FTTTPercentageCoverage fields and displayed on the Portal only.	
Field name : FTTP OHP District code XML Tag name: DistrictCode	GEA-FTTP data A code identifying the CSS district code to which the GEA-FTTP fibre is attached – e.g. WW. OHP data will be blank if: <ul style="list-style-type: none"> No OHP data exists in the inventory system. 	Available after inventory created as part of daily over night feed.
Field name : FTTP OHP Exchange Code XML Tag name: OHPEXchangeCode	GEA-FTTP data A code identifying the CSS exchange code to which the GEA-FTTP fibre is attached – e.g. STB. OHP data will be blank if: <ul style="list-style-type: none"> No OHP data exists in the inventory system. 	Available after inventory created as part of daily over night feed.
Field name : FTTP OHP Exchange Name XML Tag name: OHPEXchangeName	GEA-FTTP data A code identifying the CSS exchange Name to which the GEA-FTTP fibre is attached – e.g. St Albans. OHP data will be blank if: <ul style="list-style-type: none"> No OHP data exists in the inventory system. 	Available after inventory created as part of daily over night feed.
Field name : FTTP L2S XML Tag name: L2SId	GEA-FTTP data The identifier of the L2S switch in the OHP exchange. L2S data will be blank if: <ul style="list-style-type: none"> No L2S data exists in the inventory system. Splitter node is not yet associated with IL2S. This field now appears at two levels: <ul style="list-style-type: none"> The OHP Exchange level, where the default L2SID is given. The ONT level, where the actual L2SID for that ONT is given. There can be more than one L2S within the OHP exchange. 	Available after inventory created as part of daily over night feed.
Field name : TMANoticeOrPermitRequired XML Tag name: TMANoticeOrPermitRequired	GEA-FTTP data Identifies whether any one of network node (splitter, fibre DP, manifold) falling under the traffic sensitive area. In order to perform engineering task, there is a need for traffic notice or permit to be obtained from concerned authority. Optional field so can be blank.	Available after inventory created as part of daily over night feed.

Field name (portal) / XML Tag name	Explanation	Refresh rate
Field name : TMANoticeOrPermit XML Tag name: TMANoticeOrPermit	GEA-FTTP data Identifies whether it's a Notice or Permit required. Permit/Notice/Undetermined Optional field so can be blank.	Available after inventory created as part of daily overnight feed.
Field name : Serving network notes XML Tag name: L2Sid	GEA-FTTP data Indicates the surveyor's assessment during network rollout about the serving network at a particular location. Optional field so can be blank.	Available after inventory created as part of daily over night feed.
Field name : Premise Type XML Tag name: PremisesType	GEA-FTTP data Indicates the surveyor's assessment during network rollout about the type of the premise at a particular location. Optional field so can be blank.	Available after inventory created as part of daily over night feed.
Field name : MDU Status XML Tag name: MDUstatus	GEA-FTTP Data Shows the build status of the MDU infrastructure.	Available after Inventory created as part of daily over night feed.
Field name : MDU Ready for service date XML Tag name: MDUReadyForServiceDate	GEA-FTTP Data If MDU infrastructure is planned, but not yet enabled this fields holds the Ready For Service date. This field will be blank if - No MDU infrastructure is planned - The RFS date is in the past and the infrastructure build complete.	Available after Inventory created as part of daily over night feed.
Field name : MDU Progress Update XML Tag name: MDUProgressUpdate	GEA-FTTP Data Shows the progress being made towards the MDU status being complete.	Available after Inventory created as part of daily over night feed.
Field name : MDU Notes XML Tag name: MDUNotes	GEA-FTTP Data Additional free text notes relevant to the MDU build.	Available after Inventory created as part of daily over night feed.
Field name : ONT Serial Number	GEA-FTTP data The unique serial number of the ONT whose ports are listed.	Available as part of overnight feed after inventory created.

Field name (portal) / XML Tag name	Explanation	Refresh rate
XML Tag name: ONTSerialNumber		When first service on ONT is fulfilled.
Field name : ONT Reference XML Tag name: RefNum	GEA-FTTP data ONT Logical identifier to identify an ONT.	Available as part of overnight feed after inventory created. When first service on ONT is fulfilled.
Field name : ONT Location XML Tag name: Floor	GEA-FTTP data Floor on which the ONT has been installed.	Available as part of overnight feed after inventory created. When first service on ONT is fulfilled.
Field name : ONT Location XML Tag name: Room	GEA-FTTP data Room in which the ONT has been installed.	Available as part of overnight feed after inventory created. When first service on ONT is fulfilled.
Field name : ONT Location XML Tag name: Position	GEA-FTTP data The position in the floor/room in which the ONT has been installed.	Available as part of overnight feed after inventory created. When first service on ONT is fulfilled.
Field name : BBU Status XML Tag name: BBUStatus	GEA-FTTP data The ONT battery backup status. Possible values: <ul style="list-style-type: none"> • Supplied • Not supplied 	Available as part of overnight feed after inventory created. When first service on ONT is fulfilled.
Field name : Port Number XML Tag name: PortNumber	GEA-FTTP data The port number	Available as part of overnight feed after inventory created. When first service on ONT is fulfilled.
Field name : Port Status XML Tag name: PortStatus	GEA-FTTP data The port status	Available as part of overnight feed after inventory created. When first service on ONT is fulfilled.
Field name : Port Type XML Tag name: PortType	GEA-FTTP data The port type – Either Data or Voice	Available as part of overnight feed after inventory created. When first service on ONT is fulfilled.
Field name : Voice Wiring Status XML Tag name:	GEA-FTTP data The voice wiring status LOV	Available as part of overnight feed after inventory created. When first service

Field name (portal) / XML Tag name	Explanation	Refresh rate
VoiceWiringStatus	<ul style="list-style-type: none"> Installed Not installed 	on ONT is fulfilled.
Field name : BET Enabled XML Tag name: BETEnabled	BET data On an LLU SMPF or ALL Product call if the line loss is greater than the BET threshold, for example 55db, then this flag indicates whether the local exchange is enabled for BET or not.	NA
Field name : BET Speed XML Tag name: BETSpeed	BET data If the line already has BET enhancement (indicated by the B technology type) then this indicates the speed of the BET. This field is only present if a corresponding product code is held against the installation.	NA

2.3.5 eMLC frequency of updates

The data provided in eMLC response is refreshed/updated periodically. The below table provides a view of the fields which are updated at the mentioned time intervals. The last update date for these frequencies would be present in the eMLC response. The values for fields other than those mentioned below are extracted and returned in real time.

Table 5: eMLC frequency of update

Frequency of update	Field Names
Daily/asset updated fields	CP Name CP Contact Number FTTC CP Name FTTC CP Contact Number
Weekly updated fields	A – Earth Capacitance B – Earth Capacitance Circuit Line Length Calculated
Monthly updated fields	CSS Exchange District Code MDF Site ID BT Postcode DP Number ANFP Category Circuit Line Length Estimate DP Line Length Estimate Aggregate Capacitance

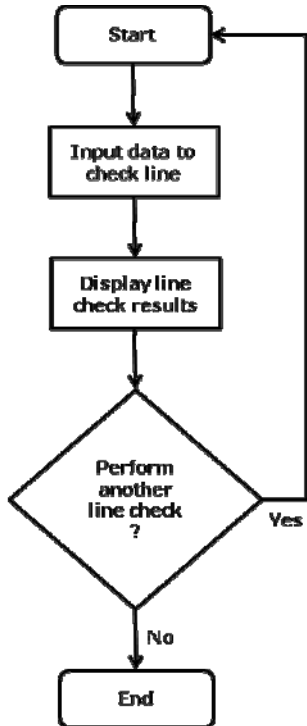
	Aggregate DP Line Length Estimate Aggregate Circuit Line Length Estimate Aggregate Circuit Line Length Calculated Aggregate Celerity Line Loss Aggregate LLC Line Loss Line Loss Calculator (LLC) Line Loss
--	--

2.4 Product compatibility

The eMLC dialogue service provides information regarding the compatibility of a service on the requested line. The check can be performed as below:

- Service compatibility provides an indication of whether services on the existing line are compatible with the requested services.
- The table in Appendix B explains these codes and the recommended actions. The only entry in the table where a call to the helpdesk is noted as being appropriate is when eMLC returns the code P. In all other instances contacting the Openreach Tag Resolution Facility through the web portal is inappropriate because there is no additional information or action available.
- eMLC displays the availability of GEA-FTTC and GEA-FTTP when the request is placed with Generic Ethernet Access or ALL as the requested service.
- The availability of LLU SMPF, LLU MPF, GEA-FTTC and GEA-FTTP can be checked by using ALL as the requested service.

2.5 User process flow



2.6 Error and response codes

Occasionally, eMLC will not be able to provide the requested results and will instead respond with an error code or response code – Appendix C illustrates a sample error screen.

All Dialogue Services response codes are documented in a consolidated spreadsheet called EMP Response Code List, which is accessible from the LLU area (strategic systems information section) on the Openreach website at: <http://www.openreach.co.uk>. The latest version of the spreadsheet can be found on the latest release page i.e. the R1400 version on the EMP R1400 page.

Codes specific to Dialogue Services can be found on the Dialogue Services worksheet. See Appendix D for examples.

3 Using the information provided by eMLC

Together with the other Dialogue Services, eMLC is useful in many customer interactions. These include, but are not limited to:

- Obtaining an estimate for line length, this can be supplemented with other values, e.g. line loss plus your own data to enable you to estimate the speed that can be offered to broadband customers.
- Understanding if there are any incompatible products installed on the line and what you or your customer needs to do in order to provide a service.
- To check if you already have an MPF or SMPF service on the line.
- To inform you about what exchange the line is associated with and whether it's been unbundled.
- To inform about any open orders or open faults that can have an impact on a new order being raised on the same line.

The open order rules are mentioned in Appendix G of this user guide.

The open faults wouldn't have any impact on the new incoming order.

- To provide the availability of GEA-FTTC and GEA-FTTP products on the requested line.
- To provide the availability of ALL products (SMPF, MPF, GEA-FTTC, GEA-FTTP) on the requested line.

4 Dialogue Service Scenario Mapping

Below provided are the three case scenarios to put the use of the eMLC service into context.

4.1 Scenario 1: New SMPF customer with existing PSTN service

New SMPF customer with existing PSTN service:

1. Call eMLC with SMPF as the product key to determine the line characteristics.
2. Use the characteristic data provided to establish the estimated broadband speed and to determine what products can be offered by you.
3. Use technology and compatibility codes to indicate issues with providing service.

The technology code gives an indication of the current technology on the line. The presence of an LLU service would indicate the need for a MAC to be obtained.

The compatibility code will show whether the current products on the line are compatible with SMPF.

4. Open orders may prevent a further order being provided.
5. Open faults will not affect order placement, but may prevent desired service from working.

1. Call eMLC to determine the line characteristics.

Search by DN – telephone number

Enhanced line characteristics - Microsoft Internet Explorer provided by BT Webtop

https://www.openreach.co.uk/... Search BT Intranet

Welcome Glen
Your last login on 02/12/2010 14:58:35 was successful

Search Whole site Advanced search >

My Dashboard Products Network Our Customers Updates Help & Support About us

My Openreach > My dashboard > Enhanced line characteristics

Enhanced line characteristics

Check the details of a line using one of the forms below based on the ID type you select
For ID types DN, PC, SI, AL, ONT Reference

Please fill in all mandatory fields

* Indicates a mandatory field

* Product key: LLU SMPF

* ID type: DN - Telephone Number

* ID value: 0172...

Please confirm you have the End Users consent to perform this check Yes: No:

Clear Search

DUNS ID: 364877501

In this section

- Address matching
- Appointing services
- eCo Order
- Enhanced line characteristics
- Ethernet price tool
- Line characteristics
- Line test and diagnostics
- MAC Checker
- Manage line plant availability
- Manage product availability
- Network availability
- Number portability checker
- Service provider gateway

Result of search using DN – telephone number

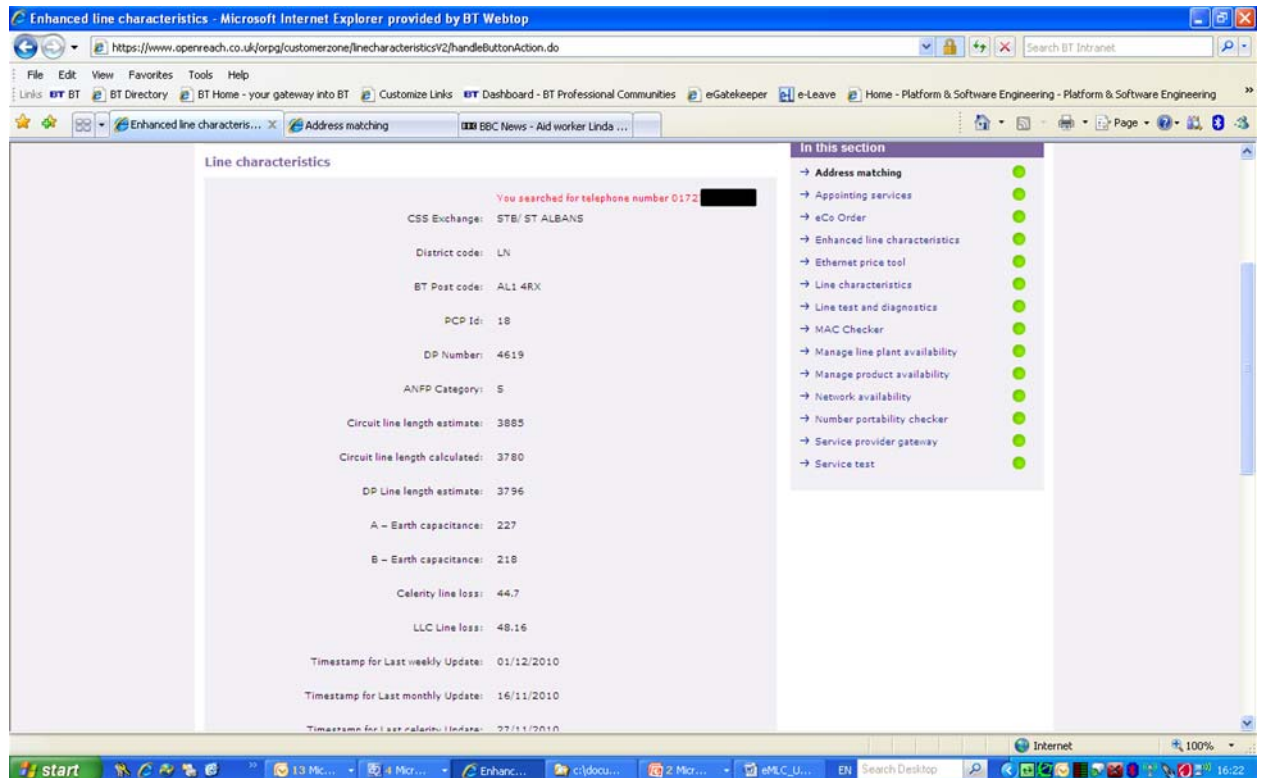
Date: May 2012

Issue: 8.0

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2. Use the characteristic data provided to establish the estimated broadband speed and to determine the offerings to your.

3. Use technology and compatibility codes to indicate issues with providing service.

The technology code gives an indication of the current technology on the line. The presence of an LLU service would indicate the need for a MAC to be obtained.

The compatibility code will show whether the current products on the line are compatible with SMPF.

4. Open orders may prevent a further order being provided.

5. Open faults will not affect order placement, but may prevent desired service from working.

4.2 Scenario 2: New SMPF Customer without PSTN service

New SMPF customers, or new SMPF customers without a PSTN service, e.g. maybe just moved into new premises or cable customers:

1. Call address matcher to get a Gold Address match.

2. Call Network Availability to view whether there is a stopped line.

3. If there is a stopped line, use the access line ID for the input into eMLC to get the line characteristics. No stopped line in use was found for this example.

4. If there is no stopped line then use the DP as the input to eMLC to get the aggregated line characteristics.

5. Use the aggregated characteristic data provided to establish the estimated broadband speed and to determine what products can be offered by you.

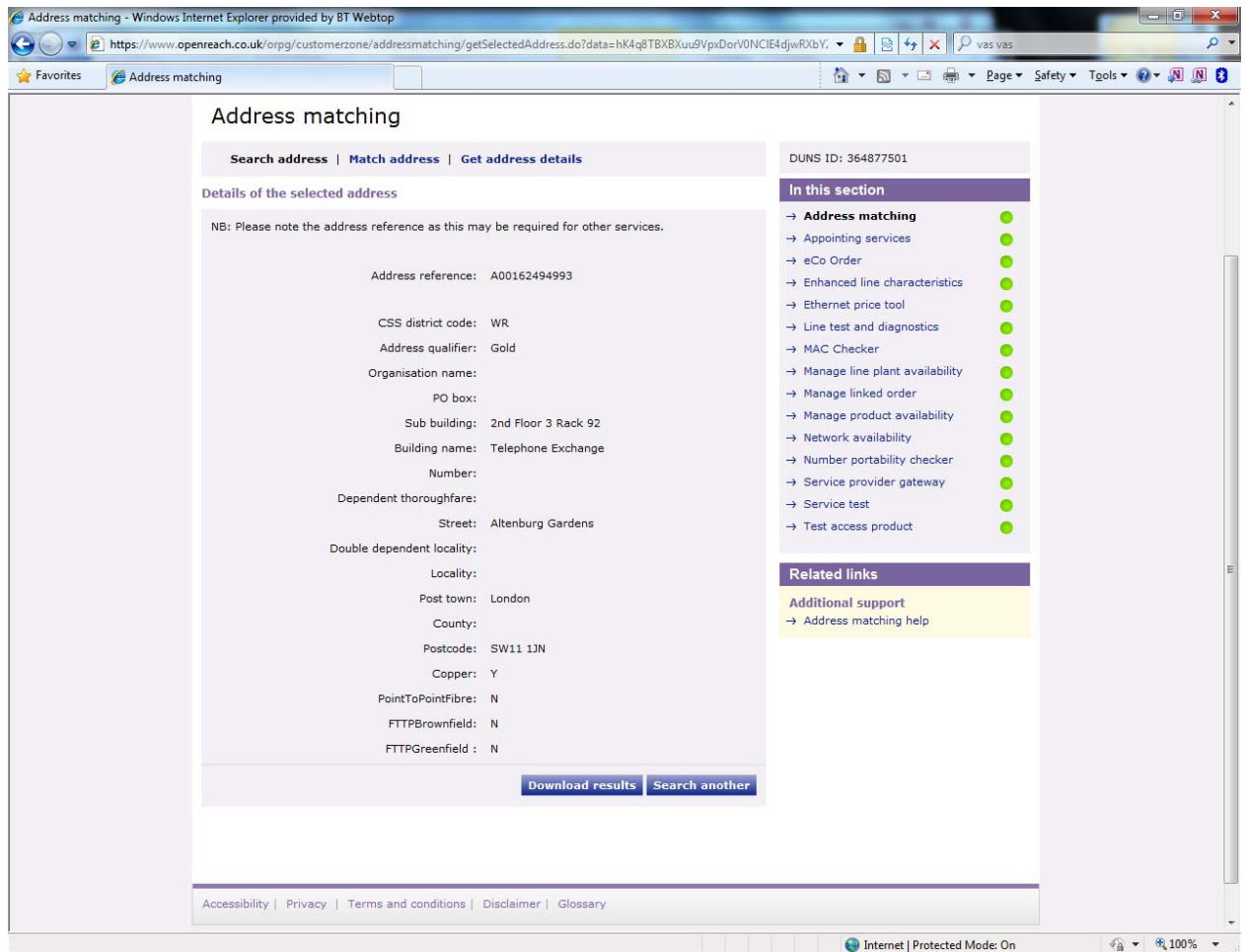
Date: May 2012

Issue: 8.0

Issued by Openreach

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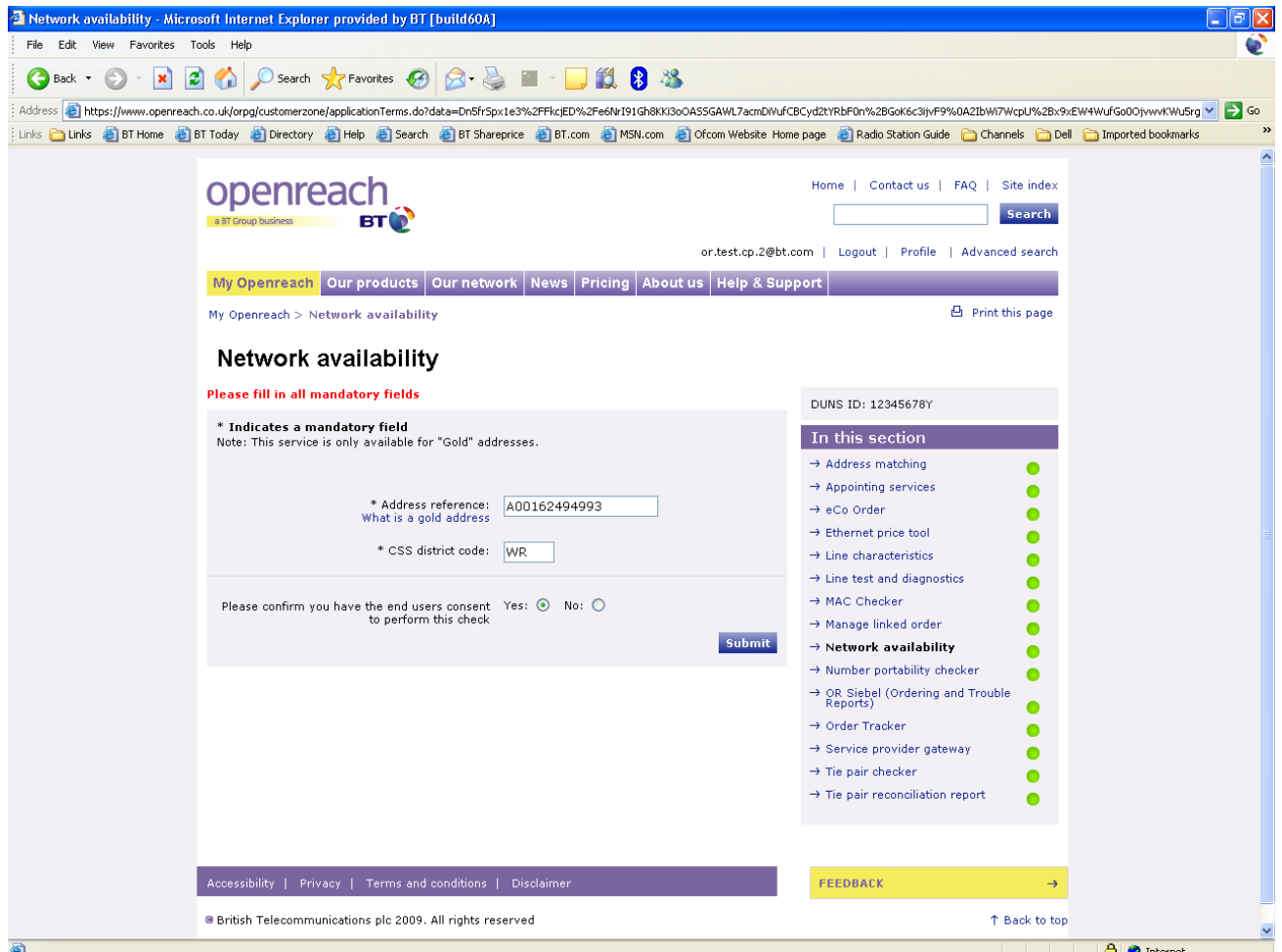
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Result showing address matching details obtained.

2. Call Network Availability to view whether there is a stopped line.

Search Network Availability to determine whether there is a stopped line, using Gold Address Key.



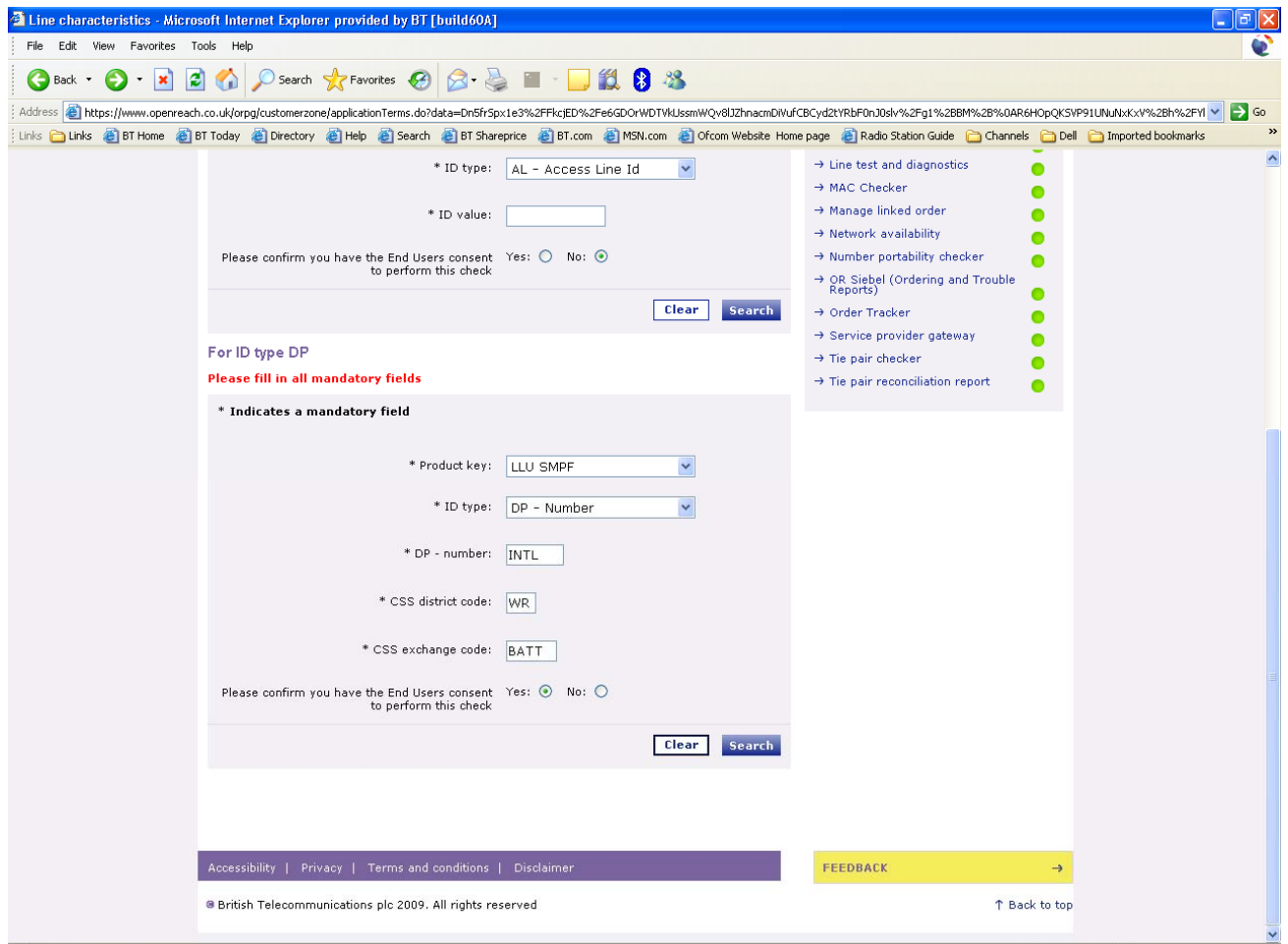
Search submitted with Address reference and CSS district code

Network Availability search result.

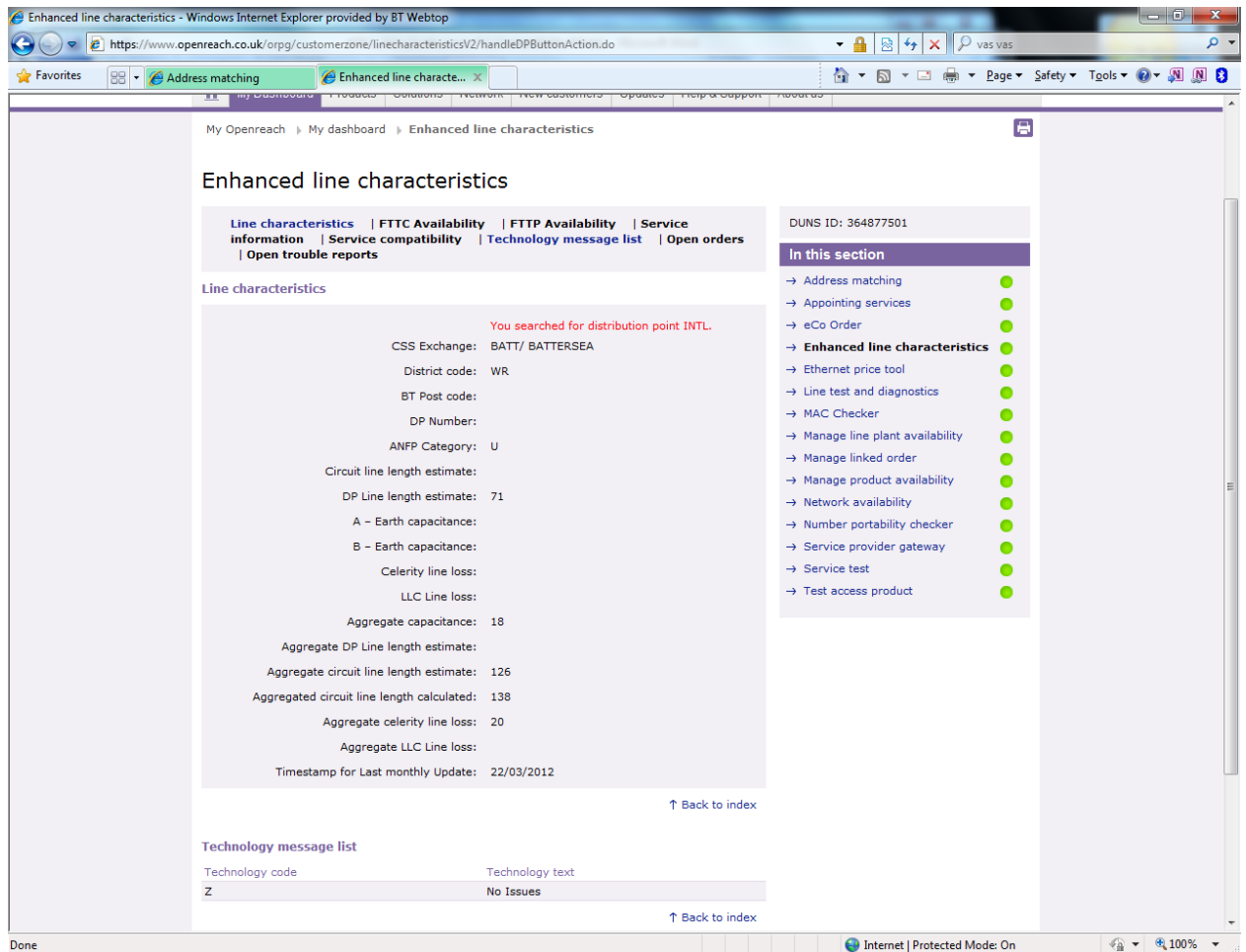
Result shows no existing stopped or LLU lines at the premises.

3. If there is a stopped line use the access line ID for the input into eMLC to get the line characteristics. No stopped line in use was found for this example.

4. If there is no stopped line then use the DP as the input to eMLC to get the aggregated line characteristics.



eMLC search using DP to obtain Line Characteristics.



Result showing aggregated Line Characteristics obtained.

5. Use the aggregated characteristic data provided to establish the estimated broadband speed and to determine what products can be offered by you.

4.3 Scenario 3: An All Product enquiry on an existing PSTN/ WLR3 service

A customer approaches you with an existing PSTN service:

1. Call eMLC with All as the product key to determine the line characteristics, current technologies, product incompatibilities, GEA-FTTC and GEA-FTTP availability.
2. Use the characteristic data provided to establish the estimated broadband speed and to determine what products can be offered by you.
3. Use GEA-FTTC and GEA-FTTP availability to see what high speed broadband products can be offered.
4. Use technology and compatibility codes to indicate issues with providing service.

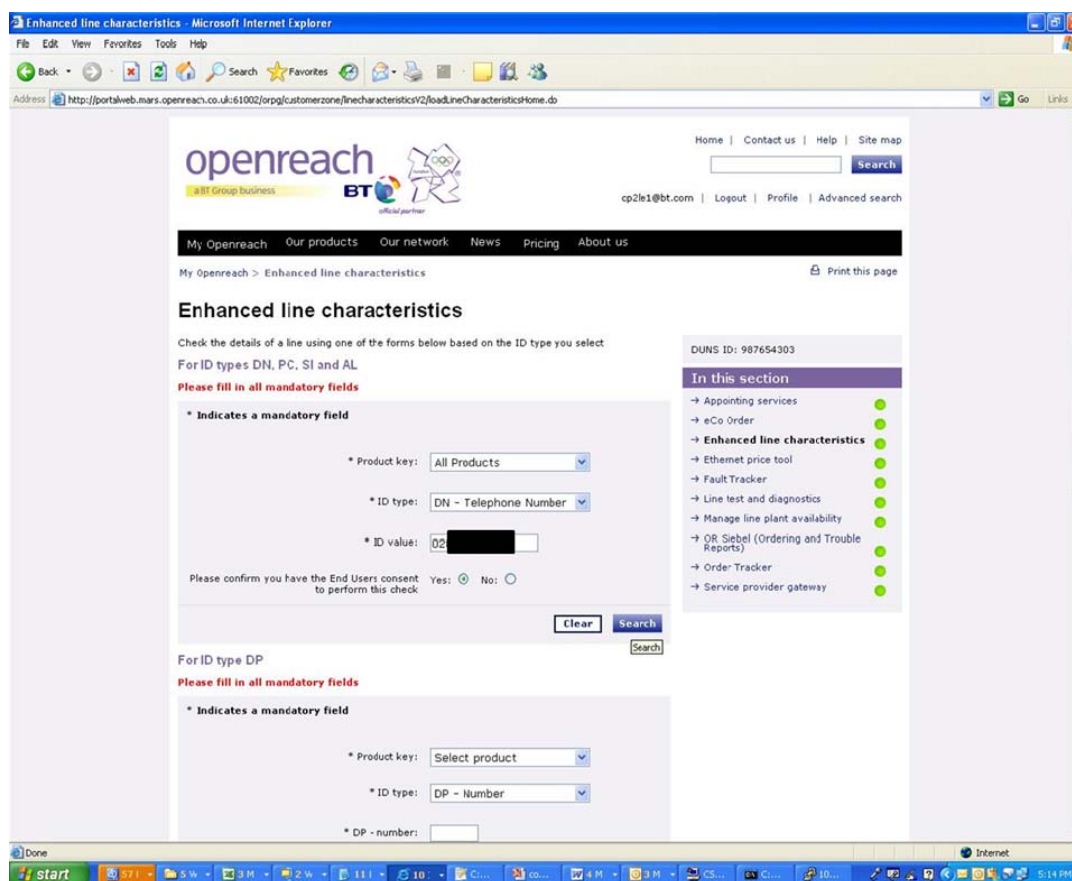
The technology code gives an indication of the current technology on the line. The presence of an LLU service would indicate the need for a MAC to be obtained.

The list of products and Compatibility codes will show whether the current products on the line are compatible with the range of Openreach products.

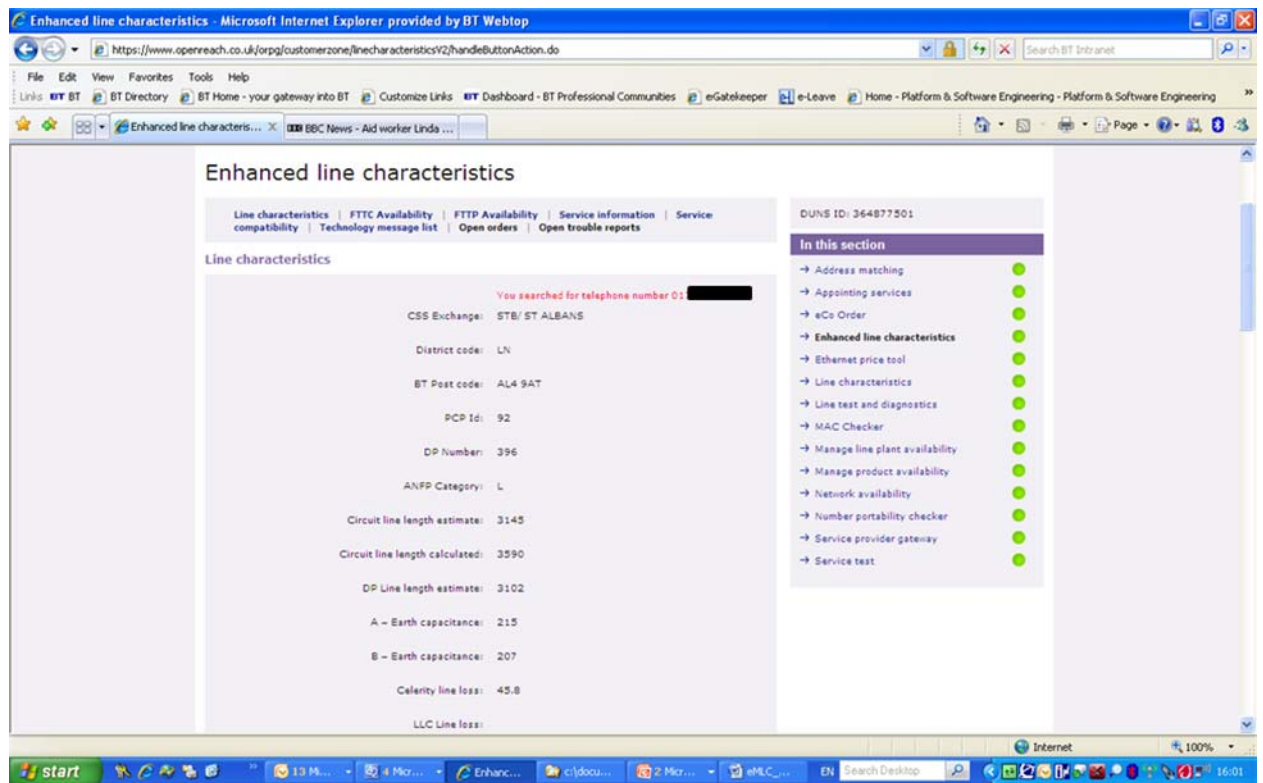
5. Open orders may prevent a further order being provided.
6. Open faults will not affect order placement, but may prevent desired service from working.

1. Call eMLC with ALL as the product key to determine the line characteristics, current technologies, product incompatibilities, GEA-FTTC and GEA-FTTP availability.

Search by DN – telephone number.

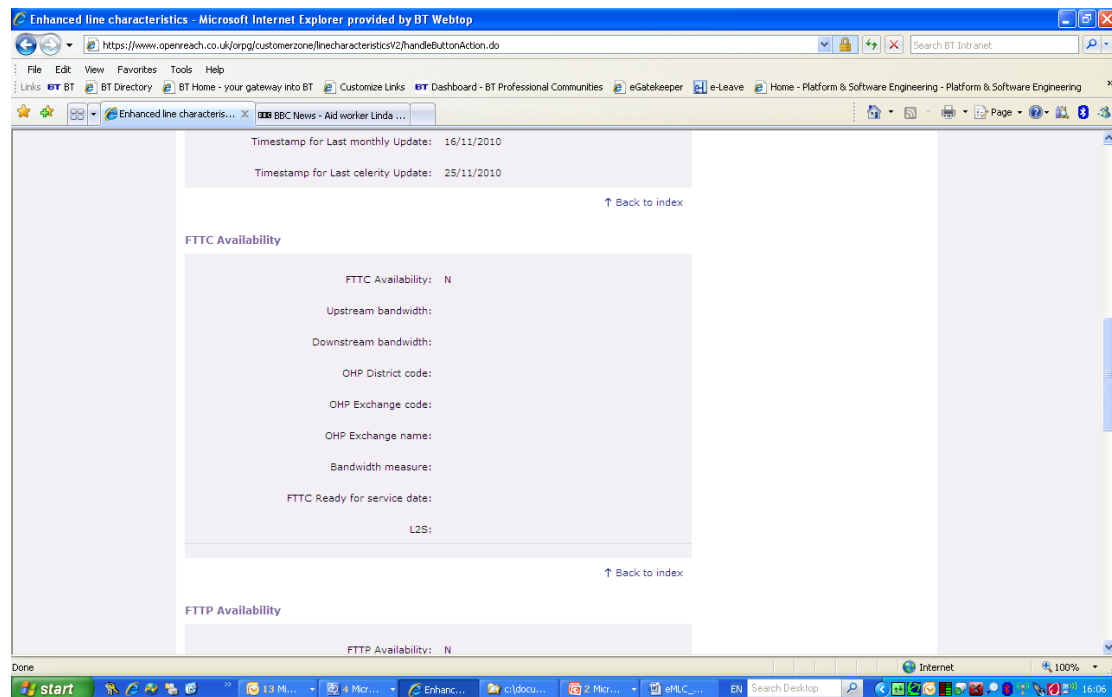


2. Use the characteristic data provided to establish the estimated broadband speed and to determine what products can be offered by you.

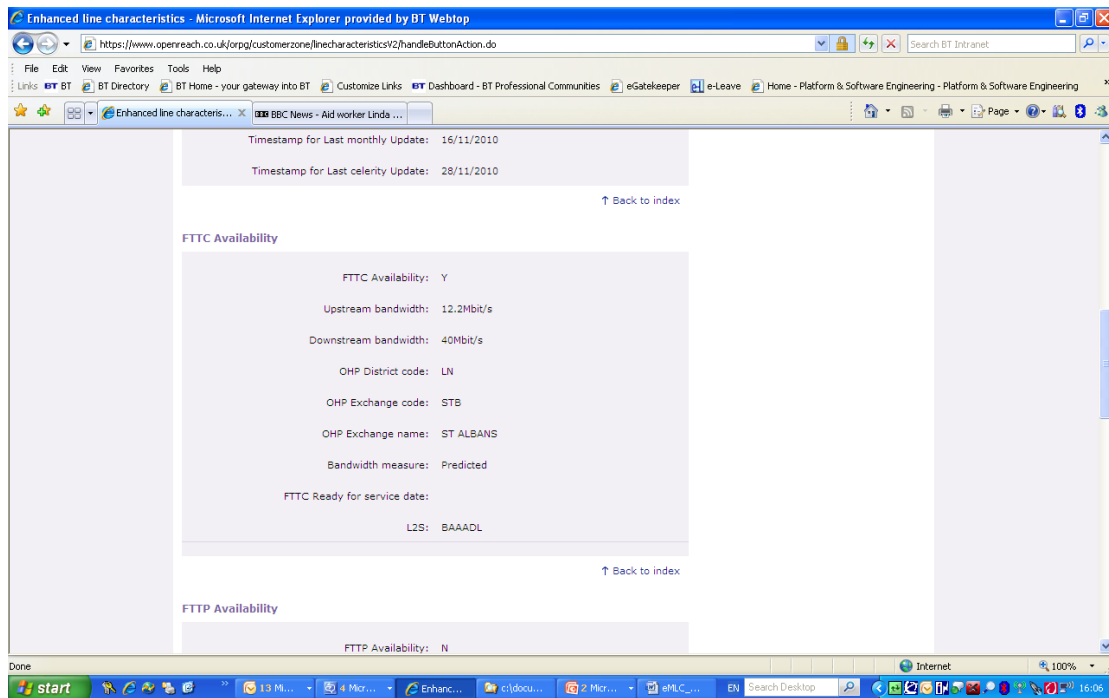


This example shows line length, capacitance and line loss. These copper characteristics can be used to estimate SMPF and MPF speeds.

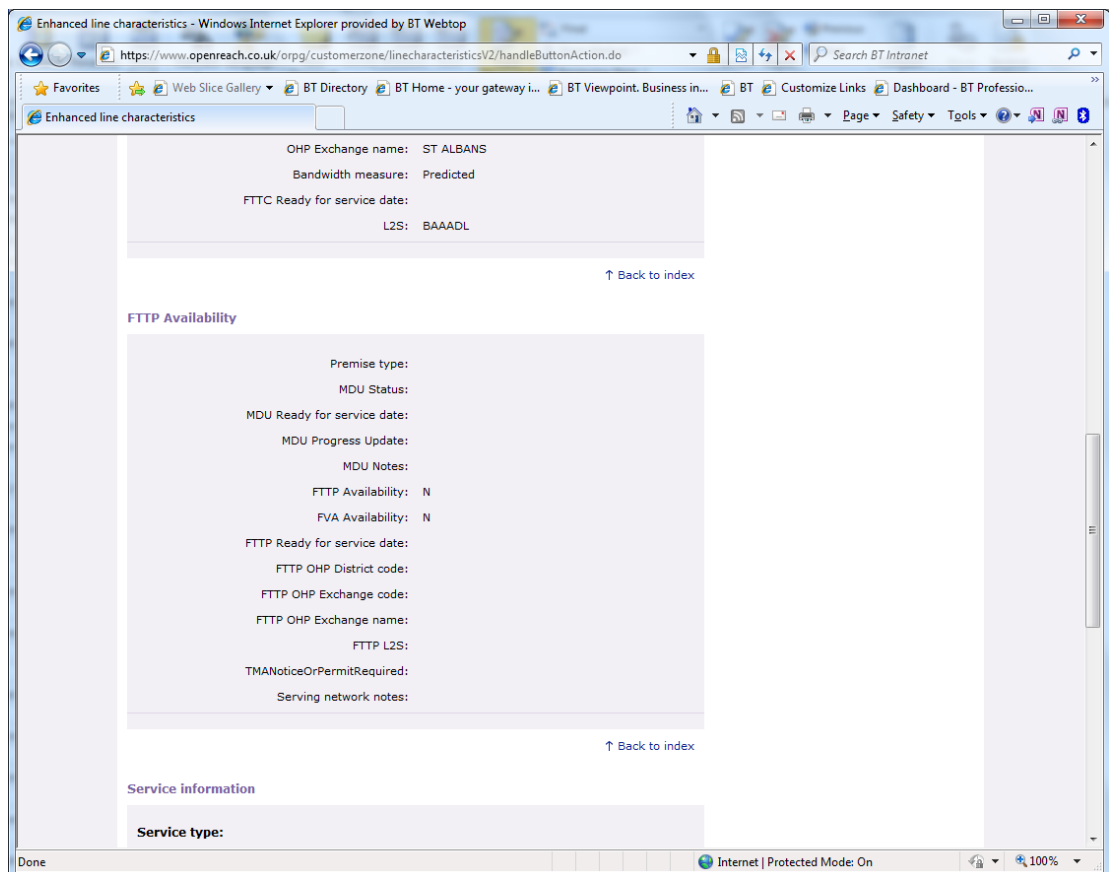
3. Use GEA-FTTC and GEA-FTTP availability to see what High Speed broadband products can be offered.



This example shows no GEA-FTTC availability.



This example shows GEA-FTTC availability and predicted GEA-FTTC speeds.



This example shows no GEA-FTTP availability.

Enhanced line characteristics - Windows Internet Explorer provided by BT Webtop

https://www.openreach.co.uk/org/customerzone/linecharacteristicsV2/handleButtonAction.do

Address matching Enhanced line characte... Back to index

FTTP Availability

Premise type: Single Dwelling Unit Residential
 MDU Status:
 MDU Ready for service date:
 MDU Progress Update:
 MDU Notes:
 FTTP Availability: Y
 FVA Availability: Y
 FTTP OHP District code: EA
 FTTP OHP Exchange code: IPS
 FTTP OHP Exchange name: IPSWICH
 FTTP L2S: BAAATS
 TMANoticeOrPermitRequired: N
 Serving network notes: OH Feed Not Evaluated
 ONT Install lead time (Working days): 9
 ONT Install process: 2 Stage

ONT Details

ONT				Port		
Reference	Location	Serial number	BBU Status	Number	Type	VW Status
ONT0000000223		C0003164	Not Supplied	1	Data	Working
				2	Data	Spare
				3	Data	Spare
				4	Data	Spare
				1	Voice	Spare Not Installed
				2	Voice	Spare Not Installed

Done Internet | Protected Mode: On 100%

This example shows GEA-FTTP availability and current service.

4. Use technology and compatibility codes to indicate issues with providing service.

The technology code gives an indication of the current technology on the line. The presence of an LLU service would indicate the need for a MAC to be obtained.

The list of products and Compatibility codes will show whether the current products on the line are compatible with the range of Openreach products.

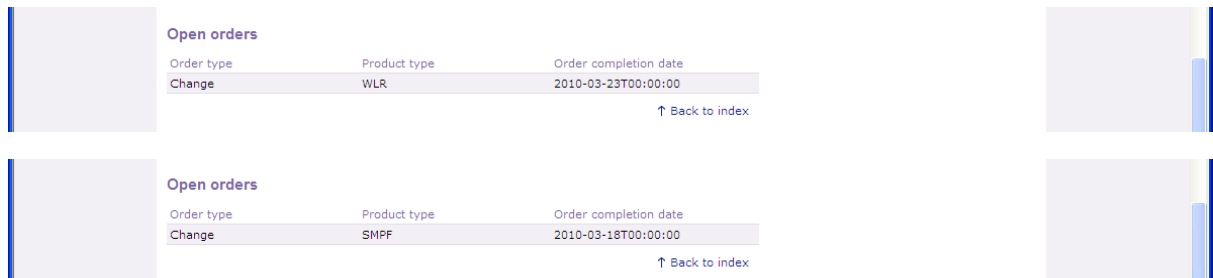


This example shows an SMPF service is already provided over this line.

This example shows this line is compatible with SMPF, MPF and GEA-FTTC.

5. Open orders may prevent a further order being provided.

Two examples are shown here. The first showing an open WLR order, the second showing an open SMPF order.



6. Open faults will not affect order placement, but may prevent desired service from working.



This example shows one open fault.

Appendix A. eMLC Input Fields

Line characteristics

Check the details of a line using one of the forms below based on the ID type you select

For ID types DN, PC, SI and AL

Please fill in all mandatory fields

*** Indicates a mandatory field**

* Product key:

* ID type:

* ID value:

Please confirm you have the End Users consent to perform this check Yes: No:

DUNS ID: 364877501

In this section

- Address matching
- eCo Order
- Ethernet price tool
- **Line characteristics**
- Line test and diagnostics
- Network availability
- Service provider gateway

Figure 1: eMLC input fields corresponding to ID types of DN, PC, SI, AL and ONT ref.

For ID type DP

Please fill in all mandatory fields

*** Indicates a mandatory field**

* Product key:

* ID type:

* DP - number:

* CSS district code:

* CSS exchange code:

Please confirm you have the End Users consent to perform this check Yes: No:

Figure 2: eMLC input fields corresponding to an ID type of DP

For ID type Address key

Please fill in all mandatory fields

*** Indicates a mandatory field**

* Product key:

* Gold address key:

* CSS district code:

Please confirm you have the End Users consent to perform this check Yes: No:

Figure 3: eMLC input fields corresponding to an ID type of Address Key

Output returned is dependant on selected Input fields, where a field is returned blank this indicates no volumes are available.

Appendix B. eMLC Technology and Product Compatibility codes

Table 6: eMLC Technology and Product Compatibility codes

1) Technology codes

Further information code	Title	Explanation	Recommendation
B	BET	This line has BET – Broadband Enabled Technology.	
D	DDI	Direct Dialling In (DDI) is typically found in commercial environments in conjunction with a PBX and/or multi-line.	Although this is a real telephone number, it doesn't identify a line that is capable of supporting broadband. The customer may require an additional line to be installed in order to obtain service.
E	DACS	DACS is a unit that combines two voice lines on to a single physical line. The DACS unit will need to be removed before broadband can work, which may necessitate deploying additional cable. Removal of DACS is subject to current Openreach policy coupled with your agreed cost thresholds.	Check cost threshold policy on DACS removal and then, if appropriate, submit the provision order as usual. The customer should be warned to expect a delayed provisioning date to allow for the removal of the DACS. You will be informed of the progression of the order.
F	Fibre	The line being queried is made of fibre and is therefore incapable of supporting DSL based broadband.	It is not possible to place LLU orders against this line. If copper overlay is available in the customer's area the customer may require an additional copper line to be installed in order to obtain service. TPO orders are routinely checked for copper overlay availability.
G	Generic Ethernet Access	The line being queried has a GEA connection (FTTC).	A line that already has a GEA FTTC service on it cannot support SMPF or an additional MPF. A controlled migration order is the only way to avoid creating a tag issue.
I	ISDN2 (includes highway products)	ISDN2 is a digital technology that provides lower bandwidths than DSL-based broadband. It has also been sold as Home Highway and Business Highway. Converting an ISDN line to SMPF involves the addition of a voice service using WLR. The whole conversion process can be achieved as a single order and includes the option to revert to ISDN if the broadband doesn't work.	For SMPF place an ISDN Conversion order. If the customer has multiple telephone numbers associated with the ISDN service then they can usually choose which one they wish to keep and use on the WLR service. For MPF the customer must first request that their line reverts to PSTN and only once that process is complete can an MPF order be placed.

Further information code	Title	Explanation	Recommendation
K	Line concentrator	Line concentrators are a larger scale version of DACS, typically involving many lines. Broadband cannot work through a line concentrator. Removal of lines from a line concentrator is subject to current Openreach policy coupled with your agreed cost thresholds.	<p>Check cost threshold policy on Line Concentrator removal and then, if appropriate submit the provision order as usual. The customer should still be warned that the chance of the order succeeding remains small and even if successful to expect a considerably delayed provisioning date to allow for the removal of the line concentrator.</p> <p>In addition, due to the use of Line concentrators generally in rural areas, taking note of the estimated line length is advisable.</p>
L	SMPF	A line that already has an SMPF service on it cannot accept a second one. A controlled migration order is the only way to avoid creating a tag issue.	<p>For SMPF orders, the customer needs to approach their existing broadband supplier to ask for a MAC. This is then submitted as a migration order.</p> <p>For MPF the migration will convert the voice service to MPF and will automatically remove the SMPF.</p>
M	MPF	<p>A line that has an MPF service on it cannot also support SMPF or an additional MPF. To migrate to SMPF on this line without creating a tag issue it is necessary to use the simultaneous provide process.</p> <p>If an MPF line is queried using eMLC with the DN as the identifier then an error will be returned indicating that no data can be found. This is because the DN quoted will be associated with the MPF service and is not a DN on the BT network.</p>	<p>For SMPF, submit a simultaneous provision order with a Linked Order Reference Number (LORN). The customer should then quote the LORN to their chosen WLR provider to be used for the provisioning of their service with their new provider.</p> <p>For MPF, submit a provision order as usual.</p>
N	SLU SMPF	A line that has the SLU SMPF product on it. The SMPF part is unbundled the cabinet and tied across to the SLU CPs cabinet. The voice part is brought back to re-join its original path to the exchange.	<p>For SMPF orders, the customer needs to approach their existing SLU broadband supplier to ask for a MAC. This is then submitted as a migration order.</p> <p>For MPF the migration will convert the voice service to MPF and will automatically remove the SLU SMPF.</p> <p>For full details see new process for SLU to LLU transfers.</p>
S	SLU MPF	A line that has the SLU MPF product on it. Fully unbundled at the cabinet and tied across to the SLU CPs cabinet.	<p>Place the LLU order and this will result in the AoT message to be sent to the losing CP.</p> <p>For full details see new process for SLU to LLU transfers.</p>

Further information code	Title	Explanation	Recommendation
T	TPON	TPON is a fibre optic network that is used in certain parts of the country. TPON cannot support MPF or SMPF products. However if a suitable copper cable exists at the site overlaying the fibre then the service could be transferred to the copper network overcoming the incompatibility problems.	Orders for LLU will be accepted on TPON lines and a manual check will be made for a copper overlay. Customers should be warned that the check will delay the process and that there is a significant chance that no overlay will be found and the order will then be rejected.
V	Featurenet	Featurenet is a product sold by BT to businesses. It connects multiple lines together into a single virtual network.	The only option in this instance is for the customer to contact the provider of the Featurenet and request that it be removed and the line to revert to PSTN.
Z	Line clear	The line would appear to have no compatibility issues.	A standard provision order should be placed.

2) Compatibility Codes

Further information code	Title	Explanation	Recommendation
P	Incompatible Product	There are a wide variety of product types that can cause a compatibility issue. Typically these need to be removed before any broadband order can proceed. Some of the common problems can be identified relatively easily and are listed opposite. All other examples will require you to contact the Openreach Tag Resolution Facility through the web portal.	<p>Check with the customer whether they have one of the following:</p> <p>Multi-line installation (never compatible), needs a separate line.</p> <p>PBX (most are unable to support broadband).</p> <p>Hardwired phones (where the telephone is wired directly into the wall instead of having a plug and socket). The customer will need to ask their telephony supplier to install a socket (known as the NTE5). Once complete the line will show as clear and broadband can be supplied.</p> <p>If after exhausting the above examples you are not able to identify the incompatible product then contact the Openreach Tag Resolution Facility through the web portal.</p>
W	Alarm Service	<p>Only applicable from EMP R800.</p> <p>Exchange based fire/security alarm facilities are physically incompatible with MPF. Queries for SMPF should never encounter this code because SMPF is compatible with alarm lines.</p>	<p>The customer should be advised their alarm service is compatible with certain types of Broadband and not others.</p> <p>If the customer wishes to have MPF-based broadband then they must either cease their alarm service or obtain an additional line.</p>

Further information code	Title	Explanation	Recommendation
X	Multi-line	<p>Only applicable from EMP R800.</p> <p>A multi-line installation is where more than one copper pair is grouped together. Almost always found in commercial premises, Neither MPF or SMPF can be supplied on a multi-line.</p>	<p>LLU cannot be supplied on multi-line installations so the customer will need to order an additional line.</p>
Y	Line clear	<p>The line would appear to have no compatibility issues.</p>	<p>A standard provision order should be placed.</p>

Appendix C. Sample Error screen

Home | Contact us | FAQ | Site index

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Home > Line characteristics [Print this page](#)

Line characteristics

Error code:	Error message:
2158	Data cannot be returned for this Telephone Number

[Run another check](#)

DUNS ID

In this section

- Address matching ●
- eCo Order ●
- Ethernet price tool ●
- **Line characteristics** ●
- Line test and diagnostics ●
- Network availability ●
- Service provider gateway ●

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Figure 4: Sample eMLC response code screen.

Appendix D. Example eMLC response codes

Example : eMLC Response codes

Table 7. Example eMLC Response codes

Response Code	Response to CP	Explanation
2060	The address key provided is not a 'Gold' Address Key.	The address key provided is not a 'Gold' Address Key.
2061	Data cannot be returned for the NAD key provided.	It has not been possible to return data for the given NAD (Name & Address Database) key as there is either no associated DP or there are multiple DPs linked with it.
2062	Invalid location.	Either the address key or the District ID you have supplied cannot be found on our records. This could be because the format is incorrect.
2150	No Errors – Line characteristics obtained.	The request was successful.
2151	Error processing request.	There has been an unexpected problem processing this request.
2152	Telephone Number not recognised format.	The Telephone Number is not in the expected format. It should be numeric starting with a 0.
2153	Service ID not recognised format.	The Service ID is not in the expected format. It should be eleven characters alphanumeric.
2154	Line ID not recognised format.	The Line ID is not in the expected format.
2155	Only one identifier allowed.	More than one identifier has been supplied. There should be either a Telephone Number or a Service ID or a Line ID.
2156	DP Identity not recognised format.	The DP Identity fields are not in the expected format. They should comprise of an MDFSite ID and a DP number.
2157	Postcode not recognised format.	The postcode is not in the expected format.
2158	Data cannot be returned for this Telephone Number.	Data could not be returned for the Installation Directory Number (DN) given.
2159	Data cannot be returned for this Service ID.	It has not been possible to return data for the given service ID.
2160	Data cannot be returned for this Line ID.	It has not been possible to return data for the given Line ID.
2161	Data cannot be returned for this DP Identity.	It has not been possible to return data for the given DP Identity.

Response Code	Response to CP	Explanation
2162	Data cannot be returned for this postcode.	Data couldn't be returned for the postcode given. The postcode given may be: 1) A refrained postcode with no Openreach presence, or 2) A served/refrained postcode with no data
2163	Telephone Number is not a working line.	Characteristics can only be returned for working or stopped lines. The installation Directory Number (DN) given is not working.
2164	Service ID Is not a working line.	Characteristics can only be returned for working or stopped lines. The Service ID given is not working.
2165	Line ID Is not a working line.	Characteristics can only be returned for working or stopped lines. The Access Line given is not working.
2166	Telephone Number exported to Other Licensed Operator.	Characteristics cannot be returned for numbers exported to other Communication Providers.
2167	Incompatible customer type.	Installation is not compatible for requested order. Refer to the Product Incompatibility list at: http://www.openreach.co.uk/
2168	Unrecognised Product Key.	The product key has not been set to one of the expected values.
2169	Unrecognised ID type.	The look up ID type has not been set to one of the expected values.
2170	Openreach has experienced a technical problem (2170).	Unexpected systems failure. This message is received by portal users only. Note: B2B and Web Services users will receive a standard systems failure message.
2172	Openreach has experienced a technical problem (2172).	Unexpected systems failure. This message is received by portal users only. Note: B2B and Web Services users will receive a standard systems failure message.

Response Code	Response to CP	Explanation
2173	Openreach has experienced a technical problem (2173).	Unexpected systems failure. This message is received by portal users only. Note: B2B and Web Services users will receive a standard systems failure message.
2174	Version number invalid.	The version number has not been set to one of the expected values.
2175	DN is not the Main Number.	Characteristics can only be returned on the Main Number.
2176	This identifier cannot be used for this product type.	Service ID and Access Line ID are not valid input parameters for NBLs. Note: This message is received by B2B and Web Services users only. Portal users will receive an on-screen validation error instead.
2177	The post code is not recognised.	The postcode is not recognised by Openreach.
2178	Installation DN is not recognised by Openreach.	Openreach doesn't recognise the Installation Directory Number (DN). This may be because the number is not in a BT number range.
2179	Service ID is not recognised.	Data couldn't be returned as the Service ID was not recognised.
2180	Access Line ID is not recognised.	Data couldn't be returned as the Access Line ID was not recognised.
2184	Line characteristics cannot be returned for this Installation DN.	Line characteristics cannot be returned because the Installation Directory Number (DN): 1) Is not a single number, or 2) Is an auxiliary number on a Private Branch Exchange (PBX), or 3) Refers to an outgoing line on Direct Dialling In (DDI) on a PBX, or 4) Is a Bypass Number, or 5) Is a Main Number PBX, or 6) Is a Main Number of a Virtual Private Services (VPS) PBX, or 7) Is an internal private circuit
2185	No Installation DN exists for the given Access Line ID.	The SMPF Access Line ID provided does not have a corresponding Installation Directory Number (DN).

Appendix E. Example Network overview

DPs, overhead or underground

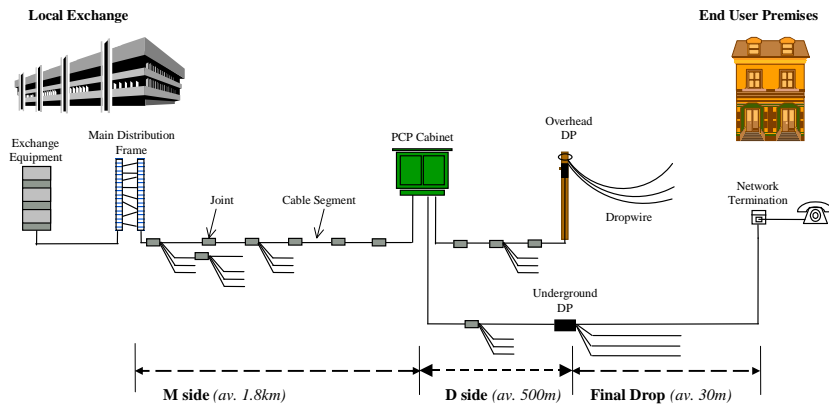


Figure 5: Example of Network overview.

Appendix F. Real Example Estimated Line Length

Real example

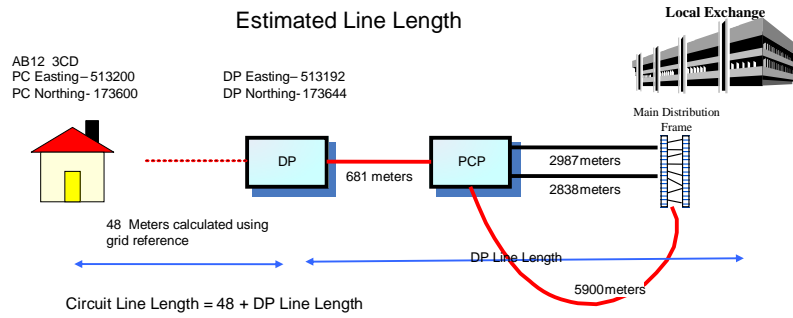


Figure 6: Real example of Estimated Line Length.

Appendix G. Open Order Rules

Table 8: Open Order Rules

Existing Open Order		New Order being created		Accepted
Service Type	Order Type	Service Type	Order Type	
SMPF	Change	SMPF	Provide	No
SMPF	Change	SMPF	Change	Yes
SMPF	Change	MPF	Provide	No
SMPF	Change	MPF	Change	No
MPF	Change	SMPF	Provide	No
MPF	Change	SMPF	Change	No
MPF	Change	MPF	Provide	No
MPF	Change	MPF	Change	Yes
FTTC	Provide	SMPF	Provide	No
FTTC	Provide	SMPF	Change	No
FTTC	Provide	MPF	Provide	No
FTTC	Provide	MPF	Change	No
FTTC	Change	SMPF	Provide	No
FTTC	Change	SMPF	Change	No
FTTC	Change	MPF	Provide	No
FTTC	Change	MPF	Change	No
FTTC	Cease	SMPF	Provide	No
FTTC	Cease	SMPF	Change	No
FTTC	Cease	MPF	Provide	No
FTTC	Cease	MPF	Change	No
WLR	Provide	SMPF	Provide	No
WLR	Provide	SMPF	Change	No
WLR	Provide	MPF	Provide	No
WLR	Provide	MPF	Change	No
WLR	Change	SMPF	Provide	Yes
WLR	Change	SMPF	Change	Yes
WLR	Change	MPF	Provide	Yes
WLR	Change	MPF	Change	Yes
WLR	Cease	SMPF	Provide	No
WLR	Cease	SMPF	Change	No
WLR	Cease	MPF	Provide	No
WLR	Cease	MPF	Change	No
WLR	Start	SMPF	Provide	No
WLR	Start	SMPF	Change	No
WLR	Start	MPF	Provide	No
WLR	Start	MPF	Change	No
WLR	Stop	SMPF	Provide	No
WLR	Stop	SMPF	Change	No

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WLR	Stop	MPF	Provide	No
WLR	Stop	MPF	Change	No

Appendix H. Suggested priority order of using copper characteristics for predicting Broadband speed.

eMLC returns a number of copper line characteristics to assist CPs in predicting the LLU broadband speed of the existing copper line. Where more than one characteristic is present then the suggested priority order is as follows.

For Line based queries:

Priority	Characteristic Name
1	Celerity Line Loss
2	A-Earth Capacitance B-Earth Capacitance
3	Circuit line length calculated
4	LLC Line Loss
5	Circuit line length estimated
6	DP line length estimated

For Address/DP based queries

Priority	Characteristic Name
1	Aggregate Celerity Line Loss
2	Aggregate Capacitance
3	Aggregate Circuit line length calculated
4	Aggregate LLC Line Loss
5	Aggregate Circuit line length estimated
6	DP line length estimated