

Dialogue Services

Product guide

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Introduction and handy reading tip

This is an Openreach ancillary document. It contains important information about Dialogue Services which our customers ("you") need to understand.

Its contents (unless highlighted in grey) including diagrams, tables or other illustrations (unless marked "for information purposes only") form part of our GEA, LLU and WLR3 contracts (as published on the Openreach portal at:

<https://www.openreach.co.uk/orpg/home/products/contracts/contracts.do>) with you. As we introduce or withdraw product features, or otherwise develop our services, we will make changes to this document in line with the change process for ancillary documents in our product contracts.

It refers to various pages on the Openreach portal and Openreach price list, many of which require you to log in to the portal first, to view the links.

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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. It is important Communications Providers (CPs) only use the Dialogue Services for the correct purpose.

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

The Dialogue Services and the processes they support are:

Dialogue Service	Provision	Repair
eMLC	Yes	No
Address Matching	Yes	No
Appointing	Yes	Yes
Line Test and Diagnostics	No	Yes
Service Test and Diagnostics	No	Yes
Manage Line Plant Availability (MLPA)	Yes	No
Obtain Installation Details (OID)	Yes	No
Number Port Export	Yes	No
Number Port Import	Yes	No
Number Management and Reservation	Yes	No
Number Preservation	Yes	No
Manage Linked Order	Yes	No
Obtain Switch Details	Yes	No
Query Fault History	No	Yes

Line Suitability	Yes	No
Tie Pair Checker	Yes	No
Product Availability	Yes	No
Display Service Details	Yes	Yes
Order Completion	Yes	No
Test Access Product (TAP LLU)	No	Yes
Request Test Routing (TAP NGA)	No	Yes
Modify Configuration Details	Yes	Yes
Display ONT Details	Yes	Yes
Request Connection Price Band	Yes	No
Trigger Controlled Cessation	Yes	No
Trigger Number Export	Yes	No
Infrastructure Discovery	Yes	No
Choose to Divert (C2D)	Yes	No
Same Retailer Marker	Yes	No
Duct and Pole Access (DPA) digital map tool	Yes	No

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.

Dialogue Service	B2B	XML Gateway	Openreach Portal
eMLC	Yes	Yes	Yes
Address Matching	Yes	Yes	Yes
Appointing	Yes	Yes	Yes
Standard	Yes	Yes	Yes
Flexible	Yes	Yes	Yes
Expedite	Yes	Yes	No
Line Test and Diagnostics (LLU)	Yes	No	Yes
Line Test and Diagnostics (WLR)	Yes	No	No
Service Test and Diagnostics	Yes	No	Yes
MLPA	Yes	Yes	Yes
OID	Yes	Yes	No
Number Port Export	Yes	No	Yes
Number Port Import	Yes	No	No
Number Management and Reservation	Yes	Yes	No
Number Preservation	Yes	No	No
Manage Linked Order	Yes	Yes	Yes
Obtain Switch Details	Yes	No	No

Query Fault History	Yes	No	No
Line Suitability	Yes	Yes	No
Tie Pair Checker	Yes	Yes	Yes
Product Availability	Yes	Yes	Yes
Display Service Details	Yes	Yes	No
Order Completion	Yes	Yes	No
Test Access Product (TAP LLU)	No	Yes	Yes
Request Test Routing (TAP NGA)	No	Yes	No
Modify Configuration Details	Yes	Yes	No
Display ONT Details	Yes	Yes	No
Request Connection Price Band	Yes	Yes	Yes
Trigger Controlled Cessation	Yes	Yes	Yes
Trigger Number Export	Yes	Yes	Yes
Infrastructure Discovery	No	Yes	Yes
Choose to Divert (C2D)	Yes	Yes	No
Same Retailer Marker	Yes	Yes	Yes
Duct and Pole Access (DPA) digital map tool	No	Yes	Yes

1.2.1 Portal

The Openreach portal offers online access to a subset of 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 or to be configured to access the 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 eMLC 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 Metallic Path Facility (MPF).

To find out the line characteristics, you need to check the address using the Address Matching dialogue service. This gives a Gold Address Key (ALK) which you insert into the MLPA 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 eMLC to find out its 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 in accordance with the relevant Openreach contract.

2. Enhanced Manage Line Characteristics

The purpose of the Enhanced Manage Line Characteristics (eMLC) Dialogue Service is to enable you to identify line characteristics and technologies available at the location. It is provided to enable CPs to have meaningful discussions with prospective and current end customers to calculate the potential line speed based on network access parameters, as well as actual broadband speeds for existing services. The output enables CPs to make business decisions based on the data.

A separate eMLC User Guide can be found here:

http://www.openreach.co.uk/eMLC_user_guide.pdf

3. Address matching

The purpose of the Address Matching Dialogue Service is to find an address recognised by Openreach systems, provide Openreach with an address, or an update to an existing address, when the CP places a provide.

The Address Matching tool allows you to search for an address and obtain a matched address reference, known as an Address Key (ALK). 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 or the Address Base Premium or the Pointer files for addresses from UK local authorities (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 or an Address Base Premium or a Pointer 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 or an Address Base Premium or a Pointer 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. 13 = 2013)
- 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 placed 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).

Please refer to the 'Best Practice Guide – Address Management' (<http://www.openreach.co.uk/orgp/home/helpandsupport/how-toguides/howtoguides.do>) for details of how to search for an address.

The following is available:

3.2.1 Inputs

Following search categories are supported.

Address element search

Standard search

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

- Optional flag to return the non-postal addresses not known to Openreach
- Optional flag to include BT exchange addresses

Advanced search

- Building number and street and post town
- or building name and street and post town
- or postcode and sub-building
- Optional flag to return the non-postal addresses not known to Openreach
- Optional flag to include BT exchange addresses
- Optional field Site Search Description(Primary Classification Descriptions) with List Of Values

UPRN Search

- Unique Property Reference Number (UPRN)
- Optional flag to return the non-postal addresses not known to Openreach

Geospatial searches

- Easting and Northing with radius
- Longitude and Latitude with radius

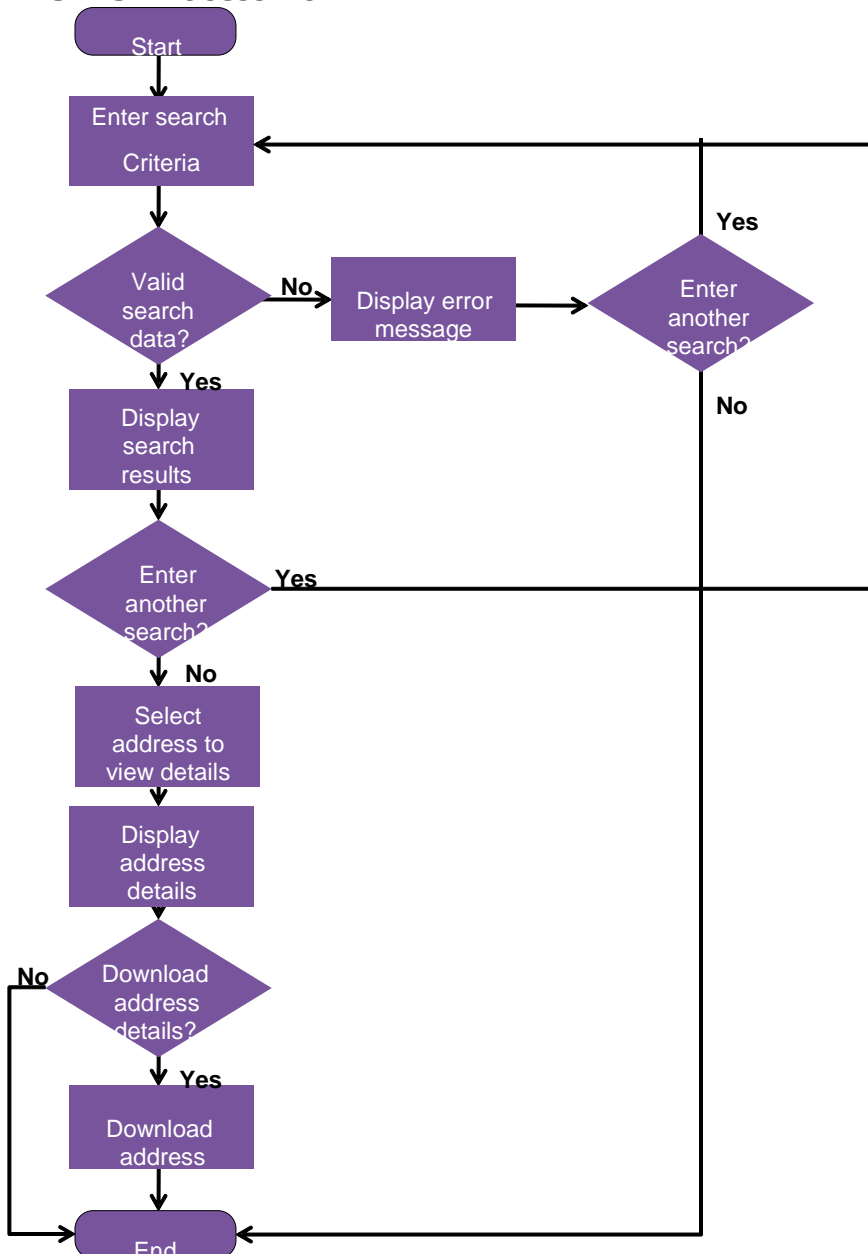
3.2.2 Output

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, only the maximum permissible number of search results will be returned.

- For the address Search operation in the response Site classification code and Site classification (description) details along with the other Address search results will be displayed back on the Portal screen. For all the gold addresses, the technology markers (copper, PointToPointFibre, FTTPBrownfield, FTTPGreenfield) will be set based on the bearer technologies that address can support.
- Restriction information will be returned for gold and silver addresses in the technology marker fields with a value 'R' if there is restriction for a bearer technology.
- For UPRN searches, all the addresses whose UPRN or Parent UPRN is matching with the given input UPRN will be returned in the results.
- In the address search and UPRN searches, if the flag to return non-postal addresses not known to Openreach is set, non-postal addresses that are available in Address Base Premium and Pointer will be returned along with the addresses that are returned when this flag is not set.
- For geospatial searches, addresses in the radius of the given input radius from the given input set (Easting, Northing or Latitude, Longitude) will be returned back.
- 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.
- For Gold Address keys the CSS district code is returned.

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 or UPRN, either a matched address with a Gold ALK or a matched address with one of the sources Postal Address File (PAF), Address Base Premium and Pointer with silver qualifier or a Match Fail message is returned. The following is available:

3.3.1 Inputs

Address element match

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

UPRN Match

- UPRN

3.3.2 Outputs

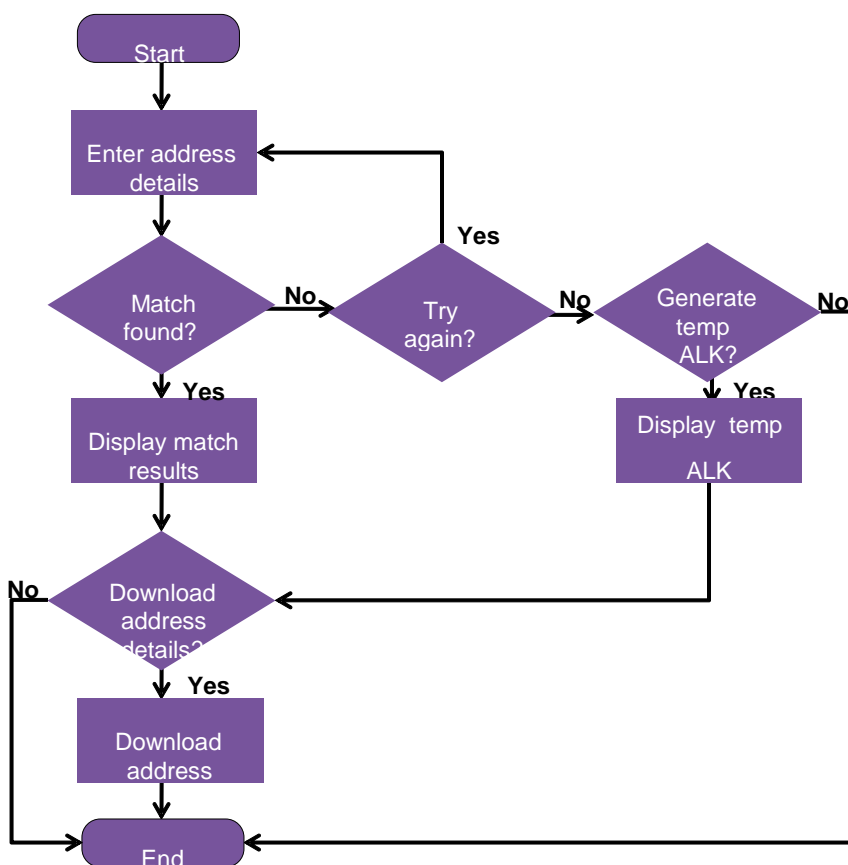
Fully matched address details including all address fields, address key, technology markers and restrictions (if any). For Gold Address keys the CSS district code is returned.

For UPRN match, address which is matching with the given input UPRN will be returned in the output.

For the match address operation in the response Site classification code and Site classification (description) details along with the other matched address parameters will be displayed back on the Portal screen.

Where the search results in matches to multiple addresses, or to 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. If the address is available in any of the sources PAF, Address Base Premium and Pointer, a temporary Silver ALK is generated. 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 -Match Address as detailed in Section 3.2.
- Optional easting, northing or latitude, longitude

3.4.2 Outputs

- Temporary Silver/Bronze ALK along with the restriction information if applicable in the technology marker flds.

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:

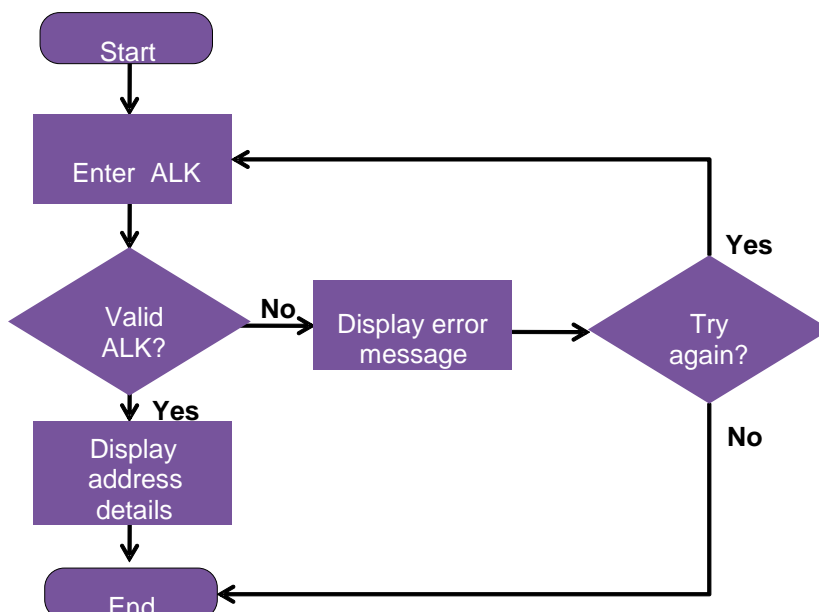
3.5.1 Inputs

- Address Reference - the ALK

3.5.2 Outputs

- The address along with the restriction information if applicable in the technology marker fields.
- For the get address operation in the response Site classification code and Site classification (description) details along with the other parameters will be displayed back on the Portal screen.
- For Gold Address keys the CSS district code is returned.

3.5.3 Process flow



4. Appointing

The purpose of the Appointing Dialogue Service is to provide CPs with engineering appointments when they are required for provision, Line Test OK or repairs. Appointing provides you with a real-time service which allows you to select suitable times and dates for your customer's appointment while speaking to your customer and then lists the available appointment slots.

You can then reserve an appointment which will return an Appointment Reference for use in an order or fault report. This reference is only valid for a limited time period dependant on product type and if the reservation is for an order or fault:

Product	Provision Appointment Reservation Timeout	Fault Appointment Reservation Timeout
LLU MPF/Shared Metallic Path Facility (SMPF)/ Broadband Enabling Technology (BET)	24 Hours	30 minutes
WLR3 Analogue	24 Hours	30 minutes
WLR3 Integrated Services Digital Network (ISDN)2	24 Hours	30 minutes
Generic Ethernet Access Fibre To The Cabinet (GEA-FTTC)	24 Hours	2 Hours
Single Order GEA-FTTC (SOGEA)	24 Hours	2 Hours
Generic Ethernet Access Fibre To The Premises (GEA-FTTP)	24 Hours	2 Hours
Fibre Voice Access (FVA)	24 Hours	2 Hours
Service Based Solutions (SBS)	24 Hours	NA
Ethernet/ISDN30	NA	NA

Note timeouts are configurable and may be subject to change.

4.1 Potential benefits

Appointing provides the following potential benefits to you:

Allows you to reserve a suitable appointment for your customers while they are on the line, offering a real time flexible approach to appointing 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

The key input parameters are listed below:

- CP ID – DUNS ID for the CP requesting the service
- Access Line ID – available as an input identifier for GEA-FTTC, WLR3 (Public Switched Telephone Network (PSTN) single line and multi-line), LLU (MPF and SMPF) and SOGEA
- Product Type – The product for which the appointment is being requested
- Activity – Whether appointment is for a provide/modify/repair or Frames resource
- Technology – Applicable for GEA-FTTC and SOGEA only; whether the appointment is for a Very-high-bit-rate Digital Subscriber Line (VDSL) or Gfast based service
- Site visit reason – applicable for GEA-FTTC (VDSL), GEA-FTTC (Gfast), GEA-FTTP, FVA and SOGEA products
- Service Maintenance Level – Service Maintenance Level for the service being appointed
- Appointment Type – Standard (for a list of Standard Appointment slots), Flexible (for a list of Standard and Flexible Appointment slots), Expedite for a list of Expedite appointment slots (N.B. Expedite appointments are not available via the Portal).
- Address Key – Gold/Silver/Bronze are accepted.
- CSS District Code – paired with the Gold Address Key
- or Directory Number
- or Service ID
- Start date — Earliest Date from when you would like the available appointment slots returned.

4.2.2 Outputs

The output is a list of appointment slots that match the input criteria. The output data is listed below:

- Date – The date of the appointment slot
- Time Slot – The time slot available on the date (AM, PM, EM, EV, MFALM, MFAEA, ALLDAY, 0900, 1100, 1300, 1500, 1700, 1900)
- Day – Day of the week
- Up to 32 slots will be returned

Standard Slots

If the Appointment Type selected is Standard then Standard slots only are returned and are defined as:

- Monday to Friday AM (08:00 to 12:59)
- Monday to Friday PM (13:00 to 18:00)
- Monday to Friday ALLDAY (08:00 to 18:00)
- 0900 (07:00-09:00)
- 1100 (09:00-11:00)
- 1300 (11:00-13:00)
- 1500 (13:00-15:00)
- 1700 (15:00-17:00)
- 1900 (17:00-19:00)

Note that the 2 hour slots are only offered for certain activities on certain products.

Flexible Slots

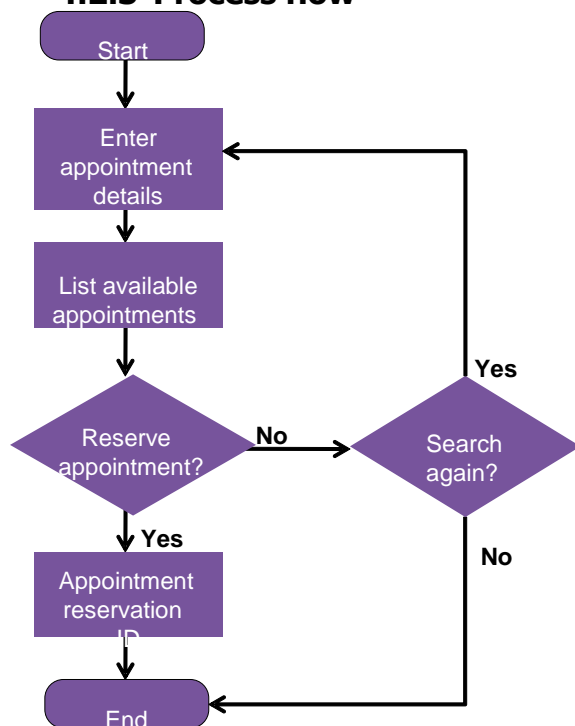
If the Appointment Type selected is Flexible then Standard and Flexible slots are returned. Flexible slots are defined as:

- Monday to Saturday (EM) (07:00-08:00)
- Monday to Friday (EV) (18:00-21:00)
- Saturday AM (08:00 to 12:59)
- Saturday PM (13:00 to 18:00)
- More Focused Appointments Late Morning, Monday-Friday excluding Bank Holidays (MFALM) (10.00-12.00)
- More Focused Appointments Early Afternoon, Monday-Friday excluding Bank Holidays (MFAEA) (14.00-16.00)

Please note that Flexible Appointments are offered only where field resource is available and also incur an additional charge. Pricing information can be found at <http://www.openreach.co.uk/pricing>.

If you intend to make use of the Flexible Appointments capability please ensure you refer to the Flexible Appointments product description on the Service Products section of the Openreach Portal at <http://www.openreach.co.uk/serviceproduct>.

4.2.3 Process flow



4.3 Reserve Appointment functionality

The following is available:

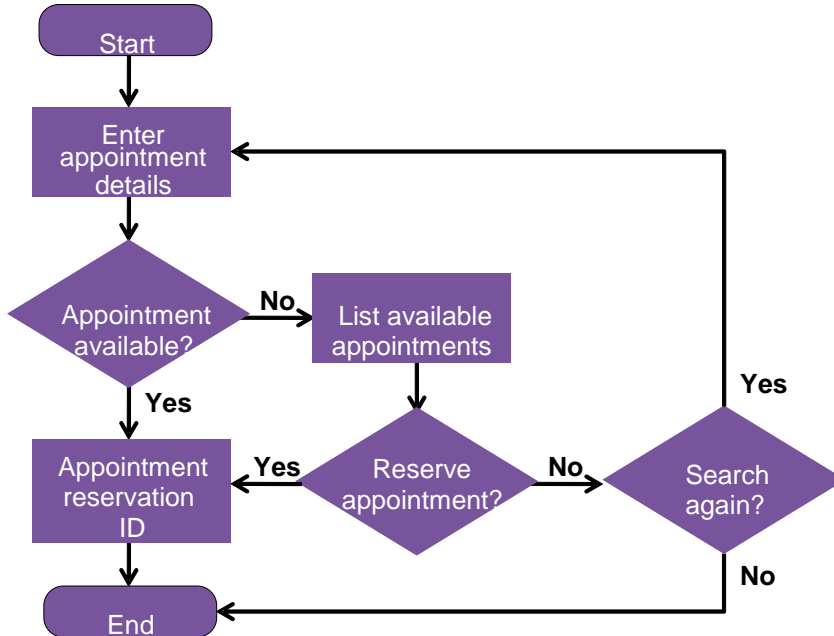
4.3.1 Inputs

- Appointment Type – determined by the setting of Product Type, Activity, Appointment Type and Line type fields.
- Service Maintenance Level — either standard or enhanced level of service (refer to <http://www.openreach.co.uk/orpg/home/products/serviceproducts/serviceharmonisation/serviceharmonisation.do> for further details on the Service Maintenance levels. 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 appointment slots available to reserve
- An additional list of flexible early morning (EM) (07:00-08:00) appointments, as well as weekday evening (EV) (18:00-21:00), more flexible appointments late morning (MFALM) (10.00-12.00), more flexible appointments early afternoon (MFAEA) (14.00-16.00) 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/orpg/customerzone/products/serviceproducts/serviceharmonisation/productdescription/serviceharmonisationpage.do>; 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 Get Appointment Details operation will return appointment details for a given appointment reference key. The following is available:

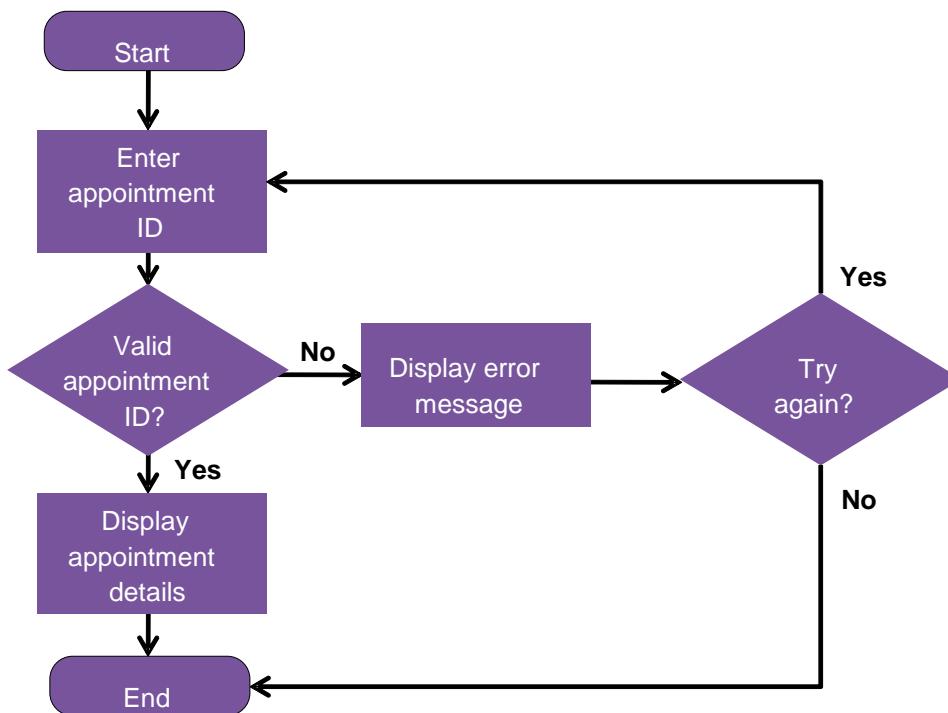
4.4.1 Inputs

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 - determined by the setting of Product Type, Activity, Appointment Type and Line type fields.
- Additional information – e.g. Service Maintenance Level

4.4.3 Process flow



4.5 Frames Reservation Option

Where an order requires a frames activity but no field, then you may consider making a frames reservation using the "frames" appointing option. Frames appointments are on an all day basis. Orders that require frames activity but placed without a reservation will have a small chance of getting a later Customer Committed Date (CCD) than the requested Customer Required Date (CRD).

If a frames reservation is added to an order that requires no frames activity at all then the reservation will be released. The mechanics of frames reservations are identical to those for field appointment.

4.6 Additional Appointing Options for GEA-FTTC and SOGEA

4.6.1 PCP-Only

The PCP-Only input flag should be selected when requesting a Provide appointment for a PCP-Only order. Such an appointment is for an engineer to undertake engineering tasks at the cabinet (PCP) only and not at the end customer's premises.

4.6.2 Modify

The activity type of Modify is to be used only when requesting an appointment for a Modify Order to change the technology of an existing service; i.e. from VDSL to Gfast or vice-versa.

4.6.3 Technology

The technology option is to denote the type of technology (VDSL or Gfast) being requested for the service. It only applies to Provide or Modify activity types and, in the case of modifies or migrations, should be set to the target technology being requested.

4.7 Home Wiring Solution and Managed Install Quantity

Home Wiring and Managed Install are options for GEA-FTTC, GEA-FTTP, and SOGEA products to request additional engineering activities to be performed at the End Customer premises.

These options must be included in the appointing queries when such options are being requested as part of the associated GEA-FTTC, GEA-FTTP, or SOGEA order. For all other appointing requests they should be ignored.

5. Line Test and Diagnostics

The purpose of the Line Test and Diagnostic Dialogue Service is to enable you, as the CP providing the WLR PSTN, LLU MPF, or LLU SMPF, to test the service when an issue is raised with you by your customer.

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 applicable, test results indicate whether a fault should be raised and when an appointment is required. The Service Maintenance Level associated with the Service ID is returned for use in any subsequent appointment.

Known network incidents will also be flagged.

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

The transactions available are Line Test (for WLR PSTN, WLR ISDN2, LLU SMPF and LLU MPF), Overnight Test (for WLR PSTN and LLU SMPF) and Copper Integrated Demand Test (CIDT) Test (for WLR PSTN, WLR ISDN2, LLU SMPF and LLU MPF).

Note: WLR CPs can only use the Line Test Dialogue Service via the B2B gateway. LLU CPs can use either the B2B gateway or the Openreach portal.

5.1 Potential benefits

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

- Provides upfront fault diagnosis.
- Avoids engineering visits on fault reports that result in Fault Not Found/ Right When Tested (though you still have the option to book an engineering visit under Conscious Decision to Appoint (CDTA) if you feel it is required (charges may apply)).

5.2 Run Line Test functionality

The following is available:

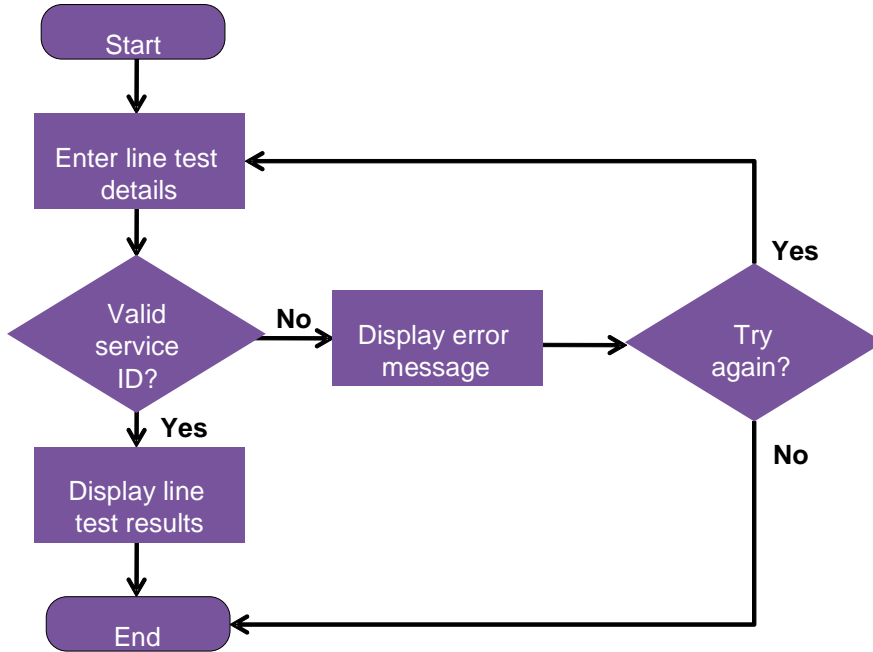
5.2.1 Inputs

- Service ID – the identity of the service for which test is required
- Test Type – e.g. Line Test
- CP Directory number – This field is applicable for CIDT_Test test type only
- AuxLineNumber (mandatory for WLR PSTN Multiline Aux only) – required for specifying the line number on which the line test is to be performed
- Ringback DN – only for 'Line test access' test type
- Structured Question Code (SQC) – drop down values.
- 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 (i.e. the message will have been converted from the underlying technical output into something which has more meaning for you)
- Friendly Result Code (i.e. the code will have been converted from the underlying technical output into something which has more meaning for you)
- 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. N - Openreach network tests OK, fault report is NOT advised.
- C - Test Inconclusive/ Not Completed. A fault report may be raised if you believe there is a problem on the Openreach network;
- Service Maintenance Level
- Line and Network stability information.
- BRAG (Blue, Red, Amber, Green) Outcome – provides an indication of the speed performance of a broadband service (Asymmetric Digital Subscriber Line (ADSL)) on the line based on the line length from the exchange
- Faceplate – applicable to WLR PSTN and LLU, identifies the presence of an SOGEA 'isolation front plate'.
- Associated network incident including category, start date and target fix date.

5.2.3 Process flow



6. 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, when an end customer asks for their existing number to transfer when they move their service to you. 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 LLU MPF, SLU MPF, SOGEA or GEA-FTTP order. If the result is not successful, a separate number port or number migration order may still be able to be placed with Openreach. Refer to www.openreach.co.uk/numberportability for details.

6.1 Number Portability Checker functionality

The following is available:

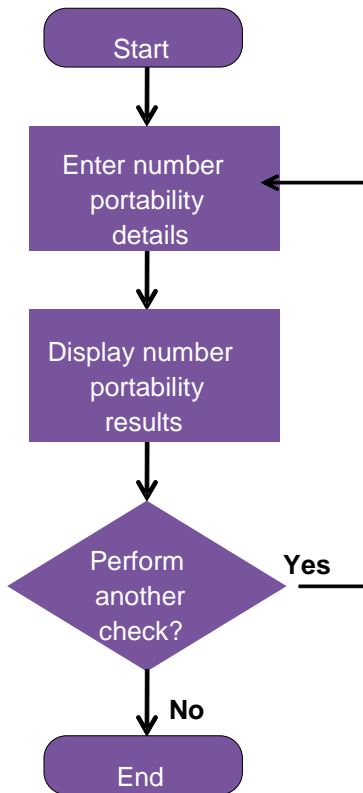
6.1.1 Inputs

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

6.1.2 Outputs

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

6.1.3 Process flow



7. Manage Linked Order

The purpose of Manage Linked Order (MLO) is to enable you, by use of a combination of end customer postcode and Linked Order Reference Number (LORN) and/ or Directory Number, to check on the status of a linked Simultaneous (SIM) Provide order.

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

7.1 Benefits

Manage Linked Order provides the following benefits to you:

- The ability to check the status and the delivery date of the simultaneous order Search based on partial postcode will increase the probability of finding a matching order and increase 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.

7.2 Manage Linked Order functionality

The following is available.

7.2.1 Inputs

- Linked Order Reference Number
- Postcode of the premises (including partial postcode)
- Directory Number
- MLO will accept up to 3 parameters, of which postcode and at least one of the other parameters are mandatory

7.2.2 Outputs

- CRDs of both the orders
- Input fields used in the search
- Linked Order Reference number (if the input parameter was DN)
- No match found

8. Tie Pair Checker

The purpose of the Tie Pair Checker Dialogue Service is to provide you with the facility to query your tie pair status in real time. It also returns the Left In Jumper (LIJ) 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 LLU (SMPF or MPF) service will also be returned. This will help you recognise the exact location of the left in ties.

8.1 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 status if the ties are in a left in state.

8.2 Tie Pair Checker functionality

The following is available:

8.2.1 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
- Main Distribution Frame (MDF) Site ID
- DUNS ID
- Product Type (SMPF/ MPF)

8.2.2 Outputs

- Service ID
- MPF Tie Pair status
- Left In Jumper status
- PSTN Tie Pair status

9. Request Connection Price Band

The purpose of the Request Connection Price Band Dialogue Service is to establish the variable distance related connection charge band before an order is raised, for the GEA-FTTP on Demand product.

9.1 Benefits

- This helps the CP determine the connection charges and discuss this with its customer before the order is raised.

9.2 Inputs

- Installation DN
- Address Key
- Optical Network Terminator (ONT) Reference
- Service Type (Defaulted to Generic Ethernet Access – FTTP on Portal)
- FTTP on Demand Flag (Defaulted to Y on Portal)

9.3 Outputs

- The Dialogue Service will provide CPs with a distance band from A to K for the individual premises. The prices for each band are available via the Openreach price list.
- The Dialogue Service will provide an appropriate error message if a distance band cannot be returned.
- The band will be re-confirmed in KCI2.
- The price for the distance band will appear on the bill.

9.4 Important note

CPs should establish the connection band prior to raising the order so that they are aware of the price before raising the order.

10. Service Test and Diagnostics

The purpose of the Service Test Dialogue Service is to enable you, as the CP providing the GEA-FTTC, SOGEA, GEA-FTTP, FVA or Ethernet, to test the service when an issue is raised with you by your customer. The Service Test Dialogue Service allows you to perform a test on your lines. It returns information regarding the operational status of the service based on the results of a real-time test of the physical characteristics of the associated circuit. The service returns a high-level summary of the test results and a unique test reference.

Test results include, where required, an explicit indication of the need for an Appointment or expectation of a CP-generated Fault Report.

This service is equivalent to the Line Test Dialogue service which is used for LLU and WLR and supports the following tests – service test, loopbacks and alarm checks.

For GEA-FTTC, SOGEA, and GEA-FTTP a test for Real Time NGA Network Data is also available.

10.1 Potential Benefits

- Pre-Fault view of Service Test results.
- Indicates whether a fault should be raised and if an appointment is recommended.

10.2 Inputs

- Test Category
- Service Type
- Service ID

10.3 Outputs

- High Level Summary of test results
- Unique test reference

11. Manage Line Plant Availability

The purpose of the Manage Line Plant Availability (MLPA) DS is to give you an indication of the Line Plant Availability at an address. It will list the following line/service information associated with the copper bearers at that address:

- WLR PSTN working and stopped lines
- LLU MPF working and stopped lines
- WLR ISDN working lines
- LLU SMPF working lines
- Sub Loop Unbundling (SLU) working lines
- SOGEA working and stopped lines

You could then use this information to place an order on an existing stopped line or to run an availability check on a specific line.

11.1 Potential Benefits

- Identifies stopped lines at a given address
- Helps to identify SOGEA and MPF lines at an address
- Supports the Working Line Takeover process
- Provides Stopped line, SOGEA, SMPF and MPF access line IDs for use in eMLC
- Identifies where there is an internal Distribution Point (DP) which will enable you to discuss access arrangements with your End Customer.

11.2 Inputs

- Gold Address key
- DN

11.3 Outputs

- List of working lines with Access Line IDs (maximum of 20 lines per address)
- List of stopped lines with Access Line IDs (maximum of 20 lines per address)

12. Obtain Installation Details (OID)

The purpose of the Obtain Installation Details Dialogue Service is to return information on a given WLR installation. If you do not already own the line, but you have End Customer consent to see their details, the information returned can be used to form a Transfer (Provide) order. If you already own the line the information returned can be used as a check when wishing to modify the End Customer's installation. Only where you own the line will the service return a full set of installation details.

12.1 Potential Benefits

OID provides a list of current product and services on a line to support either the addition or removal of products (if you are the owner) or to facilitate a transfer of service from one CP to another.

12.2 Inputs

- Service ID (the Calling Line Identity (CLI) in question)
- Address key or postcode – for DN validation
- Working Line Takeover Flag
- End Customer Consent Flag

12.3 Outputs

- Installation location details
- Installation Type
- Line Type
- Exchange Information
- Service Maintenance Level
- List of Calling and Network features
- Pending Order Details
- Billing Information

13. Number Port (Import)

The purpose of the Number Port (Import) Dialogue Service is to check the import status of a number, which can then be used by you to determine whether the DN can be offered to another end customer.

13.1 Potential Benefits

Number Port (Import) provides a pre-order check to see whether a DN can be imported into BT for use with a WLR service. This helps to highlight any problems in advance of placing an order.

13.2 Inputs

- Service ID (the CLI in question)
- Address key or postcode – for DN validation
- Move Indicator

13.3 Outputs

- Number portability import validity flag
- Validate Importing Customer (VIC) Code

14. Number Management and Reservation

The purpose of the Number Reservation and Management Dialogue Service is to allow you to access a list of available Directory Numbers and to reserve a specific Directory Number before the provision order is placed.

For number selection you can receive a:

- List of available DNs
- List of available channels
- List of available Direct Dialling In (DDI) ranges

For number reservation you can:

- Reserve a DN
- Reserve a channel
- Reserve a DDI range

14.1 Potential Benefits

Number Reservation and Management allows you to pre-order the selection and reservation of Directory Numbers before entering the order journey which should lead to a smoother order journey.

14.2 Inputs

Number Availability:

- Address Reference or Exchange Code or Current DN
- List type
- Number of channels (ISDN2e)

Number Reservation:

- Service Type
- Number of DNs to be reserved
- DN or list of DNs or Exchange Code or Current DN
- Number of channels (ISDN2e)

14.3 Outputs

Number Availability:

- List of available DNs
- Number of available channels (ISDN2e)
- DDI start and end of range numbers

Number Reservation:

- Number of DNs reserved
- List of DNs reserved
- Numbers of channels reserved (ISDN2e)
- DDI start and end of range numbers

15. Number Preservation

The purpose of the Number Preservation Dialogue Service is to provide a set of pre-order operations that allows you to validate preserved numbers. This service supports the WLR3 product set and the concept of preserving numbers and number ranges for use to a fixed point in the future.

- AddNumberPreservationQuery
- AddPreservedNumberSuitabilityRequest
- AddPreservedNumberUsageRequest
- AddNumberUsageRequest

15.1 Potential Benefits

Number Preservation allows you to perform pre-order validation of preserved number keys and to check the suitability of the numbers for future orders.

15.2 Inputs

- DN
- Preservation Key
- Gold Address key
- District Code
- Exchange Code

15.3 Outputs

- ValidForImport
- FromCLI
- ExpiryDate
- PendingOrder Details

16. Obtain Switch Details

The purpose of the Obtain Switch Details Dialogue Service is to give you an indication of which Calling and Network features are active or inactive on the WLR3 service you provide to your customer together with their associated PINs.

16.1 Potential Benefits

Obtain Switch Details provides you with a way of checking a customer's Calling and Network features to support a customer query or fault and allows you to see which features are active.

16.2 Inputs

- Service ID
- List of Calling and Network Features
 - Product Type
 - Line Number Range
- FromLineNumber
- ToLineNumber

16.3 Outputs

List of Calling and Network Features (CNF)

- CNF Name
- Line Number
- Feature CLI
- CNF Pin
- Digits To Switch
- CNF Active

17. Query Fault History

The purpose of Query Fault History Dialogue Service is to provide 90 days of fault history details. It supports the following Openreach products: WLR ISDN2e, GEA-FTTC, GEA-FHTTP, FVA and Ethernet.

17.1 Potential Benefits

Query Fault History allows you to see the recent fault history against a particular service and therefore better understand your customer's problem.

17.2 Inputs

- Service ID

17.3 Outputs

- List of fault history

18. Line Suitability

The purpose of Line Suitability Dialogue Service is to return ISDN2e suitability check results which you can then use to determine the products that can be offered to an end customer. Results will be in the form of an overall RAG status.

18.1 Potential Benefits

- Line Suitability performs a pre-order check specifically for ISDN2e suitability.

18.2 Inputs

- Service Type (mandatory)
- Access Line ID
- DN
- Service ID
- DP
- Postcode

18.3 Outputs

- RAG status
- Message text

19. Product Availability

The purpose of the Product Availability Dialogue Service is, for Ethernet and Optical products, to allow you to find out in advance (pre order stage) whether a selected Point to Point (P2P) product could be provisioned between 2 given ends and provides visibility of the indicative build category and any indicative Excess Construction Charges (ECC) charges.

19.1 Potential Benefits

Product Availability provides the pre-order availability of wideband products between two address points to allow correct product selection for a future order.

- To indicate which products could be ordered between a selected A end and selected B end
- To indicate the bandwidth options available at the two search locations
- To indicate the resilient options available
- Radial distance between the two A and B end points

19.2 Inputs

Either of the following for each A end and B end:

- NAD key
- Grid Reference
- Exchange 1141 code
- MDF ID
- Site ID

- LLUC number
- UPRN (only for EAD)
- Product Name, Bandwidth, Reach (optional)

19.3 Outputs

- List of available Products
- List of Product Options
- Site Connectivity details
 - Fibre present Y/N
 - Serving Exchange 1141 code
 - Serving Exchange name
- T Node details
 - T Node identifier
 - Easting
 - Northing
 - T Node capacity
 - Radial distance from given location
 - TNode Search Range
 - Connected Y Code
- Category details
 - A end Indicative build category
 - B end Indicative build category
- Overall category and ECC details
 - Overall indicative build category
 - Overall Indicative ECC In Tariff or Out of Tariff flag
 - Overall Indicative ECC charge range
- Distance between A end and B end
 - Main Link radial distance
 - Radial distance

Indicative category and Indicative ECCs are not guaranteed and actual results are subject to survey

20. Display Service Details

The purpose of Display Service Details is to allow CPs, for FVA, to identify the current Analogue Telephone Adapter (ATA) Configuration parameters from the Network Element Manager.

20.1 Potential Benefits

Display Service Details provides a pre-fault service to allow you to interrogate the current ATA configuration on the Network Element manager.

20.2 Inputs

- Service ID
- Service Type

20.3 Outputs

- List of ATA configuration Details

21. Order Completion

The purpose of the Order Completion Dialogue Service is to activate call divert on WLR3 PSTN Single Line, to be initiated by you when you are ready to move a voice service to FVA.

21.1 Potential Benefits

- When you want to migrate from WLR3 PSTN Single Line to FVA and wish to retain the WLR3 DN, you need to place a FVA Provide and WLR3 Export order. On the day of activation you request activation of the Number Export at your convenience. This service ensures a smooth transition from one service to the other.

21.2 Inputs

- Siebel Order Reference
- Exchange Prefix

21.3 Outputs

- Message Information

22. Test Access Product LLU

The purpose of the Test Access Product (TAP) Dialogue Service is to allow you to use your test head to conduct testing on your own. This service is used only for LLU MPF and LLU SMPF products.

The types of transaction are - Initial Request, Change Probe Type, Extend Test and End Test.

22.1 Potential Benefits

Test Access Product LLU allows you to:

- Reduce Fault to Fix times by using a standard test to localise and identify broadband faults.
- Use the network facing test facilities to improve provisioning "right first time" delivery to end customers and to verify live ports via the tie circuits back to the co-mingling space through to the port (both improving end customer experience and the cost of provisioning end customers).
- Have a Testing and Diagnostics (TandD) facility that is designed to handle ADSL 2+ and allow non-intrusive testing. (Non-intrusive testing means the EvoTAM application can be used to test lines without disturbing End Customer telephony calls on the line assuming you have an appropriate POTS splitter in your test head.)

22.2 Inputs

- Tie Details (MDFSiteID, MPFTieCableID, MPFTiePairNumber)
- TAP Service ID
- TAP Probe Type
- TAP Probe Time Out
- TAP Timer Refresh

22.3 Outputs

- TAP Probe Start Date and Time

23. Request Test Routing (TAP NGA)

The purpose of the Request Test Routing Dialogue Service is to allow you to perform your own test by connecting your test heads to the temporary test path via GEA Cablelink. Using this Dialogue Service, you

cannot perform any Test and Diagnostics, however this helps in setting up (or) removing the temporary test path only that is a pre-requisite for you to perform your own tests. You can request Openreach to apply (or) release "CVLAN Test Routing" by specifying the mode of Test Route setup as well (Golden CP Test or Golden end customer Test). You can use one of the "TestHeadRoutingCategory" values below in the Request to Openreach:

1. Apply CVLAN Test Routing - Golden CP
2. Apply CVLAN Test Routing - Golden end customer
3. Release CVLAN Test Routing

Once your tests are over, the original route has to be reinstated using the Release Option.

23.1 Potential Benefits

You may use Request Test Routing to:-

Reduce Fault to Fix times by using your standard tests to localise and identify GEA faults.

23.2 Inputs

- Service ID
- Service Type
- Test Head Routing Category
- Handover Port Service ID
- Test Head Connection inner and outer tags

23.3 Outputs

- Test Head Routing status
- Message Information

24. Modify Configuration Details

The purpose of the Modify Configuration Details Dialogue Service is to allow you to control the timing of changes made to the ATA configuration and align those to the changes made to the network configuration. This service currently supports only FVA.

24.1 Potential Benefits

- Provides real-time access for you to modify the ATA configuration.

24.2 Inputs

- Service ID
- Service Type
- List of ATA configuration Details

24.3 Outputs

- Message Information

25. Display ONT Details

The purpose of Display ONT Details is to allow you to query certain parameters on the GEA-FTTP and/or FVA's ONT.

25.1 Potential Benefits

- Display ONT Details provides a pre-order and pre-fault service to allow you real-time access to ONT details.

25.2 Inputs

- Service ID
- Service Type

25.3 Outputs

- ONT Manufacturer
- ONT Type
- Battery Back Up (BBU) batteries in warranty
- Message Information

26. Infrastructure Discovery Overview

The purpose of the Infrastructure Discovery map tool is to provide you with information about the Openreach infrastructure in the area where your customer would like Ethernet Access Direct (EAD) service. We are providing this tool to you to help you have a more informed discussion with your customers before placing an EAD order. The tool will provide an indicative view, and does not replace the planning and survey work which will be carried out to confirm the category and lead time for your order.

For example, you will be able to see if there are existing Y nodes in the building, and whether they are in the same location that your customer would like service. Or a building may not have existing Y nodes, but there are one or more T nodes with capacity near the building.

By drilling down into the attributes (data fields) for a particular node you can identify the serving exchange details, etc.

The information in the map is a comprehensive view of the information we hold in our systems, for both EAD and Optical products (OSA and OSEA) but it cannot reflect circumstances which may only be identified during planning and survey, for example recently silted duct, Traffic Management Act (TMA) restrictions, or wayleave requirements.

The Infrastructure Discovery map tool is available to all CPs as a stand-alone, pre-order tool for Ethernet customers via the Openreach.co.uk website and via web services. You can use the tool and then place orders as you would today on either our legacy or EMP systems.

26.1 Inputs

Once logged into the Infrastructure Discovery map tool you will be able to search for a location by clicking on one of the six search options:

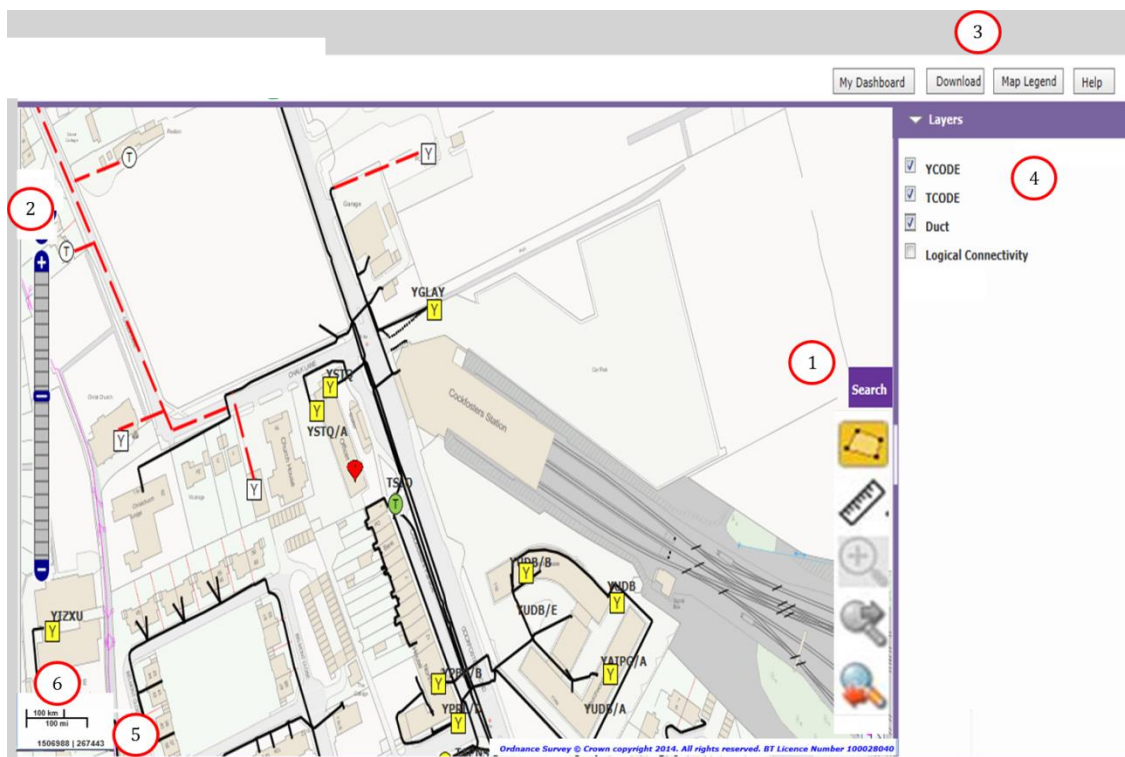
- Post code search
- Network Address Key (NAD) search
- Grid Location search

- Unique Property Reference Number (UPRN) search
- Address search
- Geospatial search

26.2 Outputs

When you search for a location the tool will display the Ordnance Survey map, with the Openreach infrastructure overlaid. A red marker will indicate the location you have searched for.

The diagram below shows the type of information which will be visible via the map tool, with a key to the different areas and tools within the map view.



1 Tool bar

2 Zoom control

3 My Dashboard, Download, Map Legend and Help buttons

4 Layers pane

5 Grid-co-ordinates

6 Scale bar

To download a copy of the map, simply click on the Download button.

Please note:

You must include the copyright note in any images from the Infrastructure Discovery map tool

There are specific requirements around use of the tool and the data provided via the tool, which are covered in the Connectivity Services contract:

<http://www.openreach.co.uk/orpg/home/products/ethernet-services/contracts/contracts.do>

27. Trigger Controlled Cessation

The purpose of the Trigger Controlled Cessation Dialogue Service is to support migration orders from WLR3 (PSTN) and LLU MPF to SOGEA or GEA-FTTP.

It may only be used for SOGEA migration orders where Controlled Cessation has been requested and Number Portability has not.

27.1 Potential Benefits

- It provides an element of control over the timing of the cessation of the losing (WLR3 PSTN or LLU MPF) service following completion of the SOGEA service provision.

27.2 Inputs

- Order Reference of SOGEA or GEA-FTTP order

27.3 Outputs

- Message Information

28. Trigger Number Export

The purpose of the Trigger Number Export Dialogue Service is to support standalone or integrated number port orders.

It may only be used for number export orders where Auto-Postpone has been requested.

For integrated number port orders, only migrations from WLR3 PSTN to SOGEA or GEA-FTTP are supported by this service.

28.1 Potential Benefits

- It provides an element of control over the timing of the number port and hence the cessation of the losing service.
- Provides a more direct interface to request a number port trigger than existing channels (email, voice etc.)

28.2 Inputs

Installation Directory Number (DN)

28.3 Outputs

Message Information

29. Choose to Divert (C2D) Dialogue Service

The purpose of the Choose to Divert Dialogue Service is to allow the CP to view and modify the following settings/lists:

- Divert to settings - VIEW and MODIFY
- DND settings – VIEW and MODIFY
- End customer list – VIEW and MODIFY
- VIP list – VIEW and MODIFY
- CP list – VIEW and MODIFY only one number at a time

In addition the Dialogue Service provides the configurable option for CPs to activate or deactivate the following number lists.

- CP List
- End customer List
- VIP list

The dialogue service also supports additional XML queries (listed below) when requesting additional information:

1. Query C2D Number List Details
2. Query C2D Customer Details
3. Query C2D Call List Details
4. Request C2D Number List Entry Addition
5. Request C2D Number List Entry Modification
6. Request C2D Customer Modification
7. Request C2D Number List Entry Deletion
8. Request C2D Call List Entry Deletion

Choose to Divert (C2D) calling and network feature is available on WLR3 PSTN single line 'Basic' and 'Premium' products. C2D allows CPs to manage end customer's incoming calls based on a number of configurable settings in various number lists. If the call is diverted it will go to a dedicated voice mailbox accessed by dialling 1572.

29.1 Potential Benefits

- It provides an element of control for CPs to manage their configuration of the C2D calling and network feature
- Provides an effective way for the CP to triage any End Customer queries before directly interfacing with Openreach

29.2 Inputs and Outputs

The Dialogue Service requires the following key inputs for each request / query XML:

1. Query C2D Number List Details:

Search for a Directory Number in the CP, end customer, or VIP list(s). Where the Directory Number is active the CP must have the end customer consent for the search.

Extract the complete list of numbers in the end customer or VIP list(s) and view the last added number to the customer number list

Inputs:

- List – Enables the CP to search for a specific number in the CP list. It also enables the CP to extract a list of all the Directory numbers from either the end customer, VIP or last added number lists
- Number – Is the specific number the CP wishes to use to search number lists.
- Customer DN – Is the Directory number that the C2D calling and network feature resides on and is a mandatory input when extracting information from either customer or VIP number list
- Include Withheld – Input flag when selected allows the CP to view the withheld Directory number (it is the CP's responsibility to manage the data integrity issues regarding withheld Directory numbers)
- Customer Consent – Input flag that needs to be provided where applicable
- List Entry Id – Used by the CP to search Directory number lists where the number is unknown or not present

Outputs: Outputs are dependent on the inputs and are provided in summary below:

- CP number list
- Customer number list entries
- Customer number list entry
- Last added customer number list entry
- VIP list entries
- Customer VIP entry

2. : Query C2D Customer Details:

Ability to view the current status of the C2D calling and network feature, the status of divert to settings and various lists.

Inputs:

- Customer DN – This is the Directory number on which C2D calling and network feature resides.
- Customer Consent – Input flag that needs to be provided where applicable

Outputs:

- Customer Details
- Do Not Disturb Mode for a customer

3. Query C2D Customer Details:

Ability to view the current status of the C2D calling and network feature, the status of divert to settings and various lists.

Inputs:

- Customer DN – This is the Directory number on which C2D calling and network feature resides.
- Customer Consent – Input flag that need to be provided where applicable

Outputs:

- Customer Details
- Do Not Disturb Mode for a customer

4. Extract Call list details (maximum 20 calls) for a given Directory number on which C2D calling and network feature resides.

Inputs:

- Customer DN – This is the Directory number on which C2D calling and network feature resides on.
- Call List – Allows the CP to view call details from either the Call list, Display number call list or Last answered call list
- Include Withheld – Input flag when selected allows the CP to view the withheld Directory number (it is the CP's responsibility to manage the data integrity issues regarding withheld Directory numbers)

Outputs:

- Call List
- Display Number Call List
- Last Answered Call Information

5. Query C2D Number List Entry Addition

Add a number to the CP number list or add up to 20 numbers to the customer list or VIP list.

Inputs:

- Customer DN – This is the Directory number on which C2D calling and network feature resides on.
- CP Number list
- Number – The Directory number to be added to the CP list
- Description - Description of the Directory number
- Customer Number list
- Number – The Directory number (s) (up to 20) to be added to the customer list
- Description - The description of the Directory number
- VIP Number list
- Number – The Directory number (s) (up to 20) to be added to the VIP list
- DND Exempt – Input flag to whether DND condition is exempt for the VIP number being added

Outputs:

- Added CP number list entry
- AppEnd Customer number list entries
- AppEnd Customer VIP list entries

6. Query C2D Number List Entry Modification

Modify the description of a number in the customer list or VIP list and also to modify the status of DND exempt flag of a number in the VIP number list.

Inputs:

- Customer DN – This is the Directory number on which C2D calling and network feature resides.
- Customer Number list
- Number – The Directory number for which the description is to be modified
- Description – The new description of the Directory number
- VIP Number list
- Number – The Directory number for which the description or DND exempt flag is to be modified
- Description – The new description of the Directory number or
- DND Exempt – The DND exempt flag to be modified

Outputs:

- Modified specific Customer list entry
- Modified specific VIP list entry

7. Query C2D Customer Modification

Modify the status of C2D calling and network feature, the status of divert to settings and various number lists.

Inputs:

- Customer DN – This is the Directory number on which C2D calling and network feature resides.
- Status – Input flag to indicate the C2D calling and network feature to be "ON" or "OFF"
- Call Type
 - Enabled – Input flag to indicate if divert to settings need to be applied for the customer DN
 - International – Input flag to indicate if calls from international numbers have to be diverted to 1572 mail box
 - Malformed – Input flag to indicate if calls from malformed numbers have to be diverted to 1572 mail box
 - Unavailable – Input flag to indicate if calls from unavailable numbers have to be diverted to 1572 mail box
 - Withheld – Input flag to indicate if calls from Withheld numbers have to be diverted to 1572 mail box
- CP Number list - Input flag to indicate the CP number list to be "ON" or "OFF"
- Customer number list - Input flag to indicate the customer number list to be "ON" or "OFF"
- Customer number list modify – Input flag to indicate if customer number list to be "ON" or "OFF"
- VIP Number list - Input flag to indicate the VIP number list to be "ON" or "OFF"

Outputs:

- Modified Customer
- Do Not Disturb Mode for a customer

8. Request C2D Number List Entry Deletion

This allows deleting a number from CP list or number(s) (up to 20) from the customer list, VIP list

Inputs:

- Customer DN – This is the Directory number on which C2D calling and network feature resides

- CP Number list
 - Number – The Directory number to be deleted from the CP list
- Customer Number list
 - Number – The Directory number (s) (up to 20) to be deleted from the Customer list
 - All – Input flag to indicate if All the numbers to be deleted from Customer list
- VIP Number list
 - Number – The Directory number (s) (up to 20) to be deleted from the VIP list
 - All – Input flag to indicate if All the numbers to be deleted from Customer list

Outputs:

1. Delete a specific CP number list entry
2. Delete multiple specific End Customer number list entry
3. Delete all End Customer number list entries
4. Delete multiple specific End Customer VIP list entry
5. Delete all End Customer VIP entries

9. Request C2D Call List Entry Deletion

This allows specific call details to be deleted from the Call list.

Inputs:

- Customer DN – This is the Directory number on which C2D calling and network feature resides
- Call Id – The call list entry that CP wants to delete from the call list
- Last Offered – Flag to remove the last offered call from the call list

Outputs:

- Delete specific call
- Delete last offered call

30. Same Retailer Marker

The purpose of the Same Retailer Marker Dialogue Service is to provide the ability to 'mark' a losing service with a time-sensitive flag indicating that it is targeted for an imminent same retailer migration or transfer. It may be used when a service is being migrated or transferred when the Openreach customer is changing but the Retailer remains the same.

The Same Retailer Marker dialogue service may be used to support the following migration orders:

- WLR3 PSTN to SOGEA
- LLU MPF to SOGEA;
- SOGEA CP1 to CP2 transfers
- WLR3 PSTN to GEA-FTTP
- LLU SMPF to GEA-FTTP
- GEA-FTTC to GEA-FTTP
- GEA-FTTP CP1 to CP2 transfers.

30.1 Inputs:

- DUNS ID of the losing Openreach customer
- Service ID or Directory Number

30.2 Outputs:

- A success response will give a timestamp indicating the time when the Asset was marked
- Response code 2000 (Request Successful)

A timed window commences during which the service can be migrated/transferred without Notice of Transfer.

- The window will be set to 8 hours; however this is configurable to allow future change.

There is no ability to check whether a Service ID is 'marked' or not.

Repeat requests (even within the time window) will be accepted. If already present the marked timestamp will be overwritten with a new value.

31. Duct and Pole Access Digital Map Tool

The purpose of the Duct and Pole Access (DPA) digital map tool is to provide Physical Infrastructure Access (PIA) established CPs information about our existing duct and pole infrastructure.

A separate DPA digital map tool user guide can be found here:

<https://www.openreach.co.uk/orpg/home/products/ductandpoleaccess/ductandpoleaccess.do>.

32. Glossary

Acronym	Expansions
ADSL2+	Asymmetric Digital Subscriber Line 2+
ALK	Address Key
ATA	Analogue Telephone Adapter
B2B	Business To Business
BBU	Battery Back Up
BET	Broadband Enabling Technology
BRAG	Blue, Red, Amber, Green
BT	British Telecommunications plc
C2D	Choose to Divert
CCD	Customer Confirmed Date
CDTA	Conscious Decision to Appoint
CIDT	Copper Integrated Demand Test
CLI	Calling Line Identity
CNF	Calling and Network Features
CP	Communications Provider
CRD	Customer Required Date
CSS	Customer Services System
CUPID	Communications Provider Identity Code
CVLAN	Customer Virtual Local Area Network
DDI	Direct Dialling In
DN	Directory Number
DP	Distribution Point
DPA	Duct and Pole Access
DUNS ID	Dun and Bradstreet (DandB) provide a D-U-N-S Number, a unique nine digit identification number for a Customers

	business. Openreach use this as a unique CP identifier.
EAD	Ethernet Access Direct
ECC	Excess Construction Charges
eMLC	Enhanced Manage Line Characteristics
EMP	Equivalent Management Platform
End Customer	End User
FVA	Fibre Voice Access
GEA-FTTC	Generic Ethernet Access-Fibre to the Cabinet
GEA-FTTP	Generic Ethernet Access-Fibre to the Premises
ID	Identifier
ISDN	Integrated Services Digital Network
ISDN2	Integrated Services Digital Network (Basic Rate, 2B + D)
ISDN30	Integrated Services Digital Network (Primary Rate, 30B + D)
LIJ	Left-In Jumper
LLU	Local Loop Unbundling
LORN	Linked Order Reference Number
MDF	Main Distribution Frame
MLO	Manage Linked Order
MLPA	Manage Line Plant Availability
MPF	Metallic Path Facility
NAD	Network Address Key
NGA	Next Generation Access
OID	Obtain Installation Details

ONT	Optical Network Termination
P2P	Point to Point
PAF	Postal Address File
PIA	Physical Infrastructure Access
POTS	Plain Old Telephony Service
PSTN	Public Switched Telephone Network
PSTN SL	Public Switched Telephone Network Single Line
RAG	Red Amber Green
RCPB	Request Connection Price Band
SBS	Service Based Solutions
SLU	Sub Loop Unbundling
SMPF	Shared Metallic Path Facility
SOGEA	Single Order GEA-FTTC
SQC	Structured Question Code
TAP	Test Access Product
TMA	Traffic Management Act
UPRN	Unique Property Reference Number
VDSL	Very-high-bit-rate Digital Subscriber Line
VIC	Validate Importing Customer
WLR	Wholesale Line Rental
WLR3	Wholesale Line Rental 3
XML	eXtensible Markup Language

33. 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 TandC 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.
8.0	September 2013	Chris Brunsdon Glen Holliday Alexis Cameron Su Bowler Alison Walpole Virtusa	Removed reference to MLC Updated to reflect eMLC instead of MLC Section 4 – Updated to reflect Flexible appointing and restriction on Amend with Saturday slots Removed further references to MLC. Removed section and reference to Simultaneous Order Checker. Removal of SIM Order Checker Inclusion of Request Connection Price Band DS Inclusion of BET; changes for EMP R2400 Including Customer Directory Number in Line test DS
9.0	February 2014	Openreach Product Line	Updates for EMP R2550
9.1	October 2014	Openreach Product Line	Updates for EMP R2700 and removal of withdrawn DS 'Network Availability' from the document

1.0	January 2015	Openreach Product Line	Updated to reflect R2750 Infrastructure Discovery Tool
1.1	March 2015	Openreach Product Line	Updates for EMP R2850
1.2	September 2015	Openreach Product Line	Updates to Product Availability section
1.3	January 2016	Nigel Barnes	<p>Updates to Product Availability section (R2900)</p> <p>Updates to Appointing (R3100)</p> <p>Updates to Line Test section (R3000)</p> <p>Updates to Service Test section (R3050)</p> <p>Addition of Trigger Controlled Cessation (R3000)</p> <p>Addition of Trigger Number Export (R3100)</p>
1.4	April 2016	Openreach Product line	Updates to include Choose to Divert and removal of section 'MAC Validation'
1.5	June 2016	Openreach Product Line	Updated for PACK compliance
1.6	September 2016	Openreach Product line	Final version for 28 day notice period starting 30th September 2016
1.7	December 2016	Openreach Product Line	Updated to clarify that the Line Test DS is only available for WLR CPs via the B2B gateway
1.8	August 2017	Openreach Rebranding	Openreach rebranding: no content change
1.9	June 2018	Openreach Product Line	<p>Update to Appointing section (R3500)</p> <p>Update to Manage Line Plant Availability section to reflect restriction on number of lines returned</p> <p>Update to Appointing section (R3550)</p>

			Update to Line Test and Diagnostics section (R3600)
2.0	September 2018	Openreach Product Line	Update to Line Test and Diagnostics section (R3900)
2.1	January 2019	Openreach Product and Legal teams	Updates to ensure the purpose of each Dialogue Service is clear. Addition of Duct and Pole Access (DPA) digital map tool. Updates for EMP R4000.
2.2	March 2019	Openreach Product and Legal teams	Update to purpose of eMLC
2.3	April 2019	Openreach Product team	Updates for EMP R4050