BT Wholesale

Wholesale Broadband Connect

Migrations Capability Customer Handbook
Issue 6

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It should be noted that the information contained in this handbook represents BTW's current view of the migrations capability at the time of publication of this document. The information may change as a result of further product development and, accordingly, the handbook will be updated from time to time.

The purpose of this handbook is to provide information to support Communication Providers' (CPs) in their development initiatives.

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1. Introduction

1.1 About this handbook.

The purpose of this handbook is to give you information on the WBC End User Migrations processes, procedures and system interfaces, the focus being on the Multiple Migration process for Communication Providers to move their existing IPstream/Datastream customer base to WBC.

1.2 Conventions used in this handbook.

"BBCT" or "Broadband Bulk Change Tool" means an option that the CPs can use to raise Multiple Migration Orders.

"BTW" means BT Wholesale and its agents.

"Communications Provider" or "CP" means the Communications Provider which for the purposes of the migrations process is the Customer Group against which the End User Access is ordered.

"End User" or "**EU"** means a person taking the CP broadband service or a service from a reseller ie the consumers (whether direct or indirect) of a CP's broadband services.

"EUA" or "**End User Access"** means, in the context of WBC**,** the physical network and connection to the broadband network between the End User NTE (Network Terminating Equipment) and an aggregation point.

"MAC" or "Migrations Authorisation Code" means the code number provided by BT to enable an End User to migrate to another CP/SP.

"Multiple Migrations" means Multiple Single Orders ie one order is required for each EUA. In order to use the Multiple Migrations process, CPs must comply with the Multiple Migrations forecasting process. See Section 5 for a detailed description of the process. Also sometimes referred to as Bulk Migrations.

"Openreach" or **"OR"** means the division which is part of BT Group but a stand-alone business providing fair and equal access to the network for all Communications Providers.

"**Reseller"** means a third party taking the CP services and reselling them to End Users. (Note: In the operational sections of this Migrations Handbook reference to the CP may also include reference to Resellers but contractual liability will remain with the contracting CP.)

"Singleton (Standard) Migration" means a **single** line migration which equates to one order. These migrations can be ordered using the Eco Plus portal/B2B gateway for WBC migrations and classic eCO/ B2B gateway when migrating to IPstream/Datastream.

"WBC" or "**Wholesale Broadband Connect"** means the BTW product provided on BT's next generation network infrastructure (21CN).

A more comprehensive glossary of terms and acronyms is detailed in Section 12 of this handbook.

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1.3 Version Control

Please ensure that you have the latest version of this document, which is held on the Wholesale Broadband Connect website at:

www.btwholesale.com > Log In > Products > Broadband > Wholesale Broadband Connect > WBC Migrations

The site is password protected and you will need to request access to the Broadband area.

1.4 Further Information.

If you are an existing customer of BT, you can find more information about the Wholesale Broadband Connect service at www.btwholesale.com > Log In > Products > Broadband > Wholesale Broadband Connect

If you are not already a customer of BT Wholesale's Broadband services, you will find more information at www.bt.com/broadband

Please note: To access additional Broadband Customer information on this website it is necessary for you to register. Information on how to register can be obtained from your BT Account manager. Once your registration has been approved (approx 24hrs), you will be able to view documents within the secure area.

Information on the prices of the BT services are available at: www.btwholesale.com > Pricing & Contracts > Service Provider Price List

A copy of the Terms and Conditions (T&C's) are available at www.bt.com > Broadband. If there is any difference between the Terms and Conditions and this handbook, the Terms and Conditions take precedence.

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2. BT & Customer Relationships

These responsibilities are in addition to the responsibilities documented in the WBC Product Handbook (aka WBC Operational Handbook).

2.1 BT's Responsibilities to You.

These responsibilities are in addition to the responsibilities documented in the WBC Product Handbook which is located at www.btwholesale.com under developments/WBC.

BT is responsible for providing the tools and processes to support the following End User migrations:

2.2 Your Responsibilities to BT

In addition to the responsibilities documented in the WBC Operational Handbook your responsibilities to BT are to:

- Provide on a monthly basis a volume forecast of exchange areas where you will require End User Multiple Migrations which, except in those instances set out in Section 2.4, should include any volume forecast of exchange areas where your Resellers require End User migrations. A minimum forecast of two EUA migrations for each Exchange/date is required. Please see Section 5 for a detailed explanation of the Multiple Migrations four stage process.
- Submit forecasts in accordance with BT Wholesale's published timetable. Please see Section 5.1 for details on the forecasting process.
- Do not exceed your migration order allocation on any given day at an exchange.
- Ensure your employees have sufficient knowledge of the migration processes that are in place and are able to support the services supplied.
- Inform and educate your customer of the processes and procedures of migrations including the Customer Experience Impacts.

2.3 Your Responsibility to Your End Users

- We will refer any enquiries or complaints from your End Users to you.
- There will be a loss of voice and broadband service up to 10 minutes per End User. This may occur anytime within a 24 hour period, Monday to Friday. However, it is most likely to occur within normal working hours (Monday to Friday).
- It is your responsibility to inform your End Users of the outages relating to the migration and to ensure that they have adequate information relating to the customer experience.
- It is essential that the outages are communicated to your End User to ensure that fault volumes are kept to a minimum.
- Clarify and confirm arrangements for fault reporting and repair of the service and make it clear to the End User that you are the initial point of contact for all WBC Migration problem/fault reports.

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2.4 Your Responsibility to your Resellers (as applicable)

You must ensure and procure that your Resellers are aware of, and, where appropriate, undertake the following:

1. They must provide on a monthly basis a volume forecast of exchange areas where they will require End User Multiple Migrations.

2. We will refer any enquiries or complaints from End Users to the CP or Reseller (as appropriate).

3. There will be a loss of voice and broadband service up to 10 minutes per End User. This may occur anytime within a 24 hour period, 5 days (Monday- Friday). However it is most likely to occur within normal working hours (Monday – Friday).

4. It is their responsibility to inform their End Users of the outages relating to the migration and to ensure that they have adequate information relating to the customer experience.

5. It is essential that the outages are communicated to their End User to ensure that fault volumes are kept to a minimum.

6. Clarify and confirm arrangements for fault reporting and repair of the service and make it clear to the End User that they are the initial point of contact for all WBC Migration problem/fault reports.

3. Overview of WBC End User Migrations

All lines that can support a broadband service in an exchange where the 21C network is available are expected to support WBC.

It is intended that BT Wholesale will support EUA migrations to and from Wholesale Broadband Connect for the following product variants:

(i) BT IPstream ADSL (asymmetric) products.
(ii) BT Datastream ADSL (asymmetric) products.
(iii) LLU (SMPF) lines with a PSTN line in place.

A new Service ID (SID) will be allocated to the EUA once migrated (this is applicable when migrating to/from WBC). Minimum terms will not be carried over from the old product, new/migrated products will start a new minimum term.

3.1 Migrations to WBC

All migrations from IPstream, Datastream or LLU to WBC will require a re-jumper at the exchange.

When ordering a WBC line migration, CPs must:

- define all the line parameters including QoS (see Product Mapping, section 6);

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- inform End Users, or procure that its Resellers their End Users, of the outage to their voice and broadband service;
- provide a MAC if a change of CP is required simultaneously;
- Ensure Aggregation Point connectivity before ordering a migration of an EUA.

3.2 Migrations from WBC

All migrations from WBC to BT IPstream, BT Datastream or LLU will require a re-jumper at the exchange.

When ordering a migration to BT IPstream or BT Datastream, CPs must:

- Define all parameters required for the target product;
- inform End Users, or procure that its Resellers inform their End Users, of the outage to their broadband and voice service;
- Provide a MAC if a change of CP is required simultaneously;
- Ensure connectivity for the EUA to the CP via the target product before placing an EUA migration order.

LLU migrations are covered in the Communications Provider to Communications Provider Migrations Section 3. BT will provide the MAC for the WBC EUA. Thereafter, it is the responsibility of the CP to work with the LLU provider to progress the order.

3.3 Communications Provider to Communications Provider Migrations

The CP to CP End User migration enables End Users to move from one Customer User Group to another for WBC migrations, and from a Customer User Group to a non Customer User Group when migrating to IPstream/Datastream.

A MAC will be required for each EUA order where a change of CP is requested.

CP to CP migration without change of WBC product - ie losing and gaining CP is on WBC.

- A MAC will be required for each EUA order where a change of CP is requested.
- As there is no concurrent change of product or platform, a re-jumper or re-termination will not be required.

CP to CP Migration with a change of Product and technology - ie Losing CP or Gaining CP is on BT IPstream/BT Datastream/LLU, or WBC.

- A MAC will be required for each EUA order where a change of CP is requested.
- Where there is a concurrent change of product or platform there will be a PSTN and broadband outage whilst the EUA is re-jumpered back to a DSLAM/MSAN.

3.4 Modified FTR calculation option

For migrations where WBC is the target product CPs have the option to select the modified FTR (Fault Threshold Rate) calculation option.

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This is for use with the following migration scenarios:

Datastream / IPstream to WBC – same CP
Datastream / IPstream to WBC – different CP
WBC product variant A to WBC product variant B (e.g. WBC transit to WBC 24M) – same CP

The modified FTR calculation option inserts a FTR value based on the circuits previous performance prior to migration for use from day 1 for the new service. This is used to modify the behaviour of DLM (Dynamic Line Management) in the first 10 days. After this period, if the line is performing significantly better than the FTR based on the previous circuit performance, a new value is calculated, else the FTR value based on the previous circuit performance is used.

This feature will be of benefit to CPs in those instances where the existing service has a history of multiple re-syncs and the line rate predictions for WBC show little or no increase. When selecting this option, either via xml or the eCo Plus portal, the CP should also ensure the stability profile selected for the new service is equivalent to the stability profile of the existing service for example; 20c Service Option “1” is equivalent to the 21c stability option “Standard”.

The result of selecting these options, in these circumstances, should help ensure that the new service performs at the maximum possible line rate. However, CPs must be aware that the stability that Dynamic Line Management (DLM) provides on WBC will be restricted, potentially giving no improvement in stability from what was previously experienced.

It is important to note the Modified Fault Threshold Rate option is not compatible with the “super stable” option on WBC. Attempts to order both will not be possible via the portal as the choice will be restricted and based on the choice of one parameter or the other. Orders placed via xml with both “super stable” and ”Modified FTR calculation” options selected will result in order rejection. Additionally, as mentioned above, the feature will only be applied where the same stability option, as the existing service has, is selected for the new service.

The “Modified FTR Calculation” option will be incorporated within the Migration Ordering Process. The modified FTR calculation option will function as described on all migrations where the target product is WBC and the above criteria are met, with the exception of CP to CP migrations where the end user remains on WBC.

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4. Singleton Migrations

Singleton orders are ordered using the WBC portal or B2B gateway. Singleton product migration orders are entered as Provide orders. This is defined in the WBC Operational Handbook.

- To distinguish a migration order from a standard new provide order where there is no change of CP, the service id (SID) of the old IPstream/Datastream service must be included in the order.
- If there is a change of CP, a valid MAC must be obtained from the End User and included in the order.
- If the order is for a move of end user access from another LLU operators network onto WBC then a MAC will be required.

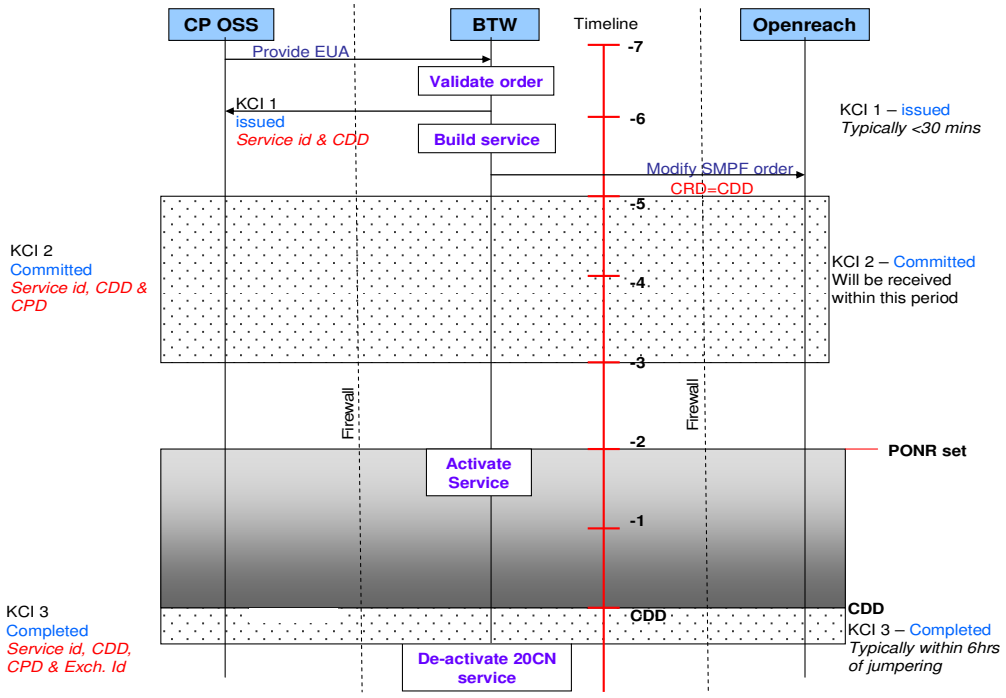
There is a five day lead time for standard singleton orders.

Migrations are completed by the same engineers that execute all exchange frames activities e.g. all provide/cease/home movers across all product groups. If an exchange is particularly busy then CPs may find the lead time for a migration order (and any other frames work) may be impacted. This will be reflected in Keep Customer Informed 2 (KCI2) notification – the Customer Promise Date. For this reason, it is recommended that where a CP has more than 10 migrations to complete on a given exchange, the Multiple Migrations process is used, enabling resource to be planned in advance which should provide a better service as a result. Singleton Migration orders are executed any time within a 24 hour period, five days a week (Monday to Friday), but normally the migration will occur within normal working hours.

See below for the graphical layout of the timeline for Singleton Migration orders. There are three KCI notifications, KCI1: order accepted/issued, KCI2: order committed and KCI3: order completed. The new Service Id (SID) is returned in all KCI notifications. *Note: days are working days*.

On Day 5 order fulfilment will commence, the WBC service is built and then this is followed by a SMPF modify tie pair order being raised with Openreach on their systems. The KCI2 (committed) will come some time after that.

Singleton Migration Timeline



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5. Multiple Migrations

As with 20C to 21C Singleton Migrations, similar Multiple Migrations require a BT Engineer to re-terminate (Re-Jumper) the End User Access from the 20C DSLAM to the 21C MSAN. Openreach can complete approximately 10 - 96 re-termination jobs per day per exchange. These teams deliver all Shared Metallic Path Facility (SMPF) & Metallic Path Facility (MPF) frames work.

Multiple Migrations are managed in a four stage process:

- Forecasting migration volumes (minimum of two EUA migrations for Exchange/date).
- Allocation of engineering resource (minimum of ten EUA migrations for Exchange/date).
- Ordering against allocations.
- Actual migration.

The forecasting and allocation process is common to both IPStream and Datastream to WBC bulk migrations and bulk migrations from LLU to WBC / IPstream / Datastream. The MFA portal must be used to upload customer forecasts and download allocations:

http://www.btwholesale.com/pages/static/Applications/Networks/mcc_hub_page.html and select the link for "Manage forecast and allocation". See appendixes B and C for more details.

The forecasting and allocations processes are in accordance with the OTA2 and LLU Industry agreed *Openreach Bulk and Mass Migration Forecasting And Planning Process*.

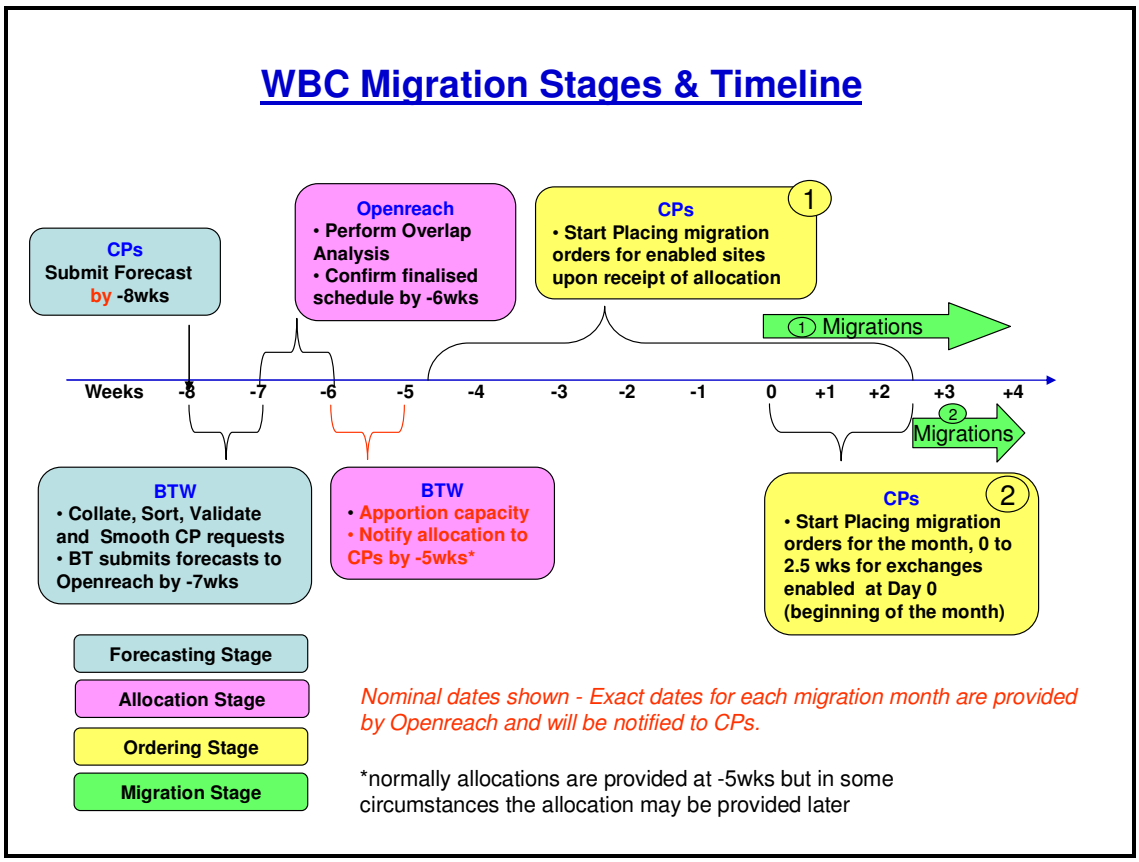

Figure 1, WBC Multiple Migrations Stages & Timeline

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5.1 Minimum Requirements

All CP forecasts are consolidated into a single forecast, which is then submitted into Openreach. At approximately 5 weeks before the start of the Migration Month, CPs will be notified of their apportioned volumes for each Exchange and date.

For Multiple Migrations, BTW have to submit a minimum forecast of 10 Migration Orders into Openreach for each Exchange for any given day.

BT Wholesale will allow CPs to submit forecasts for less than 10 orders (minimum 1 EUA migration per Exchange for a given day; this lower limit was previously set at 2). Where BTW cannot achieve the minimum forecast of 10 orders at an individual exchange, these sites will be removed from the forecast and those CPs who have submitted a forecast against those exchanges will be given nil apportionment for Multiple Migration orders at that site in the Migration Month. In such instances, CPs can either choose to submit the orders as Singleton Migrations or attempt to forecast again as a Multiple Migration in a subsequent month.

Multiple Migration Orders should be raised using either BBCT or the B2B gateway.

For Multiple Migration Orders, Openreach must receive a minimum of 10 Migration Orders for each Exchange for any given day (as per the allocation), Failure of CPs to submit the volume of Migration Orders that they have been allocated may result in failure to meet the minimum 10 line requirement and, further, result in order cancellation. In such instances, CPs can choose either to re-submit the orders as Singleton Migrations or attempt to include the orders in a subsequent Multiple Migration forecast period.

5.2 Forecasting Stage

In order that Openreach can efficiently resource Multiple Migrations, CPs (including their Resellers where appropriate) are required to provide monthly forecasts to BT Wholesale approximately 8 weeks in advance of the start of the migration month.

The exchange rollout schedule and forecast schedule will be available from the BT Wholesale 21CN Migration Control Centre (MCC) portal. To assist planning and forecasting exchange roll-out dates will be announced on this website, in the WBC National Service Migration Schedule (NSMS), 3 months in advance of any given migration month. Customers should be advised that a new template is made available for each migration month, often with an updated site list, and this template should be used for forecasts for the month in question.

The National Service Migration Schedule (NSMS) gives details of those sites currently enabled and due to be enabled between the date of publication and the start of the bulk migration month to which the template refers. The sites not yet enabled will be highlighted in the NSMS as “risky sites”. These sites will appear in the forecast template and can be forecasted against, but customers should be aware of the process that operates with these sites (detailed in section 5.2.2)

The monthly forecast due dates, migration and order dates can be found in the monthly WBC Forecasting and Ordering Timetables. The forecast template can also be downloaded from this portal. As an example of typical dates associated with the Multiple Migration forecast and allocation process, a table of key dates for 2009 and 2010 is included in appendix A for reference

To access the Migration Control Centre (MCC) portal;

Login to www.btwholesale.com;
Select *Applications A-Z*

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Select *Migration Control Centre (MCC)*
Select *MCC Schedule (Secure Document)*

Access to this portal can be requested by completing the form *21CN Web Portal User Access* which can be found on the main MCC webpage.

Forecasts must include volumes of migrations by exchange required for a month. The forecast spreadsheet contains the following for the month in question;

- Optional estimated start date of migrations for each exchange (see section 5.2.1)
- total number of lines to be migrated for each exchange (minimum 2 EUA Migrations)

CPs can upload their forecasts onto the MFA portal and subsequently download allocations when they become available. Please see section 5.4 for further details.

BT Wholesale will validate submitted forecasts for completeness, validity against exchange activation dates and excessive demands. BT Wholesale will then aggregate all forecasts, again validate demand, smooth any excessive demands and submit the consolidated forecasts into Openreach.

In the event of any invalid or missing forecasts BT's Migrations Control Centre will call the nominated CP representative directly to discuss.

As a customer of Openreach, BT Wholesale is monitored in terms of the forecast accuracy achieved (how much of the bulk migration allocation has orders placed against it and is actually used). Openreach has a responsibility to ensure the bulk migration process is used fairly and responsibly across BT Wholesale and LLU operators. BT Wholesale also has a responsibility to ensure that the bulk migration process is operated fairly and equivalently across it's customers. It is recognised that customers circumstances can change between submitting a forecast at -8 weeks before a migration month and order placement at around 6 weeks later. Whilst a small amount of fallout from the process (<10%) is almost inevitable, BT Wholesale requests that customers inform BT Wholesale if they do not intend to use a significant amount of their allocation so that there is an opportunity to re-assign it to other customers or change the resource plan with Openreach.

BT Wholesale reserves the right to take action if a customer persistently abuses the forecast and allocation process by significantly underutilising any volumes agreed through the process, especially if as a result this leads to the detriment of other customers experience of the process. As an example, BT Wholesale may reduce a customers allocation if the customer has a history of failing to use more than half their previous months allocations.

5.2.1 Optional Estimated Start Date

The Estimated Start Date is an optional field in the forecast and provides an indication of when, during the migration month, the CP would prefer to have the EUA migrated at a particular exchange. This is to allow the CP to prevent BTW allocating dates where, for example, the CP may not have their Aggregation Points (APs) set up.

Due to the local geographical constraints on engineer availability, it is in the CPs' interests to specify a date in the month as early as possible (or leave the field blank) to allow the greatest opportunity to participate in the available engineer resource within a migration month.

Engineer re-termination resource will be allocated to CPs at dates within the migration month on a schedule that best suits Industry-wide demands. Consequently, the allocated dates may be later in the month than requested in the forecast.

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BT Wholesale **will not** allocate dates to CPs earlier than the specified Estimated Start Date within the CP's forecast.

5.2.2 WBC sites due to be enabled in a migration month

Customers should be aware of the process that BT Wholesale operates for managing those WBC sites due for activation but not yet active at the time of forecast submission into Openreach (these are termed "Risky Sites", as there is a chance that bulk migrations may not be possible against these sites due to the site not becoming active in time). Any site shown in the 21CN Network rollout plan datasets with a "latest activation date" that falls within the dates for the migration month in question will be available to forecast against in that months bulk migrations forecast template. If the site has not yet gone live for WBC and is not scheduled to go live within the next 10 working days at the time of forecast submission from BT Wholesale into Openreach (-7 weeks before the start of the migration month), it will be excluded along with it's associated forecast volumes from the forecast submitted into Openreach and will not be taken further within the bulk migrations process for that month.

BT Wholesale is currently trialling some amendments to this process where forecasts and allocation on risky sites will be taken further into the forecast and allocation process before a decision is made to stand it down. The process being trialled:

- requests allocation from Openreach for any volumes at risky sites, but with a requested start date in the second half of the migration month
- returns allocation to customers for these sites (a warning will be given to customers to hold off placing orders until the sites are active)
- stands down allocation if the sites are not going to be active in time – this is likely to be after the allocations have been sent to customers.

It is hoped that these amendments will maximise the volumes of migrations to WBC sites with minimal time lag between a site becoming active and a site being available for bulk migrations. If successful, the way in which BT Wholesale manages risky sites will be changed permanently.

5.2.3 WBC Capacity issues and bulk migration forecasting

As bulk migrations are typically non-elective migrations from the point of view of the end user, where there are shortages of WBC MSAN ports at an exchange it is sometimes necessary to halt bulk migrations to ensure that sufficient capacity exists for elective orders such as new provides and singleton migrations. To ensure the most up to date information is made available to customers regarding capacity issues two versions of the forecast template are now issued each month.

Version 1 is produced at -12 weeks and includes all sites that are currently WBC enabled for that month plus new risky sites (as per the above).
Version 2 is produced at -9 weeks and takes account of all known capacity problems at that point in time.

The latest version (normally version 2) must be used for submission of a customers forecast.

5.3 Scheduling & Allocation Stage

Once Openreach receive the forecasts from all LLU Operators and BT Wholesale it will execute an overlap analysis in accordance with the Industry agreed *Bulk and Mass Migration Forecasting And Planning Process*. In the case of conflict, Openreach will allocate re-termination slots in proportion with forecasting demand ie if an operator forecasts 60% of demand then it will receive 60% of the available allocations (re-termination slots) at an exchange.

BTW will then apportion the allocation amongst the CPs according to the following method:

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5.3.1 Apportioning BT Wholesale's Exchange Re-Termination Allocations

BT Wholesale's exchange allocation is divided amongst its CPs according to the ratio of forecasted volumes requested for that exchange:

eg CP1 forecasts 1200 re-terminations at an exchange
CP2 forecasts 200 at the same exchange
CP3 forecasts 600 at the same exchange

CP1 will get 60% of the allocated re-termination jobs at that exchange
CP2 will get 10%
CP3 will get 30%.

Therefore if Openreach allocate 1800 re-termination jobs to BTW for an exchange then CP1 will get 1080 jobs, CP2 will get 180 jobs and CP3 will get 540 jobs.

If there is no demand conflict amongst BTW's CPs at a specific exchange then a CP will receive the full BTW allocation for that exchange (this may be less than the forecasted volume depending on other demands for Openreach resource).

Once allocations have been calculated the CPs allocation file will be available for download from the MFA portal.

Customers should note that BT Wholesale does not always get 100% of forecasted bulk migration volumes from Openreach returned in the allocation file and as such it is not possible for BT Wholesale to guarantee that customers will get all of the bulk migrations volumes requested via their forecast.

The Openreach bulk migration and re-termination process requires that customers (including BT Wholesale) should advise Openreach of any anticipated under-utilisation of a bulk migration allocation as soon as possible. If CPs find that they are unable to use a significant part of the bulk migrations allocation, they should inform the BT Wholesale Migrations team at **21cn.mcc.forecast.apportion@bt.com.** CPs should try and avoid this situation by only submitting forecasts where they have confidence that they will be able to use the allocation provided.

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5.4 Using the portal to manage forecasts and allocations

For Multiple Migrations for September 2009 and beyond (for forecasts submitted in July and beyond), BTW is introducing the facility to upload forecasts and download allocations to / from the MCC portal. CPs will need to apply for access to the Migration Forecast and Allocation (MFA) facility (via the ESR process) in order to be able to use the features offered.

MFA functionality is dependant on the individual User having access to eCo Plus on their BTW.com Login ID and the eCo Plus being linked to the Company Account. Therefore the following will be required prior to requesting access to MFA.

No eCo Plus on BTW.com Login ID.

Request access to eCo Plus via "subscribe to other applications". This request will be sent to the relevant team to deal with, once the link appears on your Applications menu it will need activating. Your Company eCo Plus Gold User should send an e-mail to broadband.eco.admin@bt.com requesting that your user Id is linked to the Company 21CN WBC Account.
Once this has been completed you can then apply for access to MFA via "subscribe to other applications"

eCo Plus on BTW.com Login ID not linked to an account.

Even though you may have the eCo Plus link within your applications menu, it may not have an Account attached to it, to check this click on the link. If you get an error message indicating this please ask your Company eCo Plus Gold User to send an e-mail to broadband.eco.admin@bt.com requesting that your user Id is linked to the Company 21CN WBC Account.
Once this has been completed you can then apply for access to MFA via "subscribe to other applications"

BT is aware that some Companies will use **B2B/XML for eCo Plus**, however the above is required for all MFA Access requests. If you only use B2B/XML on eCo Plus and are unsure who your Gold User is could you ask your BT Account Manager or Client Relationship Manager to e-mail BT requesting that you are added to the relevant eCo plus Company account.

To access the MFA facility CPs can either:
- Access the MCC members area (secure page) at the following URL:
http://www.btwholesale.com/pages/static/Applications/Networks/mcc_hub_page.html
and select the link for “Manage forecast and allocation”

Or

- Access the customer zone page and select the link for “Manage forecast and allocation”

Users will be required to login with their BTWholesale.com username and password.

For further details of navigation through BTWholesale.com to the relevant pages please see appendix B

For further details of how to apply for access to the application please see appendix C

Uploading a forecast

To upload a forecast file, users should:

- ensure that they select the correct CUG for which they wish to submit a forecast from the list of CUGs to which the user has access;

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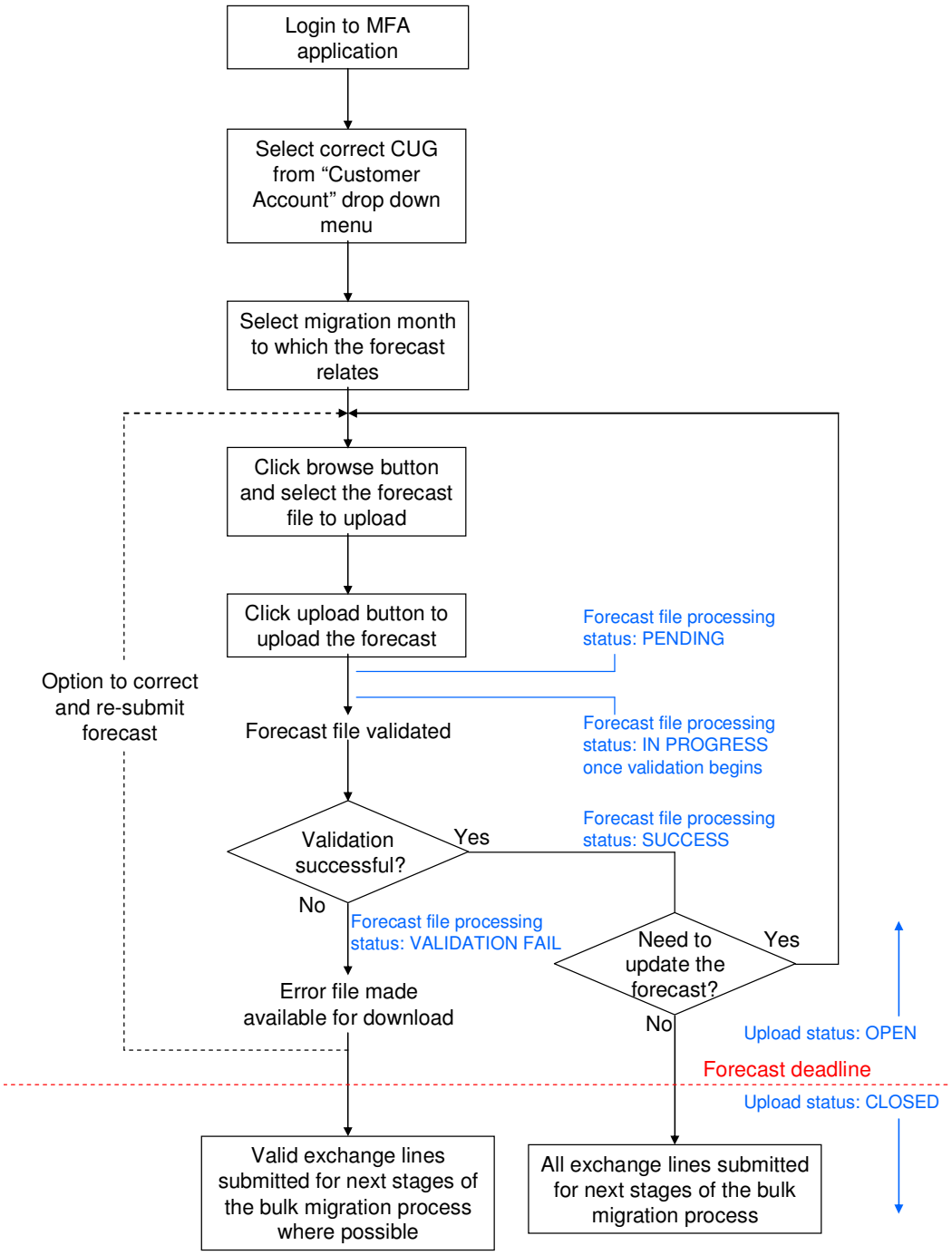
- select the correct month and year for the migration period for which they wish to submit a forecast (only months with an upload status of "open" are available to submit forecasts against);
- locate the forecast file by clicking the browse button and locating the appropriate file;
- click the upload button to upload the forecast.



Once the user has completed these steps, a forecast will be shown against the relevant month with a forecast file processing status of "Pending". This status will change to "in progress" once BTW's systems have begun validation of the forecast file. When validation is complete, the status will change to either "success" or "Validation fail". If the status is "Validation fail", an error file will be presented with

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details of why the forecast file failed the validation process within the forecast file processing status area of the portal.

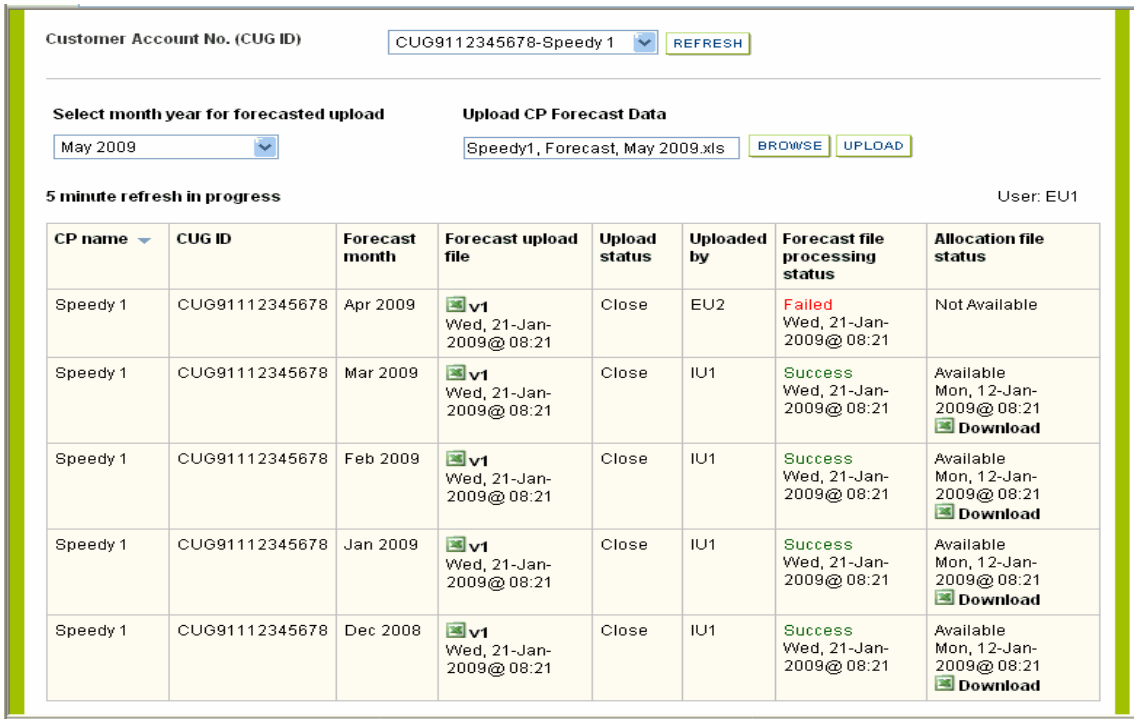
The error file is similar in appearance to the original forecast template but with annotations added against failed exchange lines. For details of an example error file along with a list of possible error codes please see appendix D.

Users can choose to correct the original forecast and re-submit, or amend the error file (as this includes much of the same data as the original forecast template) and re-submit this. To re-submit a corrected forecast, users are required to overwrite the existing forecast uploaded onto the MFA application by uploading a new file for the required migration month, provided the upload status for the month is still “open”. The same validation steps will be performed.

Once the forecast deadline has passed and BTW’s systems begin consolidating the forecasts prior to submission to Openreach, the upload status for the month will change to “closed”. Where a forecast does not contain any critical general errors and can be used, all valid forecast lines against exchange sites will be processed. Where a forecast file contains some forecast line errors, the sites relating to these errors will not be processed. Once the upload status has changed to closed, it is no longer possible for CPs to change their forecasts for the month in question.

Once the consolidation and allocation process has been completed, the CP will be notified by e-mail when the allocation file is available. CPs can then download the allocation file from the portal by clicking the icon next to the “Download” text in the “Allocation file status section”

The screenshot below shows an example of what a CP can expect to see when logging into the MFA application (note – this screen shot is representative of the view provided by the MFA application but may not represent the final definitive version as at the time of writing it is still under development)



CP name	CUG ID	Forecast month	Forecast upload file	Upload status	Uploaded by	Forecast file processing status	Allocation file status
Speedy 1	CUG91112345678	Apr 2009	v1 Wed, 21-Jan-2009@ 08:21	Close	EU2	Failed Wed, 21-Jan-2009@ 08:21	Not Available
Speedy 1	CUG91112345678	Mar 2009	v1 Wed, 21-Jan-2009@ 08:21	Close	IU1	Success Wed, 21-Jan-2009@ 08:21	Available Mon, 12-Jan-2009@ 08:21 Download
Speedy 1	CUG91112345678	Feb 2009	v1 Wed, 21-Jan-2009@ 08:21	Close	IU1	Success Wed, 21-Jan-2009@ 08:21	Available Mon, 12-Jan-2009@ 08:21 Download
Speedy 1	CUG91112345678	Jan 2009	v1 Wed, 21-Jan-2009@ 08:21	Close	IU1	Success Wed, 21-Jan-2009@ 08:21	Available Mon, 12-Jan-2009@ 08:21 Download
Speedy 1	CUG91112345678	Dec 2008	v1 Wed, 21-Jan-2009@ 08:21	Close	IU1	Success Wed, 21-Jan-2009@ 08:21	Available Mon, 12-Jan-2009@ 08:21 Download

5.5 Change request process

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This is an **optional** process at present, though we would strongly encourage customers to notify BT Wholesale of any intention of under utilisation of migrations allocations (i.e. where the customer intends to place less migrations than have been allocated to them).

The purpose of the change request process is to provide Customers with a mechanism to:

- request more bulk migration volumes at specific sites; and
- notify BT Wholesale of the Customers intention to use less than their full allocation at specific sites

The process works on the basis that some customers may want to reduce volume at a site and some increase volume. In these cases BT Wholesale can transfer the allocation between customers. Where net additional volume is required, BT Wholesale will need to submit a change request to Openreach to ask for more volumes, so whilst requests / notifications for volume reductions at a site will always be accepted, requests for volume increases are carried out on a reasonable endeavours basis.

Requests for additional migration volumes at sites where BT Wholesale already has some migrations taking place are more likely to be accommodated than requests for volumes at sites with no migrations scheduled, especially if the additional volume requested is less than half the site daily rate. This is due to the potential for other customers to reduce volume at the site and for Openreach to be able to accommodate minor increases in allocation.

The normal bulk migration allocation file downloaded from MFA has a dual purpose in that it is also the change request template. The file highlights the weeks in which BT Wholesale has migrations allocation at a given site to give customers a view of where migrations are planned. Those sites with all 4 or 5 weeks shown as grey have no BT Wholesale migrations planned for the specific migration month – whilst it is possible to gain bulk migrations allocation at these sites via the change request process the success rate is much lower than those sites where migrations are already planned. Those sites with some weeks having coloured backgrounds have BT Wholesale migrations planned for those weeks.

	WBC Allocation-Apportionment Against CP Forecast For:			Jun-2010				File Generation Date:		27-Apr-20
Communications Provider (CP) Name:	DUMMY ISP			CP Contact Nam	fred			Allocation File Version:		3
Customer Group Identity (CUG ID) Code:	CUG5000001234			CP Contact No	1234567890			Grey cells indicate no migration planned at		
Date of Allocation/Apportionment:	27-Apr-2010			CP Email Addres	fred@dummyISP.com			the site in that week		
Exchange MDF ID	Exchange Site Name	Requested Start Date	Requested Number of Lines to be Migrated	Allocated or Apportioned Volumes Revised (Pink) Requested (White)	Revised No of lines to be migrated per month	Week 1 01-Jun-2010	Week 2 07-Jun-2010	Week 3 14-Jun-2010	Week 4 21-Jun-2010	Week 5 28-Jun-2010
CLBER	Bermondsey		258	181		181				
CLBIS	Bishopsgate									
CLCAN	Canonbury		311	311		96	215			
CLEUS	Euston									
CLKEN	Kentish Town		188	188		188				
CLKLG	Kingsland Green		147	147			96	51		
CLKXX	Kings Cross		16	16					16	
CLLOW	Lower Holloway		367	0						

In the example above:

- CLBER – the customer has forecasted migrations and has received an allocation in the first week (the week 1 entry is yellow and has the customers allocation displayed)
- CLBIS – the customer has not forecasted migrations but BT Wholesale has migrations planned during the first week for other customers (the week 1 entry is yellow and blank)
- CLCAN – the customer has forecasted migrations and has received an allocation which spans weeks 1 and 2
- CLEUS – the customer has not forecasted migrations but BT Wholesale has migrations planned during week 3
- The last entry, CLLOW – there are no migrations planned at this site.

The change request process is designed to allow for multiple change requests to be submitted for a given migration month, though at present only a single change request is in use.

Due to the nature of the forecasting and allocation process the change request process has to operate on a tight timeline. Requests for changes within the first change request window need to be submitted

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into BT Wholesale by the end of the 5th week before the migrations start (i.e. before start of business on the Monday 28 days before the first week of the migration month), with a response provided back to the customer a week later.

Details of the complete forecast and allocation timeline and dates are given in the appendix A. These are target dates and can deviate slightly from those in the timeline if problems are encountered, but those customers affected will be informed.

Further details of the change request process are given in appendix F

5.6 Ordering Stage

Multiple Migration orders can be uploaded either using the Broadband Bulk Change Tool (BBCT) or the B2B gateway. BT Wholesale will validate the orders raised via BBCT and B2B against the slots allocated to the CP for that exchange and the lead time as notified by BTW (minimum 12 working days before the date of migration) and thereby identify the order as either 'Multiple' or 'Single'.

The BBCT tool can be accessed on this site: http://www.bbct.bt.com/broadbandbulkchangetool. Ordering via B2B will be BAU.

Please note that a Migration Order raised via the BTW Portal will not be validated against the slots allocated to the CP for that exchange, if any, and hence will always be identified as 'Single'.

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..

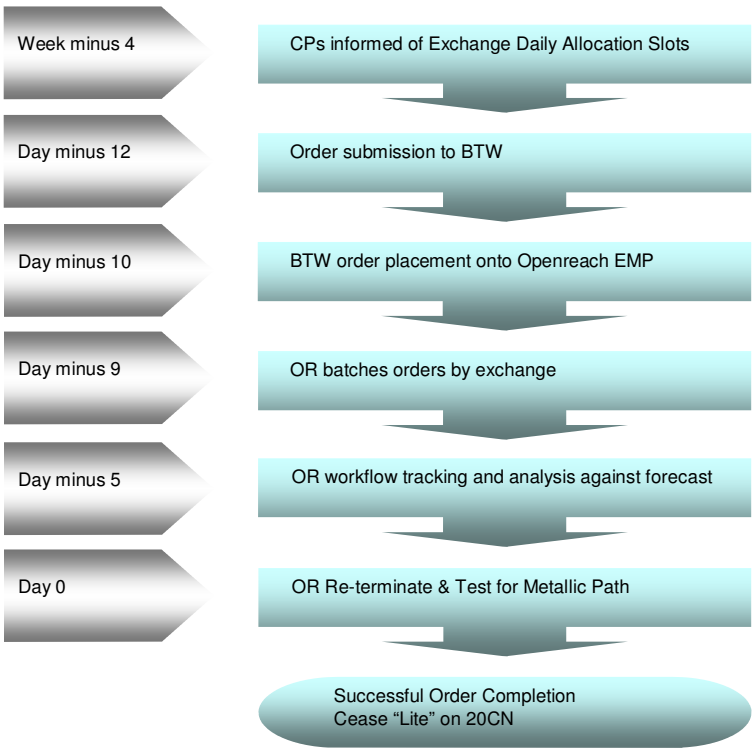

Figure 2: Multiple Migrations order flow

See below for graphical layout of the timeline for Multiple Migration Orders to WBC. There are three Keep Customer Informed (KCI) notifications, 1: order accepted/issued, 2: order committed and 3: order completed. The new Service Id (SID) is returned in all KCI notifications.

Multiple Migrations Timeline

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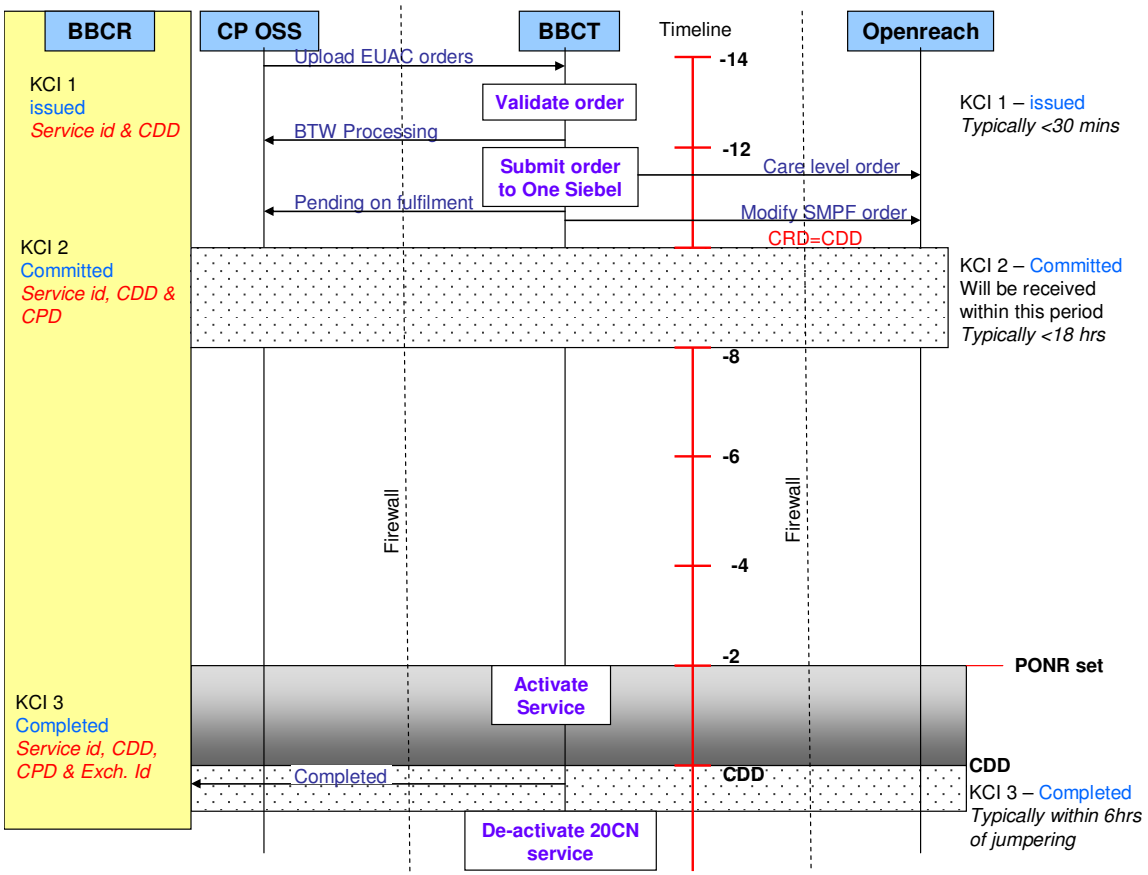

Note: Days are working days.

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5.6.1 Excess Orders and Lead Time Management

Orders raised via B2B and BBCT with insufficient lead time as notified by BTW (minimum 12 working days before the date of migration) will be treated as Singleton even if such EU orders were intended to be against an allocated date slot in an exchange.

BTW systems can be configured for each CP to manage excess Multiple Migration Orders via two options as below. These options are configured as part of the CP Multiple Migration registration process:

Option 1. CRD only allocation

If there is no spare migration capacity allocated to the CP on the requested order CRD then:

- Option A: BTW will reject the migration order with reject reason 'No migration slot available for requested CRD'

- **Option B**: Accept the order, setting the order as a Migration Type = 'Single'.

Option 2. Next available day allocation

If there is no spare migration capacity allocated to the CP on the requested order CRD, then BTW will try to allocate the order to spare capacity on the next available date. If there is no spare capacity on the next working date then:

- **Option A**: the order will be rejected with reject reason 'Requested CRD cannot be met as this will exceed allocation'

- **Option B**: Accept the order, setting the order as a Migration Type = 'Single'.

5.6.2 Insufficient Multiple orders

For Multiple Migrations, Openreach must receive a minimum of 10 Migration Orders for each Exchange for any given 24 hour period,

In the unlikely event that the combined total of orders placed through the Multiple Migrations Process across all CPs at an exchange fails to meet the 10 minimum required by Openreach, BT will cancel the orders and notify the CP accordingly. In such instances, CPs can either choose to submit the orders as Singleton Migrations or attempt to include the orders on a subsequent Multiple Migration forecast.

5.6.3 Ordering Multiple Line Migrations

BBCT

CPs upload their Multiple EU Migration requests via CSV file using BBCT with sufficient lead time as notified by BTW (minimum 12 days before the date of migration). EU orders must be against an allocated date slot in an exchange in order to be processed as a Multiple Migration. Orders need to be placed before 22:30 on the 12th working day before the allocated date slot (the order placement date is counted as day zero). Any orders placed after 22:30 will be treated as being placed on the next working day and so may be incorrectly processed as Singleton Migrations. Any orders loaded onto BBCT in advance of 12 working days before CRD will undergo basic validation of the order for completeness but will be queued on BBCT ready for submission further into BT Wholesales OSS stack once CRD -12 is reached. The implications of this are:

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- order files can be loaded onto BBCT, have basic validation performed but then be excluded from submission to the OSS before CRD – 12 without cancellation charges being raised

- full order validation will only occur at CRD – 12, so rejection of migration orders may occur even though the initial validation of the order at time of upload was successful

- Allocation utilisation reports will not be updated with the orders until CRD – 12, so any reports or notifications presented to the customer may not show the bulk migration allocation as being used until this time even though the orders are loaded onto BBCT.

BBCT will validate migration orders for completeness and against exchange activation dates. BTW will identify the order as either 'Multiple' or 'Single' (please refer to Section 5.3 – Ordering stage). A line qualification check will be recorded on BBCT for analysis purposes post migration and the orders will be forwarded to Openreach's system. Order progress will be reported on BBCR and BBCT.

Please refer to *BBCT WBC Migration CP User Manual* for detailed information on raising Multiple Migration Orders via BBCT. This is obtained from:

www.btwholesale.com > Log In > Products > Broadband > Wholesale Broadband Connect > WBC Migrations

B2B

CPs must upload their Multiple EU Migration requests via B2B with sufficient lead time as notified by BTW (minimum 12 working days before the date of migration). EU orders must be against an allocated date slot in an exchange. Orders need to be placed before 22:30 on the 12th working day before the allocated date slot (the order placement date is counted as day zero). Any orders placed after 22:30 will be treated as being placed on the next working day and so may be incorrectly processed as Singleton Migrations.

For orders raised via B2B, the ordering process and the validations will be treated as business as usual (BAU). BT Wholesale will identify the order as either 'Multiple' or 'Single' (please refer to Section 5.4 – Ordering stage). A line qualification check will be recorded on BBCT for analysis purposes post migration and the orders will be forwarded to Openreach's system. Order progress will be reported on BBCR and BBCT.

5.7 Migration Stage

Multiple and Singleton migrations orders will have the new WBC service activated on the MSAN 2 days before the physical re-termination of the End User Access. CPs can look up the new System Identifier (the SID) in advance in the Broadband Customer Reporting system (BBCR), please see the Reports Section of the Product Handbook.

There will typically be a loss of voice and broadband service for up to 10 minutes per End User Migration – the break in service is not subject to any Service Level Agreement and can vary with the latest feedback showing some breaks are just 1 minute whilst others can be up to 30 minutes. The break may occur at anytime within a 24 hour period, Mondays to Fridays.

Once the re-terminations have been physically jumpered, the circuits are tested using the DC (17070) test ie testing for a metallic path but not the status of the MSAN. Should the DC test fail then the circuit will be returned to its original location and the BTW Service Management Centre (SMC) informed of the delay.

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6. Product Mapping

6.1 Configuration options on WBC EUA Migration Orders

The following EUA services are available on WBC:

WBC Max ADSL
WBC Transit ADSL
WBC Max ADSL2+

The following options can be applied to the order:

Downstream Line Speed Up to 8Mb/s RA
Upstream Line Speed Option 2
Best Efforts Planned Downstream Minimum Throughput Standard
Best Efforts Planned Downstream Minimum Throughput Elevated
QoS Options

Please refer to *WBC Operational Handbook* for detailed information on configurable options.

6.2 Line profiles used on EUA migrated line

Please refer to Sections 6.10 and 6.11 of *WBC Operational Handbook* for detailed information of how Dynamic Line Management impacts your newly migrated WBC service.

6.3 WBC to BT IPstream/BT Datastream Max EUA

IPstream / Datastream Max EUA line profiles are not determined by any existing WBC profile for a migration. Once migrated, the new IPstream / Datastream service will undergo a stability period in line with the product specifications.

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7. Customer Experience

7.1 Line Qualification Checks

For moves to WBC, a CP can execute a line check to see whether a line will operate at a higher line speed than ADSL. It is the CP's responsibility to check the possible value prior to requesting migration, and to understand the limitations of the ADSL2+ line speed prediction report. To execute bulk line qualifications CPs must upload a batch of Directory Numbers (DNs) or SIDs into BBCT.

Multiple Line Qualification checks using BBCT

CPs will have the option of analysing the Line Qualification of their EUs at one or more exchanges via CSV or XML using BBCT. This is an optional step. BBCT will report the current 20CN speeds and predicted WBC speed for ADSL WBC and ADSL2+ WBC.

NB Low volume checks will be available via the existing BB Availability checker (BBAC)

Multiple Line Qualification Reporting on BBCT

CPs can view their Line Qualification results by selecting the Bulk Line Qualification Check > Order Status option on BBCT. This report allows CPs to view the line qualification results for the requested EUs. The current 20C Speeds, the predicted WBC ADSL and WBC ADSL2+ speeds and actual WBC speeds (if the EU has been migrated to WBC) will be reported in the Line Qualification results. CPs can download the report in CSV format.

7.2 End User Outage on Migration

As the line will be re-terminated to a 21CN MSAN there will typically be a loss of voice and broadband service for up to 10 minutes per End User Migration – the break in service is not subject to any Service Level Agreement and can vary with the latest feedback showing some breaks are just 1 minute whilst others can be up to 30 minutes, with singleton migrations tending to take longer on average than bulk. The break may occur at anytime within a 24 hour period, Mondays to Fridays.

Before re-termination, the engineers will check the line to ensure that a PSTN call is not in progress. Note: VOIP calls or QoS sessions can not be detected and will therefore undergo an outage

Once the re-terminations have been physically jumpered, the circuits are tested using the DC (17070) test ie testing for a metallic path but not the status of the MSAN. Should the DC test fail then the circuit will be returned to its original location and the BTW Service Management Centre (SMC) informed of the delay.

It is the CP's responsibility to ensure, or procure that its Resellers ensure that the End User's CPE can support, and is configured correctly, for the new service.

7.3 CP delivery

End User traffic will be presented via a completely new route. Since the CP will know this configuration in advance it is possible for the CP to be ready to handle the new PPP session request immediately on the new routing.

CPs are very strongly advised to support the ability to handle PPP session attempts via the target service by monitoring the network rather than waiting for the order completion messages via the OSS

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as these will inevitably come at least several minutes after the line is ready for use. In the worst cases, there could be delays of many hours between service enablement and the completion report to CPs.

For an End User with a Downstream QoS /Assured session in progress at the time of migration, the session will be dropped. Once the PPP session has been re-established on the new service, it will be possible for the CP to set up a new session using the new service id.

8. Fault Reporting

Please refer to Section 14 of WBC Operational Handbook for the fault reporting process.

If after migration, an End User reports a fault the CP should, or procure that its Resellers, ensure :

- that the End User's CPE has been rebooted/re-synched.
- if the line has been configured for ADSL2+ that the CPE can support ADSL2+ and is configured correctly.

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9. System Interfaces

9.1 Singleton and Multiple Line Migration B2B

Refer to www.wholesale.com/wbc TECHNICAL INFORMATION for OneSiebel XML specifications.

9.2 Multiple Line Qualification CRF via BBCT

The following table lists the input attributes which a CP must input for Multiple Single Line Qualification requests into BBCT (CSV / XML)

Attribute	Remarks	Remarks
Request Type	Mandatory	Multiple Services
Installation DN	Mandatory (either of DN or Service ID or Network ID)	One or more instances of service identifiers - Either of DN or Service ID or Network ID is Mandatory
Service ID		
Network ID		
MAC Code	Optional	MAC code not used. Included for later use (CP migrations not supported in Day 1)

NB: Duplicate file names will not be allowed during file upload and so please conform to the filename format to avoid any duplications ie WBCLQC_{CP Ident}_DDMMYYYY_HHMM for Multiple Single Line Qualification.

9.3 Multiple Line Migration CRF via BBCT

The following table lists the input attributes which a CP must input for Multiple Single Line Qualification requests into BBCT (CSV / XML)

Attribute	Remarks	Remarks
SellersItemIdentification	Mandatory	The name of the product being ordered, ie WBC End User Access (EUA)
Access Technology	Mandatory	ADSL / ADSL2+
Advance Services Opt-In	Mandatory	Yes/ No
Downstream	Mandatory	The downstream transmission rate in mbps
Upstream	Mandatory	The upstream transmission rate in kbps
Interleaving	Mandatory	Auto/ On/ Off
Real Time	Mandatory	Real Time Bandwidth - The realtime rate in kbps

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Stability Option	Mandatory	Normal/ Stable/ Super Stable
Traffic Weighting	Mandatory	Standard/ Elevated
Source Service Id	Mandatory	Old 20C Service ID ie BBIP / FTIP / BBDS.
Customer Required Date	Mandatory	Day Migration requested. Input to BBCT – Format will be YYYY-MM-DDTHH:MM:SS
Buyers ID	Mandatory	A unique message identifier for the order from the CP - Free Format Value (Max 39 Characters). BBCT will append BBCT order number to this value to ensure uniqueness.
IssueDateTime	Mandatory	The current date and time that the order has been created and sent to BBCT. Input to BBCT – Format will be YYYY-MM-DDTHH:MM:SS
SellerAssignedAccountID	Mandatory	This end user order should be charged to this billing account. This is alpha-numeric, up to 30 characters, with no spaces. Please ensure that this value is valid and active. A CP may only change the allocated billing account for a service through a Modify order if the two billing accounts are for the same legal entity.
CP DUNS ID	Mandatory	the active DUNS number for the CP, 9 characters
RESELLERCPDUNSID	Optional	the DUNS number of the third party CP
BTW DUNS ID	Mandatory	the BT Wholesale DUNS number
Maintenance Class	Optional	Care Level change not supported in day 1. Old Service Care level will be used.
KCI type	Optional	For future use.
Buyers Line Number	Mandatory	A unique customer order line reference from the CP – Free Format Value (Max 22 characters). BBCT will prefix "**BULKMIG_**" to this value.
Installation DN	Optional	For Future use.
MAC	Optional	MAC Code not used. Included for later use (CP migrations not supported in Day 1)
Other details	Optional	Other details like Name, Address, Telephone Number, contact details etc. as required in the WBC CRF.

NB: Duplicate file names will not be allowed during file upload and so please conform to the filename format to avoid any duplications ie WBCBULKMIG_{CP Ident}_DDMMYYYY_HHMM for Multiple Single Line Migrations

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9.4 BBCT CRF's

Type	Reference	Remarks
Multiple Line Qualification CSV CRF	Refer to Section 8 of *BBCT WBC Migration CP User Manual*	CP's can list multiple EU's (that belongs to the requesting CP) in the CSV file. All EU's listed in the input CRF must belong to CP uploading the file.
Multiple Line Qualification XML CRF	Refer to Section 8 of *BBCT WBC Migration CP User Manual*	CP's can list multiple EU's (that belongs to the requesting CP) in the CSV file. All EU's listed in the input CRF must belong to CP uploading the file.
Multiple Line Migration CSV CRF	Refer to Section 8 of *BBCT WBC Migration CP User Manual*	Supports Multiple Migration order in one File. All EU's listed in the input CRF must belong to CP uploading the file.
MultipleLine Migration XML CRF	Refer to WBC XML definition.	Single Line Provide PFM XML. Supports One Order per XML.

10. Charges

When charges for migrations are due they will appear on the invoice in the ***One-off Charges, End User Access Connection Charges section.***

Migrations will have Reason=Migration

and

Charge Type=Connection.

Full details of migration prices can be found within the Service Providers price list at: http://www.btwholesales.com/pricing

11. Escalations, Issues and complaints

Refer to WBC Operations Handbook. http://www.btwholesale.com/wbc

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12. Glossary of Acronyms and Abbreviations

ADQ - Application-Driven Quality of service, a 21CN capability
ADSL – Asymmetric Digital Subscriber Line
ADSL2+ - Advanced ADSL line
AP – Aggregation Point
BBCR – Broadband Customer Reporting
BBCT – Broadband Bulk Control Tool – system used to order multiple migrations
BRAS – Broadband Remote Access Server
B2B – Business-to-Business
CCD – Customer Commit Date
CDD – Customer Delivery Date
CP – Communications Provider
CPE – Customer Premises Equipment
CRD – Customer Required by Date
CRF – Customer Requirement Form
CSP – Customer Service Plan
CSV – Comma Separated Variables
DN – Directory Number
EU – End User
EUA – End User Access
KCI – Keeping Customers Informed
LLU – Local Loop Unbundling
MPF - Metallic Path Facility
MFA – Migration Forecast and Allocation – an application used within the Multiple Migrations process
MSAN – Multi Service Access Node
OSS – Operations Support System
PONR – Point Of No Return
PPP - Point-to-Point Protocol
PSTN – Public Switched Telephone Network
QoS – Quality of Service
RA – Rate Adaptive
RADIUS – Remote Dial-In User Service
RTF – Rich Text Format
SDSL – Symmetric DSL
SID – Service Identifier
SMPF – Shared Metallic Path Facility
T&C's – Terms and Conditions
VP – Virtual Path
WBC – Wholesale Broadband Connect (product name)
XML –Transactional Mark-up Language
20CN – 20th Century Network (pre-NGN)
21CN – 21st Century Network (NGN)

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13. Document History

This section provides a brief description of the changes between this issue of the WBC Migrations Handbook and the previous issue. Please refer to the main body of the document for full descriptions of each topic.

Version	Date	Description of change
Draft 1	Feb 2008	Creation
Draft 2	March 2008	Update following War Games & Proof of Concept
Issue 1	March 2008	Updated Following Industry Feedback.
Issue 2	April 2008	Updated Sections 9.2 and 9.3.
Issue 3	October 2008	Updated details of migration order entry via (strategic) B2B or WBC portal
Issue 4	Feb 2009	Updated References to WBC Operational Handbook Clarification of time-of-day Clarification of minimum requirements for multiple migrations
Issue 5	October 2009	Updated screenshots for Migration Forecast and Allocation tool in appendix Notes added as to how to get access to MFA Clarification on under utilisation of forecasts / allocations Example allocation file added to appendix, with Calendar sheet.

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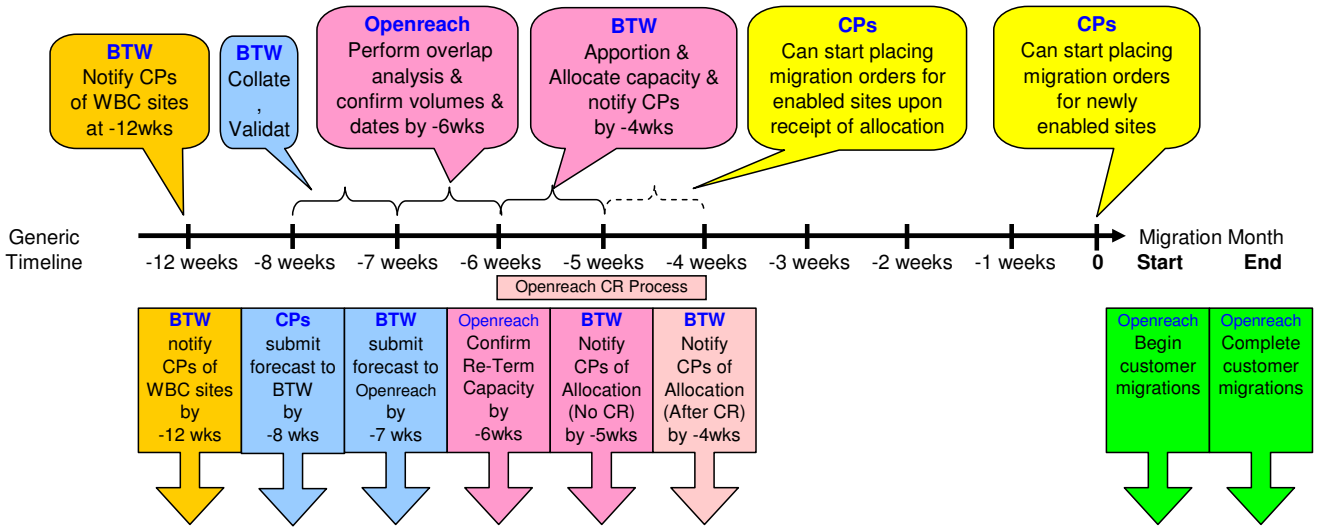
Appendix A – Multiple Migration Calendar for 2010 and 2011

Key Multiple Migration dates for 2010 / 11 – simple high level timeline:

WBC Multiple Migration Timeline



Migration Month										
September 2010	07-Jun	05-Jul	**12-Jul**	19-Jul	26-Jul	**03-Aug**		31-Aug	01-Oct	(5w
October 2010	12-Jul	09-Aug	**16-Aug**	23-Aug	30-Aug	**07-Sep**		04-Oct	29-Oct	(4w
November 2010	09-Aug	06-Sep	**13-Sep**	20-Sep	27-Sep	**05-Oct**		01-Nov	26-Nov	(4w
December 2010	06-Sep	04-Oct	**11-Oct**	18-Oct	25-Oct	**02-Nov**		29-Nov	17-Dec	(3w
January 2011	11-Oct	08-Nov	**15-Nov**	22-Nov	29-Nov	**07-Dec**		04-Jan	28-Jan	(4w
February 2011	08-Nov	06-Dec	**13-Dec**	20-Dec	27-Dec	**04-Jan**		31-Jan	25-Feb	(4w
March 2011	06-Dec	04-Jan	**10-Jan**	17-Jan	24-Jan	**01-Feb**		28-Feb	01-Apr	(5w
April 2011	10-Jan	07-Feb	**14-Feb**	21-Feb	28-Feb	**08-Mar**		04-Apr	29-Apr	(4w
May 2011	07-Feb	07-Mar	**14-Mar**	21-Mar	28-Mar	**05-Apr**		03-May	27-May	(4w
June 2011	07-Mar	04-Apr	**11-Apr**	18-Apr	25-Apr	**03-May**		31-May	01-Jul	(5w
July 2011	11-Apr	09-May	**16-May**	23-May	30-May	**07-Jun**		04-Jul	29-Jul	(4w
August 2011	09-May	06-Jun	**13-Jun**	20-Jun	27-Jun	**05-Jul**		01-Aug	26-Aug	(4w
September 2011	06-Jun	04-Jul	**11-Jul**	18-Jul	25-Jul	**02-Aug**		30-Aug	30-Sep	(5w
October 2011	11-Jul	08-Aug	**15-Aug**	22-Aug	29-Aug	**06-Sep**		03-Oct	28-Oct	(4w
November 2011	08-Aug	05-Sep	**12-Sep**	19-Sep	26-Sep	**04-Oct**		31-Oct	25-Nov	(4w
December 2011	05-Sep	03-Oct	**10-Oct**	17-Oct	24-Oct	**01-Nov**		28-Nov	16-Dec	(3w

Openreach published Dates

Openreach published Dates

Openreach published Dates

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Detailed timeline and events:

Time before migrations start (approx):	calendar days before first migration date	example date for September 2010 migration month	BTW or CP activity?	Activity	process stage	MFA status
-12 weeks	84	07/06/2010	BTW	NSMS template available to CPs	Forecast	Forecast Open
-12 weeks	84	07/06/2010	BTW	Forecast template v1 available to CPs	Forecast	
-9 weeks	63	28/06/2010	BTW	Site capacity check - Updated forecast template v2 available to CPs (sites with capacity restrictions removed)	Forecast	
-8 weeks	56	05/07/2010	CP	CPs forecasts due for upload onto MFA	Forecast	
-8 weeks	56	05/07/2010	BTW	Close forecast window. Forecast consolidation begins	Forecast	Forecast closed
-8 weeks	52	09/07/2010	BTW	Capacity check - site volumes reduced or sites removed in line with latest WBC exchange capacity data	Forecast	
-8 weeks	52	09/07/2010	BTW	Exchange RFS check - risky sites not yet enabled and not due to be enabled for 2 weeks or more removed	Forecast	
-7 weeks	49	12/07/2010	BTW	Submit forecast to Openreach	Forecast	
-6 weeks	42	19/07/2010	BTW	Receive allocation back from Openreach	Allocation	
-6 weeks	39	22/07/2010	BTW	Capacity check - allocated site volumes reduced or sites removed in line with latest WBC exchange capacity data.	Allocation	
-6 weeks	38	23/07/2010	BTW	Allocation loaded onto BTW systems, per CP apportionment of bulk migration volumes occurs	Allocation	
-5 weeks	35	26/07/2010	BTW	Allocations made avaialble to CPs for download from MFA	Allocation	Allocation available
-5 weeks	35	26/07/2010	CP	Download allocation from MFA	Allocation	1st CR Window open
-5 weeks	31	30/07/2010	CP	upload change request 1	Change request	
-5 weeks	31	30/07/2010	BTW	close change request window. Consolidate change requests across all CPs	Change request	1st CR Window closed
-4 weeks	28	02/08/2010	BTW	submit change request to Openreach	Change request	
-4 weeks	25	05/08/2010	BTW	Receive response from Openreach	Change request	
-4 weeks	25	05/08/2010	BTW	Process change request response	Change request	
-4 weeks	24	06/08/2010	BTW	Revised allocations made available to CPs who submitted CRs for download from MFA	Change request	1st CR allocation available for download
-4 weeks	24	06/08/2010	CP	Download change request response, change request 1	Change request	
-3 weeks	18	12/08/2010	CP	Last day for order placement for first migration day (12 day leadtime on orders)	Order placement	

On occasion it may be necessary to vary the dates slightly against the table above due to unforeseen circumstances (e.g. late arising capacity issues, late return of allocation file from Openreach). Where this occurs, BT Wholesale will inform customers of any new relevant deadlines.

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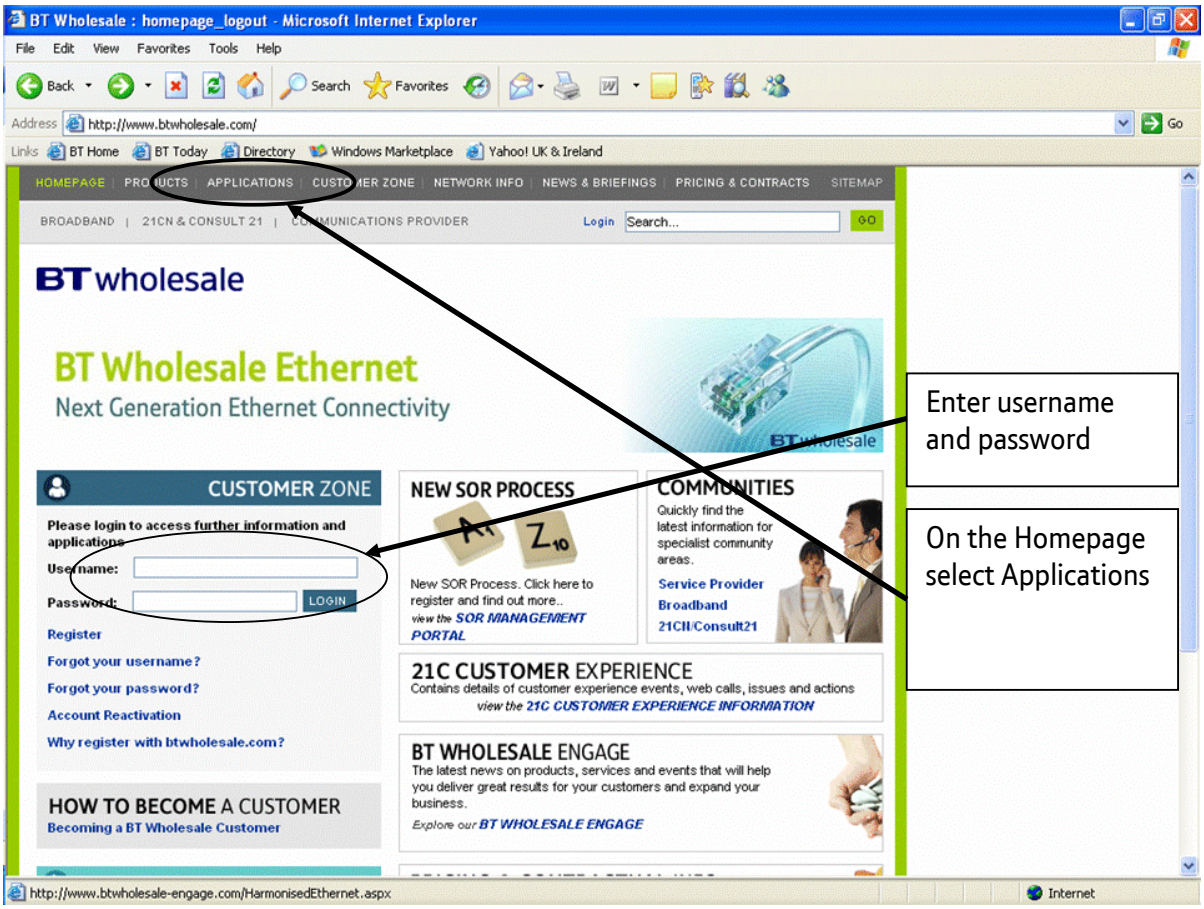
Appendix B – Navigating to the Migrations pages on BTWholesale.com

Navigation to the MCC portal through the BTWholesale.com website:

Note - The following screenshots are intended as a guide, the BTWholesale.com website is subject to change, so the exact appearance of the site may differ slightly from the screenshots shown.

The fastest way to navigate to the MCC area is as follows:



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Users can access either the MCC portal or the MFA application by clicking the appropriate link on the A to Z

The alternative route to the MCC portal is via the 21C and consult 21 links, through the working groups section, as follows:

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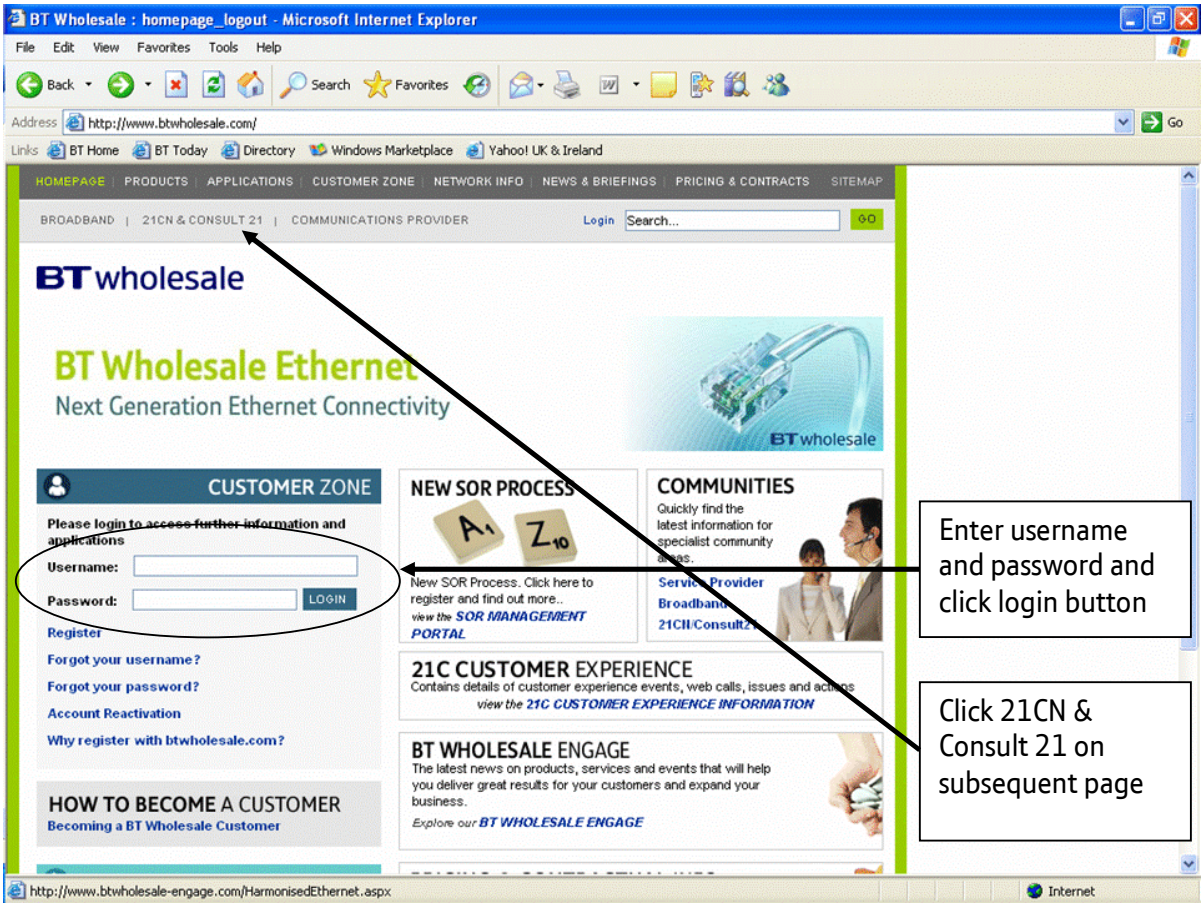

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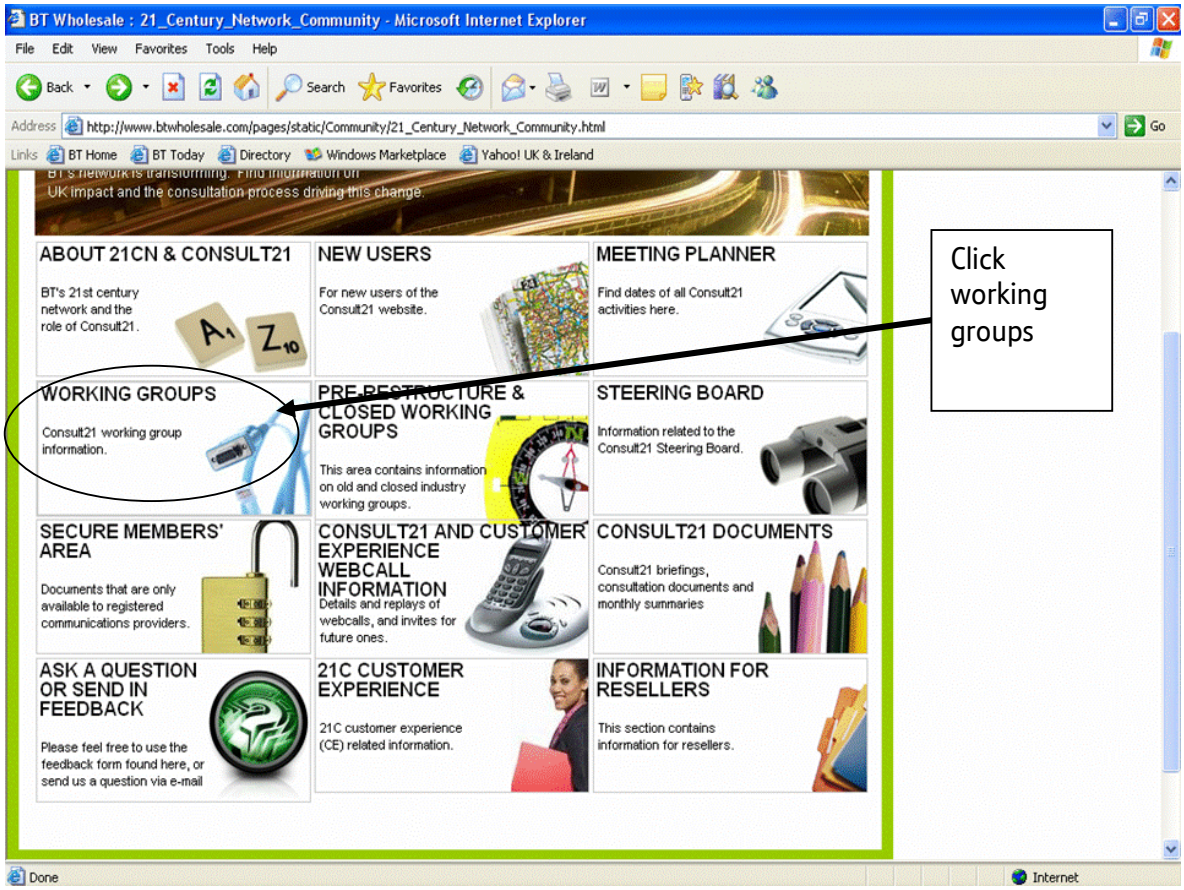

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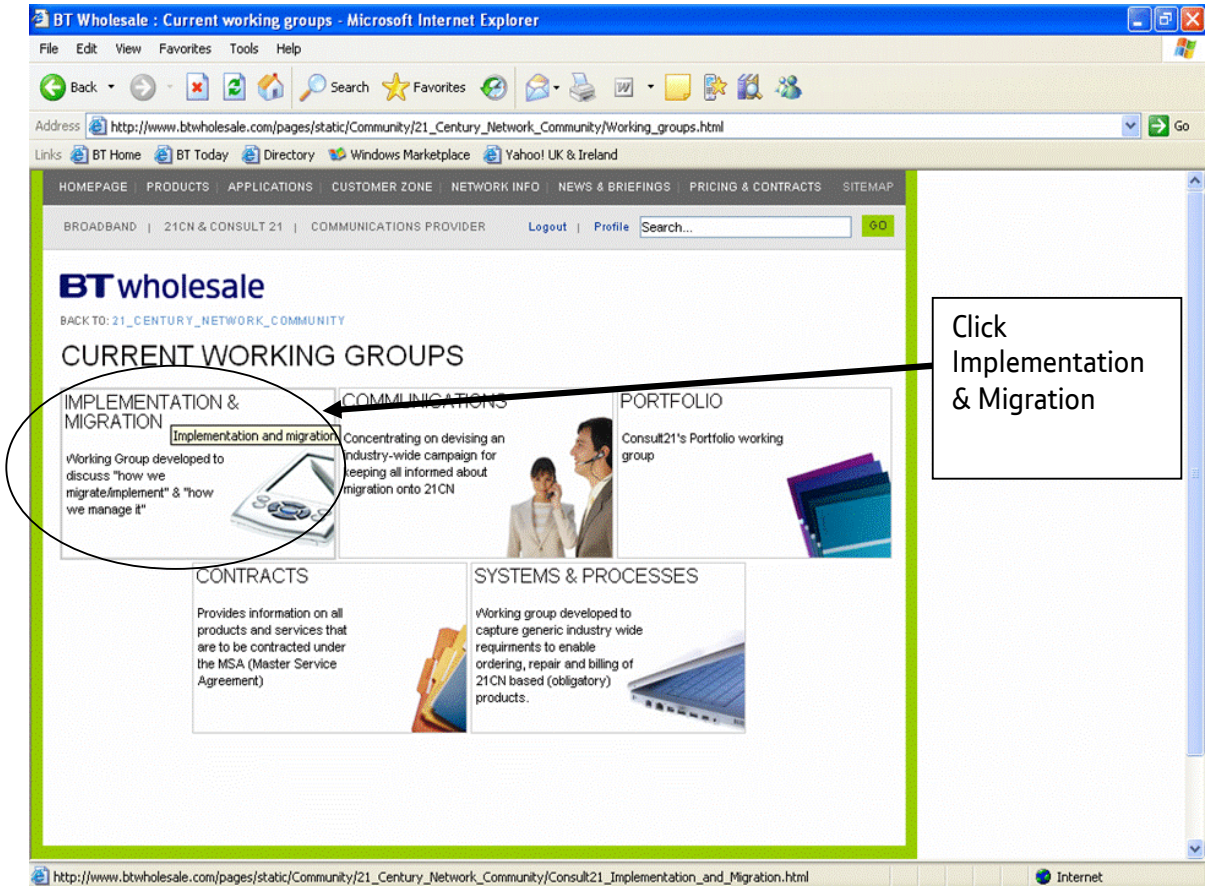

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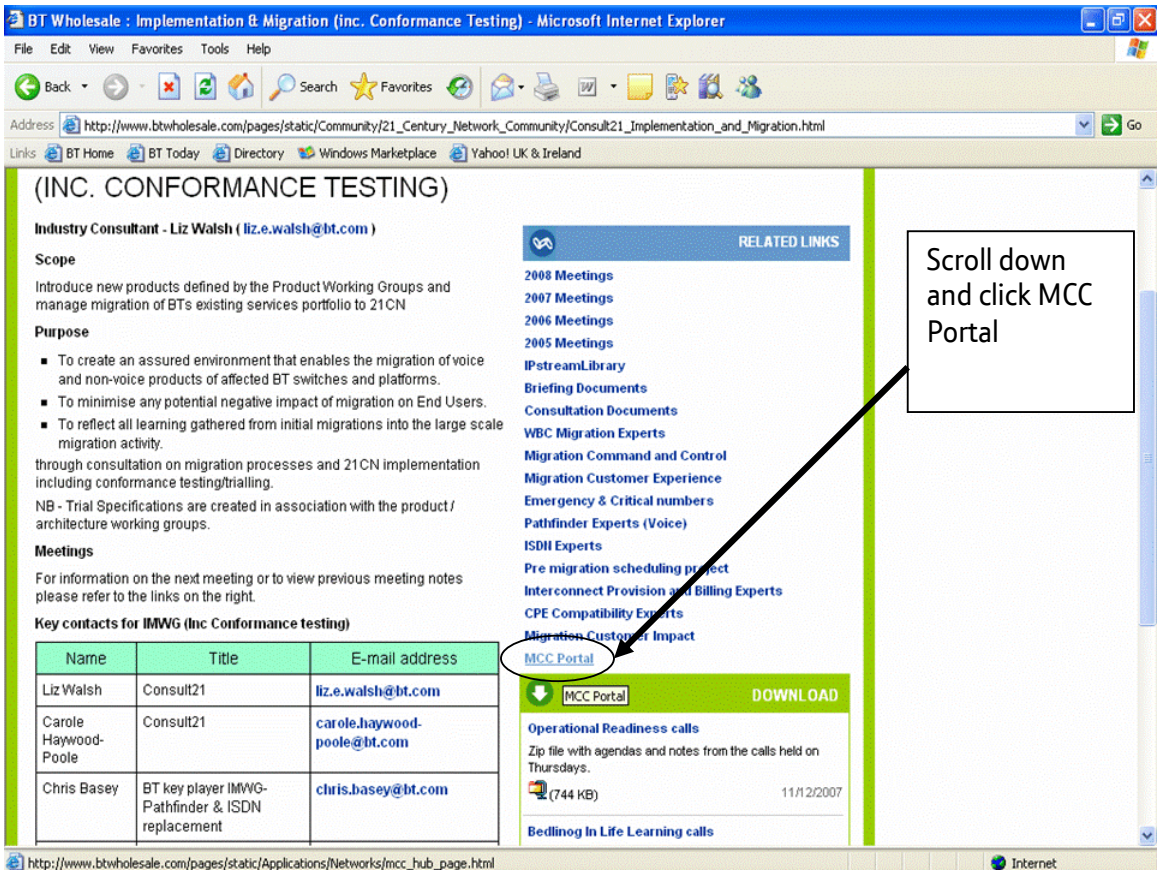

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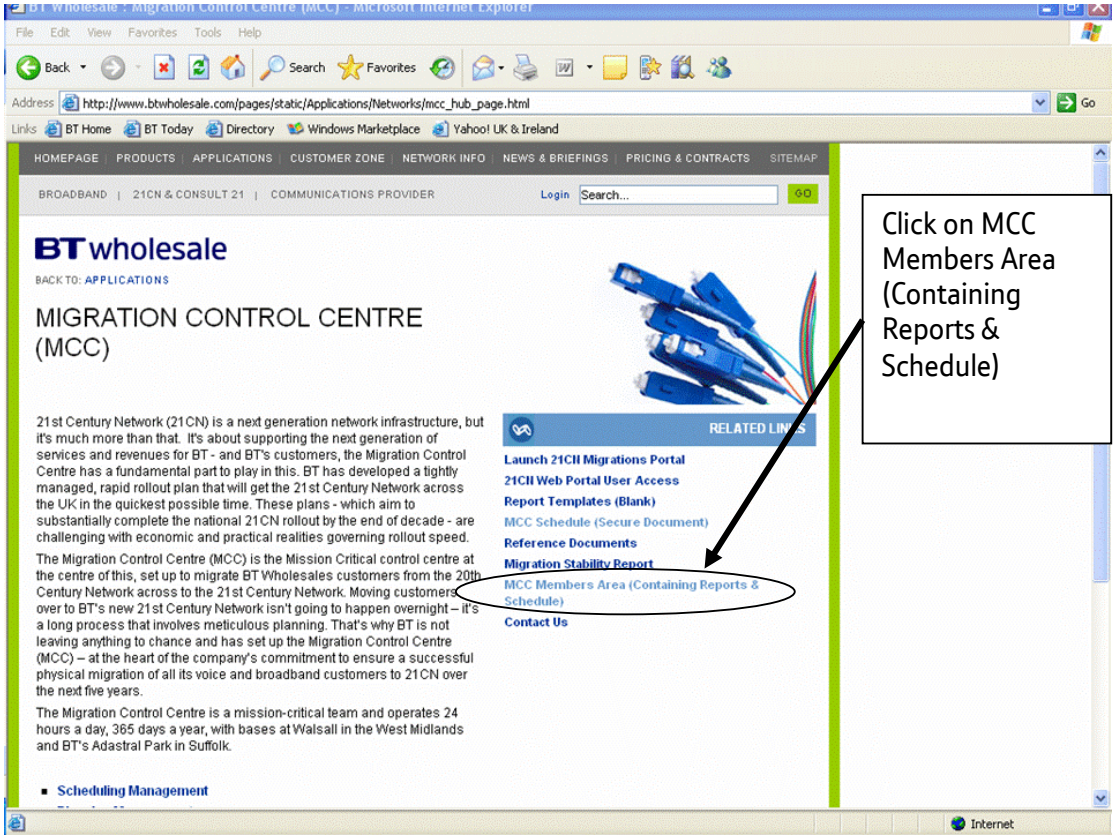

(The MCC link from the A to Z page also brings you to this page)

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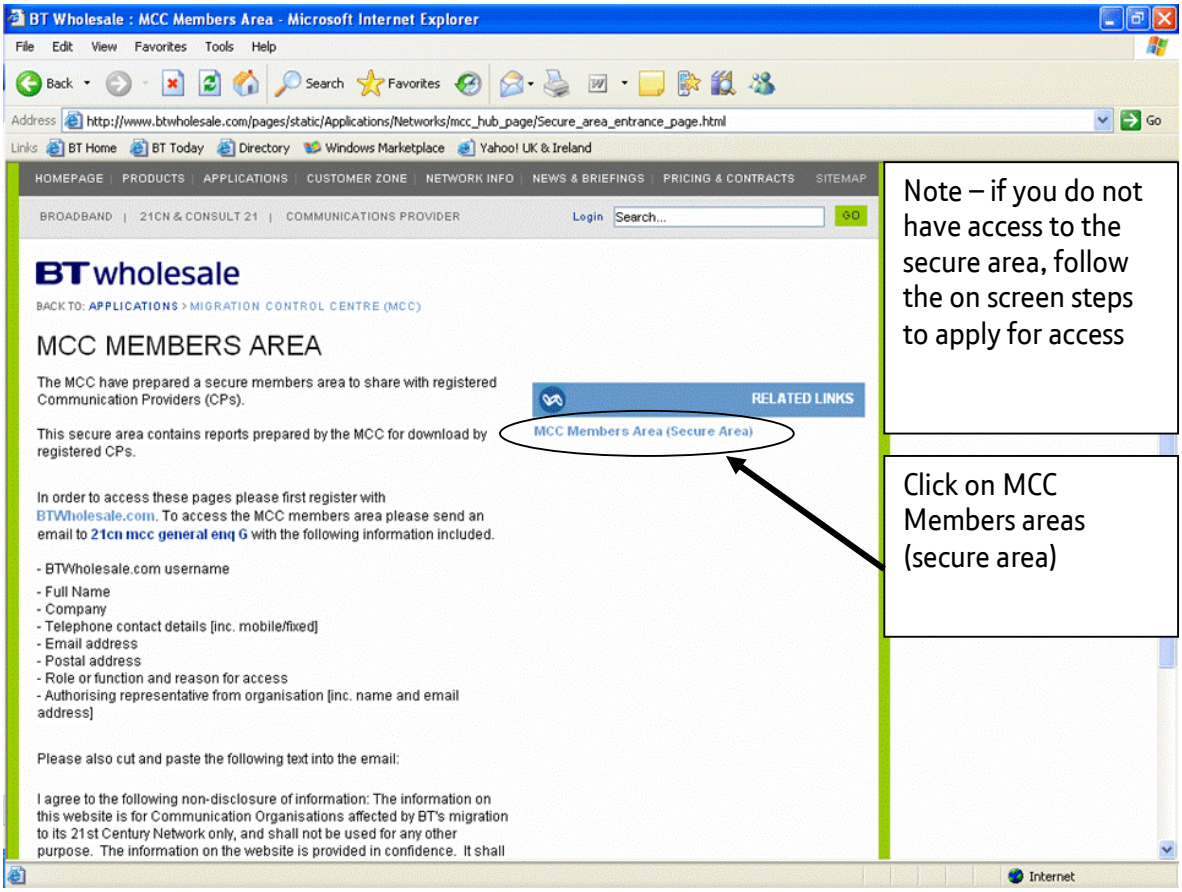

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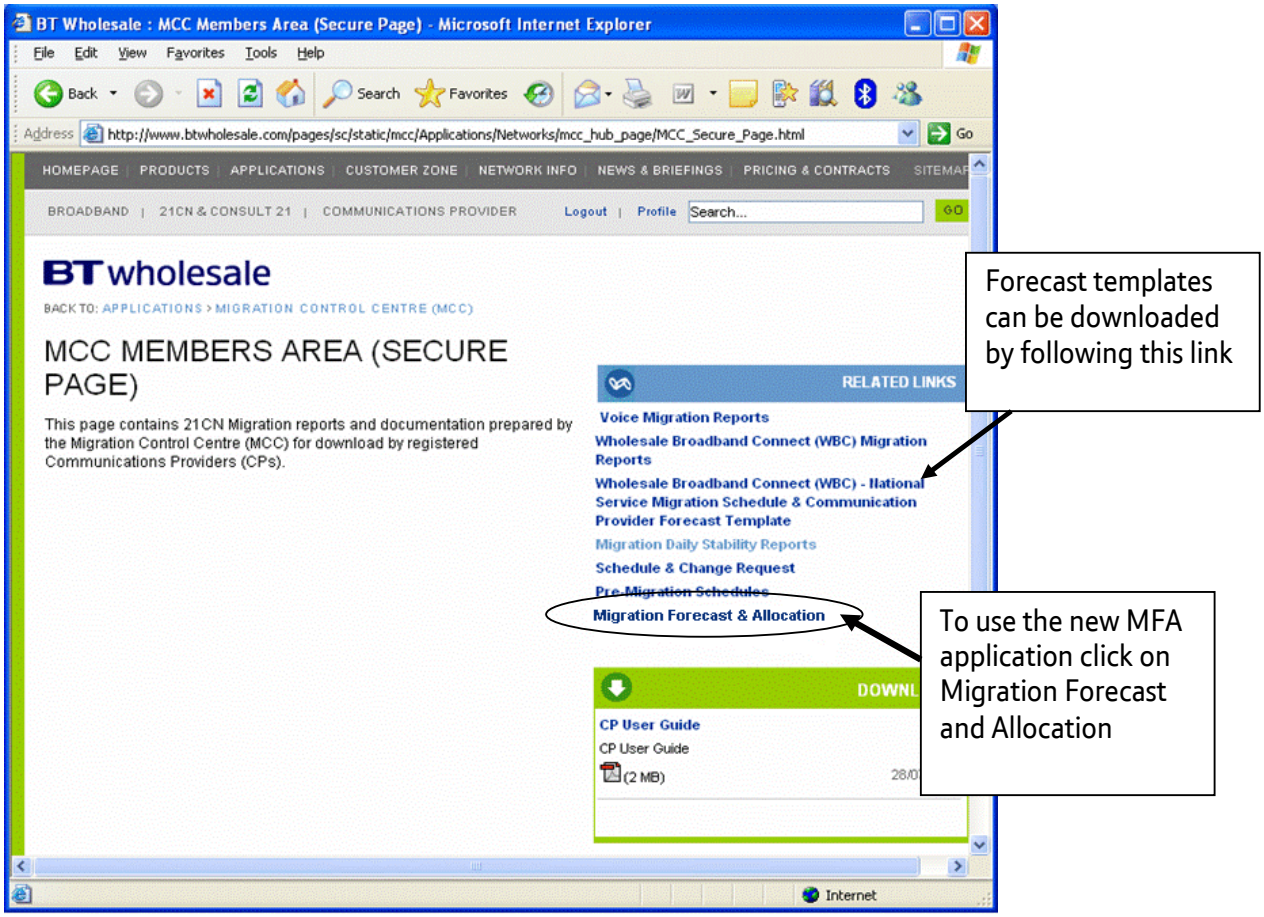

Note - If the user does not have access to the MFA application they will be prompted to complete a request for access as per the screens below:

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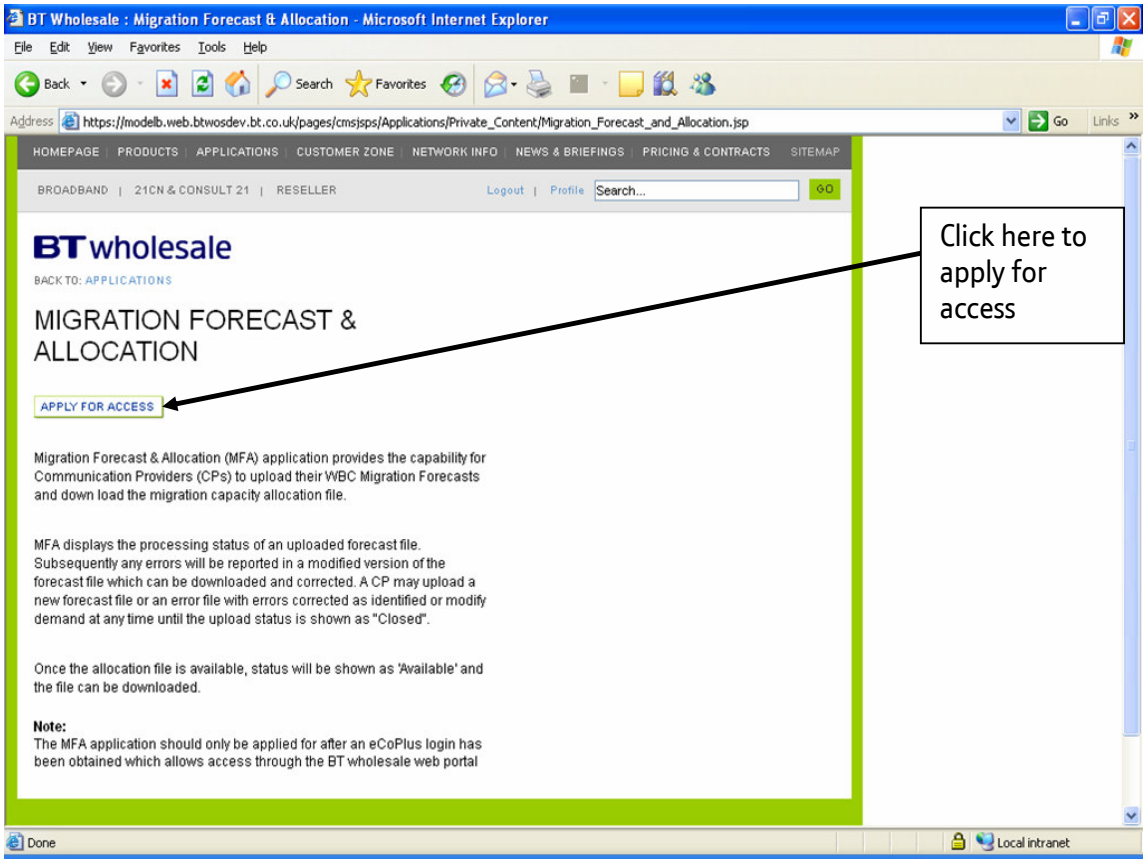

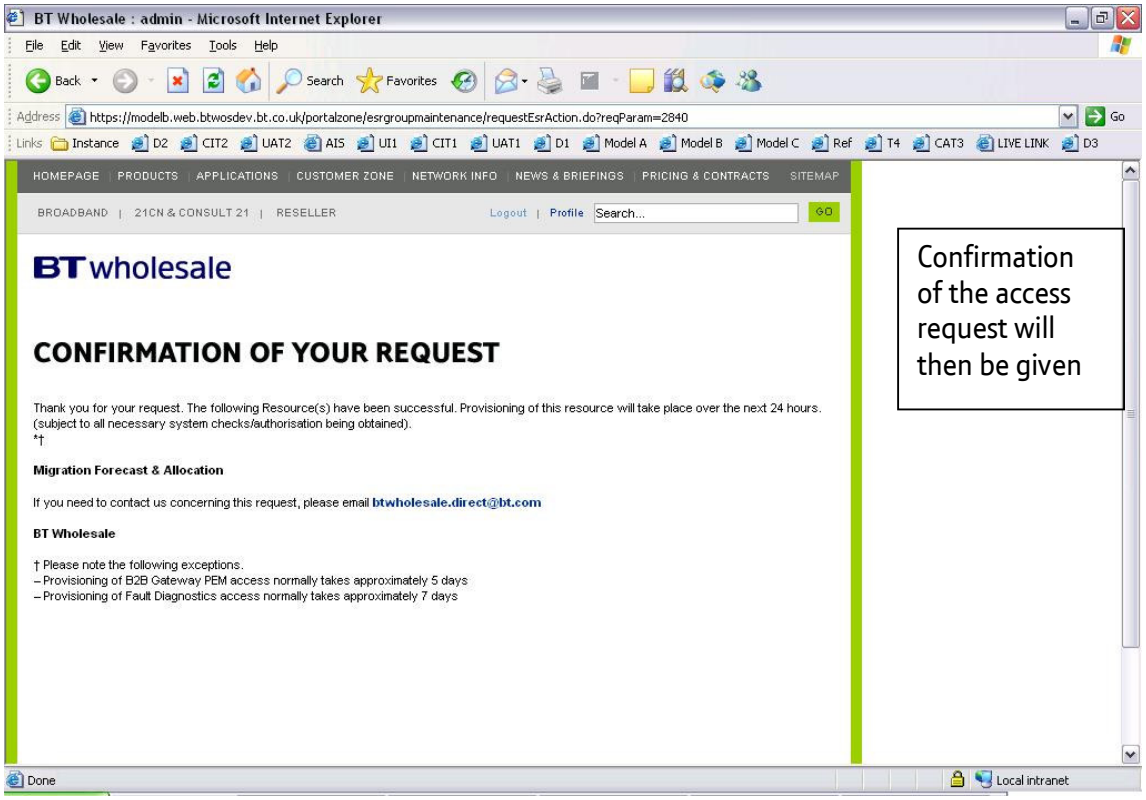

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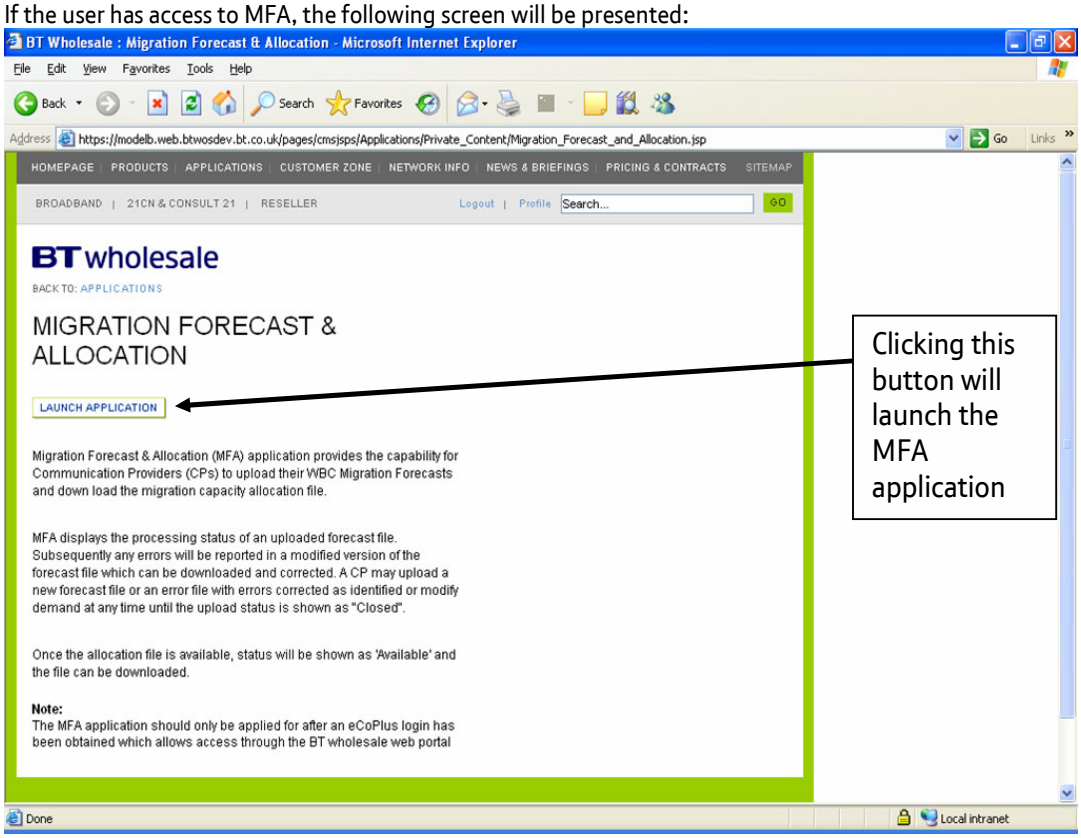
If the user has access to MFA, the following screen will be presented:



Users will then be presented with the MFA account selection screen:

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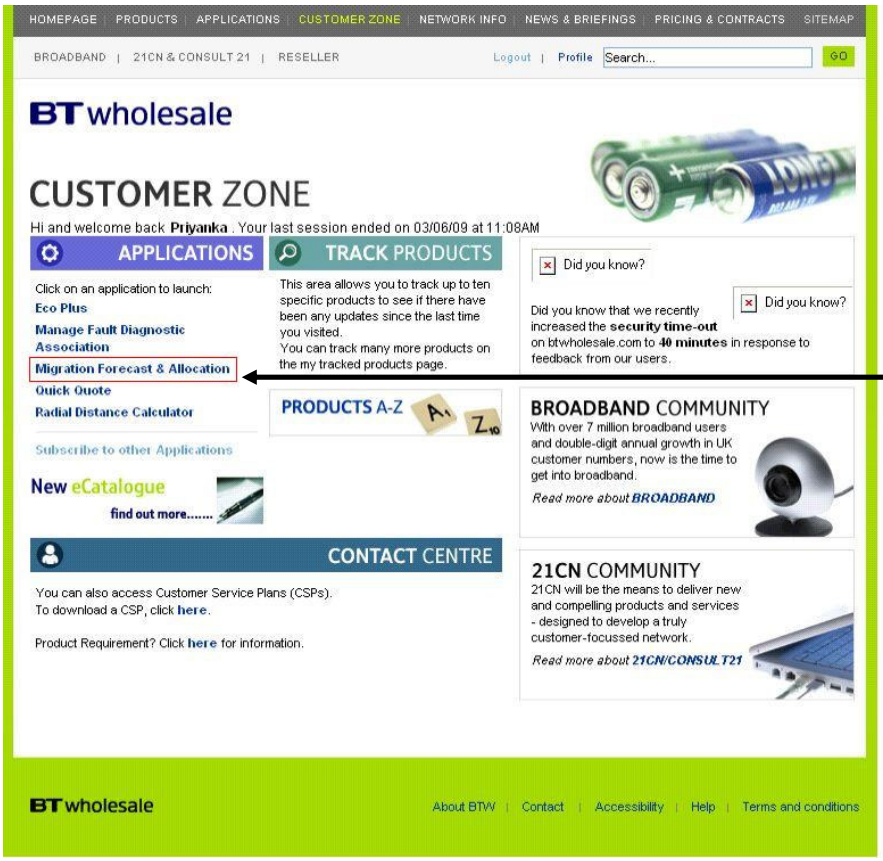
Navigating to the MFA application from the customer zone pages:



Click this link to launch the MFA application from the customer zone pages

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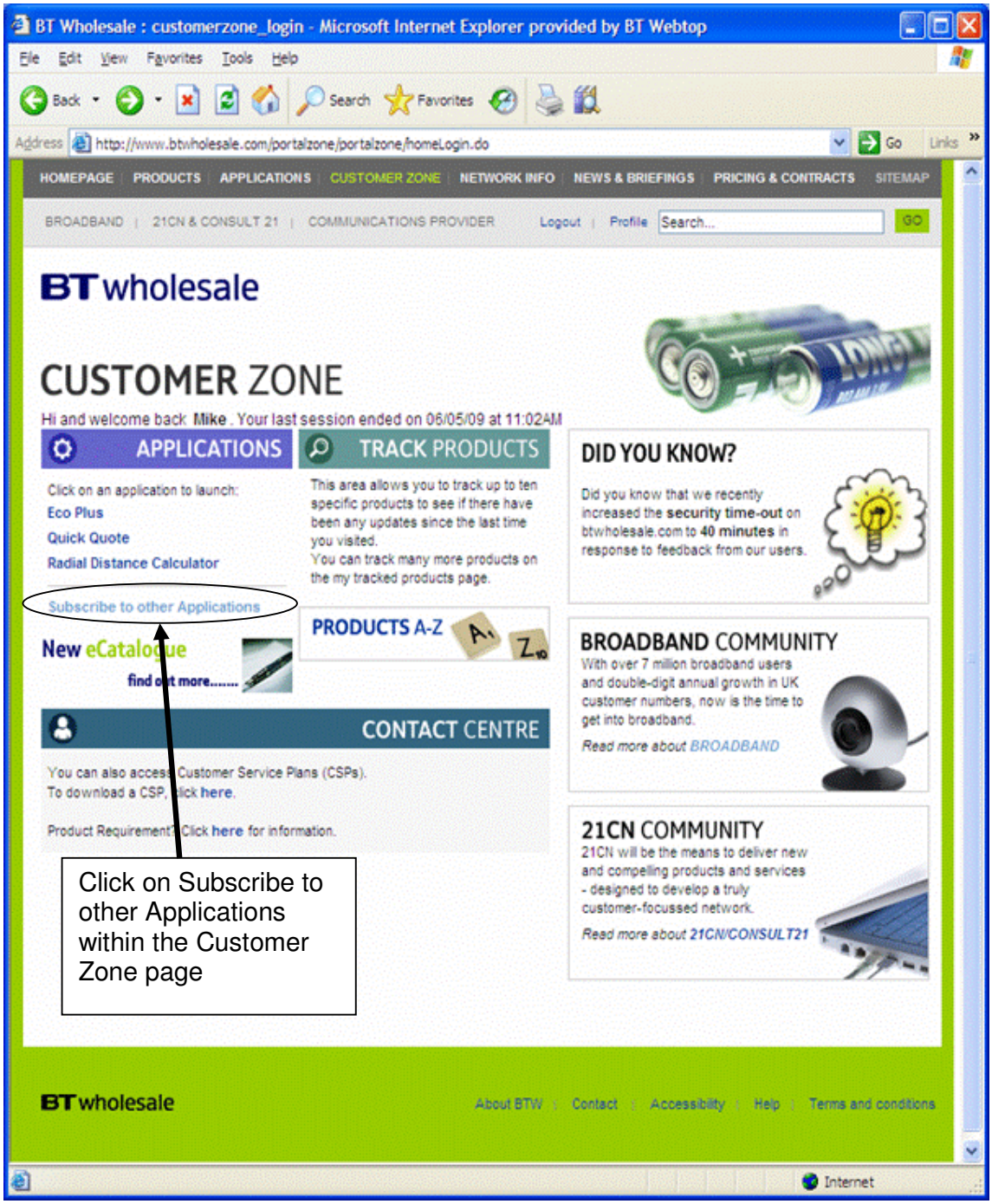
Appendix C – Applying for Access to MFA

Applying for access to the MFA application:



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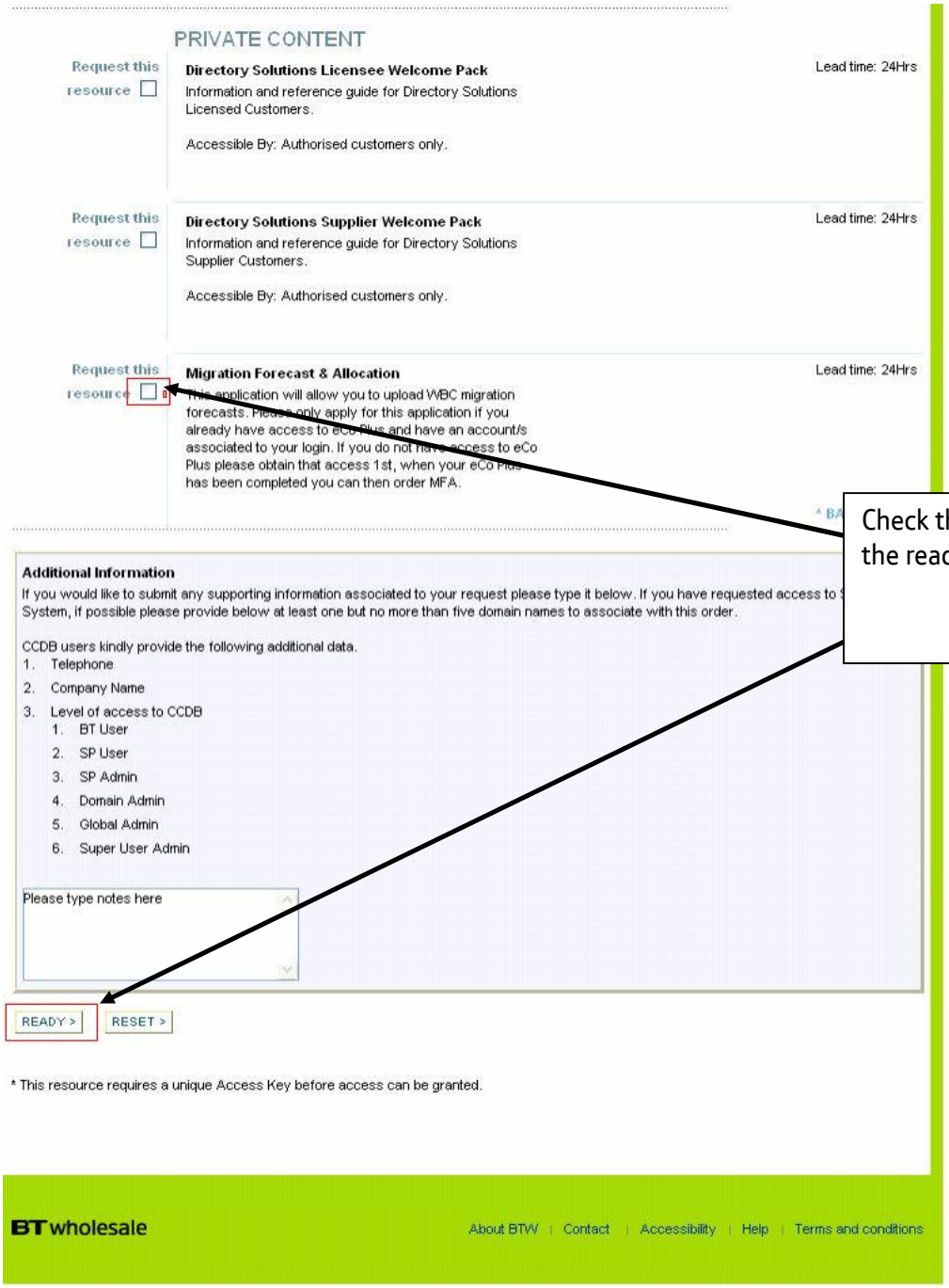

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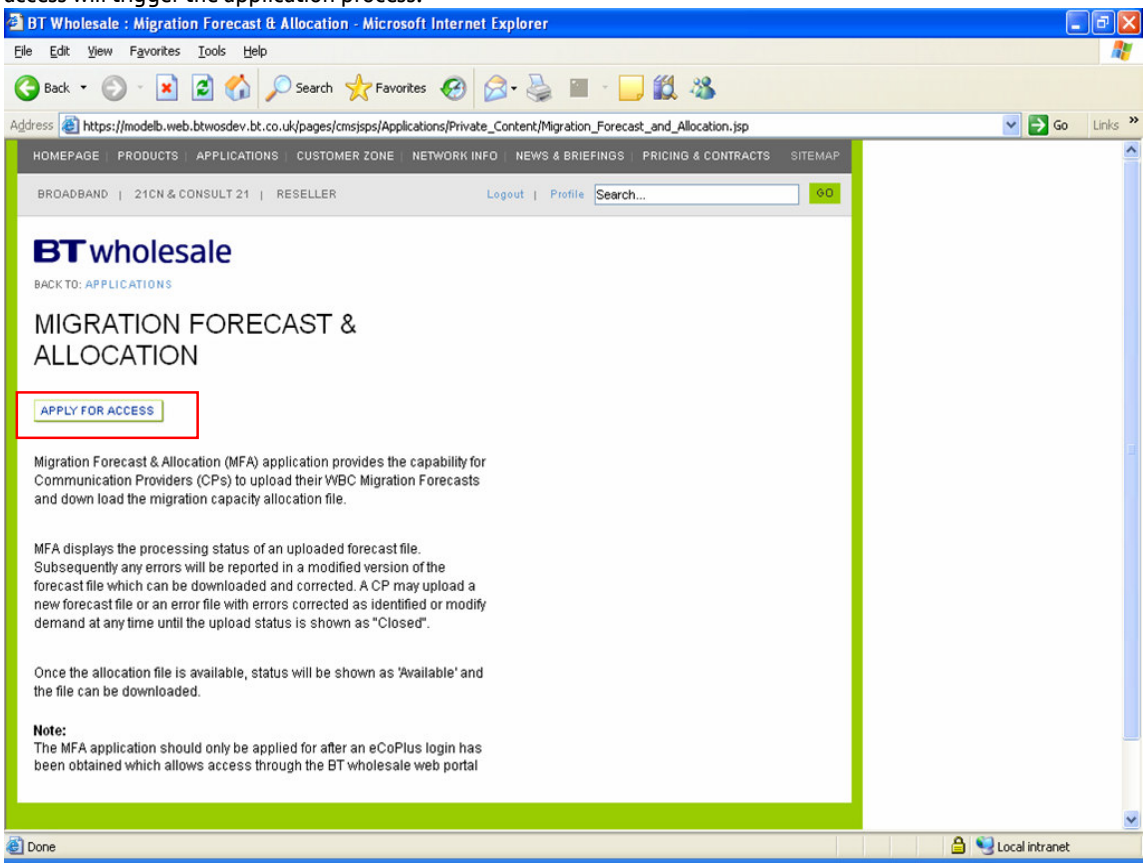
Alternatively, if a user clicks the M**igration** F**orecast and** A**llocation** link from e.g. the applications A to Z pages and does not have access to the application, they will be presented with the following page. Clicking the apply for access will trigger the application process.



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Appendix D – Error codes used by MFA

Error codes:

The following spreadsheet contains the general and exchange specific error codes embedded in a forecast template with notes:

Forecast_template_
with_error_details

The various error codes are also listed here for information:

General error codes:

Data Field or Validation Check	Validation Result
Forecast file has wrong file extension	1011 - Error, Wrong file extension. Extension must be '.xls'. Critical error, forecast file cannot be processed.
Forecast file has no file extension	1012 - Error, Missing file extension. Extension must be '.xls'. Critical error, forecast file cannot be processed.
Unable to open the forecast file	1013 - Error, File not in Excel format. Critical error, file cannot be processed.
Unable to Read File, not in Excel format	1014 - Error, Forecast file not in accepted (spreadsheet) format. Critical error, forecast file cannot be processed.
Customer Group Identity (CUG ID) Code	1031 - Error, CUG ID in cell C3 missing or not matching with the CUG ID received from BT Wholesale Web Portal. Critical error, file cannot be processed.
Month-Year	1032 - Error, Month-Year data in Cell G1 missing or not matching with Month-Year data received from BT Wholesale Web Portal. Critical error, file cannot be processed.
Communications Provider (CP) Name	1033 - Error, CP Name in Cell C2, missing or not matching CP Name data received from BT Wholesale Web Portal. Critical error file, will not be processed.
Date of Forecast	1034 - Warning, Date of Forecast in Cell C4 is missing, not recognised, after upload date or more than 30 days before upload date. Non critical error. No impact on file processing.
CP Contact Name	1035 - Warning, CP Contact Name in Cell H2 is missing or not a text string. Non critical error. No impact on file processing.
CP Contact No	1036 - Warning, CP Contact Number in Cell H3 is missing or not a text string. Non critical error. No impact on file processing.
CP Email Address	1037 - Warning, CP Email address in Cell H4 is missing or not recognised as a hyperlink. Non critical error. No impact on file processing.

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CP Forecast Submitted to Early	1038 - Error, Forecast submitted to early to be fully validated for [Month-Year]. The forecast file can be validated only for 'Header and General Validation' errors at the present time. It is not possible to validate the line by line forecast data field "Earliest Acceptable Migration Start Date" at the moment. Please upload the forecast file again in the timeframe 3 months to 8 weeks before the target migration month.
Forecast Line Validation Result Summary	1003 - One or more forecast line validated OK. or, 1004 - Error, No valid forecast lines submitted, Critical error, file cannot be processed.

Exchange line specific error codes:

1051 - Error, Number of lines to be migrated is not a number. Critical error, forecast line cannot be processed.
1052 - Error, Number of lines to be migrated is below [Minimum forecast threshold 10], the minimum forecast level. Critical error, forecast line cannot be processed.
1053 - Error, Exchange MDF ID has been deleted and is blank. Critical error, forecast line cannot be processed.
1054 - Error, Exchange MDF ID not recognised. Critical error, forecast line cannot be processed.
1055 - Error, Duplicate Exchange MDF ID in the forecast. Critical error, forecast line cannot be processed.
1056 - Error, Exchange MDF ID not listed in National Service Migration Schedule (NSMS) for the migration month. Delete from forecast. Critical error, forecast line cannot be processed.
1057 - Error, Total number of lines to be migrated is above the monthly migration rate for the migration month and exchange site. Site daily rate × number of days in [June 2009] is [96 × 25 = 2400]. Critical error, forecast line cannot be processed.
1058 - Error, Migration Start date not recognised. Critical error, forecast line cannot be processed.
1059 - Error, Migration Start date is before migration month start date. Critical error, forecast line cannot be processed.
1060 - Error, Migration Start date is after migration month end date. Critical error, forecast line cannot be processed.
1061 - Error, Migration Start date is a non working day (Saturday, Sunday, Bank Holiday or other non working day). Critical error, forecast line cannot be processed.
1062 - Error, Migration Start date is to late to migrate requested volume in the migration month. Critical error, forecast line cannot be processed.
1063 - Error, Site identity blank or does not map to exchange site MDF ID. Site idenity is [Site name]. Critical error, forecast line cannot be processed.
1064 - Warning, Site daily migration rate has been amended and is either Blank, Not a number, Not a whole number or Does not match the actual site daily rate.
0000 - No Forecast
1002 - Forecast line validated OK.

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Appendix E – Example allocation file and calendar

First worksheet in the allocation file gives high level view of order volumes per site and the week(s) in which the migrations are allocated.

	WBC Allocation-Apportionment Against CP Forecast For: Jun-2010							File Generation Date:	27-A
Communications Provider (CP) Name:	DUMMY ISP			CP Contact Nam	fred			Allocation File Version:	3
Customer Group Identity (CUG ID) Code:	CUG5000001234			CP Contact No	1234567890			Grey cells indicate no migration plann	
Date of Allocation/Apportionment:	27-Apr-2010			CP Email Addres	fred@dummyISP.com			the site in that week	

Exchange MDF ID	Exchange Site Name	Requested Start Date	Requested Number of Lines to be Migrated	Allocated or Apportioned Volumes Revised (Pink) Requested (White)	Revised No of lines to be migrated per month	Week 1 01-Jun-2010	Week 2 07-Jun-2010	Week 3 14-Jun-2010	Week 4 21-Jun-2010	Wee 28-J 20
CLBER	Bermondsey		258	181		181				
CLBIS	Bishopsgate									
CLCAN	Canonbury		311	311		96	215			
CLEUS	Euston									
CLKEN	Kentish Town		188	188		188				
CLKLG	Kingsland Green		147	147			96	51		
CLKXX	Kings Cross		16	16					16	
CLLOW	Lower Holloway		367	0						

Second worksheet gives view of how the allocation is spread across the migration month, with indication of last date for order placement

WBC Migration Calendar Against CP Forecast For:	February 2010

Standard Lead Time: [Working Days Before Migration Date]	12 Days
Cuttoff Time:	22:30

Template Build: Issue 1 - 30-Jun-2009

Cutoff Day & Date for Placement of "Multiple" WBC Migration Orders:	Thu 14-Jan	Fri 15-Jan

Migration Calendar Dates.

Exchange MDF ID	Exchange Site Name	Requested Start Date	Allocated Start Date (Revised Pink) (Requested White)	Requested Number of Lines To Be Migrated	Allocated Volume (Revised Pink) (Requested White)	Number of Migration Days	Mon 01-Feb 2010	Tue 02-Feb 2010
CMWV	Wolverhampton	01-Feb-2010	01-Feb-2010	150	150	2	96	54
EABAS	Basildon	02-Feb-2010	08-Feb-2010	50	40	1		
EAGRA	Grays Thurrock	03-Feb-2010	15-Feb-2010	50	35	1		
EAHTF	Hertford	04-Feb-2010	15-Feb-2010	60	50	1		
EAKLN	Kings Lynn	05-Feb-2010	05-Feb-2010	100	100	2		

(scrolling further to the right shows the rest of the calendar, below)

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Mon	Tue	Wed			Thu	Fri	Mon	Tue	Wed			Thu	Fri	Mon	Tue	Wed
16-Jan	17-Jan	18-Jan			19-Jan	20-Jan	23-Jan	24-Jan	25-Jan			26-Jan	27-Jan	30-Jan	31-Jan	01-Feb

Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri
03-Feb 2010	04-Feb 2010	05-Feb 2010	06-Feb 2010	07-Feb 2010	08-Feb 2010	09-Feb 2010	10-Feb 2010	11-Feb 2010	12-Feb 2010	13-Feb 2010	14-Feb 2010	15-Feb 2010	16-Feb 2010	17-Feb 2010	18-Feb 2010	19-Feb 2010
					40											
												35				
												50				
		20			80											

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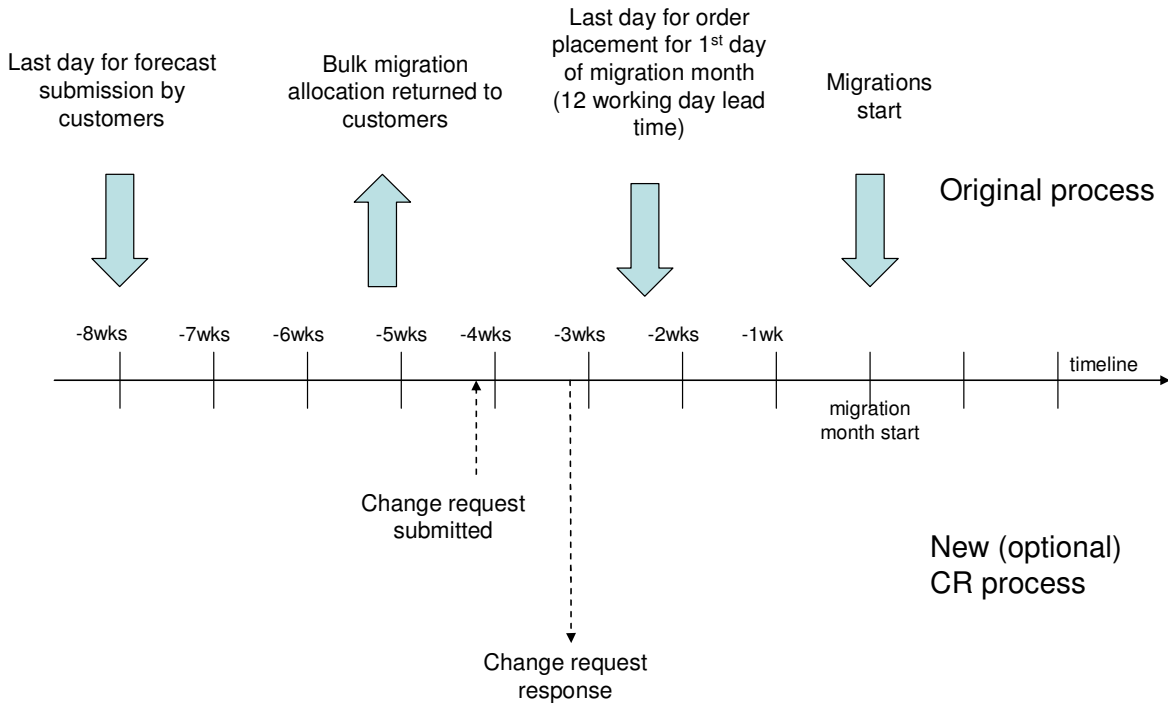
Appendix F – Bulk migration change request process

As of August 2010 this process is optional.

The timeline is detailed in the diagram below:



The change request process starts after allocations have been made available to customers.

The status against the migration month on the Migrations Forecastion and Allocation (MFA) portal will change to:
"Open for CR"

(please see the following appendix for more details on how the status changes on MFA in response to change requests and forecasts)

The normal bulk migration allocation file downloaded from MFA has a dual purpose in that it is also the change request template. The file highlights the weeks in which BT Wholesale has migrations allocation at a given site to give customers a view of where migrations are planned. Those sites with all 4 or 5 weeks shown as grey have no BT Wholesale migrations planned for the specific migration month – whilst it is possible to gain bulk migrations allocation at these sites via the change request process the success rate is much lower than those sites where migrations are already planned. Those sites with some weeks having coloured backgrounds have BT Wholesale migrations planned for those weeks.

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	WBC Allocation-Apportionment Against CP Forecast For: Jun-2010							File Generation Date:	27-Apr-20	
Communications Provider (CP) Name:	DUMMY ISP			CP Contact Nam	fred			Allocation File Version:	3	
Customer Group Identity (CUG ID) Code:	CUG5000001234			CP Contact No	1234567890			Grey cells indicate no migration planned at the site in that week		
Date of Allocation/Apportionment:	27-Apr-2010			CP Email Addres	fred@dummyISP.com					
Exchange MDF ID	Exchange Site Name	Requested Start Date	Requested Number of Lines to be Migrated	Allocated or Apportioned Volumes Revised (Pink) Requested (White)	Revised No of lines to be migrated per month	Week 1 01-Jun-2010	Week 2 07-Jun-2010	Week 3 14-Jun-2010	Week 4 21-Jun-2010	Week 5 28-Jun-2010
CLBER	Bermondsey		258	181		181				
CLBIS	Bishopsgate									
CLCAN	Canonbury		311	311		96	215			
CLEUS	Euston									
CLKEN	Kentish Town		188	188		188				
CLKLG	Kingsland Green		147	147			96	51		
CLKXX	Kings Cross		16	16					16	
CLLOW	Lower Holloway		367	0						

In the example above:

- CLBER – the customer has forecasted migrations and has received an allocation in the first week (the week 1 entry is yellow and has the customers allocation displayed)
- CLBIS – the customer has not forecasted migrations but BT Wholesale has migrations planned during the first week for other customers (the week 1 entry is yellow and blank)
- CLCAN – the customer has forecasted migrations and has received an allocation which spans weeks 1 and 2
- CLEUS – the customer has not forecasted migrations but BT Wholesale has migrations planned during week 3
- The last entry, CLLOW – there are no migrations planned at this site.

Customers wishing to submit a CR should download their allocation file and enter any changes in requirement in column F – "Revisd no of lines to be migrated per month". The number entered in this column should be the new number of migrations required at the site – this entry is not interpreted relative to the existing allocation, so if a customer wants 10 more migrations than have been allocated at a site , they should enter a value of 10 + N in column F against that site, where N is the number currently allocated.

If no changes are required to the allocation at a site, customers should leave column F blank for that site.

If zero allocation is required at a site where the customer already has an allocation, customers should enter a zero in column F.

So, if in the example above, the customer wanted to request the following changes to their allocation, the change request file would be amended to show as follows:

CLBER – decrease the migrations allocated from 181 to 50
CLCAN – no change
CLEUS – request 50 migrations (currently no migrations allocated to the customer)
CLKEN, CLKLG - no changes, so leave these blank
CLKXX – request increase in migrations allocation from 16 to 80

	WBC Allocation-Apportionment Against CP Forecast For: Jun-2010							File Generation Date:	27-Apr-20	
Communications Provider (CP) Name:	DUMMY ISP			CP Contact Nam	fred			Allocation File Version:	3	
Customer Group Identity (CUG ID) Code:	CUG5000001234			CP Contact No	1234567890			Grey cells indicate no migration planned at the site in that week		
Date of Allocation/Apportionment:	27-Apr-2010			CP Email Addres	fred@dummyISP.com					
Exchange MDF ID	Exchange Site Name	Requested Start Date	Requested Number of Lines to be Migrated	Allocated or Apportioned Volumes Revised (Pink) Requested (White)	Revised No of lines to be migrated per month	Week 1 01-Jun-2010	Week 2 07-Jun-2010	Week 3 14-Jun-2010	Week 4 21-Jun-2010	Week 5 28-Jun-2010
CLBER	Bermondsey		258	181	50	181				
CLBIS	Bishopsgate									
CLCAN	Canonbury		311	311		96	215			
CLEUS	Euston				50					
CLKEN	Kentish Town		188	188		188				
CLKLG	Kingsland Green		147	147			96	51		
CLKXX	Kings Cross		16	16	80				16	
CLLOW	Lower Holloway		367	0						

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The template should then be loaded onto the MFA portal.

As with the standard forecast process, errors and warnings can be generated from the change request file uploaded by the CP and will appear in an excel file, available to download from the portal.

When the window for uploading change requests comes to an end, the status of the migration month on the MFA portal will change from “Open for CR” to “Closed”. From this point it will no longer be possible to submit any further change requests for this change request cycle.

Once BT Wholesale has processed the change request, has received any necessary feedback from Openreach and created updated allocations for customers, the allocation file status on the MFA portal will change to “CR available”. Customers can then download a revised allocation file

Guidance on the use of the change request process:

Customers should be advised of the following:

- Reductions in volume through the change request process will always be agreed and accepted by BT Wholesale, increases are subject to agreement with Openreach and/or are dependent on another customer reducing allocation at the site.
- Specifying a site for inclusion in the change request has the effect of making that customers allocation fluid for the migration month – customers should wait until the change request response has been processed and a revised allocation made available before submitting orders against a site where a change in volumes has been requested:
    - Where a customers allocation spans more than one day and the customer wishes to reduce the volume of the allocation, there is no guaranteed way of predicting at time of change request submission which part of the allocation will be reduced as this will depend upon other customers change requirements and the response from Openreach. Customers should wait until the change request window has completed to understand which part of their allocation still remains.
    - For increases, the additional volume may not occur on the same day as any current volumes allocated to the CP at that site
- The colour coding on the allocation file is intended to help customers during the change request process by showing where BT Wholesale already has allocation agreed at sites. There is a much higher success rate for requests for additional volume at sites that are already part of the BT Wholesale allocation than for sites that have no current BT Wholesale allocation (the later appear as grey across all the weeks in the template)

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Appendix G – Using the Migrations Forecasting and Allocation portal

Status changes presented when managing forecasts and allocations – loading a forecast file:

CUG Id	Forecast Month	Forecast / CR Upload File	Upload Status	Uploaded by	Forecast / CR File Processing Status	Allocation File Status
CUG123456789	Jan 2010	Mon V1 -Nov-2009 @ 14:21	Open	EU1	Pending Mon, 09-Nov-2009 @ 14:25	Not Available
		processing forecast starts				
CUG123456789	Jan 2010	Mon V1 -Nov-2009 @ 14:21	Open	EU1	In Progress Mon, 09-Nov-2009 @ 14:29	Not Available
		forecast fails				
CUG123456789	Jan 2010	Mon V1 -Nov-2009 @ 14:21	Open	EU1	Validation Failed Mon, 09-Nov-2009 @ 14:32	Not Available
		load revised forecast (V2) to MFA				
CUG123456789	Jan 2010	Mon V2 -Nov-2009 @ 14:40	Open	EU1	Pending Mon, 09-Nov-2009 @ 14:41	Not Available
		processing of revised forecast (V2) starts				
CUG123456789	Jan 2010	Mon V2 -Nov-2009 @ 14:40	Open	EU1	Pending Mon, 09-Nov-2009 @ 14:41	Not Available
		processing of revised forecast (V2) successful and forecasting period closed				
CUG123456789	Jan 2010	Mon V2 -Nov-2009 @ 14:40	Closed	EU1	Success Mon, 09-Nov-2009 @ 14:45	Not Available
		Allocation published to CP's				
CUG123456789	Jan 2010	Mon V2 -Nov-2009 @ 14:40	Closed	EU1	Success Mon, 09-Nov-2009 @ 14:45	Available V1 Mon, 30-Nov-2009 @ 10:50

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Using the Change Request window to load a Change Request:

CUG Id	Forecast Month	Forecast / CR Upload File	Upload Status	Uploaded by	Forecast / CR File Processing Status	Allocation File Status
CUG123456789	Jan 2010	V2 Mon, 09-Nov-2009 @ 14:40	Closed	EU1	Success Mon, 09-Nov-2009 @ 14:45	Available V1 Mon, 30-Nov-2009 @ 10:50
		CR period opened				
CUG123456789	Jan 2010	V2 Mon, 09-Nov-2009 @ 14:40	Open for CR	EU1	Success Mon, 09-Nov-2009 @ 14:45	Available V1 Mon, 30-Nov-2009 @ 10:50
		CP uploads CR				
CUG123456789	Jan 2010	V3 (CR) Tue, 01-Dec-2009 @ 11:00	Open for CR	EU1	Pending Tue, 01-Dec-2009 @ 11:02	CR In Progress
		Processing starts for CR				
CUG123456789	Jan 2010	V3 (CR) Tue, 01-Dec-2009 @ 11:00	Open for CR	EU1	In Progress Tue, 01-Dec-2009 @ 11:04	CR In Progress
		CR fails				
CUG123456789	Jan 2010	V3 (CR) Tue, 01-Dec-2009 @ 11:00	Open for CR	EU1	Validation Failed Tue, 01-Dec-2009 @ 11:06	CR In Progress
		CP loads revised CR (V4) to MFA				
CUG123456789	Jan 2010	V4 (CR) Tue, 01-Dec-2009 @ 11:00	Open for CR	EU1	Pending Tue, 01-Dec-2009 @ 11:10	CR In Progress
		processing of revised CR (V4) starts				
CUG123456789	Jan 2010	V4 (CR) e, 01-Dec-2009 @ 11:00	Open for CR	EU1	In Progress Tue, 01-Dec-2009 @ 11:11	CR In Progress
		processing of revised CR successful (but still open for CR)				
CUG123456789	Jan 2010	V4 (CR) Tue, 01-Dec-2009 @ 11:00	Open for CR	EU1	Success Tue, 01-Dec-2009 @ 11:13	CR In Progress
		CR period closed and revised Allocation published to CP's				
CUG123456789	Jan 2010	V4 (CR) Tue, 01-Dec-2009 @ 11:00	Closed	EU1	Success Tue, 01-Dec-2009 @ 11:13	CR In Progress
CUG123456789	Jan 2010	V4 (CR) Tue, 01-Dec-2009 @ 11:00	Closed	EU1	Success Tue, 01-Dec-2009 @ 11:13	CR Available V2 Mon, 07-Dec-2009 @ 11:13

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MFA status during migration period with no CR submitted

CUG Id	Forecast Month	Forecast / CR Upload File	Upload Status	Uploaded by	Forecast / CR File Processing Status	Allocation File Status
CUG123456789	Jan 2010	Mon V2 -Nov-2009 @ 14:40	Closed	EU1	Success Mon, 09-Nov-2009 @ 14:45	Available V1 Mon, 30-Nov-2009 @ 10:50
			CR period opened			
CUG123456789	Jan 2010	Mon V2 -Nov-2009 @ 14:40	Open for CR	EU1	Success Mon, 09-Nov-2009 @ 14:45	Available V1 Mon, 30-Nov-2009 @ 10:50
			CR period closed and revised Allocation published to CP's			
CUG123456789	Jan 2010	Mon V2 -Nov-2009 @ 14:40	Closed	EU1	Success Mon, 09-Nov-2009 @ 14:45	Available V1 Mon, 30-Nov-2009 @ 10:50

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