

ISP BBCS Access (Fulfillment) User Manual

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1 Introduction

This manual describes the Graphical User Interface (GUI) of the WSG Application.

For user-friendly reasons, the manual is written as short as possible. This means every function is illustrated with a screenshot example and a small text.

The common rules like validation, error messages and Button are described in Chapter 2

The Application is WEB based and for full functionality the following Web-Browsers are supported

- Microsoft Internet Explorer Version 8 and higher
- Mozilla Firefox Version 3.0 and higher

The application is built in the following main parts

- Place Order
- Maintain Order
- Voice Messages
- Installation Ticket
- Transaction Overview
- Admin Tasks
- Reports
- Documents

The application supports four languages (English, French, Italian, German), but is delivered in English only.



2 Validation and Navigation

The following validation rules and navigation types are implemented in the application.

2.1 List of Values (LOV)

Some fields of the input screens are validated against a list-of-values. The user can press the little arrow beside the fields and select one of the values. See example:

Plan Date	17 09	2001 ((dd mm yyyy)
Kind of Creation	New 💌		
	New		
back	Relocation		reset
	Promotion		

Some other fields are multiple choices and the user can select several values with the Ctrl-Button. See example:

Order Nr	from		
Order Type		BBCS_MODIFY BBCS_DISCONNECT	•
Order State		ENTERED V	



2.2 Visual support for required columns

As of WSG 8.6.0 a visual support for required columns has been introduced. In the context of the actual screen:

• a '*' will be added to column label for all required columns.

Service Qua	lification	
back	submit	reset
ISP * Contract Element Base Products * Services	BBCS_on_TDM	▼
Fulfillment SLA	Basic	
ВВ Туре	ADSL, VDSL	
Fulfillment Wish Date		Synchronis
Has ONP		
Business Type * Appointment Id	New	Appointme

• "green" Labels indicates indexed columns





2.3 Date and Date/Time Fields

As of WSG6.0 a new, more flexible way of date and date/time selection has been introduced. In contrast to earlier versions of WSG the date and date/time fields have been merged to a single field accepting absolute and relative time definitions as well as null values.

A date or date/time field recognizes any "**DD.MM.YYYY**" formatted string as an absolute date definition. Additionally the date/time field accepts any "**DD.MM.YYYY HH:MI**" formatted string as an absolute date/time definition.

A date or date/time field recognizes any string containing the keyword "**TODAY**" optionally followed by a "-/+ OFFSET" as a relative date definition, where OFFSET is an integer number of days from today.

Example:

- "TODAY-1" → yesterday
- "TODAY+1" → tomorrow
- "Today -7" \rightarrow a week ago

The following screenshot shows a sample date and date/time range definition:

Plan Date	from	today -2		to	29.06.2005			[ascending	~
Transaction Date/Time	from	29.06.2005 00:00	•	to	29.06.2005 09:33	•	1		ascending	*

Please note that relative and absolute date or date/time definitions may be mixed.

The date and date/time fields offer a convenient way to define absolute dates or date/times: Clicking the date icon methods icon to the filed opens the date picker widget:

?		June, 2005 ×								
«	<	*								
wk	Mon	Tue	Wed	Thu	Fri	Sat	Sun			
22	30	31	1	2	3	- 4	5			
23	6	7	8	9	10	11	12			
24	13	14	15	16	17	18	19			
25	20	21	22	23	24	25	26			
26	27	28	29	30	1		3			
27	4	5	6	7	8	9	10			
	Select date									

Clicking the time icon () next to the filed opens the date/time picker widget:



?			×					
- «	<	< 🗸 Today > 🗸						
wk	Mon	Tue	Wed	Thu	Fri	Sat	Sun	
22	30	31	1	2	3	4	5	
23	6	7	8	9	10	11	12	
24	13	14	15	16	17	18	19	
25	20	21	22	23	24	25	26	
26	27	28	29	30	1			
27	4	5	6	7	8	9	10	
Tin	Time: 09:30							
	Select date							

2.4 Sort Order

As of WSG Version 5.0 if the sort order of any field in the 'Read Orders' or 'Read Voice Messages' screens is amended, then this change stays in force for the life of the browser session!



2.5 Error handling

After submitting the input screen, the application validates the users input. If a business rule, format etc. is violated error message screen will be displayed. The texts are self-explaining and the user has to correct it.

Service Creation	
Invalid Input	
Message Field	ISP_ID is missing ISP
back	



2.6 Operation succeeded

After submitting the input screen in an admin task, the application processes the users input. If everything is correct the 'Operation succeeded' screen will be displayed.

Message Assignment
Operation succeeded
back

2.7 Service Navigation

For each action, whether the user is a Super User, read-only or CUC, the currently valid services are displayed in the Service Navigation menu at the left site of the screen.

Note: the WSG interface is frames based. Above is a header frame that replaces the PowerGate header, below and to the left is the navigation frame and to its right the function frame. The frames implementation has some advantages, such as the navigation options always being available, but also has some odd side effects such as when the browsers refresh button is pressed when the user is returned to the Home Page!

In order to save space in this document all subsequent function screen shots in this document have been reproduced without the Powergate frame!

The Powergate header offers the following functionality (Top Frame):

- Services Back to the selection of services in Powergate
- Contacts Contact information for questions concerning the WSG BBCS service
- Help FAQ (frequently asked question) for the WSG BBCS service
- Logout Logout from Powergate

As Read only user:			
Services Contact	Help Logout	RO User ISP	
WSG BBCS	Orders		Swisscom
Place Order	W90		
Maintain Order	WSG		
Voice Messages	Welcome to	the Swisscom E	ntry Page for Broadband
Installation Ticket	wercome to		nay rage for broadband
Change Ticket			
Transaction Overview			
Documents			
Home Page			



NOTE: That the following screen shots and associated descriptions are for the Super User only! If certain functionality is not displayed then it is not available to other users.

As Superu	iser:				
Services	Contact	Help	Logout	SU ISP	
WSG E	BBCS	Orders	5		
Place Order		WSG			
Maintain Ord	er				
Voice Messag	ges	W	elcome to	the Swissco	om Entry Page for Broadband
Installation T	icket				, ,
Change Ticke	et				
Transaction (Overview				
Admin Tasks					
Documents					
Reports					
Home Page					

2.8 Page flow

The page flow for the main function areas is shown in the following figure. It will always be possible to navigate directly from one main function to another via the menu on the LHS of the screen. Within each function the user may go back to the previous screen using the 'Back' button.







2.9 Buttons

For each user screen the available action buttons are displayed at the bottom of the screen.

The following buttons are used in the application:

back	Go back to the previous screen
reset	Reset all of the fields to their original values
create	Go forward to the appropriate create screen
submit	Submit input data for processing
cancel	Invoke the functionality to cancel an order
refresh	Refresh a Detail screen to display the latest status
modification	Go forward to the appropriate modify order screen
download	Download the selected document
Voice Messages	View APV responses relating to the pending Order
continue	Continue to the next screen in the sequence

There are two different button states: active and inactive.

modification

Active

modification

Inactive



3 Login

The whole login part is described in the Users Manual of PowerGate.



4 Principals

After login via Powergate you can see the following menus on the left side As a basic rule, an ISP can only have access to orders and installed services belonging to him. This restriction is automatically secured by the login procedure over Powergate (using ISP Code as key).

- Place Orders
- > Used for explicit Service Qualification, entry of new orders and Get Service Status
- Maintain Order
- > Used for maintaining Orders in any status (*read, list* and *cancel* order)
- Voice Message> Used for displaying of BBCS Service Status changes caused by Voice orders
which belongs to the ISP defined by login (e.g. voice cancelling).
- Installation TicketTransact. Overview
- > Used to search and display installation tickets.
 > Offers a service-spreading, chronologically ordered overview of transactions.
- Admin TasksReports
- > Used to administrate the ISP specific data (for the ISP-Super-User only)
 > Used to download several reports
- **Documents** > Includes online documents as Manuals, Powergate, File Transfer specification, etc.
- Home Page
- > Access to home page with Info News relating BBCS from Swisscom



5 WSG Home Page

After the login via PowerGate the WSG home page will be displayed.

Services Contact Help Logout User ISP



WSG BBCS Orders

Place Order	WSG
Maintain Order	
Voice Messages	Welcome to the Swisscom Entry Page for Broadband
Installation Ticket	······································
Change Ticket	
Transaction Overview	
Documents	
Home Page	

5.1 Info Text

Any information that Swisscom wishes to pass on to the ISP will appear in the "Info Text" box. In the example above the message just says, "Welcome to Swisscoms Web Service Gateway".



6 Place Order

The Place Order functionality is split into the following distinct parts

- Service Qualification
- Service Availability Qualification
- Basis Creation
- Basis Modification
- Basis Disconnection
- Change ISP
- Service Status
- Handle DDI
- Add Service
- Change Service
- Reduce Service



NOTE: After successfully submitting a request on the Basis Creation, Basis Modification, Basis Disconnection, Change ISP, Add Services, Change Service, Reduce Service or Service Status the Order Detail screen is displayed.



6.1 Service Qualification

Used for explicit 'Service Qualification', shall be used before Order entry, to see, which services are available. A Qualification by done by

- Number
- Address
- Starting Point
- LLID
- Socket
- Binding Id

6.1.1 Qualification Request

back submit reset ISP 100008 Bluewin AG Contr Element Base Products* BECS_on_TDM Services <pre> ExtEnded all East Effort Streaming Read Time Best Effort Streaming Read Time Best Effort n Fiber Remove >>> Remove All>> Remove >>> Remove All>> Remove >>> Remove All>> Remove >>> Remove All>> Remove All> Remove All> Remove All> Remove All>> Remove All> Remove All> Remove All> Remove A</pre>
ISP 10008 Bluewin AG Contr Element Base Products * BBCS_on_TDM V Services Element Lat Name
Fulfillment SLA Basic BB Type ADSL_VDSL Fulfillment Wish Date Image: Synchronisation with voice Business Type * New Appointment Date/Time Image: Synchronisation Dn Type Image: Synchronisation Date/Time In State active Image: Synchronisation Date/Time In State active Image: Synchronisation Date/Time New Loop Return Speed at NOK Ouglification by Number Qualification By Address Qualification by Starting Point Tax Region *
Has ONP Business Type * New Appointment Date/Time Appointment Date/Time Ext Ref Line State active New Loop Return Speed at NOK Valification by Number Qualification By Address Last Name Last Name Tax Region *
Dn Type Ext Ref Qualification by Number Qualification By Address Qualification by Starting Point Tax Region *
Line State active New Loop Return Speed at NOK Qualification by Number Qualification by Number UN / VN / NSN* (0314445566) Last Name Last Name Tax Region *
New Loop Return Speed at NOK Qualification by Number Qualification By Address DN / VN / NSN* (0314445566) Last Name Tax Region *
Qualification by Number Qualification By Address Qualification by Starting Point DN / VN / NSN* (0314445566) Last Name Tax Region *
First Name Access Net * Street Unit Type * House Nr Unit Number * Building SSE * ZIP ZIP or City * City Contact Type
Qualification by LLID Qualification by Socket Qualification by Socket LLID * Socket Id Socket Id or Cooperation Id * Cooperation Id Plug Nr
back submit reset



6.1.1.1 General Input Fields

Name	Optional / Mandatory	Description
Contract Element Base Product	M	A Base Product Contract Element to qualify for
Contract Elements Services	0	Additional Service Contract Elements to qualify for
Fulfillment SLA	0	Fulfilment SLA [Basic Premium Express]; this value has a direct impact to the offered service-speeds, some of them are only offered for "basic" (deprecated Customer-Class "private") and others are only offered von "premium" (deprecated Customer-Class "business")
ВВ Туре	0	Preferred BB Type(s) to qualify for
Fulfillment Wish Date	0	Fulfillment Wish day (the day you wish to have completed a following create order); if specified the qualification result will contain Time Slot information.
Synchronisation with voice	Μ	Yes (checked) or No. If checked and a pending "TDM voice order" exists, the qualification result will contain the planned completion day of this voice order as the only possible fulfillment day. Be aware that an express order always needs to check if there is a pending TDM voice order.
Has ONP	Μ	Yes (checked) or No. If checked indicates "Operator Number Portability" (used in conjunction with Business Type "Product Change").
Business Type	M	Business Type (New Relocation Product Change). Choose "Product Change" only if you want to change the Base- CE. Note: At the moment only product changes from TAL to BBCS_Standalone or vice versa is supported.
Appointment Id	0	Identification of an appointment
Appointment Date/Time	0	Date/Time of an appointment
DN Type	0	DN Type to qualify for
Line State	0	State of qualified line (active, inactive, planned, all)
New Loop	0	Yes (checked) or No. If checked the qualification will be consider to use a new loop.
Return Speed at NOK	O	Yes (checked) or No. If checked the qualification show speeds even at copper or space shortage. This option is available for copper qualification by address and by starting point.



6.1.2 Service Qualification by Number

Used for explicit 'Service Qualification', shall be used before Order entry, to see, which services are available for a certain access defined by a phone number (DN, VN, NSN).

Qualification by	Number —	
DN / VN / NSN *	0213201083	(0314445566)

6.1.2.1 Specific Input Fields

Name	Optional / Mandatory	Description
DN/VN/NSN	Μ	Directory Number or "VerrechnungsNummer" or Netservice Number to qualify for



6.1.3 Service Qualification by Address

Used for explicit 'Service Qualification', shall be used before Order entry, to see, which services are available for a certain location.

Qualificatio	on By Add	ress	 	 	 	
Last name						
First Name			1			
Street	Adslstr					
House Nr	1					
Building						
ZIP	3001	ZIP or City *				
City	Bem					

6.1.3.1 Specific Input Fields

Name	Optional / Mandatory	Description
Last Name	0	Last Name
First Name	0	First Name
Street	Μ	Street
House Nr	0	House Nr
Building	0	Building
ZIP	Μ	ZIP ("Postleitzahl")
City	0	City

6.1.4 Service Qualification by Starting Point

Qualification by	/ Starting Poin
Tax Region *	64
Access Net *	BRE
Unit Type *	1
Unit Number *	444
SSE *	3
Contact Type	2
Contact Number	333



6.1.4.1 Specific Input Fields

Name	Optional /	Description
	Mandatory	
Tax Region	Μ	Swisscom's Tax Region (Geschäftsstelle)
Access Net	Μ	Swisscom's Access Net (Zentrale)
Unit Type	Μ	Unit Type
Unit Number	Μ	Unit Number
SSE	Μ	Schaltstellenelement
Contact Type	0	Contact Type
Contact Number	0	Contact Number

6.1.5 Service Qualification by Local Loop ID

Used for explicit 'Service Qualification', shall be used before Order entry, to see, which services are available for a certain access defined by a local loop id (LLID).

Qualifi	cation by LLID —	
LLID *	3063	

6.1.5.1 Specific Input Fields

Name	Optional / Mandatory	Description
LLID	Μ	Identification number of the local loop

6.1.6 Service Qualification by Socket

Used for explicit 'Service Qualification', shall be used before Order entry, to see, which services are available for a certain fiber access (OTO = Optical Telecommunication Outlet) identified by a Socket Id or Cooperation Id.

-Qualification b	Qualification by Socket			
quantoation b	, coonde			
Socket Id		Socket Id or Cooperation Id *		
Cooperation Id				
Plug Nr				

6.1.6.1 Specific Input Fields

Name	Optional / Mandatory	Description
Socket Id or	Μ	Either enter Socket Id or Cooperation Id



Name	Optional / Mandatory	Description
Cooperation Id		Socket Id validation:
		Type-A: SWISSCOM identification in format A.nnn.nnn.nnn
		Type-B: BAKOM identification ion the format x.nnn.nnn.nnn.c
		(c = check digit modulo-11, "0 - 9" or "X")
Plug Nr	0	Plug Nr of the fiber socket

6.1.7 Service Qualification by Binding Id

Used for explicit 'Service Qualification', shall be used before Order entry, to see, which services are available for a certain access defined by a Binding Id.

-Qualificatior	1 By Binding Id ———	
Binding Id *		

6.1.7.1 Specific Input Fields

Name	Optional / Mandatory	Description
Binding Id	M	Binding Id to qualify for



• · · · · · · ·

6.1.8 Service Qualification Result for Copper

According the given input fields one or more qualification results will be displayed, showing the possibilities of broadband services for the desired line / location.

rvice Qualific	ation Result
:k	
quest	
ISP	777710 Testaccount WSG Team
Contr Element	PPCS on TDM
Contr Lienient	Best Effort
	Streaming
Fulfillment SLA	Basic
BB Type	ADSL, VDSL
DN / VN / NSN	0712253014
Fulfillment Wish Date	18/05/2015
Line State	active
sponses —	
Qualification Nr	119130864
Dn Type	Economy Line
DN (STNR) / VN / N	\$N 0712253014
Basis Contract Elem	ent BBCS_on_TDM
_	
ВВ Туре	ADSL
Contr Elemer	It BBCS_on_TDM, Streaming, Best Effort
Qualif Resu	It State nok
DN Office	64BOL
BB Device I	Location DELOC
Site	
Site Cate	
Dolom Tur	
Dolam Vo	c -
Disiani vec	John Schule -
DD LUgica	Polt -
Line State	
	-
	anon Date -
Commont	Innection Date -
Comment	BB Type is not contracted
 Planned Starting Address CPE Info 	Endpoint The new endpoint will be available on 2015-06 Point 64 BOL 3 10000 1
Contr E	ement
÷	
BBC	'2'OU'IDM



BB Type VDS	L							
Contr Element BBC	S_on_TDM,	Streaming, Bes	t Effort					
3								
Qualif Result State	ok							
DN Office	64BOL							
BB Device Locatio	n DELOC							
Site	BOI	LQ						
Site Category	RU	S						
DSLAM Name	IPC	-SUR710-S-VD-	05					
Dslam Type	ISA	м						
Dslam Vectoring	Capable Yes	;						
BB Logical Port	VDS	SL-1-2-1-3						
Line State	acti	ve						
LLID	003	0712253014						
LLID Activation D	ate -							
LLID Disconnection	n Date -							
Comment	Th	is telephone line	is suitable for xDSL.					
Planned Endpo	int The new	endpoint will b	e available on 2015-06					
DN Office		64BOL						
BB Device Lo	cation	BOLD						
Site		BOLP						
Site Category		RUS						
Equipped Dat Date	e/Target	2015-06						
Equipped Dat	e Quality	1						
Equipped Dat	e Comment	The new endp	oint will be available on 2	015-06				
Planned Bitra	le	8000 down / 1	000 up					
Extension Ca	egory	Vectoring Aus	bau/Aktivierung					
Equipped Dat	e History	Change Date	Event Type	Change Reason Id	Change Reason Description	Event From	Event To	So Nr
		2015-09-24	TargetDateChange	3	Missing material	2015-03-21	2015-11- 21	3
		2015-05-12	ValidityClassException	6	Management re-priorisation	98	3	1
		2015-01-31	ValidityClassException	6	Management re-priorisation	3	98	2
 Starting Point 	64 BOL 3 10	000 1						
Tax Region	64							
	BOL							
Access Net								
Access Net Unit Type	UP							
Access Net Unit Type Unit Number	UP 10000							
Access Net Unit Type Unit Number SSE	UP 10000 1							
Access Net Unit Type Unit Number SSE Contact Type	UP 10000 1 UPK							
Access Net Unit Type Unit Number SSE Contact Type Contact Numl	UP 10000 1 UPK per 62							
Access Net Unit Type Unit Number SSE Contact Type Contact Numi Up Preparatio	UP 10000 1 UPK per 62 n normal							
Access Net Unit Type Unit Number SSE Contact Type Contact Numl Up Preparatio	UP 10000 1 UPK oer 62 n normal							
Access Net Unit Type Unit Number SSE Contact Type Contact Numl Up Preparatio E Address Building Cl	UP 10000 1 UPK oer 62 n normal							
Access Net Unit Type Unit Number SSE Contact Type Contact Numl Up Preparatio Address Building Cl Street So	UP 10000 1 UPK ber 62 n normal nalet hönstrasse							
Access Net Unit Type Unit Number SSE Contact Type Contact Type Contact Numl Up Preparatio Building Cl Street So House Nr 1a	UP 10000 1 UPK ber 62 n normal hönstrasse							
Access Net Unit Type Unit Number SSE Contact Type Contact Numi Up Preparatio Building Cl Street So House Nr 1a ZIP 30	UP 10000 1 UPK 62 n normal hönstrasse							



CPE Name	Motorola 7347	7-44 POTS rel.7.9			
DSLAM Type Allowed	Technology	Dslam Type			
	ADSL /	ASAM			
	VDSL2	ISAM, CAN			
Vectoring Capability	forced friendly	/			
Vectoring Capable Hardware	Yes				
Vectoring Capable Firmware	Yes				
Comment	Das ist ein Ko	ommentar für CPE Info			
=					
Contr Element					
BBCS_on_TDM					
Current Access Speed	5000 down / 500	0 up			
Max. Access Speed	18000 down / 20	000 up			
Current DN Type	Economy Line				
Average Flag	Yes				
Billing Zone	-				
Jumper Action	N				
OSI Recommendation	-				
Potential Available	1				
Reason of Potential	1000 - outstandi 1002 - old CPE	ing upgrooming Hardware			
Technology Type	VDSL2				
Technology Type Vectorized	VDSL2 Yes				
Technology Type Vectorized Port Available	VDSL2 Yes Yes				
Technology Type Vectorized Port Available Copper Available	VDSL2 Yes Yes No	Upgrad	de plan date 11/11/201	3	
Technology Type Vectorized Port Available Copper Available	VDSL2 Yes Yes No	Upgrad	ie plan date 11/11/201	3	
Technology Type Vectorized Port Available Copper Available	VDSL2 Yes Yes No	Upgrad	ie plan date 11/11/201	3	
Technology Type Vectorized Port Available Copper Available Best Effort Speed Profile Nr	VDSL2 Yes Yes No	Upgrad	je plan date 11/11/201	3	
Technology Type Vectorized Port Available Copper Available Best Effort Speed Profile Nr Qualification	VDSL2 Yes No Index Speed	Upgrad Profile Nr	de plan date 11/11/201 Used Access Speed	3 Effective Speed	BB Number Of Wires
Technology Type Vectorized Port Available Copper Available Best Effort Speed Profile Nr Qualification 64	VDSL2 Yes No Index Speed max200	Upgrad Profile Nr 00 down / 200 up	de plan date 11/11/201 Used Access Speed 18000/2000	3 Effective Speed 2000/200	BB Number Of Wires
Technology Type Vectorized Port Available Copper Available Sest Effort Speed Profile Nr Qualification 64	VDSL2 Yes No Index Speed max200 max200	Upgrad Profile Nr 00 down / 200 up 00 down / 400 up	te plan date 11/11/201 Used Access Speed 18000/2000 18000/2000	3 Effective Speed 2000/200 2000/400	BB Number Of Wires 2 2
Technology Type Vectorized Port Available Copper Available Best Effort Speed Profile Nr Qualification 64 65 66	VDSL2 Yes No Index Speed max200 max200	Upgrad Profile Nr 00 down / 200 up 00 down / 400 up 00 down / 2000 up	te plan date 11/11/201 Used Access Speed 18000/2000 18000/2000	3 Effective Speed 2000/200 2000/400 2000/2000 5000/500	BB Number Of Wires 2 2 2
Technology Type Vectorized Port Available Copper Available Sest Effort Seed Profile Nr Qualification 64 65 66 66 67	VDSL2 Yes Yes No Index Speed max200 max200 max500 max500	Upgrad Profile Nr 00 down / 200 up 00 down / 400 up 00 down / 2000 up 00 down / 500 up 00 down / 1000 up	Used Access Speed 18000/2000 18000/2000 18000/2000 18000/2000	3 Effective Speed 2000/200 2000/400 2000/2000 5000/500 5000/1000	BB Number Of Wires 2 2 2 2 2 2
Technology Type Vectorized Port Available Copper Available Sest Effort Seed Profile Nr Qualification 64 65 66 66 67 68 68	VDSL2 Yes Yes No Index Speed max200 max200 max200 max500 max500	Upgrad Profile Nr 00 down / 200 up 00 down / 400 up 00 down / 2000 up 00 down / 500 up 00 down / 1000 up	Used Access Speed 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000	3 Effective Speed 2000/200 2000/400 2000/2000 5000/500 5000/1000 5000/2000	BB Number Of Wires 2 2 2 2 2 2 2 2 2 2
Technology Type Vectorized Port Available Copper Available ■ Best Effort ■ Speed Profile Nr Qualification ● 64 ● 65 ● 66 ● 67 ● 68 ● 69 ● 71	VDSL2 Yes No Index Speed max200 max200 max200 max500 max500 max500 max800	Upgrad Profile Nr 00 down / 200 up 00 down / 400 up 00 down / 2000 up 00 down / 500 up 00 down / 1000 up 00 down / 5000 up 00 down / 5000 up	Used Access Speed 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000	3 Effective Speed 2000/200 2000/200 2000/2000 5000/500 5000/2000 8000/800	BB Number Of Wires 2 2 2 2 2 2 2 2 2 2 2 2
Technology Type Vectorized Port Available Copper Available Set Effort See Profile Nr Qualification 64 65 66 66 67 68 69 69 71 72	VDSL2 Yes No Index Speed max200 max20	Upgrad Profile Nr 00 down / 200 up 00 down / 400 up 00 down / 2000 up 00 down / 2000 up 00 down / 500 up 00 down / 5000 up 00 down / 5000 up 00 down / 800 up 00 down / 1600 up	Used Access Speed 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000	3 Effective Speed 2000/200 2000/400 2000/200 5000/500 5000/1000 5000/2000 8000/800 8000/1600	BB Number Of Wires 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Technology Type Vectorized Port Available Copper Available Set Effort ■ Speed Profile Nr Qualification 64 65 66 66 67 68 69 71 68 71 72 72 73	VDSL2 Yes No Index Speed max200 max200 max200 max500 max500 max800 max800 max800 max800 max800	Upgrad Profile Nr 00 down / 200 up 00 down / 200 up 00 down / 2000 up 00 down / 2000 up 00 down / 500 up 00 down / 1000 up 00 down / 500 up 00 down / 1600 up 00 down / 1600 up 00 down / 8000 up	Used Access Speed 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000	3 Effective Speed 2000/200 2000/200 2000/2000 5000/500 5000/2000 5000/2000 8000/800 8000/1600 8000/2000	BB Number Of Wires 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Technology Type Vectorized Port Available Copper Available Best Effort Best Effort Speed Profile Nr Qualification 64 65 66 67 68 69 71 72 73 74	VDSL2 Yes No Index Speed max200 max200 max500 max500 max500 max80	Upgrad Profile Nr 00 down / 200 up 00 down / 200 up 00 down / 2000 up 00 down / 500 up 00 down / 1000 up 00 down / 5000 up 00 down / 1000 up 00 down / 1000 up 00 down / 1000 up	Used Access Speed 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000	3 Effective Speed 2000/200 2000/200 2000/2000 5000/500 5000/1000 5000/2000 8000/1600 8000/1600 8000/2000	BB Number Of Wires 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Technology Type Vectorized Port Available Copper Available Best Effort Best Effort Qualification 64 65 66 67 68 69 71 72 73 74 75	VDSL2 Yes No Index Speed max200 max200 max200 max500 max500 max500 max80 max800 max800 max800 max800 max800 max800 max800 max800 max80	Upgrad Profile Nr 00 down / 200 up 00 down / 200 up 00 down / 2000 up 00 down / 2000 up 00 down / 1000 up	Used Access Speed 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000	3 Effective Speed 2000/200 2000/400 2000/2000 5000/500 5000/2000 8000/2000 8000/1000 8000/1000 10000/1000	BB Number Of Wires 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Technology Type 1 Vectorized 1 Port Available 1 Copper Available 1 Best Effort 1 Speed Profile Nr 1 Qualification 64 65 66 67 68 69 71 73 74 75 76	VDSL2 Yes Yes No Index Speed max200 max20 max200 max200 max200 max200 max200 max200 max200 max200 max200 max200 max200 max20	Upgrad Profile Nr 00 down / 200 up 00 down / 200 up 00 down / 2000 up 00 down / 1000 up 00 down / 5000 up 00 down / 1000 up 00 down / 1600 up 00 down / 1000 up 00 down / 1000 up 000 down / 2000 up 000 down / 2000 up	Used Access Speed 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000	3 Effective Speed 2000/200 2000/200 2000/200 5000/500 5000/2000 5000/2000 8000/800 8000/1600 8000/1600 10000/1000 10000/2000	BB Number Of Wires 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Technology Type 1 Vectorized 1 Port Available 1 Copper Available 1 Best Effort 1 Speed Profile Nr 04 64 65 66 67 68 69 71 72 73 74 75 76 77 77	VDSL2 Yes Yes No Index Speed max200 max200 max200 max500 max500 max80 max80 max	Upgrad Profile Nr 00 down / 200 up 00 down / 200 up 00 down / 2000 up 00 down / 2000 up 00 down / 1000 up 00 down / 1000 up 00 down / 1600 up 00 down / 1000 up 00 down / 1000 up 000 down / 1000 up 000 down / 1000 up 000 down / 1000 up 000 down / 1000 up	Used Access Speed 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000	3 Effective Speed 2000/200 2000/200 2000/200 5000/500 5000/1000 5000/2000 8000/800 8000/1000 8000/1000 10000/1000 10000/2000 10000/2000 10000/2000 10000/2000	BB Number Of Wires 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Technology Type Ye Vectorized Ye Port Available Ye Copper Available Ye Best Effort Speed Profile Nr Oualification 64 64 65 66 67 68 69 71 72 73 74 75 76 78 78	VDSL2 Yes Yes No Index Speed max200 max200 max500 max500 max500 max80 max80 max	Upgrad Profile Nr 00 down / 200 up 00 down / 200 up 00 down / 2000 up 00 down / 500 up 00 down / 500 up 00 down / 1000 up 00 down / 1600 up 00 down / 1600 up 00 down / 1000 up 000 down / 1000 up 000 down / 2000 up 000 down / 1000 up 000 down / 1000 up 000 down / 1000 up	Used Access Speed 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000	3 Ffective Speed 2000/200 2000/200 2000/200 5000/2000 5000/2000 8000/1000 8000/1000 10000/2000 10000/2000 10000/2000 10000/2000 15000/1500 15000/2000	BB Number Of Wires 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2

18000/2000

18000/2000

2

0 80

max20000 down / 2000 up



	\cup					-	
	0	73	max8000 down / 8000 up	18000/2000	8000/2000	2	
	0	74	max10000 down / 1000 up	18000/2000	10000/1000	2	
	0	75	max10000 down / 2000 up	18000/2000	10000/2000	2	
	ŏ	76	max10000 down / 10000 up	18000/2000	10000/2000	2	
	ŏ	77	max15000 down / 1500 up	18000/2000	15000/1500	2	
		79	max15000 down / 3000 up	18000/2000	15000/2000	2	
	0	70	15000 down / 5000 up	10000/2000	15000/2000	2	
	0	79	max15000 down / 15000 up	18000/2000	15000/2000	2	
	0	80	max20000 down / 2000 up	18000/2000	18000/2000	2	
	0	81	max20000 down / 4000 up	18000/2000	18000/2000	2	
	0	82	max20000 down / 20000 up	18000/2000	18000/2000	2	
	0	83	max25000 down / 2500 up	18000/2000	18000/2000	2	
	0	84	max25000 down / 5000 up	18000/2000	18000/2000	2	
	Õ	85	max25000 down / 25000 up	18000/2000	18000/2000	2	
	Ŏ	86	max30000 down / 3000 up	18000/2000	18000/2000	2	
		87	max30000 down / 6000 up	18000/2000	18000/2000	2	
		88	max30000 down / 30000 up	18000/2000	18000/2000	2	
	0	80	max30000 down / 30000 up	10000/2000	10000/2000	2	
	0	89	max40000 down / 4000 up	18000/2000	18000/2000	2	
	0	90	max40000 down / 8000 up	18000/2000	18000/2000	2	
	0	91	max40000 down / 40000 up	18000/2000	18000/2000	2	
	0	92	max50000 down / 5000 up	18000/2000	18000/2000	2	
	0	93	max50000 down / 10000 up	18000/2000	18000/2000	2	
	0	94	max50000 down / 50000 up	18000/2000	18000/2000	2	
	0	95	max80000 down / 8000 up	18000/2000	18000/2000	2	
	Õ	96	max80000 down / 16000 up	18000/2000	18000/2000	2	
	Ö	97	max80000 down / 80000 up	18000/2000	18000/2000	2	
		9.8	max100000 down / 10000 up	18000/2000	18000/2000	2	
	0	00	max100000 down / 20000 up	19000/2000	18000/2000	2	
	0	35	max100000 down / 20000 up	18000/2000	18000/2000	2	
	0	100	max100000 down7100000 up	18000/2000	18000/2000	2	
	0	101	max200000 down / 20000 up	18000/2000	18000/2000	2	
	0	102	max200000 down / 40000 up	18000/2000	18000/2000	2	
	0	103	max250000 down / 25000 up	18000/2000	12000/2000	2	
					10000/2000	2	
	0	104	max250000 down / 50000 up	18000/2000	18000/2000	2	
	0	104 105	max250000 down / 50000 up max300000 down / 30000 up	18000/2000 18000/2000	18000/2000 18000/2000	2 2 2	
	0	104 105 106	max250000 down / 50000 up max300000 down / 30000 up max300000 down / 60000 up	18000/2000 18000/2000 18000/2000	18000/2000 18000/2000 18000/2000	2 2 2 2	
	0	104 105 106 107	max250000 down / 50000 up max300000 down / 30000 up max300000 down / 60000 up max500000 down / 50000 up	18000/2000 18000/2000 18000/2000 18000/2000	18000/2000 18000/2000 18000/2000 18000/2000	2 2 2 2	
		104 105 106 107 108	max250000 down / 50000 up max300000 down / 30000 up max300000 down / 60000 up max500000 down / 50000 up max500000 down / 100000 up	18000/2000 18000/2000 18000/2000 18000/2000 18000/2000	18000/2000 18000/2000 18000/2000 18000/2000 18000/2000	2 2 2 2 2 2	
		104 105 106 107 108 109	max250000 down / 50000 up max300000 down / 30000 up max300000 down / 60000 up max500000 down / 50000 up max500000 down / 100000 up ENABLING	18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000	18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 n/a	2 2 2 2 2 2 2 2 2	
		104 105 106 107 108 109	max250000 down / 50000 up max300000 down / 30000 up max300000 down / 60000 up max500000 down / 50000 up max500000 down / 100000 up ENABLING	18000/2000 18000/2000 18000/2000 18000/2000 18000/2000	18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 n/a	2 2 2 2 2 2 2 2 2	
-		104 105 106 107 108 109	max250000 down / 50000 up max300000 down / 30000 up max300000 down / 60000 up max500000 down / 50000 up max500000 down / 100000 up ENABLING	18000/2000 18000/2000 18000/2000 18000/2000 18000/2000	18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 n/a	2 2 2 2 2 2 2 2	
⊡	reaming	104 105 106 107 108 109	max250000 down / 50000 up max300000 down / 30000 up max300000 down / 60000 up max500000 down / 50000 up ENABLING	18000/2000 18000/2000 18000/2000 18000/2000 18000/2000	18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 n/a	2 2 2 2 2 2 2	
⊡ St	reaming	104 105 106 107 108 109 NG	max250000 down / 50000 up max300000 down / 30000 up max300000 down / 60000 up max500000 down / 50000 up ENABLING	18000/2000 18000/2000 18000/2000 18000/2000 18000/2000	18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 n/a	2 2 2 2 2 2 2	
⊐ St	reaming ENABLI	104 105 106 107 108 109 NG e Slot	max250000 down / 50000 up max300000 down / 30000 up max500000 down / 50000 up max500000 down / 100000 up ENABLING	18000/2000 18000/2000 18000/2000 18000/2000 18000/2000	18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 n/a	2 2 2 2 2 2 2	
⊐ St ⊐ Fulfilln	reaming ENABLI nent Tim	104 105 106 107 108 109 NG e Slot ment Time Slot Index	max250000 down / 50000 up max300000 down / 30000 up max300000 down / 60000 up max500000 down / 50000 up ENABLING Fulfillment Time Slot Date/Tim	18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000	18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 n/a	2 2 2 2 2 2 2	
⊖ St Pulfilln	reaming ENABLI nent Tim fulfilli 1	104 105 106 107 108 109 NG e Slot ment Time Slot Index	max250000 down / 50000 up max300000 down / 30000 up max300000 down / 60000 up max500000 down / 50000 up ENABLING Fulfillment Time Slot Date/Tim 18/05/2015 00:00	18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000	18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 n/a ime Slot Date/Tin 7:00	2 2 2 2 2 2 2	
⊃ St ⊃ Fulfilln ●	reaming ENABLI nent Tim Fulfilli 1	104 105 106 107 108 109 NG e Slot ment Time Slot Index	max250000 down / 50000 up max300000 down / 30000 up max300000 down / 60000 up max500000 down / 50000 up ENABLING Fulfillment Time Slot Date/Tim 18/05/2015 00:00	18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000	18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 n/a ime Slot Date/Tin 7:00	2 2 2 2 2 2 2	
□ St ■ Fulfilln ●	reaming ENABLI nent Tim Fulfilli	104 105 106 107 108 109 NG e Slot ment Time Slot Index	max250000 down / 50000 up max300000 down / 30000 up max500000 down / 50000 up max500000 down / 100000 up ENABLING Fulfillment Time Slot Date/Tim 18/05/2015 00:00	18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000	18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 n/a ime Slot Date/Tir 7:00	2 2 2 2 2 2	
E Fulfilln	treaming ENABLI nent Tim Fulfilli 1	104 105 106 107 108 109 NG e Slot ment Time Slot Index	max250000 down / 50000 up max300000 down / 30000 up max500000 down / 60000 up max500000 down / 50000 up max500000 down / 100000 up ENABLING Fulfillment Time Slot Date/Tim 18/05/2015 00:00	18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 ne Start Fulfillment T 18/05/2015 11 Change ISP	18000/2000 18000/2000 18000/2000 18000/2000 18000/2000 n/a ime Slot Date/Tir 7:00	2 2 2 2 2 2 2 2	ange Service



6.1.8.1 Fields

Name	Description
Request	Fields of the request see above
	·
Responses	
Qualification Nr	The Qualification Number can be used to Service Creation, Service
	Modification or Change ISP
DN Type	DN Type of the line
DN (STNR) / VN/NSN	Directory Number of the tested line ("Stammnummer")
ADSL, VDSL, SDSL	For all supplied Technologies
BB Device Location	Supplied in BB Device Location.
Qualif Result State	ok or not ok
DN Office	Supplied in DN Office.
BB Device Location	Supplied in BB Device Location.
Site	Site
Site Category	Site Category
DSLAM Name	
DSLAM Type	
Dslam Vectoring Capable	Dslam Vectoring Capable
BB Logical Port	
Line State	active or inactive or planned
LLID	Local Loop identification
LLID Activation Date	planned activation date for an line with "Line State" = planned
LLID Disconnection Date	planned disconnection date if a line will be abandoned
Comment	
Starting Point Info	
Tax Region	64
Access Net	BOL
Unit Type	UP
Unit Number	10000
SSE	0
Contact Type	UPK
Contact Number	62
UP preparation	
Address	Address information
Building	Name of building
Street	Name of street
House Nr	Number of House
ZIP	ZIP Code
City	Name of City
CPE info	
CPE Name	Motorola 7347-44 POTS rel.7.9



Name	Description
DSLAM Type allowed	allowed DSLAM types per BB Type
Vectoring capability	
Vectoring capable hardware	Yes/No
Vectoring capable firmware	Yes/No
Comment	CPE Comment
Contract element info	
Contract element name	BBCS_on_TDM
Current Access Speed	5000 down / 500 up
Max. Access Speed	30000 down / 10000 up
Current DN Type	Multi Line
Average Flag	Yes, if this is the record with the average calculation - No
	otherwise.
Billing Zone	Billing Zone
Jumper Action	Y or N say if to take a jumper action (Überführungsrelevant)
BBR Recommendation	Recommendation about broadband "self installation" at end user
	location
Potential Available	Y if a grooming potential (better access speed) is available
Reason of Potential	1000 - outstanding upgrooming
	1002 - old CPE Hardware
Technology Type	VDSL2
	VDSL Vectoring
Vectorized	Vectorized
Port Available	Y port is available
Copper Available	Y if copper is available
Upgrade plan date	If no resource is available for the Contract Element, when an
	upgrade is planned and resource should be available.
Service Profile	Service Profile for a certain Technology
Qualification Index	Qualification Index (PK)
Service Profile	Supplied Service Profile (service speed for Best Effort service)
Used Access Speed	Used Access Speed
Effective Speed	Effective Speed (can be lower than the Service Speed if the Access
	Speed has lower bitrates for up- or download)
Number of Wires	Number of Wires
Fulfillment Time Slot	5 next possible Fulfillment Dates for a create order
Fulfillment Time Slot Index	Fulfillment Time Slot Index
Fulfillment Time Date Time Start	Start datetime
Fulfillment Time Date Time End	End datetime
Planned Endpoint History	
Change Date	Date of the change
Change Reason Description	Description of the change
Change Reason Id	Reason Id of the change
Event From	Event From
Event To	Event To



Name	Description
Event Type	Event Type
Sort Nr	Sort Nr

Changes

Rel.	CR	Description
9.9.0	706	Block Planned Endpoint History hinzugefügt
9.8	690	 gelöschte Attribute Vectoring Site BB Port Vectoring Activated Neue Attribute Vectorized Dslam Vectoring Capable TechnologyType
9.6.0	CR 594.4	New Column Site
9.5.0	CR 594.2	Column "NA-Result, NA Failure Type, Stability Class " removed

If no services available for this number the failure code from the Swisscom internal Service Qualification will be displayed.

Service Qualification Result

Qualification by Number

Doguoat	
ISP	777710 TEST
Contract Element	BBCS_Standard Private
ВВ Туре	ADSL
DN Type	
DN / VN / SN	0315556644
L	
-Responses -	
ADSL Equipement	nt not found
L	
back	



6.1.9 Service Qualification Result for Fiber

Service Qualifica	tion Result				
Request					
ISP	777710 Testaccount	t WSG Team			
Contr Element	BBCS_F (Fiber)				
	Best Effort on Fiber				
Fulfillment SLA	Basic				
BB Type	BX				
Fulfillment Wish Date	18/05/2015				
Socket Id	A.444.123.442				
Plug Nr	2				
Responses					
Qualification Nr	119130867				
Basis Contract Elemen	nt BBCS_F (Fiber)				
Ξ					
Location Id	999966				
Qualif Result S	tate ok				
Address					
First Name	-				
Last Name	-				
Building	Lokal 999966				
Street	TibcoLisSimulator-S	trasse			
House Nr	123d				
ZIP	3000				
City	Bern				
•					
DN Office	65XAF				
BB Device Lo	ocation DEVLOC				
List of Socket	'8				
Flat Id	-				
Flat Memo					
Socket Id	A.444.123.442				
Cooperation	ld Partner_A.444.1	23.442			
Plug Nr 2					
Plug Nr	2				
Access	Protocol BX				
Fiber Li	ne State AVAILABL	E			
OTO St	ate NO INHOU	JSE INSTALLATION			
Is Active	e N				
Remark					
Jumper	Action Y				
Speed	ls				
	Qualification Ind	lex Calculated max Access Speed	Current Access Speed	Service Profile	Effective Speed
0	3	1000000 down / 1000000 up	1000000 down / 1000000 up	2000 down / 400 up	2000 down / 400 up
	4	1000000 down / 1000000 up	1000000 down / 1000000 up	2000 down / 2000 up	2000 down / 2000 up
	5	1000000 down / 1000000 up	1000000 down / 1000000 up	5000 down / 500 up	5000 down / 500 up
	6	1000000 down / 1000000 up	1000000 down / 1000000 up	5000 down / 1000 up	5000 down / 1000 up
	7	1000000 down / 1000000 up	1000000 down / 1000000 up	5000 down / 5000 up	5000 down / 5000 up
	8	1000000 down / 1000000 up	1000000 down / 1000000 up	2000 down / 2000 up	2000 down / 2000 up
	/			-F	



			50000 1 110000	50000 1 110000	
37	1000000 down / 1000000 up	1000000 down / 1000000 up	50000 down / 10000 up	50000 down / 10000 up	
38	1000000 down / 1000000 up	1000000 down / 1000000 up	50000 down / 50000 up	50000 down / 50000 up	
O 39	1000000 down / 1000000 up	1000000 down / 1000000 up	50000 down / 50000 up	50000 down / 50000 up	
O 40	1000000 down / 1000000 up	1000000 down / 1000000 up	80000 down / 8000 up	80000 down / 8000 up	
O 41	1000000 down / 1000000 up	1000000 down / 1000000 up	80000 down / 16000 up	80000 down / 16000 up	
O 42	1000000 down / 1000000 up	1000000 down / 1000000 up	80000 down / 80000 up	80000 down / 80000 up	
• 43	1000000 down / 1000000 up	1000000 down / 1000000 up	100000 down / 10000 up	100000 down / 10000 up	
O 44	1000000 down / 1000000 up	1000000 down / 1000000 up	100000 down / 20000 up	100000 down / 20000 up	
O 45	1000000 down / 1000000 up	1000000 down / 1000000 up	70000 down / 70000 up	70000 down / 70000 up	
O 46	1000000 down / 1000000 up	1000000 down / 1000000 up	100000 down / 100000 up	100000 down / 100000 up	
O 47	1000000 down / 1000000 up	1000000 down / 1000000 up	100000 down / 100000 up	100000 down / 100000 up	
O 48	1000000 down / 1000000 up	1000000 down / 1000000 up	200000 down / 20000 up	200000 down / 20000 up	
O 49	1000000 down / 1000000 up	1000000 down / 1000000 up	200000 down / 40000 up	200000 down / 40000 up	
O 50	1000000 down / 1000000 up	1000000 down / 1000000 up	200000 down / 200000 up	200000 down / 200000 up	
0 51	1000000 down / 1000000 up	1000000 down / 1000000 up	250000 down / 25000 up	250000 down / 25000 up	
0 52	1000000 down / 1000000 up	1000000 down / 1000000 up	250000 down / 50000 up	250000 down / 50000 up	
53	1000000 down / 1000000 up	1000000 down / 1000000 up	250000 down / 250000 up	250000 down / 250000 up	
54	1000000 down / 1000000 up	1000000 down / 1000000 up	300000 down / 30000 up	300000 down / 30000 up	
<u> </u>	1000000 down / 1000000 up	1000000 down / 1000000 up	300000 down / 60000 up	300000 down / 60000 up	
56	1000000 down / 1000000 up	1000000 down / 1000000 up	300000 down / 300000 up	300000 down / 300000 up	
57	1000000 down / 1000000 up	1000000 down / 1000000 up	500000 down / 50000 up	500000 down / 50000 up	
58	1000000 down / 1000000 up	1000000 down / 1000000 up	500000 down / 100000 up	500000 down / 100000 up	
59	1000000 down / 1000000 up	1000000 down / 1000000 up	500000 down / 500000 up	500000 down / 500000 up	
<u> </u>	1000000 down / 1000000 up	1000000 down / 1000000 up	1000000 down / 100000 up	1000000 down / 100000 up	
61	1000000 down / 1000000 up	1000000 down / 1000000 up	1000000 down / 200000 up	1000000 down / 200000 up	
62	1000000 down / 1000000 up	1000000 down / 1000000 up	1000000 down / 1000000 up	1000000 down / 1000000 up	
Eulfillment Time Slot					
Fulfillment T	ime Slot Index Eulfillment Time Slot Date	Time Start Fulfillment Time	Slot Date/Time End		
1	19/05/2015 07:01	19/05/2015 17:00			
0 2	20/05/2015 07:01	20/05/2015 17:00			
	21/05/2015 07:01	21/05/2015 17:00			
O 4	22/05/2015 07:01	22/05/2015 17:00			
0 5	23/05/2015 07:01	23/05/2015 17:00			
List of Building Entry Poil	nts				
			0000050750		
Location Id (BEF	Tibool is Simulator, Strasse	Availabilty Date/Target Date	12/06/2015	Quality Class	GK3
House Nr	123d	Availability Date Reason	an availability date reason	Quality Class	GRU
Building	Lokal 9999999	In House Allowed	Yes	First Inhouse Installation	No
ZIP	3000	Max Access Speed Kbps	100000.1000000	Initial Mounting Shaft Capacity	available
City	Bern	Site Category	standard	BEP Builder	KOPA
Evente	Event Tune Event Time	Stamp Event Dessen	From To Coguana	Number	
Evens	1 - TargetDateChange 08/05/2015	17:37 EventReason 1 Event	Reason F1 T1 1	e Nullibei	
	2 - ValidityClassException 28/04/2015	17:37 EventReason 2 Event	Reason F2 T2 2		
	2 - ValidityClassException 13/04/2015	17:37 EventReason 3 Event	Reason F3 T3 3		
Basis Creation Basis Mo	dification Change ISP	Add Service	Change Service	reset	
pack					


6.1.9.1 Fields

Name	Description
Request	Parameters of the request.
· ·	
Responses	
Qualification Nr	The Qualification Number can be used to Service Creation,
	Service Modification or Change ISP
Basis Contract Element	The Basis Contract Element
Location Id	The id of the location
Qualif Result State	State of the qualification
Address	Address of the location
First Name	First Name
Last Name	Last Name
Building	Name of building
Street	Name of street
House Nr	Number of House
ZIP	ZIP Code
City	Name of City
DN Office	Supplied in DN Office.
BB Device Location	Supplied in BB Device Location
List of Sockets	One or more sockets
Flat Id	Flat Identification
Socket Id	Socket Id
Cooperation Id	ISP specific socket identification
Plugs	Zero or more plugs
Plug Nr	Plug number
AccessId	AccessId
Access Protocol	Access Protocol: BX
Fiber Line State	State of fiber line state; possible values are CONNCETED or
	AVAILABLE or PLANNED
OTO State	State at the socket; same values as "Fiber Line State"
Is Active	Is Active
Remark	
Jumper Action	Jumper Action: Y, N or empty (Überführungsrelevanz)
Speeds	Zero ore more service speeds
Qualification Index	Qualification Index
Calculated max Access Speed	Maximum access speed
Current Access Speed	currently installed access speed Profile
Service Profile	Service Speed Profile
Effective Speed	Effective Speed (can be lower than the Service Speed if the
	Access Speed has lower bitrates for up- or download)



Name	Description
Fulfillment Time Slot	One or five time slots (only returned if "Fulfillment Wish Date"
	was given in request).
Fulfillment Time Slot Index	Index of the time slot
Fulfillment time Slot Date/Time	Start Date/Time of the time slot
Start	
Fulfillment time Slot Date/Time	End Date/Time of the time slot
End	
List of Building Entry Points	Zero or more BEP's.
Location Id	Location id of the BEP
Street	Address of the BEP
House Nr	Ditto
ZIP	Ditto
City	Ditto
BEP State	State of the BEP
Availability Date/Target Date	When the BEP is available for provisioning.
Quality Class	Quality Class of the Availability Date/Target Date
Availability Date Reason	Reason comment of the Availability Date/Target Date
In House Allowed	In-house installation allowed
First Inhouse Installation	Is it the first in-house installation
Max Access Speed Kbps	A List of Max Access Speed in kbps
Initial Mounting Shaft Capacity	possible values are: "available", "not available", "not checked"
Site Category	possible values are: "standard", "remote_fan_fibre_spot"
BEP Builder	possible values are: "SCS", "KOPA"
BEP Event	
Event Type	Type of the event with Id and Description
Event Time Stamp	Timestamp of the event
Event Reason	Reason comment of the event
From	Start of the range
То	End of the range
Sequence Number	Sequence number of the event



6.2 Service Availability Qualification

The Service Availability Qualification gives an overview of available services in a quadrant of BB type and DN type. The SAQ can either by Qualification by Number, Address, Starting Point, LLID, Socket or Binding Id.

Service Availability Qualification		
back submit reset		
ISP* 100008 Bluewin AG Contr Element * BBCS_on_TDM BB Type V		
Dn Type Ext Ref		
New Loop Return Speed at NO	к 🗌	
-Qualification by Number	- Qualification By Address	Qualification by Starting Point
DN / VN / NSN* (0314445566)	Last Name	Tax Region *
	First Name	Access Net *
	Street	Unit Type *
	House Nr	Unit Number *
	ZIP ZIP or City *	SSE *
	City	Contact Type
	Building	Contact Number
Qualification by LLID	Qualification by Socket	Qualification By Binding Id
LLID *	Socket Id Socket Id or Cooperation Id *	Binding Id *
	Cooperation Id	
	Plug Nr	
back submit reset		

6.2.1 Input Fields

Name	Optional /	Description
	Mandatory	
Contract Element	Μ	A Base Product Contract Element to qualify for
(Base Product)		
ВВ Туре	0	Preferred BB Type to qualify for
DN Type	0	DN Type to qualify for
Line State	0	
New Loop	0	
<mark>Return Speed at</mark>	<mark>O</mark>	Yes (checked) or No. If checked the qualification show speeds
NOK		even at copper or space shortage. This option is available for
		copper qualification by address and by starting point.
DN/VN/NSN	O/M	Directory Number to qualify for
Last name	0	Last Name
First name	0	First Name
Street	0	Street
House Nr	0	House Nr
ZIP	O/M	ZIP ("Postleitzahl")
City	0	City
Building	0	Building
Tax Region	O/M	Tax Region



Name	Optional /	Description
	Mandatory	
Access Net	O/M	Access Net
Unit Type	O/M	Unit Type
Unit Number	O/M	Unit Number
SSE	O/M	SSE (Schaltstellenelement Nummer)
Contact Type	0	Contact Type
Contact Number	0	Contact Number
LLID	O/M	Local Loop ID
Socket Id	O/M	Socket Id
		Socket Id validation:
		Type-A: SWISSCOM identification in format A.nnn.nnn.nnn
		Type-B: BAKOM identification ion the format x.nnn.nnn.nnn.c
		(c = check digit modulo-11, "0 - 9" or "X")
Cooperation Id	O/M	Cooperation ID
Binding Id	O/M	Binding Id to qualify for
Plug Nr	0	Plug Nr on the fiber socket

O/M - Mandatory depending on Qualification by Number, Address, LLID, Socket or Binding Id.



6.2.2 Service Availability Qualification Result for Copper

que	st 777710 Testacc	ount WSG T	eam.			
trac	t Element BBCS_on_TDM					
1 VN	1/NSN 0314445566					
			Economy Line			Multi Line
	Qual Result State of	k			Quali Result State	ok
	DN Office 6- B8 Device Location D	4BOL NELOC		0	BB Device Location	64BOL DELOC
	Planned Endpoint T	he new endp	point will be available on 2014-08	B	Planned Endpoint	The new endpoint will be available on 2014-05
	CPE Info	totorola 7341	7-44 POTS rel.7.9	9	CPE Info	Motorola 7347-44 POTS rel.7.9
	Comment T	his telephon	e line is suitable for xDSL	8	Comment	This telephone line is suitable for xDSL.
	Best Effort max200	nax2000 dow	e m / 200 up		Best Effort	max2000 down / 200 up
ISI		nax2000 dow nax5000 dow	m / 400 up m / 500 up			max2000 down / 400 up max5000 down / 500 up
	max5000		m / 1000 up			max5000 down / 1000 up
		nax8000 dow	m rousup m / 1609 up			max8000 down / 1600 up
	m	nax10000 do	wn / 1000 up wn / 2000 up			max10000 down / 1000 up max10000 down / 2000 up
	m	nax15000 do	um / 1500 up			max15000 down / 1500 up
		1ax20000 do	um / 3000 up um / 2000 up			max15000 down / 3000 up max20000 down / 2000 up
	Streamine F	NARLING	wn / 4000 up		Streaming	max20000 down / 4000 up ENAELING
	Real Time E	NABLING			Real Time	ENABLING
	Qual Result State		ak		Quali Result State	ok
	BB Device Location		6480L DELOC	8	DN Office BB Device Location	6480L DELOC
	• Site		BOLO	13	Planned Endpoint	The new endpoint will be available on 2014-06
	Site Category DSLAM Name		RUS IPC-SUR710-S-VD-05	8	CPE Info	18000 down / 2000 up Motorola 7347-44 POTS rel.7.9
	DSLAM Type Datam Machine C	anable	ASAM Yes	9	Comment	This telephone line is suitable for xDSL
	BB Port Nr		VDSL-1-2-1-3		Best Effort	max2000 down / 200 up
	DN (STNR) Line State		0314445566 active			max2000 down / 400 up max5000 down / 500 up
	LUD Artivation Det	te	0030314445566			max5000 down / 1000 up
	LLID Disconnection	n Date	÷			2000 down / 2000 up max8000 down / 800 up
	 Planned Endpoint DN Office 		The new endpoint will be available on 2014-08 64BOL			max8000 down / 1600 up
	BB Device Location Site	n	BOLD			max10000 down / 2000 up
	Site Category		RUS			max15000 down / 1500 up max15000 down / 3000 up
	Equipped Date Equipped Date Qui	ality	1			max20000 down / 2000 up
	Equipped Date Cor Disoned Ritrate Do	enment	The new endpoint will be available on 2014-08			max25000 down / 2500 up
	Planned Bitrate Up		1000			max25000 down / 5000 up max30000 down / 3000 up
	Extension Category Equipped Date Hist	y tory	Vectoring Ausbau/Aldivierung Change Date Event Type Change Reason Id Change Reason Description Event From Event To So	rt Nr		max30000 down / 6000 up
	2015-05-12 ValidityClassException 2015-01-31 ValidityClassException		2015-05-12 ValidityClassException 6 Management re-priorisation 96 3 1			max40000 down / 8000 up
			2015-01-31 ValidityClassEctoption 6 Management re-profisation 3 96 2 2015-09-24 TargetDateChange 3 Missing material 2015-03-21 2015-11-21 3			max50000 down / 5000 up max50000 down / 10000 up
	 Access Current Access So 	eed	5000 down / 500 up			max80000 down / 8000 up max80000 down / 16000 up
	Calculated max Ac	cess Speed	16000 down / 2000 up			max100000 down / 10000 up
	Average Flag		1		Streaming	max100000 down / 20000 up ENABLING
	Billing Zone Jumper Action		- faise		Real Time	ENABLING
	BBR Recommenda	noite				
	Reason of Potentia	si i	1000 - outstanding upgrooming			
	Technology Type		1002 - old CPE Hardware VDSL2			
SL	Vectorized Port Available		Yes Yes			
	Copper Available		No Upgrade plan date 11/11/2013			
	CPE Into CPE Name		Motorola 7347-44 POTS rel.7.9			
	DSLAM Type Allow	ved	Technology DSLAM Type VDSL2 ISAM, CAN			
			ADSL ASAM			
	Vectoring Capabilit Vectoring Capable	ly Hardware	forced friendly Ves			
	Vectoring Capable	Firmware	Yes Das ist ain Kressmanter für CDE Info			
	E Comment		Ver a tel televisionalite INFOPE HINF			
	Result Comment Reason Comment		This telephone line is suitable for xDSL.			
	Contract Element		Service Profile			
	Best Effort		max2000 down / 200 up max2000 down / 400 up			
			max5000 down / 500 up			
			2000 down / 2000 up			
			max8000 down / 800 up max8000 down / 1600 up			
			max10000 down / 1000 up			
			max15000 down / 1500 up			
			max15000 down / 3000 up max20000 down / 2000 up			
			max20000 down / 4000 up			
			max25000 down / 2500 up max25000 down / 5000 up			
			max30000 down / 3000 up			
			maxsooou down / 6000 up max40000 down / 4000 up			
			max40000 down / 8000 up			
			max50000 down / 10000 up			
			max80000 down / 8000 up max80000 down / 16000 up			
			max100000 down / 10000 up			
- T	Phone and a second s		maximuo onen i 2000 up ENABLING			
	Seeaming					



6.2.2.1 Output Fields

Name	Description
Request	Fields of the request see above
Responses	
Qualif Result State	State of the qualification
DN Office	Supplied in DN Office.
BB Device Location	Supplied in BB Device Location.
Site	Site
Site Category	Site Category
DSLAM Name	
DSLAM Type	
Dslam Vectoring Capable	Dslam Vectoring Capable
BB Logical Port	
DN (SINR)	Directory Number Stamm Number
	State of qualified line (active, inactive, planned, all)
LLID	Local loop la
LLID Activation Date	
LLID Disconnection Date	
Access	
Current Access Speed	Currently installed access sneed
Calculated may Assass Speed	Calculated access speed
Average Flag	Average Flag
Billing Zone	Billing Zone
Jumper Action	Jumper Action: Y, N or empty (Uberfuhrungsrelevanz)
BBR Recommendation	BBR Recommendation
Potential Available	Potential Available
Reason of Potential	1000 - outstanding upgrooming
	1002 - old CPE Hardware
Technology Type	VDSL2
	VDSL Vectoring
Vectorized	Vectorized
Port Available	Port Available
Copper Available	Copper Available
CPE Info	
CPE Name	Name of the CPE
DSLAM Type Allowed	Lists potential technologies with a list of allowed DSLAM Types
Vectoring Capability	
Vectoring capable hardware	Yes/No
Vectoring capable firmware	Yes/No
Comment	CPE Comment



Name	Description
Comment	
Reason Comment	Reason Comment
Result Comment	Result Comment
Contract Element	Service Profile
Best Effort	
Streaming	
Real Time	
Planned Endpoint History	
pehChangeDate	Change Date
pehChangeReasonDesc	Change Reason Desc
pehChangeReasonId	Change Reason Id
pehEventFrom	Event From
pehEventTo	Event To
pehEventType	Event Type
pehSortNr	Sort Nr

Changes

Rel.	CR	Description
9.9.0	706	Block Planned Endpoint History hinzugefügt
9.8	690	 gelöschte Attribute Vectoring Site BB Port Vectoring Activated Neue Attribute Vectorized Dslam Vectoring Capable TechnologyType
9.6.0	CR 594.4	New Column Site
9.5.0	CR 594.2	Column "NA-Result, NA Failure Type, Stability Class " removed



6.2.3 Service Availability Qualification Result for Fiber

Qualify again with a more specific address by clicking to the address wanted.

6.2.3.1 Address List

Qualify again with a more specific address by clicking to the address wanted.

Request							
P	777710 Testa	ccount WSG-T	eam				
ontract Element	BBCS_F (Fibe	er)					
ЗВ Туре	BX						
City	Test1						
	List of addres	sses are not co	Netser	vices num se reuse a	ber more s	pecific address.	
Comment		Street	House Nr	Building	ZIP	City	Additional City
Comment	Location Id					Addr with empty Strings	
Comment X Qualify	Location Id 9999990						
X Qualify Qualify	Location Id 9999990 9999991	Grünstrasse	11		3001	Bern	
X Qualify Qualify Qualify	Location Id 9999990 9999991 9999992	Grünstrasse Grünstrasse	11 12	Fabrik	3001 3002	Bern Bern	

6.2.3.1.1 Output Fields

Name	Description
Request	Parameters of the request.
Address	Address of the location
Qualify	Requalify for the address of this line by location Id
Location Id	The Id of the location
Building	Name of building
Street	Name of street
House Nr	Number of House
ZIP	ZIP Code
City	Name of City



6.2.3.2 Socket List

ervice Availability Qu	alification Resul	t					
ack							
equest							
P 777710 Testaccount V	VSG Team						
ontr Element BBCS_F (Fiber)							
ocket ld A.104.123.356							
		N	letservio	ces number			
Quali Result State	ok						
 Location Id (OTO, Customer) 	999966						
Street	TibcoLisSimulator-Strasse						
House Nr	123d						
Building	Lokal 999966						
ZIP	3000						
City	Bern						
List of Sockets							
 Socket Id Cooperation Id First Inhouse Installation Flat Id 	Partner_A.104.123.356 A.104.123.356 - -						
Flat Memo	-						
Plug Nr	2	Fiber Line State		PLANNED		OTO State	NO INHOUSE INSTALLATIO
	-						
List of Building Entry Points							
 Location Id (BEP) 	9999999	BEP State		CONNECTED			
Street	TibcoLisSimulator-Strasse	Availabilty Date/Targ	et Date	26/06/2015		Quality Class	GK3
House Nr	123d	Availability Date Rea	ison	an availability date reas	son		
Building	Lokal 9999999	In House Allowed		Yes		First Inhouse Installation	No
ZIP	3000	Max Access Speed	Kbps	100000,1000000		Initial Mounting Shaft Capacity	available
City	Bern	Site Category		standard		BEP Builder	KOPA
Events	Event Type	Event Time Stamp	Event I	Reason	From	To Sequence Number	
	1 - TargetDateChange	22/05/2015 14:48	EventR	eason 1 EventReason	F 1	T1 1	
	2 - ValidityClassException	12/05/2015 14:48	EventR	eason 2 EventReason	F 2	T2 2	
	2 - ValidityClassException	27/04/2015 14:48	EventR	eason 3 EventReason	F 3	T3 3	

6.2.3.2.1 Output Fields

Name	Description
Request	Parameters of the request.



Name	Description
Responses	BB Type x DN Type
Location Id	The id of the location
Qualif Result State	State of the qualification
Address	Address of the location
Building	Name of building
Street	Name of street
House Nr	Number of House
ZIP	ZIP Code
City	Name of City
List of Sockets	One or more sockets
Flat Id	Flat Identification
Socket Id	Socket Id
Cooperation Id	ISP specific socket identification
Fiber Line State	State of fiber line (this and below attributes are present but
	on sockets without plugs)
OTO State	State at the socket
Availability Date	When the socket is available for provisioning.
Plugs	Zero or more plugs
Plug Nr	Plug number
Fiber Line State	State of fiber line state (this and below attributes are
	present but on sockets without plugs)
OTO State	State at the plug
Speeds	Zero ore more service speeds
Calculated max Access Speed	Maximum access speed
Current Access Speed	currently installed access speed Profile
Service Profile	Service Speed Profile
Effective Speed	Effective Speed (can be lower than the Service Speed if the
	Access Speed has lower bitrates for up- or download)
List of Building Entry Points	Zero or more BEP's.
Capacity Availability on BEP	Yes -> one of the BEP's has free capacity
Location Id	Location id of the BEP
Street	Address of the BEP
House Nr	Ditto
ZIP	Ditto
City	Ditto
BEP State	State of the BEP



Name	Description		
Availability Date	When the BEP is available for provisioning.		
Availability Date Reason	Reason comment of the Availability Date/Target Date		
In House Allowed	In-house installation allowed		
First Inhouse Installation	Is it the first in-house installation		
Max Access Speed Kbps	A List of Max Access Speed in kbps		
Initial Mounting Shaft	possible values are: "available", "not available", "not		
Capacity	checked"		
Site Category	possible values are: "standard", "remote_fan_fibre_spot"		
BEP Builder	possible values are: "SCS", "KOPA"		
BEP Event			
Event Type	Type of the event with Id and Description		
Event Time Stamp	Timestamp of the event		
Event Reason	Reason comment of the event		
From	Start of the range		
То	End of the range		
Sequence Number	Sequence number of the event		



6.3 Basis Creation

This function is used to create new BBCS Services on existing active voice lines identified by a directory number (DN) or Verrechnungsnummer (VN) in the case of a business line. Hereafter we will just use the term "directory number".

In case of SDSL the service is not created on active voice line but a Starting Point and Speed Profile. To find the Starting Point and a Speed Profile a qualification by an address location has to be done. For Service Creation a Qualification Number and Index reference the selected pair of Starting Point and Speed Profile. Later in the order process when the line is activated a Netservice Number (SN) will be assigned.

6.3.1 First screen

Drill down the first screen of Service Creation (in 3 Steps).

Select Customer Wish Date:

Basis Creation						
ISP *	777710	Testacc	ount WSG-T	eam		
Customer Wish Date	30	09 2011		(do	d mm yyyy)	
back		contin	ue		reset	

Select Contract Element:

Basis Creation					
ISP *	777710 Testaccount WSG-Team				
Customer Wish Date	30/09/2011	(dd mm yyyy)			
Contract Element *	BBCS_on_TDM				
back	continue	reset			

Select BB Type, Number, Kind of Creation:



Basis Creation

ISP *	777710 Testaccount Peter Rosenberger	
Customer Wish Date	01/10/2012	(dd mm yyyy)
Contract Element *	BBCS_on_TDM	
BB Type *	ADSL	
Session Type *	PPP <	
DN / VN / NSN *	0315566777	(0314445566)
Fulfillment SLA	Basic 💌	
Assurance SLA	Standard 💌	
Kind of Creation *	New	
Customer Order Nr		
Order Group Nr		
WOS ID		
Qualification Nr *	86666406	
Qualification Index *	40	
Fulfillment Time Slot Index	1	
BB Device Location	BOL	
Starting Point	64;BOL;3;10000;0	
back	continue reset	

6.3.1.1 Fields

The user has to fill out following attributes to create a new BBCS Service:

Name	Optional /	Description
	Mandatory	
Customer Wish	Μ	Date on which the order will be entered. Default is current
Date		date.
Contract Element	Μ	The Contract Element (LOV) If Suppress SLA Check is unchecked
		only the contracted Elements are shown.
ВВ Туре	0	BB service type (LOV).
Session Type	Μ	Session Type (LOV)
DN / VN / NSN	Μ	Directory number to create the new service
		N.B. If the BB Type is SDSL mustn't given but a Qualification has
		to be done in advance or is initiated before the second Service
		Creation screen.
Fulfillment SLA	Μ	Fulfillment SLA (LOV)
Assurance SLA	Μ	Assurance SLA (LOV)
Kind of Creation	Μ	"New": new BBCS Service Creations.
(LOV)		"Promotion": the creation will be done manually
		"Synchronisation with voice": to start a chain of events and



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		checks to synchronise the ADSL connection with its voice
		counterpart.
Qualification Nr	0	Optionally Number of Qualification by Number
Customer Order	0	Number of Customer
Nr.		
Order Group Nr	0	Number of Order Group
WOS ID	0	Work Order Synchronisation Identification: used to synchronize
		voice (TDM) order with broadband orders



6.3.2 Second screen

Service Creation second screen for BB Type is ADSL.

Basis Creation			
back	add service	reset	
ICD.	777710 Tanta angu	tWSO Teem	
Contract Element	PRCS on TDM	it woo-ream	
BR Type			
DN Type	AUSL Economy Line		
Session Type			
Fulfilment SLA	Basic		
Assurance SLA	Standard		
DN / VN / NSN (Requested)	0711180356		
Kind of Creation	New		
Qualification Nr	86667497		
Qualification Index	32		
BB Device Location	BRE		
Starting Point	64;BRE;3;10000;0		
Customer Wish Date	09/05/2013		
Process With Low Priority			
External Reference			
Comment			
Comment			
			at
Appointment Id			
Pool Type			
	•		
CPE Owner	Unknown 👻		
Onsite Support			
Onsite Support	None 👻		
End User Name			
End User Phone			
End User Comment			
Hardware Delivery State	unknown 👻		
Hardware Delivery Date			
Hold			
Appointment id			
Installation Time Slot from		🖬 🕒 to	•
Hardware Delivery Location			
Hardware Type			
Hardware External Reference			
Installation Tre			
installation type	L		
Additional Installation	·		
	-		
hack	add service	reset	
l such		10.001	



Here a Basis Creation second screen for the Contract Element BBCS_F:

Basis Creation		
back	continue	reset
ISP	777710 Testaccount WSG-Tea	ım
Contract Element	BBCS_F (Fiber)	
ВВ Туре	BX	
DN Type		
Session Type	PPP	
Fulfillment SLA	Basic	
Assurance SLA	Standard	
DN / VN / NSN (Requested)		
Kind of Creation	New	
Qualification Nr	86667484	
Qualification Index	2	
BB Device Location	DEVLOC	
Starting Point		
Customer Wish Date	08/05/2013	
Process With Low Priority		
External Reference		
Comment		
		h.
Appointment Id		
Pool Type	pool1 👻	
CPE Owner	Unknown 👻	
back	continue	reset



If a BBCS_F needs a First Inhouse Installation a new screen will appear "Inhouse Installation Request"

Inhouse Inst	allati	on Request				
Order Type Co BBC\$_CREATE BI	ontr Ele BC S_ F (ment BB Type Spe (Fiber) BX	ed Pr	rofile		
back		add service		reset		
Contact Add	dress	6			 	
Last Name *	Meier					
First Name	John					
Street	Bahnh	ofstrasse				
House Nr	14					
Building	В					
ZIP	1111					
City	Lausa	nne				
Additional City	b. Ger	ıf			_	
E-Mail	john@	meier@abc.de				
Phone *	07912	31231				
Language	de					
Address Comment	4. Sto	ck				\sim
Installation Notes	nstallatio	on Notes				^
						\sim
back		add service		reset		

Mandatory fields are Last Name and Phone.



6.3.2.1 Fields

The user has to fill out following attributes to create a new BBCS Service:

Name	Optional / Mandatory	Description
External Reference	0	Free text comment for extra ISP reference information
Process With Low Priority	0	Check to reduce the speed of the order processing
Comment	0	Free comment or can be used for DSLAM Type Restriction
		+R_ADSL++ means that a ASAM Port should be reserved
		+R_VDSL++ means that a ISAM Port should be reserved
		+M_EMU++ means that an emulated (ADSL) Port should be reserved
Pool Type	0	Pool Type applicable only for session type DHCP
CPE Owner	Μ	Who owns the equipment (LOV).
Delivery Notification	0	If checked a Delivery Notification is sent to the Special order
		notification e-mail (See:12.1.1.1 ISP Order Service Settings).
		N.B. The field is invisible if the calculation of the notification returns a
		date in the past.
Onsite Support (only if SLA allows Onsite	Μ	Type of Onsite Support (LOV). If not "None" an Installation Ticket is
Support)		open at the same time with Order.
End-user name (only if SLA allows Onsite	0	Name of the end user.
Support)		
End-user phone (only if SLA allows	Μ	Phone to call back the end user.
Onsite Support)		
End-user comment (only if SLA allows	0	Comment concerning the end user and Onsite Support
Onsite Support)		
Hardware Delivery State (only if SLA	Μ	The Hardware Delivery State (LOV): unknown, pending, delivered.
allows Onsite Support)		
Hardware Delivery Date (only if SLA	0	The date when the ISP delivers the hardware.
allows Onsite Support)		
Hold (only if SLA allows Onsite Support)	Μ	If checked the Installation Ticket is kept in Entered-State until the
		Hardware Delivery Date is reached.
Appointment Id (only if SLA allows	0	Identification of a previously booked appointment
Onsite Support)		
Installation from (only if SLA allows	0	Installation from - to define an Installation time frame.
Onsite Support)		
Installation to (only if SLA allows Onsite	0	
Support)		Location of Hardware delivery
Hardware Delivery Location to (only if	0	
SLA allows Onsite Support)		
Hardware Type (only if SLA allows Onsite	0	Type of Hardware
Support)		
Hardware External Reference (only if SLA	0	Reference (SAP Order number)
allows Onsite Support)		
Installation Type (only if SLA allows	0	Installation type
Onsite Support)		
Additional Installation (only if SLA allows	0	Additional Installation
Onsite Support)		



6.4 Basis Modification

Used to modify an active BBCS service of a customer belonging to certain ISP and identified by a directory number.

6.4.1 First screen

Drill down the first screen of Service Modification (in 3 Steps).

Select a DN

Basis Modification				
ISP DN / VN / NSN *	777710 Testac 0711180355	count WSG-Team	(0314445	566)
back	[submit		reset

Select Customer Wish Date

Basis Modification					
ISP *	777710	Testacc	ount WSG-Te	am	
Customer Wish Date	30	09	2011	(dd mm yyyy)	
back		contin	ue	reset	



Select BB Type and other data

Basis Modification				
ISP *	777710 Testaccount Peter Rosenberge	r		
Customer Wish Date	26/09/2012	(dd mm yyyy)		
Contract Element	BBCS_on_TDM			
BB Type	VDSL			
Session Type	DHCP 💌			
DN / VN / NSN	0711180355	(0314445566)		
Fulfillment SLA	Basic 💌			
Assurance SLA	Standard 💌			
Kind of Creation *	New			
Customer Order Nr				
Order Group Nr				
WOS ID				
Qualification Nr *	86666410			
Qualification Index *	92			
Fulfillment Time Slot Index	5			
BB Device Location	BRE			
Starting Point	64;BRE;3;10000;0			
back	continue rese	t		

6.4.1.1 Fields

The user has to fill out following attributes to modify an active BBCS service:

Name	Optional /	Description
	Mandatory	
ВВ Туре	0	BB service type (LOV).
Session Type	Μ	Session Type (LOV)
Termination	0	Termination (LOV). This feature is available to the
		Swisscom super-user only.
DN / VN / NSN	Μ	Directory number to create the new service
		N.B. If the BB Type is SDSL mustn't given but a
		Qualification by an Address Location has to be done in
		advance or is initiated before the second Service Creation
		screen.
Fulfillment SLA	Μ	Fulfillment SLA (LOV)
Assurance SLA	Μ	Assurance SLA (LOV)
Kind of Creation (LOV)	Μ	"New": new BBCS Service Creations.



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		"Promotion": the creation will be done manually
		"Synchronisation with voice": to start a chain of events
		and checks to synchronise the ADSL connection with its
		voice counterpart.
Qualification Nr	0	Optionally Number of Qualification by Number
Customer Order Nr.	0	Number of Customer
Order Group Nr	0	Number of Order Group
WOS ID	0	Work Order Synchronisation Identification: used to
		synchronize voice (TDM) order with broadband orders



6.4.2 Second screen

Service Modification second screen for BB Type ADSL (contract element BBCS_on_TDM.)

Basis Modification				
back	submit	add service	change service	reset
ISP Contract Element BB Type DN Type Session Type Fulfillment SLA Assurance SLA DN / VN / NSN (Requested) Kind of Creation Qualification Nr Customer Wish Date Process With Low Priority	PPP Basic Standard 0711180355 New 86667486 09/05/2013	t WSG-Team	Change Service	19261
External Reference				
Comment			h	
Appointment Id				
Pool Type	-			
CPE Owner	Unknown 👻			
Onsite Support Onsite Support End User Name End User Phone End User Comment	None 🗸		4	
Hardware Delivery State	unknown -		•	
Hardware Delivery Date				
Hold				
Appointment Id				
Installation Time Slot from		to	• ••	
Hardware Delivery Location				
Hardware Type				
Hardware External Reference	e			
Installation Type				
Additional Installation	~			
back	submit	add service	change service	reset



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6.4.2.1 Fields

The user has to fill out one or many following attributes to modify an active BBCS service:

Name	Optional / Mandatory	Description
External Reference	0	Free text comment for extra ISP reference information
Process With Low	0	Check to reduce the speed of the order processing
Priority		
Comment	0	Free comment or can be used for DSLAM Type Restriction +R_ADSL++ means that a ASAM Port should be reserved +R_VDSL++ means that a ISAM Port should be reserved +M_EMU++ means that an emulated (ADSL) Port should be reserved
Pool Type	0	Pool Type applicable only for session type DHCP
Delivery Notification	0	If checked a Delivery Notification is sent to the Special order notification e-mail (See:12.1.1.1 ISP Order Service Settings). N.B. The field is invisible if the calculation of the notification returns a date in the past.
CPE Owner	Μ	Who owns the equipment (LOV).
Onsite Support (only if SLA allows Onsite Support)	Μ	Type of Onsite Support (LOV). If not "None" an Installation Ticket is open at the same time with Order.
End-user name (only if SLA allows Onsite Support)	0	Name of the end user.
End-user phone (only if SLA allows Onsite Support)	M	Phone to call back the end user.
End-user comment (only if SLA allows Onsite Support)	0	Comment concerning the end user and Onsite Support
Hardware Delivery State (only if SLA allows Onsite Support)	M	The Hardware Delivery State (LOV): unknown, pending, delivered.
Hardware Delivery Date (only if SLA allows Onsite Support)	0	The date when the ISP delivers the hardware.
Hold (only if SLA allows Onsite Support)	Μ	If checked the Installation Ticket is kept in Entered-State until the Hardware Delivery Date is reached.
Appointment Id (only if SLA allows Onsite Support)	0	Identification of a previously booked appointment
Installation from (only if SLA allows Onsite Support)	0	Installation from - to define a Installation time frame.



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Installation to (only if SLA allows Onsite	0	
Support)		
Hardware Delivery	0	Location of Hardware Delivery
Location to (only if SLA		
allows Onsite Support)		
Hardware Type (only if	0	Type of Hardware
SLA allows Onsite		
Support)		
Hardware External	0	Reference (SAP order number)
Reference (only if SLA		
allows Onsite Support)		
Installation Type (only if	0	Installation type
SLA allows Onsite		
Support)		
Additional Installation	0	Additional Installation
(only if SLA allows		
Onsite Support)		



6.5 Basis Disconnection

Used to disconnect (Cancel) an active BBCS service of a customer belonging to a certain ISP and identified by a directory number.

Basis Disconnection	
---------------------	--

DN / VN / NSN * 0711180355 (0314445566)				
back	submit reset			
Basis Disconnection				
ISP *	777710 Testaccount WSG-Team			
Basis Contract Element	BBCS_on_TDM			
DN / VN / NSN *	0711180355	(0314445566)		
Customer Wish Date	30 09 2011	(dd mm yyyy)		
Kind of Creation *	New			
MUT Code	nomal			
External Reference				
Internal Reference				
Comment	* *			
Delivery Notification				
Customer Order Nr				
Order Group Nr				
WOS ID				
back	submit reset			

6.5.1.1 Fields

The user has to fill out following attributes to disconnect an active BBCS service:

Name	Optional /	Description
	Manualory	
DN / VN / NSN	Μ	Active directory number (root number).
Customer Wish Date	Μ	Date on which the order will be entered. Default is current
		date.
Kind of Creation (LOV)	Μ	"New": new BBCS Service Creations.
		"Synchronisation with voice": to start a chain of events
		and checks to synchronise the ADSL connection with its
		voice counterpart.
External Reference	0	Free text comment for extra ISP reference information
Comment	0	Free comment.
Delivery Notification	0	If checked a Delivery Notification is sent to the Special
		order notification e-mail. (See:12.1.1.1 ISP Order Service



		Settings). N.B. The field is invisible if the calculation of the notification returns a date in the past.
Customer Order Nr.	0	Number of Customer
Order Group Nr	0	Number of Order Group
WOS Id	0	Identification of the Work Order Synchronisation Id
		(to synchronize a TDM-Voice order and a BBCS order)

6.6 Service Status

Used to show the status of an active BBCS service of a customer belonging to a certain ISP and identified by a directory number.

Service Status		
DN / VN / NSN * 071118035	(0314445566)	
back	submit	reset

6.6.1.1 Input Fields

The user has to fill out following attributes to show BBCS service status:

Name	Optional / Mandatory	Description
DN / VN / NSN	M	Active directory number (root number).



6.6.2 Handle DDI – Get Business Line Identity

6.6.3 Handle DDI

This form is used to invoke a "Get Business Line Identity" message for a given Stammnummer belonging to an ISDN PABX with DDI. The results are displayed in the subsequent PABX Summary screen. This process is started by clicking on the "Get Business Line Identity" link. Alternatively the user may invoke the Service Qualification function by filling in the Verrechnungsnummer (VN) field and clicking the submit button.

Handle DD	I Service Qu	alification	I
ISP	777710 Testaccount	Peter Rosenber	ger
BBCS STNR/DDI		(0314445566)	Get Business Line Identity
BBCS VN		(0311444556)	
back	submit		reset

6.6.3.1 Fields

The user has to select and fill out one of the following fields:

Name	Optional / Mandatory	Description
BBCS STNR/DDI	0	The ISDN PABX (with DDI) Stammnummer or DDI number
BBCS VN	0	The Verrechnungsnummer associated with the ISDN PABX

6.6.3.2 Form Validation

If the "Get Business Line Identity" link is clicked without or with an invalid Stammnummer being defined then an error will be displayed:

Get Business Lin	e Identity
Invalid Input	
Message Field	STNR_DDI is missing BBCS STNR/DDI
back	



6.6.4 PABX Summary

Immediately after clicking the "Get Business Line Identity" link the PABX summary form will be displayed. If there are "recent" results in the database for the requested Stammnummer or DDI then these results will be displayed immediately. If no such results exist then a "Get Business Line Identity" message will be dispatched to the Swisscom back-end system, no results will be displayed on the form and the function buttons will also be disabled. The screen refreshes itself approximately every minute but the user may also use the refresh button. It may take several minutes before "fresh" results are available:

6.6.4.1 PABX Summary - with no "recent" results

A screen similar to the following will be displayed:

PABX Summa	iry
ISP	100100 Documentation
BBCS STNR/DDI	0314445566
	Number of entries = 0
VN	UP Board Nr UP Switching Place Nr UP Type of Contact UP Contact Nr BB Info
Waiting for results (thi	s may take a few minutes) - please be patient this screen will refresh automatically
Service Creation	Service Modification Service Disconnection
Contine Quelificatio	n Convice Status
Service Qualificatio	
back	refresh



6.6.4.2 PABX Summary – with results

Here either "recent" results are available in the WSG database or "fresh" results have been returned from the Swisscom back-end system and the screen has been refreshed either automatically or manually. Once results have been returned the screen will no longer refresh automatically. A screen similar to the following will be displayed:

PABX Summary

ISP

777710 Testaccount Peter Rosenberger

BBCS STNR/DDI 0313902525 / 0711180355

		N	lumber	of entries = 5		
VN	UP B	oard Nr UP Switching Pla	ace Nr	UP Type of Contact	UP Contact Nr	BB Info
0311390251	4	17		UPK	1	
0311390252	4	17		UPK	2	BBCS Service already exists!
0311390253	4	17		UPK	3	BBCS Service already exists!
0311390254	4	17		UPK	3	
0311390255	5	17		UPK	3	
Basis Creation		Basis Modification		Basis Disconnecti	on	
Service Qualificat	ion	Service Status		Change ISP		
back		refresh				



6.7 Change ISP

Used to change an existing broadband access from one ISP to another.

6.7.1 First screen

Drill down the first screen of Change ISP (in 3 Steps).

Select Customer Wish Date:

Change ISP							
ISP *	777710	Testacco	ount WSG-	Team			
Customer Wish Date	30	09	2011	(dd n	пт уууу)	
back		contin	ue			reiset	

Select Contract Element

Change ISP		
ISP *	777710 Testaccount WSG-Tean	n
Customer Wish Date	30/09/2011	(dd mm yyyy)
Contract Element	BBCS_on_TDM	
back	continue	reset



Select other parameters:

Change ISP		
ISP *	777710 Testaccount Peter Rosenberge	r
Customer Wish Date	27/09/2012	(dd mm yyyy)
Contract Element	BBCS_on_TDM	
BB Type	ADSL	
Session Type	PPP 💌	
DN / VN / NSN	0711180355	(0314445566)
Fulfillment SLA	Basic 💌	
Assurance SLA	Standard 💌	
Kind of Creation *	New	
Customer Order Nr		
Order Group Nr		
WOS ID		
Qualification Nr *	86666411	
Qualification Index *	34	
Fulfillment Time Slot Index	1	
BB Device Location	BRE	
Starting Point	64;BRE;3;10000;0	
back	continue rese	t



6.7.1.1 Fields

The user has to fill out following attributes to change the ISP for the BBCS Service:

Name	Optional /	Description
	Mandatory	
Customer Wish	Μ	Date on which the order will be entered. Default is current
Date		date.
Contract Element	Μ	The Contract Element (LOV)
ВВ Туре	Μ	the BB Type (LOV)
Session Type	Μ	PPP (for Internet only) or DHCP (for additional services)
DN / VN / NSN	Μ	Directory number of the existing service
Fulfillment SLA	Μ	Fulfillment SLA (LOV)
Assurance SLA	Μ	Assurance SLA (LOV)
Kind of Creation	Μ	New (normal order) or "Synchronisation with voice" (to
		synchronize the BB order with a pending or future TDM voice
		order)
Qualification Nr	0	Number of a previously performed qualification
Customer Order	0	Customer order number
Nr		
Order Group Nr	0	Order group number
WOS ID	0	Identification of the Work Order Synchronisation Id
		(to synchronize a TDM-Voice order and a BBCS order)



6.7.2 Second screen

Change ISP (2)		
back	add service reset	
ISP	777710 Testaccount WSG-Team	
Contract Element	BBCS_on_TDM	
ВВ Туре	ADSL	
Session Type	PPP	
Fulfillment SLA	Basic	
Assurance SLA	Standard	
DN / VN / NSN (Requested)	0314445566	
Kind of Creation	New	
Qualification Index	14	
BB Device Location	BEMN	
Starting Point	64:BOL:3:10000:0	
Customer Wish Date	09/05/2013	
Process With Low Priority		
External Reference		
Comment		
comment		
	ii.	
Appointment Id		
Pool Type	-	
CPE Owner	Linknown	
	GIRIOWIT V	
Onsite Support		
Onsite Support	Nasa	
End Llear Name		
End User Phone		
End User Comment		
Hardware Delivery State	usknown	
Hardware Dalivery Date		
nardware Delivery Date		
Hold		
Appointment Id		
Installation Time Slot from	to 🖬 🕓	9
Hardware Delivery Location		
Hardware Type		
Hardware External Reference		
Installation Type		
Additional Installation		
	*	
back	add service reset	



6.7.2.1 Fields

The user has to fill out following attributes to change the ISP for the BBCS Service:

Name	Optional / Mandatory	Description
Speed Profile (Requested), BB Type	Μ	Supplied BB service speeds and Technologies
CPU Owner	Μ	Who owns the equipment (LOV).
Promotion	Μ	Promotion including "1 – No Promotion" (LOV)
Process With Low Priority	0	Check to reduce the speed of the order processing
External Reference	0	Free text comment for extra ISP reference information
Comment	0	Free comment or can be used for DSLAM Type Restriction +R_ADSL++ means that a ASAM Port should be reserved +R_VDSL++ means that a ISAM Port should be reserved +M_EMU++ means that an emulated (ADSL) Port should be reserved
Delivery Notification	0	If checked a Delivery Notification is sent to the Special order notification e-mail (see:12.1.1.1 ISP Order Service Settings). N.B. The field is invisible if the calculation of the notification returns a date in the past.
Onsite Support (only if SLA allows Onsite Support)	Μ	Type of Onsite Support (LOV). If not "None" an Installation Ticket is open at the same time with Order.
End-user name (only if SLA allows Onsite Support)	0	Name of the end user.
End-user phone (only if SLA allows Onsite Support)	Μ	Phone to call back the end user.
End-user comment (only if SLA allows Onsite Support)	0	Comment concerning the end user and Onsite Support
Hardware Delivery State (only if SLA allows Onsite Support)	Μ	The Hardware Delivery State (LOV): unknown, pending, delivered.
Hardware Delivery Date (only if SLA allows Onsite Support)	Ο	The date when the ISP delivers the hardware.
Hold (only if SLA allows Onsite Support)	Μ	If checked the Installation Ticket is kept in Entered-State until the Hardware Delivery Date is reached.
Appointment Id (only if SLA allows Onsite Support)	0	Identification of a previously booked appointment
Installation from /to (only if SLA allows Onsite Support)	0	Installation from - to define an Installation time frame.
Hardware Delivery Location		Location of Hardware Delivery
Hardware Type	0	Type of Hardware
Hardware External Reference	0	Reference (SAP order number)
Installation Type	0	Installation type
Additional Installation	0	Addition Installation



6.8 Add Service

This function is used to add a new BBCS Services (such as BBCS Streaming (TV)) on an existing active BBCS Access Service.

6.8.1 Enter common data

Add common data for one or multiple BBCS Service

Add Service				
ISP *	777710 Testaccount WSG-Team			
Basis Contract Element	BBCS_on_TDM			
ВВ Туре	ADSL			
Customer Wish Date	30 09 2011	(dd mm yyyy)		
Fulfillment SLA	Basic 💌			
Assurance SLA	Standard 💌			
DN / VN / NSN *	0711180355	(0314445566)		
Qualification Nr				
Kind of Creation *	New			
Customer Order Nr				
Order Group Nr				
WOS ID				
back	continue	reset		

6.8.1.1 Fields

Name	Optional /	Description
	Mandatory	
ISP	Μ	An ISP for whom the order was acquires.
Customer Wish Date	Μ	Date on which the order will be entered. Default is current
		date.
Fulfillment SLA	Μ	Fulfillment SLA (LOV).
Assurance SLA	Μ	Assurance SLA (LOV).
DN / VN / NSN	Μ	Active directory number (root number).
Qualification Nr	0	Optionally Number of Qualification by Number
Qualification Nr	0	Number of a previously performed qualification
Kind of Creation	Μ	New (normal order) or "Synchronisation with voice" (to
		synchronize the BB order with a pending or future TDM
		voice order)
Customer Order Nr	0	Customer order number
Order Group Nr	0	Order group number
WOS ID	0	Identification of the Work Order Synchronisation Id
		(to synchronize a TDM-Voice order and a BBCS order)


6.8.2 Select Services

Select one or more services to add.

Select Se	rvices (SRV_	_ADD)	
Order Type ISP_CHANGE	Contract Element BBCS_on_TDM	BB Type ADSL	Speed Profile
Best Effort Streaming Real Time			
back	conti	nue	cancel reset



6.8.3 Add Service specific data

Insert the service specific data for each added service.

First	service:

Add Serv	vice						
Order Type	Contract Ele	ement BB Type	Speed Profile	2			
ISP_CHANGE	BBCS_on_TD	M ADSL	opoourroint				
	Best Effort						
back		submit	C	ancel		reset	
SP		77771) Testaccount W	SG-Team			
Contract Eleme	nt	Best E	ffort				
ulfillment SLA		Basic					
Assurance SL/	4	Stand	ard 👻				
ON / VN / NSN ((Requested)	031444	45566				
Kind of Creation	n	New					
Sustomer Wish	Date	09/05/2	2013				
rocess With L	ow Priority						
ervice Profile		max 50	000 down / 500 u	p			
xternal Refere	ence						
Comment							
						a	
\ ppointmont Id						.11	
vppolititient id							
Onsite Supr	ort						
onane aupp							
Onsite Suppor	rt	None	-				
End User Nam	e						
End User Pho	ne						
End User Com	ment						
					æ		
Hardware Del	ivery State	unknown 👻]				
Hardware Del	ivery Date						
Hold							
Appointment k	d						
Installation Tim	e Slot from) to			
Hardware Dal				/			
naroware Del	ivery Location						
Hardware Typ)e						
Hardware Ext	ernal Reference	ce					
Installation Typ	be						
Additional Inst	allation						
la a a la		and and t					
раск		supmit	C	ancel		reset	



Second and last service:

Add Servi	ce								
Order Type	Contract Ele	ement B	В Туре	Speed	Profile				
BBCS_CREATE	BBCS_on_TD	M V	DSL						
SRV_ADD	Streaming Best Effort	v	DSL						
back		submit			canc	el		reset	
10.0		_							
ISP Contract Florent			///10 10	estaccou	int WSG-1	eam			
Contract Element		-	est Etto	π					
Assurance SLA			Standard						
DN / VN / NSN (Pr	equested)	0	7111803	56					
Kind of Creation	oquosicu)	N	lew						
Customer Wish D	ate	0	9/05/201	3					
Process With Lov	v Priority	[
Service Profile		п	nax 2000	0 down	/ 2000 up				
External Reference	ce								
Comment									
Appointment Id									
Onsite Suppor	rt —]
Onsite Support		None		-					
End User Name									
End User Phone									
End User Comme	ent								
							æ		
Hardware Delive	ery State	unknow	n 👻						
Hardware Delive	ery Date								
Hold									
Appointment Id									
Installation Time	Slot from				🖬 🕒 to	_			
Hardware Delive	erv Location								
Hardware Ture							_		
hardware type							_		
Hardware Exter	nal Reference								
Installation Type									
Additional Install	ation	-							
		-							
back		submit			canc	el		reset	



6.8.3.1 Fields

Name	Optional /	Description
	Mandatory	
Kind of Creation	M	
Exception Priority	M	SF Exception Priority (LOV).
Speed Profile (Requested), BB	M	Supplied BB service speeds and Technologies
Туре		
CPE Owner	M	Who owns the equipment?
Promotion	Μ	Promotion including "1 – No Promotion" (LOV)
Process With Low Priority	0	Check to reduce the speed of the order processing
External Reference	0	Free text comment for extra ISP reference information
Comment	Μ	Free comment.
Delivery Notification	0	If checked a Delivery Notification is sent to the Special order notification e-mail. N.B. The field is invisible if the calculation of the notification returns a date in the past
Onsite Support (only if SLA	٨٨	Type of Onsite Support (IOV) If not "None" an
allows Onsite Support)	701	Installation Ticket is open at the same time with Order
End-user name (only if SLA	0	Name of the end user
allows Onsite Support)	0	Nume of the chu user.
End-user phone (only if SLA	٨٨	Phone to call back the end user
allows Onsite Support)		
End-user comment (only if	0	Comment concerning the end user and Onsite Support
SLA allows Onsite Support)	0	
Hardware Delivery State	Μ	The Hardware Delivery State (LOV): unknown, pending,
(only if SLA allows Onsite		delivered.
Support)		
Hardware Delivery Date (only	0	The date when the ISP delivers the hardware.
Hold (only if SLA allows	• •	If checked the Installation Ticket is kent in Entered
Opcita Support)	101	State until the Hardware Delivery Data is reached
Appointment Id (only if CLA	0	Identification of a providuolu backed appointment
allows Onsite Support)	0	dentification of a previously booked appointment
Installation from /to (only if	0	Installation from - to define an Installation time frame
SLA allows Onsite Support)	0	
Hardware Delivery Location		Location of Hardware Delivery
Hardware Type	0	Type of Hardware
Hardware External Reference	0	Reference (SAP order number)
Installation Type	0	Installation type
Additional Installation	0	Additional Installation
	0	



6.9 Change Service

6.9.1 Change Service first screen

Select Customer Wish date and the rest

Change Service	Change Service							
ISP 777710 Tes	ISP 777710 Testaccount WSG-Team							
DN / VN / NSN * 071118035	DN / VN / NSN * 0711180355 (0314445566)							
back	submit							
·								
Change Service								
ISP *	777710 Testaccount Peter Rosenberger							
Basis Contract Element	BBCS_on_TDM							
ВВ Туре	ADSL							
Customer Wish Date	25 09 2012 (dd mm yyyy)							
Fulfillment SLA	Basic 💌							
Assurance SLA	Standard							
DN / VN / NSN *	0711180355 (0314445566)							
Qualification Nr								
Kind of Creation *	New							
Customer Order Nr								
Order Group Nr								
WOS ID								
back	continue reset							

6.9.1.1 Fields

The user has to fill out following attributes to change an active BBCS service:

Name	Optional / Mandatory	Description
ISP	Μ	An ISP for whom the order was acquires (field not
		available for ISP users).
Customer Wish Date	Μ	Date on which the order will be entered. Default is current
		date.
Fulfillment SLA	M	Fulfillment SLA (LOV)
Assurance SLA	Μ	Assurance SLA (LOV)



Name	Optional /	Description	
	Mandatory		
DN / VN / SN	Μ	Directory number to create the new service	
		N.B. If the BB Type is SDSL mustn't given but a	
		Qualification by an Address Location has to be done in	
		advance or is initiated before the second Service Creation	
		screen.	
Qualification Nr	0	Optionally Number of Qualification by Number	
Kind of Creation (LOV)	Μ	"New": new BBCS Service Creations.	
		"Synchronisation with voice": to start a chain of events	
		and checks to synchronise the ADSL connection with its	
		voice counterpart.	
Customer Order Nr.	0	Number of Customer	
Order Group Nr	0	Number of Order Group	
WOS ID	0	Identification of the Work Order Synchronisation Id	
		(to synchronize a TDM-Voice order and a BBCS order)	

6.9.2 Select Services

Select one or more services to change.

Select Services (SRV_CHANGE)							
Best Effort Streaming Real Time							
back continue	cancel	reset					



6.9.3 Service specific data

Change Service						
Order Type Contract Eleme Best Effort	ent E	3B Type Speed P	Profile			
back	submi	t	cancel		reset	
ISP		777710 Testaccou	nt WSG-Team			
Contract Element		Best Effort				
Fulfillment SLA		Basic				
Assurance SLA		Standard 👻				
DN / VN / NSN (Requested)		0711180355				
Kind of Creation		New				
Customer Wish Date		08/05/2013				
Process With Low Priority						
Service Profile (Requested), BB	Туре	Service Prof	ïle	Service Sp	beed Range	ADSL
		Active Service	ce Profile (no change	;)	00	×
		max 2000 do	wn / 200 up	max2000_1	200	Y
		max 5000 do	wn / 500 up	max5000_	500	Y
		max 10000 d	own / 1000 up	max10000	_1000	Y
		O max 20000 d	own / 2000 up	max20000	_2000	Y
External Reference						
Comment						
A						
Appointment id						
-Onsite Support						
Onsite Support	Non	e 👻				
End User Name						
End User Phone						
End User Comment						
				.a		
Hardware Delivery State	unkr	nown 👻				
Hardware Delivery Date						
Hold						
Appointment Id	_					
Installation Time Slot from	-		THE COLOR			
Herdware Deliver Least						
hardware Delivery Location	_					
Hardware Type						
Hardware External Reference						
Installation Type						
Additional Installation	*					
	-					
back	submi	t	cancel		reset	
Such	saorri		Cancer		react	



6.9.3.1 Fields

Name	Optional / Mandatory	Description
Assurance SLA	M	LOV
Process With Low Priority	0	Check to reduce the speed of the order processing
Service Profile (Requested),	Μ	Requested Service Speed (available for a BB Type if
ВВ Туре		marked with Y).
2.1		"Active Service Profile (no change)" means that the
		service profile of the installed base is applied.
External Reference	0	Free text comment for extra ISP reference information
Comment	0	Free comment.
Delivery Notification	0	If checked a Delivery Notification is sent to the Special order notification e-mail.
		N.B. The field is invisible if the calculation of the
		notification returns a date in the past.
Onsite Support (only if SLA	M	Type of Onsite Support (LOV). If not "None" an
allows Onsite Support)	0	Installation licket is open at the same time with Order.
End-user name (only IT SLA	0	Name of the end user.
allows Onsite Support)		
End-user phone (only II SLA	IVI	Phone to call back the end user.
Induser comment (only if	0	Commont concerning the and user and Onsite Support
SIA allows Onsite Support)	0	Comment concerning the end user and Orisite support
Hardware Delivery State	٨٨	The Hardware Delivery State (LOV), unknown pending
(only if SLA allows Onsite	101	delivered
Support)		
Hardware Delivery Date	0	The date when the ISP delivers the hardware
(only if SLA allows Onsite	0	
Support)		
Hold (only if SLA allows	Μ	If checked the Installation Ticket is kept in Entered-State
Onsite Support)		until the Hardware Delivery Date is reached.
Appointment Id (only if SLA	0	Identification of a previously booked appointment
allows Onsite Support)		
Installation from (only if	0	
SLA allows Onsite Support)		
Installation to (only if SLA	0	
allows Onsite Support)		
Hardware Delivery Location	0	Location of Hardware delivery
to (only if SLA allows Onsite		
Support)		



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Name	Optional / Mandatory	Description
Hardware Type (only if SLA	0	Type of Hardware
allows Onsite Support)		
Hardware External	0	Reference (SAP Order number)
Reference (only if SLA		
allows Onsite Support)		
Installation Type (only if	0	Installation type
SLA allows Onsite Support)		
Additional Installation (only	0	Additional Installation
if SLA allows Onsite		
Support)		

6.10 Reduce Service

Drill down the first screen of Reduce Service (in 3 Steps).

Reduce Service				
ISP DN / VN / NSN *	777710 Testaccount WSG-Te 0711180355	eam (0314445566)		
back	submit	reset		

Select Customer Wish Date:

Reduce Service					
ISP *	777710 Testaccount WSG-Team				
Basis Contract Element	BBCS_on_TDM				
Customer Wish Date	30	09	2011	(dd mm yyyy)	
back		continue)	reset	

Select Contract Element

Reduce Service					
ISP *	777710 Testaccount Peter Rosenber	rger			
Basis Contract Element	BBCS_on_TDM				
Customer Wish Date	25/09/2012	(dd mm yyyy)			
Contract Element *	Best Effort				
back	continue	reset			



Select the number:

Reduce Service					
ISP *	777710 Testaccour	nt WSG-Team			
Basis Contract Element	BBCS_on_TDM				
Customer Wish Date	08/05/2013			(dd mm yyyy)	
Contract Element *	Best Effort				
DN / VN / NSN *	0711180355			(0314445566)	
External Reference					
Comment					
Kind of Creation *	New	-			
Process With Low Priority					
back	submit		reiset		

Name	Optional /	Description
	Mandatory	
DN/VN/NSN	Μ	Directory number to create the new service
External Reference	0	Free text comment for extra ISP reference information
Comment	0	Free comment.
Kind of Creation (LOV)	Μ	"New": new BBCS Service Creations. "Promotion": the creation will be done manually "Synchronisation with voice": to start a chain of events and checks to synchronise the ADSL connection with its voice counterpart
Process With Low Priority	0	Check to reduce the speed of the order processing

6.11 Compound

Service Creation, Service Modification or Change ISP can be ordered with services like Streaming or Real Time together in a so called compound. To do this on the second screen enter "add service" instead of submit. A "Select Service" screen allows selecting the wanted services.

Example compound for "Service Creation":

6.11.1 Select services

Select one or more services to add.



Select Se	rvices (SRV_	ADD)				
Order Type	Contract Element	BB Type	Speed Profile			
BBCS_CREATE	BBCS_on_TDM	VDSL	-			
Best Effort Streaming Real Time						
hack	contin	110	cano	ol	reset	
Louon.	CONTRACT		carre		10001	

6.11.2 Add service specific data

See screen of Add Service (chapter 6.8.3)

6.11.3 Fields

See fields of Add Service (chapter 6.8.1.1)



6.12 Detail Order

After submitting an order, the "Detail Order" screen ("Main" tab) is displayed:

Detail Ore	der											
Main CPE	E Info											
Order Into	BBCS	CREATE		DN DN	INTO / VN / NSN (Red	uested) 0108043585				DN Office	648RF	
Order State	COM	PLETED		DN	(STNR) / VN / N	SN 0108043585				BB Device Location	BRE	
Kind of Creat	ion New			ST	IR DDI					Site	BRES	
Response				ON ON	Type	Netseorices pumb	-			Site Category	RUS	
Fulfilment SI	A Resin			-Da	e lefe					DSI AM Name	inn-3fe75n-s-vrl-01	
Delivery Notif	fortion No.			Cu	tomer Wish Date	31/01/2014				DSI AM Type	454M	
ISP (Order)	Nelofo			Est	mated Due Date	/Time Start 31/01/2014 07	02			Technology Type	VDSI Vectorina	
ISP	NF INTO	100	008 Bluewin AG	Est	mated Due Date	/Time End 31/01/2014 12	::00			Vestorized	Yes	
Customer Ord	der Nr	100	00820140123000022000000	Ter	mination Date					Vesteries Site	Ne	
Order Nr		100	00820140123000021000000							CO Dest Vesteries As	Protect Ma	
Order Group	Nr			-9	alification Info-					BB Fort Vectoring Ad	tryaned No	
wosin				Qu	lification Nr	86669137						
WOS ID (Reg	quested) -			Qu	lification Index	20						
WOS ID				Ful	Ilment Time Slot	Index 3						
0.4												
External Refe	arence											
Internal Refer	rence	ISP-	driven ORDER									
 Layer 1 / Bas Contract Elen 	sis nent		BBCS Standalone	Assu	anna SI A		Stenderd					
Contract Lifen			bbob_standalone		ance out		Juliand					
Layer 2		1001		La	er 2 / Cable Bo	x				Layer 2 / Address /	Starting Point	
DD Type		rDSL			Doard Ivr					Region	-	
Session Type		· • • •		UP	Switching Place	NF U				Billing Zone	-	
Termination	•	BISH		00	Type of Contact	5				Street, Nr. Building	Schonstrasse, 1a, Chalet	
Interleave Mo	ode la	nterleave Medium		UP	Contact Nr	11				ZIP, City	307400, Gümligen	
Pool Type				UP	Coordinate X	694135				Starting Point	64:BRE:3:10000:0	
Access Spee	d 5	000-30000 down / 50	10-2000 up	UP	Coordinate Y	246730				Contact Type	•	
Access Spee	d Changed -									Contact Number	•	
OP Status	c	Open Pipe Measure		88	Port					Number of Wires	2	
DSLAM Type	Restriction -									Reason of Potential	1002 - old CPE Hardware	
Mandatory Er	mu N	40									1000 - outstanding upgrooming	
Further Deta	ails											
Appointment	Id			A	pointment Date/	Time				CPE Owner		Unknown
Calculated m:	ax. Bitrate		5000/500	0	site Support		None			BB Access		zugeteilt / ja / aktiv
Measured ma	ax. Bitrate		· · ·	S	If Install		Y					
Comment												
Last Commer	nt											
story												
				* * * * *								
Jser name	Order State	UN (STNR) / VN	I Non Response	Transaction Date/T	ne BB Type	Service Profile Commer	at Customer Wish Date	Estimated Due Date/Time \$	tart Estimated	Use Date/Time End		
new fi	EXECUTED	0108043585	Roint of no return: RONR Roint of no return	22/01/2014 11:10:00	055 VDSL		31/01/2014	31/01/2014 07:02	31/01/2014	4 12:00		
Pol	EXECUTED	0108043585	Point of no return: PONR Point of no return	23/01/2014 11:19:39	080 VDSL		31/01/2014	31/01/2014 07:02	31/01/2014	4 12:00		
ol	ACCEPTED	0108043585	Point of no return: PONR Point of no return	23/01/2014 11:19:34	041 VDSL		31/01/2014	31/01/2014 07:02	31/01/201-	4 12:00		
ol	ACCEPTED	0108043585	Point of no return: PONR Point of no return	23/01/2014 11:19:29	065 VDSL		31/01/2014	31/01/2014 07:02	31/01/201-	4 12:00		
loi	ACCEPTED	0108043585	Point of no return; PONR Point of no return	23/01/2014 11:17:59	645 VDSL		31/01/2014	31/01/2014 07:02	31/01/2014	4 12:00		
ol	ACCEPTED	0108043585	Point of no return; PONR Point of no return	23/01/2014 11:16:50	245 VDSL		31/01/2014	31/01/2014 07:02	31/01/201-	4 12:00		
ol	ACCEPTED	0108043585	Order confirmed, UP Information now available	23/01/2014 11:15:46	430 VDSL		31/01/2014	31/01/2014 07:02	31/01/2014	4 12:00		
ol	PROCESSIN	G 0108043585		23/01/2014 11:13:18	594 VDSL		31/01/2014	31/01/2014 07:02	31/01/201-	4 12:00		
latch	CHECKED	0108043585		23/01/2014 11:13:18	317 VDSL		31/01/2014	31/01/2014 07:02	31/01/201	4 12:00		
Batch	ENTERED	0108043585		23/01/2014 11:12:11	414 VDSL		31/01/2014	31/01/2014 07:02	31/01/201-	4 12:00		
Swisscom SU	ENTERED	0108043585		23/01/2014 11:11:11	910 VDSL		31/01/2014	31/01/2014 07:02	31/01/201-	4 12:00		
faise Meeters		Transation Corre	inus Installation Taket	Ulatan								
ce messag	ges	I ransaction Overv	new Installation licket Qualification	HISTORY								

Remark: the modification and cancel buttons are not visible to read only users.

CPE Int	fo Tab												
Detail	Order												
Main	CPE Info												
- CPE Info	o												
CPE Nam	e		Motorola 73	47-44 POTS r	el.7.9								
DSLAM T	Type Allowed		Technology		DSLAM	І Туре							
			ADSL		ASAM								
			VDSL2		ISAM, C	CAN							
Vectoring	g Capability		forced frier	dly									
Vectoring	g Capable Har	dware	Yes										
Vectoring	g Capable Firr	nware	Yes										
CPE Com	iment		Das ist ein I	Kommentar fü	r CPE Info								
-													
History													
User name	Order State	DN (S' NSN	TNR) / VN /	Response	Transaction Date/Time	ВВ Туре	Serv Profi	rice ile	Comment	Customer Wish Date	Estimated Due Date/Time Start	Estimated D Date/Time Er	ue nd
ISP User	ENTERED	071118	80356		08/05/2013	ADSL				09/05/2013	09/05/2013 00:00	09/05/2013 17	:00
					00.01.00.110								
Voice Me	ssages	1	Fransaction	Overview	Installation Ti	icket	Qu	lalificatio	in History				
hack			nodification		cancel		rofi	ìrach					
Nach			nouncation		Carrola		Ten	reart					



7 Maintain Order

This section addresses the order management. The flow chart depicted below illustrates the various navigation possibilities between the screens associated with the order management.





7.1 Read Orders

The 'Read Orders' screen will be used to handle the WSG work orders. You can select the orders with any combination of the input fields. To get a good performance the user should type in all information that he knows, so it will get a good overview of the orders summary screen.

NOTE: If the sort orders on the right are changed then these changes will stay in force for the session life of the browser!

- Advanced: Search orders with more and user selectable attributes for the search criteria (see 7.2).
- Advanced History: Search history orders with more and user selectable attributes for the search criteria (see 7.2).
- Wildcard search is supported for the following attributes
 - Customer Order Nr
 - Order Group Nr
 - WOS ID
 - Order Nr
 - DN / VN / NSN
 - DN / VN / NSN (Requested)
 - DN Office
 - BB Device Location
 - External Reference



7.1.1 Tab Page 1





7.1.2 Tab Page 2

Page 1 Page 2	Page 3
New ISP (Receiver)	v ascending v
CPE Owner	ascending V
	Swisscom
Creation Type	A ascending V
	Promotion
Dn Type	ascending V
	Multi Line
DN Office	ascending 🗸
BB Device Location	ascending 🗸
Region	ascending V
	Central V
Op Status	Cooper Rise NA Mark
	Open Pipe Manual
External Reference	ascending 🗸
Internal Reference	ISP driven OPDEP
	VOICE-driven ORDER
Assurance SLA	Standard A ascending V
Fulfillment SLA	A ascending V
	Premium
Onsite Support	None ascending V
	xDSL Installation



7.1.3 Tab Page 3

Read Orders			
back	submit reset	advanced	advanced history
Page 1 Page 2 Pag	ge 3		
Self Install	Y V	as	cending 🗸
Delivery Notification	Yes No	as	cending 🗸
Message Type		(Comma sep. list) as	cending 🗸
Appointment Id		as	cending 🗸
Appointment Date/Time from	to	as as	cending 🗸
Vectorized	Yes	as	cending 🗸
DSLAM Name	No V	as	cending 🗸
History Count Only			
Tree View 🗸			
back	submit reset	advanced	advanced history

7.1.3.1 Fields

The user can fill out following attributes on page 1 to select the orders:

Name	Description
Customer Order Nr	one "Customer Order Nr" or a range "from – to"
Order Group Nr	one "Order Group Nr" or a range "from – to"
WOS ID	Identification of a "Work Order Synchronisation Id"
Order Nr	one "Order Nr" or a range "from – to"
Order Type	one or more "Order Types"
Order State	one or more "Order States"
DN / VN / NSN	one "telephone number" or a range "from – to"
DN / VN / NSN (requested)	one requested "telephone number" or a range "from – to" (the requested number is the number used when the order was initiated, the attribute "DN/VN/NSN" is usually the same but can be another number if the requested number was MSN and not the base number)
Customer Wish Date	one "CWD" or a range "from – to"
Due Date	one "Due Date" (completion date) or a range "from – to"
Estimated Due Date	one "Estimated Due Date" or a range "from – to"



Name	Description
Transaction	one "Transaction Date/Time" or a range "from – to"
Date/Time	
Contract Element	one or more "Contract Element" (BBCS product)
ВВ Туре	one or more BBCS "BB Type" (technology)
Service Profile	one or more "Service Profile" (usually Best Effort Speed)
Service Speed	one or more "Service Profile (requested)";
(Requested)	(since about 2007 there is no difference anymore between
	the "requested" and the "actual" Best Effort service speed)

The user can fill out following attributes on page 2 to select the orders:

Name	Description
New ISP (Receiver)	new ISP in case of "CHANGE_ISP" orders
CPE Owner	one or more "CPE Owner" (Customer Premises Equipment)
Kind of Creation	one or more "Kind of Creation"
DN Type	one or more "DN Types"
DN Office	specific "Central Office" (Zentrale des TDM-Anschlusses)
BB Device Location	specific "BB Device Location" (DSLAM / ISAM Standort)
Region	one or more "Regions"
OP Status	one or more "Open-Pipe Stati"
External Reference	specific ISP entered reference text of the order
Internal Reference	one or more "Internal Reference"
Assurance SLA	one or more "Assurance SLA"
Fulfillment SLA	one or more "Fulfillment SLA"
Onsite Support	one or more "Onsite Installation" products

The user can fill out following attributes on page 3 to select the orders:

Name	Description
SelfInstall	specific "Self Install" information
Delivery Notification	specific "Delivery Notification"
Message Type	a comma separated list of associated TDM messages
Appointment Id	a specific "Appointment Identification"
Appointment	one "Appointment Date/Time" or a range "from – to"
Date/Time	
BB Port Vectoring	specific " BB Port Vectoring Activated"
Activated	

At the end of the screen the following attributes are controlling the kind of the search and the presentation of the search result.

Name	Description
History	Show the full history of the order numbers
Count Only	If checked, the query will be redirected to a search result



count screen rather than to a summary screen directly. This feature enables the user to check the number of potential result records matching the selection criteria prior to view the summary, which can be very time consuming or even impossible (due to restrictions defined with system parameters) in case of vast amounts of resulting records.

The user can use following to sort criterion:

Name	Description
Sort Number	The Order, according to which the attributes are sorted.
Sort Order (LOV)	"Ascending"
	"Descending"

7.2 Advanced Read Order / Advanced History Read Order

Select the fields from the available ones that should be part of the search criteria. Add an available field to selected fields by selected the fields in the available fields and pull the Add button. Remove a selected field by selected it in the selected and pull Remove button. The set of selected fields is stored in the session, so if you do multiple searches, the preselected fields are these of your last advanced search.



Define the search criteria by filling in values for the selected fields.



ISP BBCS Access (Fulfillment) User Manual C1 - Public

Read Orders - Advanced Search 2/2

Access Speed Subtype		F = Fulfillment normaler Access-Speed			ascending 🝷
Appointment Id					ascending 👻
Assurance SLA		A			ascending -
Assulance SEA		Standard 🔻			ascending
BB ADSL Emulated		No Yes			ascending -
BB Device Location	from	to			ascending 👻
ВВ Туре		ADSI			ascending 👻
CPE Owner		Unknown			ascending 🝷
Contract Element		BBCS_on_TDM			ascending -
Customer Class		Private			ascending -
Customer Order Nr					ascending 👻
Customer Wish Date	from	🖬 to	m		ascending -
DN (Requested)	from	to			ascending 👻
DN / VN / NSN	from	to		1	ascending -
DN Office					ascending 🔻
Biv Ollice		A			useenang
DN Type		Economy Line 🔻			ascending 👻
DSLAM Type		ASAM			ascending -
Delivery Notification		•			ascending -
Due Date	from	📅 to			ascending -
Estimated Due Date/Time Start	from	🔳 🕓 to	•		ascending -
External Reference					ascending -
Fulfillment SLA		Basic			ascending -
ISP					ascending -
ISP ID new					ascending 🔻
					docontaing
Internal Reference		ISP-driven ORDER INVOICE-driven ORDER			ascending 🔻
Kind of Creation		New			ascending 👻
Message Type	from	to			ascending 🔻
					g
OP Status		Open Pipe Security Open Pipe Manual			ascending 🝷
Onsite Support		None			ascending 👻
Order Group Nr					ascending -
Order State					ascending 👻
Order Type		BBCS CREATE			ascending -
Order Nr	from				ascending -
ordor na					docontaing
Region		West Central -			ascending -
Self Install		Y N			ascending -
Service Profile		600Kbps / 100Kbps			ascending -
Service Profile (Requested)		600Kbps / 100Kbps			ascending -
Session Type					ascending -
Transaction Date/Time	from			2	acconding -
	from			-	
W03 ID	nom	to			ascending •
Count Only Tree View		r V			
back subm	it	reset			



The result is an order summary.

7.3 Orders summary

After selecting the work orders the user gets the 'Orders summary' screen, on which he has to select the details for the work order handling.

Orders summary

Nun	nber of entries = 10	/ 10																					
ba	ick		download		download ((no history)]																
** 	Order Nr		Orde	т Туре	Order State	DN / VN / NSN	Customer Wish Date	Estimated Di Date/Time St	ue Estimated Du art Date/Time En	e Transaction d Timestamp	C	Contr lement	ВВ Туре	Dn Type	Session Type	Termination	Service Type	Speed Profile Nr	Creation Type	BB DN Device Location	Sf Exept Prio	I External pp Referenc	Customer e Class
	Detail 7777102015	0629000	017000000 BBCS	DISCONNECT	CANCELLE	D 0108351617	08/07/2015	08/07/2015 00	:00 08/07/2015 17:	00 19/07/2015 04:	00:17.721 ^B (f	BCS_F Fiber)	BX						New		Basic Stand	ard	
	Detail 7777102015	0629000	012000000 BBCS	_DISCONNECT	CANCELLE	D 0108999287	08/07/2015	08/07/2015 00	00 08/07/2015 17	00 19/07/2015 04:	00:17.721 ^B (F	BCS_F Fiber)	ΒХ						New		Basic Stand	ard	
	Detail 7777102015	0714000	009000000 BBCS	DISCONNECT	F HOLDING	0103099999	26/07/2015	26/07/2015 00	:00 26/07/2015 17:	00 14/07/2015 15:	16:15.234 (F	BCS_F Fiber)	BX						New		Basic Stand	ard	
	Detail 7777102015	0714000	003000000 BBCS	DISCONNECT	COMPLETE	D 0103099999	08/08/2015	08/08/2015 00	0:00 08/08/2015 17:	00 14/07/2015 15:	14:12.972 (F	BCS_F Fiber)	BX						New		Basic Stand	ard	
	Detail 7777102015	0629000	042000000 BBCS	DISCONNECT	COMPLETE	D 0103099999	08/07/2015	08/07/2015 00	:00 08/07/2015 17:	00 08/07/2015 00:	03:13.248 (F	BCS_F Fiber)	BX	Netservices number	DHCP	@FWS			New	64BOL BOL	Basic Stand	ard	Private
	Detail 7777102015	0629000	033000000 BBCS	DISCONNECT	COMPLETE	D 0103099999	08/07/2015	08/07/2015 00	:00 08/07/2015 17:	00 29/06/2015 15:	23:09.063 (F	BCS_F Fiber)	BX						New		Basic Stand	ard	
	Detail 7777102015	0615000	008000000 BBCS	CREATE	ENTERED	0108471817	29/06/2015	29/06/2015 06	:00 29/06/2015 17:	00 17/06/2015 12:	57:40.520 (F	BCS_F Fiber)	BX	Netservices number	PPP	@ISP			New	65XAF DEVLOC	Basic Stand	ard	Private
	<u>Detail</u> 7777102015	0615000	01000000 SRV_	ADD	HOLDING	0108471817	29/06/2015	29/06/2015 00	:00 29/06/2015 17:	00 15/06/2015 14:	8 45:17.228 E F	Best ffort on iber					Flat	15000 down / 3000 up	New	65XAF DEVLOC	Basic Stand	ard	
	<u>Detail</u> 7777102015	0605000	1005000000 SRV_	ADD	COMPLETE	D 0108558629	05/06/2015	05/06/2015 12	:00 05/06/2015 14	00 05/06/2015 11:0	B 05:44.320 E F	Best Iffort on Iber	BX	Netservices number	PPP	@ISP	Flat	30000 down / 30000 up	New	65XAF DEVLOC	Basic Stand	ard	Private
	Detail 7777102015	0605000	003000000 BBCS	CREATE	COMPLETE	D 0108558629	05/06/2015	05/06/2015 11	:00 05/06/2015 13:	00 05/06/2015 11:0	02:44.370 B	BCS_F Fiber)	BX	Netservices number	PPP	@ISP			New	65XAF DEVLOC	Basic Stand	ard	Private
ba	ick		download		download ((no history)]																

7.3.1 Download and Download (no history)

The order summary can be downloaded by pressing either the 'download' or the 'download (no history)' button. The fields displayed in the downloaded report appear in the same order as the 'Detail Order' screen (see below.) The 'download (no history)' shows only the raw information without the transaction history. It is normally therefore, much shorter and much more readable!

7.4 Detail Order

After selecting a work order with the "<u>Detail</u>" field, the 'Detail Order' will be displayed. Only valid buttons for the next possible steps are active.



7.4.1 Main tab access

This tab contains the main order attributes. There is a small difference between the "access orders" (CREATE, MODIFY, ISP_CHANGE, DISCONNECT) containing a block "Layer 1 / Basis" and "service orders" (SRV_ADD, SRV_CHANGE, SRV_REDUCE) containing a block "Layer 3 (SPT) / Service".

Example of an access order:

Detail Order									
Main CPE Info									
Order Info	CC CDEATE			DN Info			Qualified Endpoint -	64005	
Order Type BBC	CS_CREATE			DN / VN / NSN (Requested) 0/11100355			DN Office	04DKC	
Order State ENI	IERED			DN (STNR)/VN/NSN 0/11160355			DB Device Location	DRE	
Kind of Greation Nev	v			SINR DDI -			Site	BRES	
Response -				DN Type -			Site Category	RUS	
Fulfillment SLA Bas	lic			Date Info			DSLAM Name		
Delivery Notification No				Customer Wish Date 20103/2014			DSLAM Type	-	
ISP / Order Nr Info	777740 TI-	Trees to the second sec		Estimated Due Date/Time Statt 20/03/2014 07:02			Dslam Vectoring Capab	ole -	
Containing Order No.	777710 Testa	22700002000000		Estimated Due Daternine End 20/03/2014 12:00			Technology Type	VDSL Vectoring	
Customer Order fvi	77771020140	32700003000000		remination Date -			Vectorized	Yes	
Order Nr	////1020140	327000029000000							
Order Group Nr	•			Qualification Into					
WOS ID (Requested)				Qualification Index 12					
WOS ID				Eulfilment Time Slot Index 1					
External Reference									
Internal Reference	ISD driven OD	DED							
	13P-GINGI OK	DER							
Layer 1 / Basis		PPCS on TDM	,	anuranna CI A	Standard				
Contract Element		0003_01_1014	· · · · · · · · · · · · · · · · · · ·	Association SEA	Standard				
Layer 2	VDOL			Layer 2 / Cable Box			Layer 2 / Address / St	arting Point	
DD Type	VDSL			UP Board Nr -			Region -		
Session Type	PPP			UP Switching Place Nr -			Billing Zone -		
Termination	@ISP			UP Type of Contact -			Street, Nr, Building Si	chonstrasse, 1a, Chalet	
Interleave Mode				UP Contact Nr -			ZIP, City 30	17400, Gumligen	
Pool Type	•			UP Coordinate X -			Starting Point -		
Access Speed	•			UP Coordinate Y -			Contact Type -		
Access Speed Changed							Contact Number -		
OP Status	Open Pipe Manual			BB Port -			Number of Wires 2		
DSLAM Type Restriction	•						Reason of Potential 10	302 - old CPE Hardware	
Mandatory Emu	No						, it	Job - outstanding upgrooming	
Further Details				Annointment Date/Time			CRE Owner		known
Calculated may Bitrate		-		Oprite Support	None		BB Access	U	
Calculated max. Bitrate		•		Conside Support	None		DD Access		
measureu max. Ditrate				Con moton					
Comment									
Last Comment									
HISTORY									
User name Order State	DN (STNR) / VN / NSN Res	ponse Transaction Date/Tim	e BB Type Service Pro	file Comment Customer Wish Date Estimated	Due Date/Time Start Estin	nated Due Date/Time End			
ISP SU ENTERED	0711180355	27/03/2014 09:01:08.7	84 VDSL	28/03/2014 28/03/2014	07:02 28/03	3/2014 12:00			
Voice Messages	Transaction Overview	Installation Ticket	Qualification History						
back	modification	cancel	refresh						

Changes

Rel.	CR	Description
9.8	690	 gelöschte Attribute Vectoring Site BB Port Vectoring Activated
		Neue Attribute Vectorized Dslam Vectoring Capable TechnologyType
9.7.0	CR 594.5	New Columns: Vectorized, Technology Type, Number of Wires
9.6.0	CR 594.4	New Column Site



7.4.2 CPE Info Tab

Detail	Order										
Main	CPE Info										
CPE Int	io ———										
CPE Nar	ne		Motorola 73	347-44 POTS r	el.7.9						
DSLAM	Type Allowed		Technology	1	DSLAM	Туре					
			ADSL		ASAM						
			VDSL2		ISAM, C	CAN					
Vectorin	g Capability		forced frie	ndly							
Vectorin	Vectoring Capable Hardware Yes										
Vectorin	Vectoring Capable Firmware Yes										
CPE Cor	CPE Comment Das ist ein Kommentar für CPE Info										
L											
History											
User name	Order State	DN (S' NSN	FNR) / VN /	Response	Transaction Date/Time	BB Type	Service Profile	Comment	Customer Wish Date	Estimated Due Date/Time Start	Estimated Due Date/Time End
ISP User	ENTERED	071118	30356		08/05/2013	ADSL			09/05/2013	09/05/2013 00:00	09/05/2013 17:00
					09:34:00.440						
Voice Me	essages	7	ransaction	o Overview	Installation Ti	cket	Qualificat	ion History	7		
									_		
back		r	nodification	1	cancel		refresh				



7.4.3 Main Tab of a service order

MainTab

	er								
ain CPE/	Info								
der Into	5DV A	00			DN Into			Qualified Endpoint —	64B01
der type	SKV_A	00			N/ VN/ NSN (Requested) 0108021222			IN Office	64BUL
der State	COMPL	LETED			JN (STNR) / VN / NSN 0108021222			B Device Location	BOL
eation Type	New			5	STNR DDI -		5	Site	BOLS
sponse				1	On Type Netservices I	number	2	Site Category	RUS
Exept Prio	Basic			12	Date Info			OSLAM Name	ipc-3fc5c4-s-vd-01
livery Notifica	ation No			0	Customer Wish Date 04/05/2015	5	c	Islam Type	ASAM
D/Order Nr	Info			E	stimated Due Date/Time Start 04/05/2015	5 12:00	r	Islam Vectoring Canable	
		777710 Testaccount WSG Ter	am	E	stimated Due Date/Time End 04/05/2015	5 14:00		Cohoology Type	VDCI Vestering
stomer Order	e Ne	777710201505040000040000	100		armination Date			lechnology Type	VDSL vectoring
stomer order		777710201505040000040000	00	- H.	ermitation bate -			/ectorized	Yes
der Nr		////10201505040000050000	.00						
der Group Nr	r	-		L [Qualification Info				
OS ID					Juaincation Nr 119132781				
DS ID (Reques	ested) -			0	Qualification Index -				
DS ID	-			F	ulfilment Time Slot Index -				
ternal Pateros	ance								
ernal Referen	nce	ISP-driven ORDER							
yer 3 (SPT)	/ Service —								
ntr Element		Best Effort		Lev	vel Of Supp	Standard			
eed Profile Nr	Ir	max10000 dowr	n / 1000 up	Eff	ective Speed	10000/1000			
iyer 2				[Layer 2 / Cable Box		[Layer 2 / Address / St	tarting Point
type	VU	ISL			IP Board Nr -		'	Region C	entral
ssion Type	DH	CP		L	JP Switching Place Nr -		6	Billing Zone -	
rmination	@	FWS		- L	JP Type of Contact -			Street, Nr, Building -	
erleave Mode	e Inte	erleave Medium		. I I	JP Contact Nr -		2	ZIP, City -	
ol Type					IP Coordinate X -			Starting Point -	
case Sneed	50	00 30000 down (500 7000 up			IR Coordinate V			Contact Type	
cess Speed					- Coordinate 1			- sontact type	
ccess Speed (Changed un	changed					0	Contact Number -	
o Status	Op	en Pipe Manual		E	B Port -		[3B Number Of Wires 2	
SLAM Type Re	estriction -						F	Reason of Potential 10	002 - old CPE Hardware
ndatory Emu								1	000 - outstanding upgrooming
							L		
pointment Id	115				Appointment Date/Time	-		Modem Owner	-
culated max	Bitrate				Onsite Support	None		BB Access	
colated max.	Dirate	-				None		DD Access	
easured max.	. Bitrate	-			Self Install	-			
omment									
ist Comment									
vrv									
ry		UN (SINR) / VN / NSN Response	Transaction Date/Time	ВВ Туре	Speed Profile Nr Commen	t Customer Wish Date	Estimated Due Date/Time Star	t Estimated Due Dat	e/lime End
rname C	Order State				max10000 down / 1000 up	04/05/2015	04/05/2015 12:00	04/05/2015 14:00	
rname C th C	Order State COMPLETED	0108021222	04/05/2015 11:49:13.788	VUSL					
ry rname O h C E	Order State COMPLETED EXECUTED	0108021222 0108021222	04/05/2015 11:49:13.788 04/05/2015 11:48:41.742	VDSL	max10000 down / 1000 up	04/05/2015	04/05/2015 12:00	04/05/2015 14:00	
ry rname O h C A	Order State COMPLETED EXECUTED ACCEPTED	0108021222 0108021222 0108021222	04/05/2015 11:49:13.788 04/05/2015 11:48:41.742 04/05/2015 11:48:36.972	VDSL VDSL	max10000 down / 1000 up max10000 down / 1000 up	04/05/2015 04/05/2015	04/05/2015 12:00 04/05/2015 12:00	04/05/2015 14:00 04/05/2015 14:00	
nny name O h C A P	Order State COMPLETED EXECUTED ACCEPTED PROCESSING	0108021222 0108021222 0108021222 0108021222 0108021222	04/05/2015 11:49:13.788 04/05/2015 11:48:41.742 04/05/2015 11:48:36.972 04/05/2015 11:48:24.219	VDSL VDSL VDSL VDSL	max10000 down / 1000 up max10000 down / 1000 up max10000 down / 1000 up	04/05/2015 04/05/2015 04/05/2015	04/05/2015 12:00 04/05/2015 12:00 04/05/2015 12:00	04/05/2015 14:00 04/05/2015 14:00 04/05/2015 14:00	
nny rname O th C A P h C	Order State COMPLETED EXECUTED ACCEPTED PROCESSING CHECKED	0108021222 0108021222 0108021222 0108021222 0108021222 0108021222	04/05/2015 11:49:13.788 04/05/2015 11:48:41.742 04/05/2015 11:48:36.972 04/05/2015 11:48:24.219 04/05/2015 11:47:26.464	VDSL VDSL VDSL VDSL VDSL	max10000 down / 1000 up max10000 down / 1000 up max10000 down / 1000 up max10000 down / 1000 up	04/05/2015 04/05/2015 04/05/2015 04/05/2015	04/05/2015 12:00 04/05/2015 12:00 04/05/2015 12:00 04/05/2015 12:00	04/05/2015 14:00 04/05/2015 14:00 04/05/2015 14:00 04/05/2015 14:00	
nrnamme G sh C A P th C h E	Order State COMPLETED EXECUTED ACCEPTED PROCESSING CHECKED ENTERED	0108021222 0108021222 0108021222 0108021222 0108021222 0108021222 0108021222	04/05/2015 11:49:13.788 04/05/2015 11:48:41.742 04/05/2015 11:48:36.972 04/05/2015 11:48:24.219 04/05/2015 11:47:26.464 04/05/2015 11:46:53.608	VDSL VDSL VDSL VDSL VDSL	max10000 down / 1000 up max10000 down / 1000 up max10000 down / 1000 up max10000 down / 1000 up max10000 down / 1000 up	04/05/2015 04/05/2015 04/05/2015 04/05/2015 04/05/2015	04/05/2015 12:00 04/05/2015 12:00 04/05/2015 12:00 04/05/2015 12:00 04/05/2015 12:00	04/05/2015 14:00 04/05/2015 14:00 04/05/2015 14:00 04/05/2015 14:00 04/05/2015 14:00	

 Voice Messages
 Transaction Overview
 Installation Ticket
 Qualification History

 back
 modification
 cancel
 refresh

Changes

Rel.	CR	Description
9.8	690	 gelöschte Attribute Vectoring Site BB Port Vectoring Activated
		Neue Attribute Vectorized Dslam Vectoring Capable TechnologyType
9.6.0	CR 594.4	New Column Site



The CPE info tab is the same for all order types

Example of an isp change donor order:

Jetail Order								
Aain.								
Order Info Order Type ISP_CHANGE DONOR Order State COMPLETED Kind of Creation Response - Fulfment SLA - Detwork Information	DN Info DN / V/N / ISN (Requested) 0311180311 DN (STNR) / VN / NSN 031180311 STNR DOI DN Type - DN Type BN Device 1 centron - -							
ISP Order Nr Info ISP 100008 Bluewin AG New SP (Rocelver) 777710 Testaccount WSG-Team Customer Order Nr 1000082011012400008000000 Order Nr 1000082011012400008000000	Date Info - Customer Wish Date 24/01/2011 Estimated Due Date - Termination Date -							
ast Comment								

7.4.4 History Tab

The History tab is only available on all Order type

User name	Order State	DN (STNR) / VN / NSN	Response	Transaction Date/Time	BB Type	Service Profile Comment	Customer Wish Date	Estimated Due Date/Time Start	Estimated Due Date/Time End
Pol	ACCEPTED	0319010436	Point of no return; PONR Point of no return	14/03/2012 06:56:30.911	ADSL		20/03/2012	20/03/2012 06:00	20/03/2012 17:00
Pol	ACCEPTED	0319010436	Point of no return; PONR Point of no return	14/03/2012 06:56:09.007	ADSL		20/03/2012	20/03/2012 06:00	20/03/2012 17:00
Pol	ACCEPTED	0319010436	Order confirmed, UP Information now available	14/03/2012 06:54:56.824	ADSL		20/03/2012	20/03/2012 06:00	20/03/2012 17:00
Pol	PROCESSING	0319010436		14/03/2012 06:52:28.614	ADSL		20/03/2012	20/03/2012 06:00	20/03/2012 17:00
Batch	CHECKED	0319010436		14/03/2012 06:52:28.371	ADSL		20/03/2012	20/03/2012 06:00	20/03/2012 17:00
Batch	ENTERED	0319010436		14/03/2012 06:50:29.413	ADSL		20/03/2012	20/03/2012 06:00	20/03/2012 17:00
Swisscom SU	ENTERED	0319010436		14/03/2012 06:49:02.427	ADSL		20/03/2012	20/03/2012 06:00	20/03/2012 17:00

7.4.5 Buttons

The following buttons are shown at the end of each "Detail Order" screen. Exception is the "Detail Order" screen from a Disconnect Order. (see page 91)

Voice Messages	Transaction Overview	Installation Ticket	Qualification History
back	modification	cancel	refresh
Buttons only Disconnect (Order:		
Voice Messages Tran	saction Overview		
back modi	fication cancel	refresh	

7.4.5.1 Button "Voice Messages"

This buttons leads you to the "Voice Message Summary" dialog and shows you all voice messages affecting the DN/VN/NSN of the actual order; see chapter 8 Voice Messages for more details.



7.4.5.2 Button "Transaction Overview"

This buttons leads you to the "Transaction Overview" dialog and shows you all transactions (work order, voice messages, installation and trouble tickets) affecting the DN/VN/NSN of the actual order; see chapter 11 Transaction Overview for more details.

7.4.5.3 Button "Installation Ticket"

This buttons leads you to the "Installation Ticket Summary" dialog and shows you all installation tickets for the DN/VN/NSN of the actual order; see chapter 9 Installation Ticket for more details.

7.4.5.4 Button "modification"

7.4.5.5 This buttons leads you to the "Modification Pending Order" dialog; see chapter 7.4.5.7

7.4.5.6 Button "cancel"

This buttons leads you to the "Cancel Pending Order" dialog; see chapter 7.6 Cancel Pending Order for more details.



7.4.5.7 Button "Qualification History"

The "Qualification History Summary" shows all qualifications executed explicitly by the user or implicitly by WSG itself.

Qua	Qualification History Summary										
Number	of entries = 1										
Detail	Qualification Nr 86666416	Req. Yes	DN (STNR) 0711180355	LLID 0030711180355	DN Type Economy Line	Fulfillment SLA Basic	DN Office 64BRE	BB Device Location BRE	Jumper Action Yes	LQS Result	Transaction Date/Time 25/09/2012 13:09
back											

After clicking on the <u>Detail</u> link you get the screen with the qualification details. **Qualification History Detail**

Qualification Log Id	38809023		
Order Nr	77771020140327000	029000000	
Virtual Order Id	77771020140327000	029000000	
Group Id			
Qualification by	Qualification by Num	ber	
Fransaction Date/Time	27/03/2014 09:01		
Request		Response	
Qualification Nr	119130854	Qualification Nr	119130854
Qualification Index	12	Req.	Yes
SP ID	777710	DN (STNR)	0711180355
DN / VN / NSN	0711180355	LLID	0030711180355
LID	-	DN Type	Economy Line
Street	-	Number of Wires	2
louse Nr	-	Service Profile	max2000 down / 200 up
ZIP	-	Available Speeds	max2000 down / 200 up
hity	-		max5000 down / 500 up
ax Region	-		max5000 down / 1000 up
ccess Net	-		2000 down / 2000 up max8000 down / 800 up
Jnit Number	-		max8000 down / 1600 up
Jnit Type	-		4000 down / 4000 up max10000 down / 1000 up
SSE	-		max10000 down / 2000 up
Contact Number	-		max15000 down / 1500 up
ontact Type	-		max20000 down / 2000 up
UN Type	-		max20000 down / 4000 up
SD Type	VDSL		max25000 down / 2500 up
Fulfilment Wish Date	27/03/2014		max25000 down / 5000 up
Customer Class	2//03/2014		8000 down / 8000 up 10000 down / 10000 up
Contract Element	BBCS on TDM		max30000 down / 3000 up
Service Profile	-		max30000 down / 6000 up max40000 down / 4000 up
/oice Speed Downgrade	-		max40000 down / 8000 up
Get NA Result	-		max50000 down / 5000 up max50000 down / 10000 up
ine State	active		max80000 down / 8000 up
Socket Id	-		max80000 down / 16000 up
Plug Nr	-		max100000 down / 20000 up
Has ONP	N		ENABLING
Business Type	New	DN Office	64BRE
Appointment Id	-	BB Device Location	BRE
Appointment Date/Time	-	Site	BRES
POA FA Id	-	Site Category	RUS
		Dslam Vectoring Capable	-
		Technology Type	VDSL Vectoring
		vectorized	res
		Jumper Action	res
		Lus Result	-
		Message Lus	-
		Reason Comment	000
		Reason Comment	-
		Dive Nr.	
		CDE Name	- Motorola 7347 44 DOTE 17 4
		CPE Name	forced friendly
		CPE vectoring Capability	Torcea menaly
		Vectoring Capable Hardware	Yes
		THE REPORT OF THE PROPERTY OF	Y 14 Y



7.5 Modification Pending Order

7.5.1 Modification Pending Order screen 1

Used to modify a pending BBCS order of a customer belonging to the ISP and identified by a directory number.

Modification Pending Order					
ISP	777710 Testaccount Peter Rosenberger				
Order Nr	77771020120925000116000000				
Customer Wish Date	27 09 2012 (dd mm yyyy)				
Contract Element	BBCS_on_TDM				
ВВ Туре	ADSL -				
Session Type	PPP <				
DN / VN / NSN	0711180355				
Fulfillment SLA	Basic 🗸				
Assurance SLA	Standard 🔻				
Kind of Creation	New				
Qualification Nr	86666418				
Qualification Index	34				
Fulfillment Time Slot Index	1				
BB Device Location	BRE				
Starting Point					
Customer Order Nr	7777102012092500011700				
Order Group Nr					
WOS ID					
back	continue reset				

For BB Type SDSL a new qualification is possible to change the Starting Point of the line.

7.5.1.1 Allowed states

To modify a pending order it must be in one of the following states:

States	
ENTERED	
HOLDING	
PRE_REJECTED	



7.5.1.2 Fields

The user has to fill out following attributes to modify a pending BBCS order:

Name	Optional / Mandatory	Description
Customer Wish Date	Μ	Date on which the order will be entered. Default is
		current date.
Contract Element	Μ	The Contract Element (LOV).
ВВ Туре	Μ	BB type (LOV)
Session Type	Μ	The Session Type (PPP or DHCP).
DN / VN / NSN	Μ	Active directory number (root number).
Fulfillment SLA	Μ	Fulfillment SLA (LOV)
Assurance SLA	M	Assurance SLA (LOV)



7.5.2 Modification Pending Order screen 2

After submitting valid data on the "Modification Pending Order (part 1) screen the following screen will be displayed:

Modification Pen	ding Order						
back	submit	reset					
	-						
SP	777710 Testaccou	int WSG-Team					
Customer Order Nr	777710201305080	7777102013050800009000000					
Order Nr	777710201305080	77771020130508000010000000					
Contract Element	Best Effort						
ЗВ Туре	ADSL						
)N Type							
Fulfillment SLA	Basic						
Assurance SLA	Standard						
DN / VN / NSN (Requested)	0314445566						
Kind of Creation	New						
Qualification Nr	86667487						
Qualification Index	14						
Fulfillment Time Slot Index							
BB Device Location	BEMN						
Starting Point	64;BOL;3;10000;0						
Customer Wish Date	09/05/2013						
Process With Low Priority							
Service Profile (Requested)	max 5000 down / 5	500 up					
External Reference							
Comment							
Appointment Id							
Oneite Summert							
onsite support							
Onsite Support	None	•					
End User Name							
End User Phone							
End Lloor Commont							
Lind oser comment							
Hardware Delivery State	unknown 👻						
Hardware Delivery Date							
Held							
HOID							
Appointment Id							
Installation Time Slot from		📅 🕒 to					
Hardware Delivery Location							
Hardware Type							
Hardware External Reference	;e						
Installation Type							
Additional land "							
Additional Installation	^						
	-						
back	submit	reset					
· · · · · · · · · · · · · · · · · · ·	L						



7.5.2.1 Fields

The user has to fill out following attributes to modify a pending BBCS order:

Name	Optional / Mandatory	Description
Speed Profile	Manuatory	Supplied BB service speeds and BB-Type
(Requested), BB Type	,,,,	supplied bb service speeds and bb Type
CPE Owner	Μ	Who owns the equipment (LOV).
Process With Low	0	Check to reduce the speed of the order processing
Priority	_	
External Reference	0	Free text comment for extra ISP reference information
Comment	0	Free comment.
Appointment Id	0	Identification of an appointment
Delivery Notification	0	If checked a Delivery Notification is sent to the Special order notification e-mail (See 12.1.1.1 ISP Order Service
		Settings).
		N.B. The field is invisible if the calculation of the
		notification returns a date in the past.
Onsite Support (only if	Μ	Type of Onsite Support (LOV).
SLA allows Onsite		
Support)		
End-user name (only if	0	Name of the end user.
SLA allows Onsite		
Support)		
End-user phone (only if	Μ	Phone to call back the end user.
SLA allows Onsite		
Support)		
End-user comment	0	Comment concerning the end user and Onsite Support
(only if SLA allows		
Onsite Support)		
Hardware Delivery State	M	The Hardware Delivery State (LOV): unknown, pending,
(Only II SLA allows		denvered.
Hardware Delivery Date	0	The date when the ISP delivers the bardware
(only if SLA allows	0	The date when the isr delivers the hardware.
Onsite Support)		
Hold (only if SLA allows	٨٨	If checked the Installation Ticket is kent in Entered-State
Onsite Support)	///	until the Hardware Delivery Date is reached
Appointment Id (only if	0	Identification of a previously booked appointment
SLA allows Onsite	C	
Support)		
Installation from / to	0	Installation from - to define an Installation time frame.
(only if SLA allows	-	
Onsite Support)		
Hardware Delivery		Location of Hardware Delivery
Location		,



Name	Optional / Mandatory	Description
Hardware Type	0	Type of Hardware
Hardware External	0	Reference (SAP order number)
Reference		
Installation Type	0	Installation type
Additional Installation	0	Addition Installation



7.6 Cancel Pending Order

Used to cancel a pending BBCS order of a customer belonging to a certain ISP and identified by a directory number.

Cancel	Cancel Pending Order						
ISP	777710 Test						
Order Nr	7777102006110	2000006000000					
Comment							
	1						
back		submit		reiset			

7.6.1.1 Allowed states

To cancel a pending order it must be in one of the following states:

States
ENTERED
HOLDING
PRE_REJECTED
CHECKED
ACCEPTED
REJECTED
DELAYED
PLANNED

After every forward step in the Swisscom back-end system is will no longer be possible to cancel the order!

7.6.1.2 Fields

The user has to fill out following attributes to cancel a pending BBCS order:

Name	Optional / Mandatory	Description
Comment	Μ	Free comment.



8 Voice Messages

This section addresses the voice message management. The flow chart depicted below illustrates the various navigation possibilities between the screens associated with the voice message management.





8.1 Read Voice Messages

The 'Read Voice Messages' screen will be used to handle the Voice Message. You can select the messages with any combination of the input fields. To get a good performance the user should type in all information that he knows, so it will get a good overview of the Voice Message summary screen.

NOTE: If the sort orders on the right are changed then these changes will stay in force for the session life of the browser!

Read Voice Messages									
ISP	777710 Testaccount hp								
Message Type		ascending <							
Message Reference		ascending <							
Process Flow Nr.		ascending 🔻							
DN1 fro	to to	ascending							
DN2 fro	m to to	ascending							
Transaction Date/Time fro	m 🔳 🖲 to 🔳 🖷 🕒 1	descending 🔻							
Contract Element	Streaming Real Time	ascending 🔻							
ВВ Туре	ADSL 🗘	ascending 🔻							
Service Profile Old	max 15000 down / 1000 up	ascending 💌							
Service Profile New	max 15000 down / 1000 up	ascending 🔻							
Customer Class	Private	ascending 🔻							
Assurance SLA	Standard +	ascending 💌							
Fulfillment SLA	Basic	ascending 🔻							
Group State	OPEN ÷	ascending <							
Previous Group State	OPEN 🗘	ascending 🔻							
Customer Business Nr.	Image: State of the state o	ascending 🔻							
Count Only									
show moving	1								
back	submit reset								

8.1.1 Form Explanations

8.1.1.1 "show moving"



If clicked then voice messages of type 03, 04 and 15, i.e. all messages pertaining to a move will be grouped by "Customer Business Nr."

8.1.1.2 "grouped"

If clicked then the voice messages will be grouped by "Customer Business Nr.", i.e. all messages that belong to one "business" will be grouped together.

8.1.1.3 "Count Only"

If checked, the query will be redirected to a search result count screen rather than to a summary screen directly. This feature enables the user to check the number of potential result records matching the selection criteria prior to view the summary, which can be very time consuming or even impossible (due to restrictions defined with system parameters) in case of vast amounts of resulting records. See a sample search result count screen below:

Voice Message Groups Count						
Number of entries = 3						
back	summary					

8.2 Voice Message Group Summary

After submitting the selection criteria ("grouped" flag checked) the user gets the "Voice Message Groups Summary" screen.

Voice Message Groups Summary										
Number of entries = 3										
linet		and a large d								
раск		ownload								
Customer Business Nr.	Туре	Group State	DN1	DN2	Transaction Date/Time	Response Comment				
001332718678	14	DONE	0712201326	0712201326	27/10/2003 11:22	Closure of transaction	Detail			
999000101604	14	DONE	0712201326	0712201326	27/10/2003 11:00	Request for DN 0712201326 for disconnection: Cancellation	Detail			
001332000470	174	DONE	0712201326	0712201326	21/10/2003 10:16	ADSL ready: on 21.10.2003 07:30.	Detail			
back] [d	ownload								

8.2.1 Download

The voice message groups summary can be downloaded by clicking the [download] button. The fields displayed in the downloaded report appear in the same order as the 'Detail Voice Message' screen (see below.)


8.3 Detail Voice Messages Group

After selecting a voice message group with the "Detail" link, the voice message group detail will be displayed.

8.3.1 Main tab

Detail Voice Message Group back order summary refresh Transaction Overview Main Detail Customer Business number 999000132476 Message Type 04 Process Flow Nr. 3200.02 Response Comment Line at new location is activated DN: 0329755093, 0329755093 Date: 10.05.2005 13:40 Transaction Date/Time 10/05/2005 08:06 Contract Element BBCS_FWS Private ВВ Туре ADSL BB Access zugeteilt / ja / aktiv Customer Class Private New DN2 Old 0329755093 DN1 0329755093 DN Type New DN Type Old Economy Line Economy Line BB Quality New BB Quality Old fix fix Speed Profile New 600 down / 100 up Speed Profile Old 600 down / 100 up Previous Group State -Group State OPEN Group Type With BB Customer Process DN2 Transaction Туре DN1 **Response Comment** Business Nr. Date/Time 10/05/2005 Flow Nr. 0329755093 04 0329755093 999000132476 3200.02 Line at new location is Detail activated DN: 0329755093, 08:06 0329755093 Date: 10.05.2005 13:40 back order summary refresh Transaction Overview



8.3.2 Detail Tab

Detail Voice M	essage	Group							
back	order su	immary	refr	resh		Transacti	on Overview		
Main Detail									
Cable Box UP Board Nr	1								
UP Switching Place Nr	2								
UP Type of Contact	Überführungsl	kontakt links							
UP Contact Nr	4								
Number of Wires	2 wires								
Further Details —									
Valid Activation Date 1	0/05/2005 13:4	l0 — Valid Termin	ation Da	ate -					
Activation Date 1	0/05/2005 13:4	0 Termination	Date	-					
		BB OK Statu	IS	-					
Level of Support E	Basic	Exception Pr	iority	Basic					
Customer Ty	pe Proce	ss DN1		DN2	Тгал	saction	Response Com	ment	
Business Nr.	Flow I	Nr.			Date	/Time	•		
999000132476 04	3200.0	2 032975	5093	0329755093	10/05 08:06	5/2005 }	Line at new locatio activated DN: 0329 0329755093 Date: 10.05.2005 13:40	on is 9755093,	<u>Detail</u>
back	order si	immary	refi	resh	_	Transacti	on Overview		

8.4 Voice Messages summary

After selecting the Voice Messages the user gets the 'Voice Messages summary' screen.

	ary					
			Number o	f entries = 5		
dowr	nload					
be Pr	ocess Flow Nr.	DN1	DN2	Transaction Date/Time	Response Comment	
32	200.00	0712201326	0712201326	27/10/2003 11:22	Request for disconnection: Closure of transaction	Deta
32 31	200.00	0712201326 0712201326	0712201326 0712201326	27/10/2003 11:22 27/10/2003 11:15	Request for disconnection: Closure of transaction Request for disconnection	<u>Deta</u> Deta
32 31 00	200.00 130.00 100.00	0712201326 0712201326 0712201326	0712201326 0712201326 0712201326	27/10/2003 11:22 27/10/2003 11:15 27/10/2003 11:00	Request for disconnection: Closure of transaction Request for disconnection Request for disconnection: Cancellation	Deta Deta Deta
32 31 00 32	200.00 30.00 000.00 200.00	0712201326 0712201326 0712201326 0712201326	0712201326 0712201326 0712201326 0712201326	27/10/2003 11:22 27/10/2003 11:15 27/10/2003 11:00 21/10/2003 10:16	Request for disconnection: Closure of transaction Request for disconnection Request for disconnection: Cancellation Change from ISDN to PSTN: Closure of transaction	Deta Deta Deta Deta
	dow	download pe Process Flow Nr.	download be Process Flow Nr. DN1	Number o download pe Process Flow Nr. DN1 DN2	Number of entries = 5 download pe Process Flow Nr. DN1 DN2 Transaction Date/Time	Number of entries = 5 download pe Process Flow Nr. DN1 DN2 Transaction Date/Time Response Comment

8.4.1 Download

The Voice Message summary can be downloaded by pressing either the 'download' button. The fields displayed in the downloaded report appear in the same order as the 'Detail Voice Message' screen (see below.)



8.5 Detail Voice Message

After selecting a voice message with the "<u>Detail</u>" field, the 'Detail Voice Message will be displayed. Only valid buttons for the next possible steps are active.

8.5.1 Main tab

Detail Voice Message

Main Detail		
Customer Business nur	nber 999000132476	
Message Type	04	
Process Flow Nr.	3200.02	
Response Comment	Line at new location is act	ivated DN: 0329755093, 0329755093 Date: 10.05.2005 13:40
Transaction Date/Time	10/05/2005 08:06	
Contract Element	BBCS_FWS Private	
ВВ Туре	ADSL	
BB Access	zugeteilt / ja / aktiv	
Customer Class	Private	
New DN2	0329755093	Old DN1 0329755093 DN June Old Excerning land
	Economy Line	
Speed Profile New	11X 600 down (100 un	Speed Profile Old 500 down (100 un
Previous Group State	-	Group State OPEN
Group Type	With BB	
back	order summary	group detail refresh Transaction Overview



8.5.2 Detail tab

etail Voice I	Message					
Main Detail						
— Cable Box ——— UP Board Nr	1					
UP Switching Place N	r 2					
UP Type of Contact	Überführungskom	takt				
UP Contact Nr	4					
Number of Wires	2 wires					
— Further Details — Valid Activation Date	10/05/2005 13:40	Valid Termination Date	-			
Activation Date	10/05/2005 13:40	Termination Date	-			
		BB OK Status	-			
Level of Support	Basic	Exception Priority	Basic			
ack	order sum	many droup (lictor	refresh		Transaction Overview
Jaun	order sum	inary group i	Jetan	renesii	L	mansaction Overview

Clicking on the 'order summary' displays orders pertaining to the given voice message, see 7.3 Orders Summary



9 Installation Ticket

The Installation Ticket management area can be reached by clicking the [Installation Ticket] menu item in the navigation bar.





9.1 Place Installation Ticket

Clicking the [Place Installation Ticket] button in the Installation Ticket management area opens the entry screen.

Place Installation Ticket

ISP	777710 Testaccount WSG-Team
Ref Order Nr	
WOS ID	
Ref Ticket ID	
ISP ticket ref.	
Contract Element	BBCS_Standalone
ВВ Туре	ADSL 💌
BBCS DN/VN/NSN Req	
Onsite Support	None
End User Name	
End User Phone	
End User Comment	
Hardware Delivery State	
Hardware Delivery Date	
Hold	
Appointment Id	
Installation Time Slot from	• to
Hardware Delivery Location	
Hardware Type	
Hardware External Def requested	
Additional Installation	TV Installation
Customer Business Nr.	
[heads	hundit
Dack	

Record a Standalone Installation Ticket (without a reference to order or another Installation Ticket) direct from the menu,

Record an Installation Ticket in relation to an Order by entering this form from the Order Detail View with the Button Installation Ticket.

Record an Installation Ticket in relation to another Installation Ticket by entering this form from an Installation Ticket Detail View with the Button Installation Ticket.



Field Name	Optional /	Description
	v	
ISP	M	Read onyl
Ref Order Nr	0	Reference to an Order. Do not fill in by hand but initiate this form
		from the order context and get the id filled from the context.
ISP ticket ref.	0	Reference to another Installation Ticket Do not fill in by hand but
		initiate this form from the Installation Ticket context and get the id
		filled from the context.
ISP ticket ref.	Μ	A unique Trouble Ticket reference chosen by the ISP
Contract Element	Μ	Contract Element to be installed
Customer Class	0	Customer Class
BBCS DN / VN / SN Req	Μ	Directory Number
End-user name	Μ	End user's contact name
End-user phone	Μ	End user's contact phone number
End-user comment	0	
Hardware Delivery	Μ	The Hardware Delivery State (LOV): unknown, pending, delivered.
State		
Hardware Delivery	0	The date when the ISP delivers the hardware.
Date		
Hold	Μ	If checked the Installation Ticket is kept in Entered-State until the
		Hardware Delivery Date is reached.
Installation from / to	0	Installation from - to define an Installation time frame.
Hardware Delivery		Location of Hardware Delivery
Location		
Hardware Type	0	Type of Hardware
Hardware External	0	Reference (SAP order number)
Reference		
Installation Type	0	Installation type
Additional Installation	0	Additional Installation
Customer Business Nr.	0	
Promotion Code	0	

After providing the installation ticket entry form with valid data and clicking the [submit] button the Installation Ticket Detail screen will be displayed. Please consult chapter 9.3 for more information about the Installation Ticket Detail screen.



9.2 Maintain Installation Ticket

The installation tickets may be looked up in the WSG database through the Select Installation Ticket screen, which is accessible by clicking the [Maintain Installation Ticket] button in the Installation Ticket management area.

Select Installation Ticket

Page 1 Page 2	
ISP	777710 Testaccount WSG-Team
Ticket ID	ascending 💌
Ticket ID Sys	ascending 💌
Ref Order Nr	(Comma sep. list) ascending 💌
ISP ticket ref. from	to ascending 💌
Ticket state	ENTERED ascending V REJECTED V
BBCS DN/VN/NSN from	to ascending 💌
BBCS DN/VN/NSN Req from	to ascending 💌
Ticket issuing date/time from	I to I ascending V
Last modified date/time from	to to descending 🗸
Response Comment Code	250 - Onsite installation successful, ISP will be billed ascending 255 - Onsite Inst. not succ. Cust fault, billed
Progress Comment Code	701 - overdue 51 - 1st level
IT Ticket Order Type	Implicitly created Explicitly created
Order Type	BBCS_CREATE SRV ADD
Onsite Support	None ascending
History Count Only	
Dack 1	



Page 1 Page 2			
Hardware Delivery State	unknown pending		ascending 💌
Hardware Delivery Date from	to	.	descending 💌
Hold	Yes No		ascending 💌
Hardware Delivery Location			ascending 💌
Hardware Type			ascending 🖌
Hardware External Ref requested			ascending 💌
Installation Type			ascending 💌
Additional Installation	none		ascending 💟
Appointment Id		Γ	ascending 💌
WOS ID			ascending 💌
listory			
Count Only 📃			

The Installation Ticket Summary screen lists all installation tickets matching the provided selection criteria and will be displayed after clicking the [submit] button.

Insta	allation	Ticket S	Summary							
Number	of entries =	2								
back		do	wnload	downloa	d (no history)					
	Ticket ID	Ref Ticket IN	ISP ticket ref	Opsite Support	DN (YN (NSN	Ticket state	Last modified date	liser name	Response Comment Code	Response Comment
Detail	142460	-	-	xDSL Installation	0314445566	CHECKED	02/11/2006 16:14	Batch	-	-
Detail	142459	-	-	xDSL Installation	0313334455	PROCESSING	02/11/2006 16:14	Pol	-	-
back		do	wnload	downloa	d (no history)					

Clicking the <u>Detail</u> link on the left of the summary (= search result) entries leads the user to the Installation Ticket Detail screen. (See chapter 9.3)



9.3 Installation Ticket Detail

The Installation Ticket Detail screen consists of two main parts: The upper part shows the current state of the record and the lower part shows the record history in a tabular form.

The numerous fields making up the current installation ticket record are categorized and displayed as tabbed panes for readability reasons. There are four categories

- Main
- Response
- Billing

9.3.1 Main Tab

ain Response	Billing										
Ticket Header			End User			BBCS					
Telet ID 4000000			Cod Upper Name			Contract Florenat	Deat Filled				
ICket ID 1200003			End User Name	age		Contract Element	DestEriort				
licket ID Sys PR07164	63254		Ena User Phone	0313334455		вв (уре	VUSL				
tef Order Nr -			End User Comment	Test		BB ADSL Emulated	No				
NOSID -						DN Type	-				
lef Ticket ID -						BBCS DN/VN/NSN	0444502704				
Insite Support xDSL Ins	tallation		Appointment —			BBCS DN/VN/NSN Req	0444502704				
intered 14/08/20	11 15:09					Service Profile	-				
Closed 14/08/20	11 15:38		Appointment Id	-		Fulfilment SLA	Basic				
ast modified 14/08/20	11 15:39 by Pol		Installation Time Slot	-							
icket state CLOSED											
						Hardware					
			Additional Instal	ation							
ISP						Hardware Delivery Stat	e unknow	n			
			Installation Type -			Hardware Delivery Date					
SP 777710 Te	staccount WSG SPOC	/Eng.				Hold	No				
SP phone -		-	Additional Install	ation Requested Current	Done	Hardware Delivery Loc	ation -				
SP ticket ref DGe						Hardware Type	_				
51 10001101. 2000						Hardware External Def	requested				
						Hardware External Ref	installed				
Nudan.	1					naruware External Ref	instalieu -				
nder]										
dified User n	ame Ticket state	Response Co	mment	Response Comment Code	Progress	s Comment Progress	Comment Code	Progress Date/Time	Appointment Src/ld	Installation Time Slot	Billing action
08/2011 15:39 Pol	CLOSED	Onsite Inst. n. s	ucc. SC-fit. not billed	256	-			-	-	-	not billed
08/2011 15:38 Pol	INWORK	done		•	-	58		14/08/2011 15:38	+	-	not billed
/08/2011 15:09 Pol	INWORK	dispatching		-	-	60		14/08/2011 15:09	-	-	not billed
/08/2011 15:09 Pol	INWORK	Customer Conta	ct	-	-	-		-	-	-	not billed
/08/2011 15:09 Pol	PROCESSING	Received by TT	system	-	-	-		-	-	-	not billed
/08/2011 15:09 Pol	PROCESSING	Sent to TT syste	em	-	-	-		14/08/2011 15:09	-	-	not billed
/08/2011 15:09 Pol	PROCESSING	-		-	-	-		-	-	-	not billed
/06/2011 15:09 Batch	checked	-		-	-	-		-	-	-	not billed
700/2011 15:09 Staub R	DIATIG ENTERED	-		-	-	-		-	-	-	not blied

9.3.2 Response Tab

installation	n Ticket 🛛	Detail								
Main Respo	onse Bill	ing								
Response Comme	ent Onsit	e Inst. n. succ. !	SC-fit. not billed							
Response Comme	ent Code 256									
Progress Commen	nt -									
Progress Commen	nt Code -									
Progress Date/Tim	ne -									
Field Force Comm	ient -									
Modified	User name	Ticket state	Response Comment	Response Comment Code	Progress Comment	Progress Comment Code	Progress Date/Time	Appointment Src/ld	Installation Time Slot	Billing action
Modified 14/08/2011 15:39	User name Pol	Ticket state CLOSED	Response Comment Onsite Inst. n. succ. SC-fit. not billed	Response Comment Code 256	Progress Comment	Progress Comment Code	Progress Date/Time	Appointment Src/ld	Installation Time Slot	Billing action not billed
Modified 14/08/2011 15:39 14/08/2011 15:38	User name Pol Pol	Ticket state CLOSED INWORK	Response Comment Onsite Inst. n. succ. SC-fit. not billed done	Response Comment Code 256 -	Progress Comment -	Progress Comment Code - 58	Progress Date/Time - 14/08/2011 15:38	Appointment Src/ld	Installation Time Slot -	Billing action not biled not biled
Modified 14/08/2011 15:39 14/08/2011 15:38 14/08/2011 15:09	User name Pol Pol Pol	Ticket state CLOSED NWORK NWORK	Response Comment Onsite Inst. n. succ. SC-fit. not billed done dispatching	Response Comment Code 256 -	Progress Comment - -	Progress Comment Code - 58 60	Progress Date/Time - 14/08/2011 15:38 14/08/2011 15:09	Appointment Src/ld - -	Installation Time Slot - -	Billing action not biled not biled not biled
Modified 14/08/2011 15:39 14/08/2011 15:38 14/08/2011 15:09 14/08/2011 15:09	User name Pol Pol Pol Pol	Ticket state CLOSED NWORK NWORK NWORK	Response Comment Onste Inst. n. succ. SC-fit. not billed done dispatching Customer Contact	Response Comment Code 256 - -	Progress Comment - - -	Progress Comment Code - 58 60 -	Progress Date/Time - 14/08/2011 15:38 14/08/2011 15:09 -	Appointment Src/ld - - -	Installation Time Slot - - -	Billing action not billed not billed not billed not billed
Modified 14/08/2011 15:39 14/08/2011 15:38 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09	User name Pol Pol Pol Pol Pol	Ticket state CLOSED NWORK NWORK NWORK PROCESSING	Response Comment Onste Inst. n. succ. SC-fit. not billed done dispatching Customer Contact Received by TT system	Response Comment Code 256 - - -	Progress Comment	Progress Comment Code - 58 60 -	Progress Date/Time 14/08/2011 15:38 14/08/2011 15:09	Appointment Src/ld - - - -	Installation Time Slot - - - -	Billing action not billed not billed not billed not billed not billed
Modified 14/08/2011 15:39 14/08/2011 15:38 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09	User name Pol Pol Pol Pol Pol Pol	Ticket state CLOSED NWORK NWORK NWORK PROCESSING PROCESSING	Response Comment Onsite Inst. n. succ. SC-ft. not billed done dispatching Customer Contact Received by TT system Sent to TT system	Response Comment Code 256 - - - - -	Progress Comment	Progress Comment Code - 58 60 - -	Progress Date/Time	Appointment Src/ld - - - - -	Installation Time Slot - - - - -	Billing action not biled not biled not biled not biled not biled
Modified 14/08/2011 15:39 14/08/2011 15:38 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09	User name Pol Pol Pol Pol Pol Pol Pol	Ticket state CLOSED NWORK NWORK NWORK PROCESSING PROCESSING PROCESSING	Response Comment Onste Inst. n. succ. SC-fit. not billed done dispatching Customer Contact Received by TT system Sent to TT system Sent to TT system	Response Comment Code 256 - - - - - -	Progress Comment	Progress Comment Code - 58 60 - - -	Progress Date/Time - - 14/08/2011 15:38 14/08/2011 15:09 - - 14/08/2011 15:09	Appointment Src/ld - - - - - - -	Installation Time Slot	Billing action not biled not biled not biled not biled not biled not biled
Modified 14/08/2011 15:39 14/08/2011 15:38 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09	User name Pol Pol Pol Pol Pol Pol Pol Batch	Ticket state CLOSED INWORK INWORK INWORK PROCESSING PROCESSING PROCESSING CHECKED	Response Comment Onste Inst. n. succ. SC-fit. not billed done dispatching Customer Contact Received by TT system Senit to TT system -	Response Comment Code 256 - - - - - - -	Progress Comment	Progress Comment Code	Progress Date/Time - 14/08/2011 15:38 14/08/2011 15:09 - 14/08/2011 15:09 - -	Appointment Src/ld - - - - - - -	Installation Time Slot - - - - - - - -	Billing action not biled not biled not biled not biled not biled not biled not biled
Modified 14/08/2011 15:39 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09	User name Pol Pol Pol Pol Pol Pol Batch Staub Roland	Ticket state CLOSED NWORK NWORK PROCESSING PROCESSING PROCESSING CHECKED ENTERED	Response Comment Onste Inst. n. succ. SC-fit. not billed done dispatching Customer Contact Received by TT system Sent to TT system - -	Response Comment Code 256 - - - - - - - -	Progress Comment	Progress Comment Code - 58 60 - - - - -	Progress Date/Time	Appointment Src/ld - - - - - - - - -	Installation Time Slot	Billing action not billed not billed not billed not billed not billed not billed not billed not billed
Modified 14/08/2011 15:39 14/08/2011 15:38 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09	User name Pol Pol Pol Pol Pol Pol Batch Staub Roland	Ticket state CLOSED INWORK INWORK PROCESSING PROCESSING PROCESSING CHECKED ENTERED	Response Comment Onste Inst. n. succ. SC-fit. not billed done dispatching Customer Contact Received by TT system Sent to TT system - -	Response Comment Code 256 - - - - - - - -	Progress Comment	Progress Comment Code	Progress Date/Time - 14/08/2011 15:38 14/08/2011 15:09 - 14/08/2011 15:09 - -	Appointment Src/ld - - - - - - - - -	Installation Time Slot	Billing action not billed not billed not billed not billed not billed not billed not billed not billed
Modified 14/08/2011 15:39 14/08/2011 15:38 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09	User name Pol Pol Pol Pol Pol Pol Batch Staub Roland	Ticket state CLOSED INWORK INWORK PROCESSING PROCESSING CHECKED ENTERED	Response Comment Onste Inst. n. succ. SC-fit. not billed done dispatching Gaspatching Castomer Contact Received by TF system Sent to TT system - -	Response Comment Code 256 - - - - - - -	Progress Comment	Progress Comment Code 58 60	Progress Date/Time - 14/08/2011 15:38 14/08/2011 15:09 - 14/08/2011 15:09 - -	Appointment Srolld - - - - - - - -	Installation Time Slot	Billing action not billed not billed not billed not billed not billed not billed not billed not billed



9.3.3 Billing Tab

Installation	n Ticke	t Detail									
Main Respo	onse	lilling									
Billing action	not bille	ed									
Material costs	-										
Number of flat rate	es 1										
Flat rate	CHF 22	0.00 - OSI_xDSL									
Expense (min)											
Expense rate											
Modified	User nan	ne Ticket state	Respon	se Comment	Response Comment Code	Progress Comment	Progress Comment Code	Progress Date/Time	Appointment Src/ld	Installation Time Slot	Billing action
Modified 14/08/2011 15:39	User nan Pol	ne Ticket state CLOSED	Respon Onsite In	se Comment st. n. succ. SC-fit. not billed	Response Comment Code	Progress Comment	Progress Comment Code	Progress Date/Time	Appointment Src/ld	Installation Time Slot	Billing action
Modified 14/08/2011 15:39 14/08/2011 15:38	User nan Pol Pol	ne Ticket state CLOSED INWORK	Respon Onsite In done	se Comment st. n. succ. SC-fit. not billed	Response Comment Code 256	Progress Comment -	Progress Comment Code - 58	Progress Date/Time - 14/08/2011 15:38	Appointment Src/ld -	Installation Time Slot	Billing action not billed not billed
Modified 14/08/2011 15:39 14/08/2011 15:38 14/08/2011 15:09	User nam Pol Pol Pol	ne Ticket state CLOSED INWORK INWORK	Respon Onsite In done dispatchi	se Comment st. n. succ. SC-fit. not billed	Response Comment Code 256 -	Progress Comment - -	Progress Comment Code - 58 60	Progress Date/Time - 14/08/2011 15:38 14/08/2011 15:09	Appointment Src/ld - -	Installation Time Slot - -	Billing action not biled not biled not biled
Modified 14/08/2011 15:39 14/08/2011 15:38 14/08/2011 15:09 14/08/2011 15:09	User nan Pol Pol Pol Pol	ne Ticket state CLOSED INWORK INWORK INWORK	Respon Onsite In done dispatchi Custome	se Comment st. n. succ. SC-fit. not billed ing r Contact	Response Comment Code 256 - - -	Progress Comment - - -	Progress Comment Code - 58 60 -	Progress Date/Time - 14/08/2011 15:38 14/08/2011 15:09	Appointment Src/ld - - -	Installation Time Slot - - -	Billing action not biled not biled not biled not biled
Modified 14/08/2011 15:39 14/08/2011 15:38 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09	User nan Pol Pol Pol Pol Pol	ne Ticket state CLOSED NWORK NWORK NWORK PROCESSING	Respon Onsite In done dispatchi Custome Received	se Comment st. n. succ. SC-fit. not billed ing r Contact i by TT system	Response Comment Code 256 - - -	Progress Comment - - - -	Progress Comment Code - 58 60 -	Progress Date/Time 14/08/2011 15:38 14/08/2011 15:09	Appointment Src/ld - - - -	Installation Time Slot - - - -	Billing action not biled not biled not biled not biled not biled
Modified 14/08/2011 15:39 14/08/2011 15:38 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09	User nan Pol Pol Pol Pol Pol Pol	ne Ticket state CLOSED NWORK NWORK NWORK PROCESSING PROCESSING	Respon Onsite In done dispatchi Custome Received Sent to T	se Comment st. n. succ. SC-fit. not billed ing r Contact J by TT system T system	Response Comment Code 256 - - - -	Progress Comment - - - - -	Progress Comment Code - 58 60 - -	Progress Date/Time - 14/08/2011 15:38 14/08/2011 15:09 14/08/2011 15:09	Appointment Src/ld - - - - -	Installation Time Slot - - - -	Billing action not biled not biled not biled not biled not biled
Modified 14/08/2011 15:39 14/08/2011 15:38 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09	User nam Pol Pol Pol Pol Pol Pol Pol	ne Ticket state CLOSED NWORK NWORK NWORK PROCESSING PROCESSING PROCESSING	Respon Onsite In done dispatchi Custome Received Sent to T	se Comment st. n. succ. SC-fit. not billed ing r Contact b by TT system T system	Response Comment Code 256 - - - -	Progress Comment	Progress Comment Code - 58 60 - - -	Progress Date/Time - 14/08/2011 15:38 14/08/2011 15:09 - 14/08/2011 15:09	Appointment Src/ld - - - - - -	Installation Time Slot - - - - - -	Billing action not biled not biled not biled not biled not biled not biled
Modified 14/08/2011 15:39 14/08/2011 15:38 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09	User nam Pol Pol Pol Pol Pol Pol Pol Batch	ne Ticket state CLOSED NWORK NWORK PROCESSING PROCESSING PROCESSING CHECKED	Respon Onsite In done dispatchi Custome Received Sent to T -	se Comment st. n. succ. SC-fit. not billed ng r Contact f by TT system T system	Response Comment Code 256 - - - - - - -	Progress Comment	Progress Comment Code 58	Progress Date/Time - 14/08/2011 15:38 14/08/2011 15:09 - 14/08/2011 15:09 -	Appointment Src/ld - - - - - -	Installation Time Slot	Billing action not biled not biled not biled not biled not biled not biled not biled
Modified 14/08/2011 15:39 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09	User nam Pol Pol Pol Pol Pol Pol Pol Batch Staub Rol	Ticket state CLOSED NWORK NWORK PROCESSING PROCESSING PROCESSING CHECKED and ENTERED	Respon Onsite In done dispatchi Custome Received Sent to T - -	se Comment st. n. succ. SC-fft, not billed ng r Contact J by TT system T system	Response Comment Code 256 - - - - - - - -	Progress Comment	Progress Comment Code	Progress Date/Time - 14/08/2011 15:38 14/08/2011 15:09 - - 14/08/2011 15:09 - - -	Appointment Src/ld - - - - - - - -	Installation Time Slot	Billing action not biled not biled not biled not biled not biled not biled not biled not biled
Modified 14/08/2011 15:39 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09	User nam Pol Pol Pol Pol Pol Pol Batch Staub Rol	Ticket state CLOSED INWORK INWORK PROCESSING PROCESSING PROCESSING CHECKED and ENTERED	Respon Onsite In done dispatchi Custome Received Sent to T - -	se Comment st.n. succ. SC-fit. not biled ng r Conlact by TT system T system	Response Comment Code 256 - - - - - - - - - -	Progress Comment	Progress Comment Code 58 60	Progress Date/Time 14/08/2011 15:38 14/08/2011 15:09 14/08/2011 15:09	Appointment Src/ld - - - - - - - -	Installation Time Slot	Billing action not biled not biled not biled not biled not biled not biled not biled not biled
Modified 14/08/2011 15:39 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09 14/08/2011 15:09	User nam Pol Pol Pol Pol Pol Pol Batch Staub Rol	me Ticket state CLOSED NWORK NWORK PROCESSING PROCESSING CHECKED and ENTERED	Respon Onsite In done dispatchi Custome Received Sent to T - -	se Comment st. n. succ. SC-fit. not billed ng r Contact I by TT system T system	Response Comment Code 256 - - - - - - - -	Progress Comment	Progress Comment Code - 58 60 - - - - - -	Progress Date/Time	Appointment Src/ld - - - - - - - - -	Installation Time Slot	Billing action not billed not billed not billed not billed not billed not billed not billed not billed



10 Change Ticket

The Change Ticket management area can be reached by clicking the [Change Ticket] menu item in the navigation bar.

Change Ticket





10.1 Create Change Ticket

Clicking the [Create Change Ticket] button in the Change Ticket management area opens the entry screen.

Create Change Ticket	
Create Change Licket ISP * 777710 Testaccount WSG-Team External Reference DN / NSN DSLAM Name DSLAM Port Exchange Type * Hardware Exchange Date * Reminder Process * first reminder at exchange date, second reminder after 5 days	DN/NSN exclusive or DSLAM Name/Port *
Customer Contact 1 *	Customer Contact 2
Last Name *	Last Name
First Name	First Name
Street	Street
House Nr	House Nr
Building	Building
Street Appendix ZIP	Street Appendix ZIP
City	City
E-Mail	E-Mail
Mobile Phone	Mobile Phone
Communication Oemail Ocentralprint Osms	Communication Oemail Ocentralprint Osms Channel
Language * de	Language
clear	copy clear
back submit reset	

Record a Change Ticket either with a DN / NSN or DSLAM Name and DSLAM Port.

Field Name	Optional / Mandatory	Description
ISP	M	An ISP for whom the change ticket was entered (field not available for ISP users).
External Reference	0	Free text comment for extra ISP reference information
DN / NSN	M/O	Active directory number (root number). Mandatory if no
		DSLAM Name and Port is given
DSLAM Name	M/O	DSLAM Name. Mandatory if no DN is given. If a DSLAM
		Name is entered DSLAM Port is mandatory too.
DSLAM Port	M/O	DSLAM Port. Mandatory if no DN is given. If a DSLAM Port
		is entered DSLAM Name is mandatory too.
Exchange Type	Μ	Kind of what has to be replaced



Exchange Date	Μ	
Reminder Process	Μ	
Greeting Code	Μ	Greeting Code
Last Name	Μ	
First Name	0	First Name
Street	0	Street
House Nr	0	House Nr
Building	0	Building
Street Appendix	0	Street Appendix
ZIP	0	ZIP
City	0	City
E-Mail	0	Email
Mobile Phone	0	Mobile Phone Number
Communication Channel	M	How to communicate with the customer
Language	M	Language (de, en, fr etc.)

Reminder Process indicates if only Customer Contact 1 or also Customer Contact 2 must be entered. Each Customer Contact has mandatory fields. Greeting Code, Last Name, Communication Channel and language are mandatory.

There are two new buttons in each contact part. Copy copies the values from one part to the other and Clear removes all values from its part.

After providing the change ticket entry form with valid data and clicking the [submit] button the Change Ticket Detail screen will be displayed. Please consult chapter 10.3 for more information about the Change Ticket Detail screen.



10.2 Maintain Change Ticket

The change tickets may be looked up in the WSG database through the Select Change Ticket screen, which is accessible by clicking the [Maintain Change Ticket] button in the Change Ticket management area.

Select Change Ticket

ISP				•			ascending 💌
Change Ticket Id	from			to			ascending 💌
External Reference							ascending 💌
Change Ticket State		ENTERED CANCEL PENDING PROCESSING MODIFY PENDING CLOSED CANCELLED					ascending 💌
DN / NSN	from			to			ascending 💌
Creation Date/Time	from			to			ascending 💌
Transaction Date/Time	from		•	to		1	descending 💌
Count Only							
back	SI	ubmit	reiset				

The Change Ticket Summary screen lists all change tickets matching the provided selection criteria and will be displayed after clicking the [submit] button.

Cha	nge Ticket S	Summary										
Numbe	r of entries = 3											
back]										
	Change Ticket Id	Change Ticket State	State Reason	External Reference	DN / NSN	DSLAM Name	DSLAM Port	Exchange Type	Exchange Date	Creation Date/Time	Transaction Date/Time	ISP ID
Detai	1	PROCESSING	Unsuccessful	ext Ref for ISP	0712220322			Hardware	20/09/2012 00:00	19/09/2012 11:04	19/09/2012 11:11:28.029	777710
<u>Detai</u>	3	PROCESSING		Thönis Test	0313334455			Hardware	22/11/2012 23:00	19/09/2012 11:11	19/09/2012 11:11:17.948	100008
<u>Detai</u>	2	PROCESSING	No Longer Required		0312220322			Hardware	19/09/2012 00:00	19/09/2012 11:06	19/09/2012 11:07:29.990	100008
back]										

Clicking the <u>Detail</u> link on the left of the summary (= search result) entries leads the user to the Change Ticket Detail screen. (See chapter 10.3)



10.3 Change Ticket Detail

The Change Ticket Detail screen consists of two main parts: The upper part shows the current state of the record and the lower part shows the record history in a tabular form. The numerous fields making up the current change ticket record are displayed.

Change Ticket	Detail								
Main									
General									
ISP	100008 Bluewin AG						E	xchange Date	22/11/2012
Change Ticket Id	10						c	reation Date/Time	15/01/2014 08:07
Change Ticket State	PROCESSING						т	ransaction Date/Time	29/01/2014 10:11:16.648
State Reason	No Longer Required								
External Reference	Thônis Test								
DN / NSN	0312220367								
DSLAM Name	-								
DSLAM Port	-								
Exchange Type	Hardware								
Reminder Process	first reminder at excha	ange date, seco	nd reminder after 5 days						
Customer Contact 1							IC	Customer Contact 2 –	
Creation Conta								Outstan Carda	
Greeting Code	-							Greeting Code	-
Cast Name	Chafee							Cast Name	Gruber
First Name	Steran							First Name	Hans
Street	Horstettenstrasse							Street	-
House Nr	73							House Nr	-
Street Appendix	-							Street Appendix	-
Building	-							Building	
ZIP	3600							ZIP	3000
City	Thun							City	Bern
E-Mail	stefan.thoeni@hp	.com						E-Mail	test.test@mail.com
Mobile Phone	0793143367							Mobile Phone	-
Communication Chan	nel centralprint							Communication Channe	el centralprint
Language	de							Language	de
]L		
History / Worklog									
					-				
User name	Cha Chaile Chaile and Chaile	ange Ticket St	ate State Reason	Transaction Date/Time	Summary	Notes	Transaction Date/Ti	750	
wsgribcochangericke	LServiceSkeleton PR	OCESSING	No Longer Required	28/01/2014 10.11.10.046	the Summary of 1000	Dummy notes 1000	29/01/2014 10:11:18	895	
BackendDelegate	PR	OCESSING		29/01/2014 10:10:56.903	-	-	-		
BackendDelegate	PR	OCESSING	-	29/01/2014 10:10:26.407	Test Hans	-	29/01/2014 10:10:26	.466	
Swisscom SU	EN	TERED	-	29/01/2014 10:10:21.684	Test Hans	-	29/01/2014 10:10:21	.736	
Swisscom SU	EN	TERED	-	29/01/2014 10:10:04.212	Test Hans	-	29/01/2014 10:10:04	.228	
Swisscom SU	PR	OCESSING	-	29/01/2014 10:08:33.163	Test hp	-	29/01/2014 10:08:33	.227	
HP Tester	EN	TERED	-	15/01/2014 08:07:56.074		-	-		
back	modification		cancel	refresh					



10.4 Change Ticket buttons

10.4.1 Button "modification"

This buttons allows modification to the change ticket.

Modify Chang	je Ticket		
ISP * 10	00008 Bluewin AG		
Change Ticket Id * 10	D		
External Reference	/hönis Test		
DN/NSN 03	312220367		
DSLAM Name -			
DSLAM Port -			
Exchange Type *	tardware 🗡		
Exchange Date * 2	12.11.2012 23:00		
Reminder Process * fi	irst reminder at exchange date, second reminder after 5 days 🗸		
Reason Comment	Test hp		
Customer Contact 1	*	Customer Contact 2	
Greeting Code	Mr. V	Greeting Code	×
Last Name *	Thôn	Last Name	Gruber
First Name	Stefan	First Name	Hans
Street	Hofstattanstrasse	Street	
House Nr.	72	House Nr.	
Building		Building	
Charact Assessed to		Closed Assessed	
Street Appendix		Street Appendix	
ZIP	3600	ZIP	3000
City	Thun	City	Bem
E-Mail	stefan.thoeni@hp.com	E-Mail	test.test@mail.com
Mobile Phone	0793143367	Mobile Phone	
Communication Chann	nel * Oemail ©centralprint Osms	Communication Channel	Oemail @centralprint Osms
Language *	de	Language	de
сору	clear	сору	clear
[
раск	submit		

10.4.2 Button "cancel"

This buttons allows a cancel to the change ticket.

Cancel Char	Cancel Change Ticket				
Change Ticket Id	10				
Reason Comment *	Test hp				
back	submit reset				



11 Transaction Overview

The transaction overview lists all transactions related to a given DN/VN in chronologically ordered form. It can be accessed by clicking the [Transact. Overview] menu item in the navigation bar.

Transaction Overview				
- Search Form				
DN/VN				
submit				

The search result will be rendered upon providing a DN/VN and clicking the submit button.

Transaction Overview					
Search Form					
DN / VN / NSN * 0319010436					
submit					
back					
Search Result					
Number of entries: 3					
Last modified	Transaction Type	State	ISP (Donor)	DN/VN (Reg/Old) External Reference	e Response
Detail 14/03/2012 11:20:31.120 by Batch	WORK_ORDER (SRV_ADD)	PRE_REJECTED	777710 Testaccount hp	0319010436	Add Real Time only possible on session type DHCP, first modify to Session_Type DHCP
Detail 14/03/2012 11:15:23.498 by Swisscom SU	WORK_ORDER (SRV_ADD)	CANCELLED	777710 Testaccount hp	0319010436	·
Detail 14/03/2012 07:00:29.206 by Batch	WORK_ORDER (BBCS_CREATE)	COMPLETED	777710 Testaccount hp	0319010436	-
[]					

Field	Description
Last	The timestamp of the last modification followed be the name of the author.
Modified	
Transaction	The transaction type followed by the subtype in parenthesis if available. The
Туре	following combinations of transaction type and subtype are possible:
	WORK_ORDER
	 BBCS_CREATE
	 BBCS_MODIFY
	 BBCS_DISCONNECT
	 BBCS_GETSTATUS
	 VOICE_GETSTATUS
	 ISP_CHANGE
	 GET_BUSINESS_LINES
	 ISP_CHANGE DONOR
	 GET_DSLAM_PORT_STATUS
	WORK_TICKET
	o INSTALLATION
	VOICE_MESSAGE
	 Some numeric value
	ACCESS_TICKET
State	The current transaction state (value range depends on transaction type).
ISP (Donor)	The ISP involved with the transaction.



	Special case: In case of an ISP_CHANGE transaction the donor ISP will appear in
	parenthesis.
DN/VN	The DN/VN involved with the transaction.
(Req/Old)	Special case 1: If the requested DN/VN differs from the actual DN/VN it will be
	displayed in parenthesis.
	Special case 2: The old DN/VN appears in parenthesis in case of a VOICE_MESSAGE
	transaction if the old DN/VN differs from the new DN/VN.
External	Free text comment for extra ISP reference information
Reference	
Response	The current transaction response.

NOTE: The transaction overview can be accessed directly by clicking the [Transaction Overview] buttons in the "Order Detail" and the "Voice Message (Group) Detail" screens.

12 Admin Tasks

12.1 Admin Tasks for ISP Superuser

The Admin Tasks consists of just one function

• ISP Service Settings

Admin	
ISP	
ISP Service Settings	ISP Service Settings Modify mail notification

12.1.1 ISP Service Settings

The ISP Superuser has a very limited ability. The sole functionality under this topic is to define two Email addresses for notifications of state changes and the arrival of voice responses. After selecting the 'ISP Settings' on the admin screen the 'ISP Order Service Settings' screen will be displayed, on which the Superuser can modify his data.

12.1.1.1 ISP Order Service Settings

The Super User cans enable/disable various notifications for the ISP which will be sent by Email or can be retrieved by a WebService interface. Each time a status change occurs and the box is selected for the



new state, a mail will be sent to the ISP's "State Change Mail" address or a notification message will be generated in a message queue. For voice messages will be the "Voice Message Mail" address used.
 Attention: be carefully in using this mail notification functionality. It can be, that a lot of mails will be created, and the E-Mail server of Swisscom or of the ISP could become overloaded!

order settings Instal	lation Ticket	t Settings V	bice Message S	ettings Change	e Ticket Setti	ngs ISP Pool S	Settings All ISP P	ool Sett	ings	
- BB Order Settings										
Voice message e-mail	-									
	Notify voice I	message								
State change e-mail										
State thange e-mail										
Notify on entering state	Object Type	Initiator	Activator	Object State	Step I	Event	Comment	By Email	Ву	
									Notification	
	-	-	-	-	PONR	Order Notification	PONR (Point of no Return)			
	-	-	-	-	Portshortage	Order Notification	BBCS Portshortage		v	
	-	-	-	-	Rescheduling	Order Notification	BBCS Order Rescheduling		V	
				-	Order Confirmation	Order Notification	BBCS Order confirme	ed 📃	V	
	-	-	•	-	No Copper available	Order Notification	BBCS Order No Copp available	ber 📄	V	
		-	-	-	Spectrumviolatio	on Order Notification	BBCS Order Spectrue Violation	m 📃	V	
	-	-	-	-	Missing Voice- Disconnect	Order Notification	BBCS Order blocked Missing Voice- Disconnect	by 📃	V	
	-	ISP	Order	ENTERED	-	Order Notification	BBCS Order by ISP Status ENTERED		V	
	-	ISP	Order	HOLDING	-	Order Notification	BBCS Order by ISP Status HOLDING		V	
Process informations o mail										
opeciar mormations e-mail	-									
	Notify special	al informations								
Special order notification e-mail	-									

12.1.1.1.1 Fields

The Superuser can modify following attributes for BB Order settings:

Name	Optional / Mandator	Description
	у	
Voice Message	Μ	Mail Address for the Voice Message Mails of the application
Mail		
Notify Voice	0	If checked Voice Message notification Emails will be sent
Message		
State Change	Μ	Mail Address for the State Change Mails of the application.
Mail		
Notify On	0	Set of checkboxes indicating which state changes should trigger off an e-mail
Entering State		notification.
Special order	0	E-mail address for person designated to receive an order with Delivery
notification e-		Notification that is not reached an end state Preparation Days before planed
mail		date.



12.1.1.2 ISP Installation Ticket Service Settings

P 777710 Testaccourt Installation Ticket Settings Volce Message Settings Change Ticket Settings ISP Pool Settings All ISP Pool Settings State change e-mail Installation Installation Activator Object State Step Event Comment By Email By	ISP Order Serv	vice Setting	5							
Order settings Installation Ticket Settings Voice Message Settings Change Ticket Settings ISP Pool Settings All ISP Pool Settings State change e-mail	ISP 777710 Testaccour	nt Peter Rosenberger	r							
State change e-mail Notify on entering by Popertype Initiator Activator Deject State Step Event Comment Deject State Step Step Step Comment Deject State Step Step Step Step Step Step Step St	Order settings	Installation	Ticket Setting	Voice Mess	age Settings	Change Ti	cket Settings I	SP Pool Settings	All ISP Poc	l Settings
State change e-mail State chandincland State chandincland <td></td>										
Depert type Initiator Activator Depert State Step Event Comment By Enall	State change e-mail									
Notify of checking data Deject Type Initiator Activator Deject State Step Event Comment By Email By Notification - ISP - - Order Notification initiator - - - - - - Cassical Notification initiator - - - - - Cassical Notification Rejected - - - - - CeleckEp - Cassical Notification Rejected - - - - CeleckEp - Cassical Notification Checkep - - - - - PROCESSING - Cassical Notification Invork - - - - - - Closeptilication Invork - - - - - - Closeptilication Invork - - -	Notify on entering state									
ISP - - Order Notification Initiator - - ISP - ENTERED - Classkal Notification Entered - <	nony on entering state	Object Type	Initiator	Activator	Object State	Step	Event	Comment	By Email	By Notification
- INPORT - Check Houmatohin Immach -			160				Order Natification	Initiator	_	
- REJECTED - Classical Notification Rejected - - CHECKED - Classical Notification Rejected - - CHECKED - Classical Notification Checked - - PROCESSING - Classical Notification Processing - - - INWORK - Classical Notification Inwork - - - CLOSED - Classical Notification Closed - - - - CANCELLED - Classical Notification Classical Notification			-	-	- ENTERED	-	Classical Notification	Entered		
- - CHECKED - Classical Notification Checked - - PROCESSING - Classical Notification Processing - - INWORK - Classical Notification Inwork - - CLOSED - Classical Notification Closed - - CANCELLED - Classical Notification Closed					REJECTED	-	Classical Notification	Rejected		
- - PROCESSING - Classkal Notification Processing - - - INWORK - Classkal Notification Inwork - - - CLOSED - Classkal Notification Closed - - - CLOSED - Classkal Notification Closed - - - CANCELLED - Classkal Notification Canceled -		-	-	-	CHECKED	-	Classical Notification	Checked		
- - INWORK - Classical Notification Inwork - - - CLOSED - Classical Notification Closed - - - CANCELLED - Classical Notification Canceled		-	-	-	PROCESSING	-	Classical Notification	Processing		
CLOSED - Classical Notification Closed		-	-	-	INWORK	-	Classical Notification	Inwork		
CANCELLED - Classical Homication Canceeu		-	-	-	CLOSED	-	Classical Notification	Closed	<u> </u>	
		-	-	-	CANCELLED	-	Classical Notification	Canceleu		
	back	submit	reset							
back submit reset										

Here the ISP can request the notifications and emails on state change of Installation Tickets.

12.1.1.3 ISP Voice Message Settings

er settings	Installation	Ticket Settings	Voice Messa	ge Settings	Change Tic	ket Settings ISP	Pool Settings A	II ISP Pool	ettings	
on entering state										
	Object Type	Initiator	Activator	Object State	Step	Event	Comment	By Notification		
	01/04						New Outpaction		<u> </u>	
	GV01	-	-	-	-	Classical Notification	New Subscriber			
	GV02	-	-	-	-	Classical Notification	New Subscriber			
	GV03	-	-	-	-	Classical Notification	Relocation			
	GV04	-	-	-	-	Classical Notification	Relocation		Е	
	GV05	-	-	-	-	Classical Notification	Temporary Lines			
	GV06	-	-	-	-	Classical Notification	Temporary Lines			
	GV11	-	-	-	-	Classical Notification	Correction			
	GV12	-	-	-	-	Classical Notification	Transfer			
	GV14	-	-	-	-	Classical Notification	Cancelation			
	GV15	-	-	-	-	Classical Notification	Relocation			
	GV16			-		Classical Notification	Number Change			
	0110					olabolearHotheaton	Humber onlinge		-	

Here the ISP can request notification and emails on state change of Voice Messages.



12.1.1.4 ISP Change Ticket Service Settings

tate change e-mail	-								
otify on entering state	Object Type	Initiator	Activator	Object State	Step	Event	Comment	By Email	By Notification
	-	2		ENTERED		Classical Notification	Entered		9
				CANCEL PENDING		Classical Notification	Cancel Pending		3
				PROCESSING	2	Classical Notification	Processing	12	2
	•			MODIFY PENDING	-	Classical Notification	Modify Pending		
				CLOSED	÷.	Classical Notification	Closed	10	W
		-	-	CANCELLED	-	Classical Notification	Canceled		V
				REJECTED	-	Classical Notification	Rejected	12	(V)
	•	5	1.5	COMPLETED	2	Classical Notification	Completed		V
		-		EXCEPTION	-	Classical Notification	Exception		1.

Here the ISP can request the notifications and emails on state change of Change Tickets.

12.1.1.5 ISP Pool Service Settings

ISP Order Service Settings

ISP Last modified	777710 Te -	estaccount WSG Tea	am										
Order se	ttings	Installation T	icket Settings	Voice Messag	je Settings	Change	Ticket	Settings	ISP Poo	l Settings	AIIISP	Pool	Settings
Copper ISP ID Se 777710 FI 777710 Lig	ervice Type lat ight	e Default Pool Typ pool2 V pool2 V	e Reapply Default Or No V Yes V	n Modify Pool2	fiber enabled]							
back		submit	rese	t									

Copper-Box:

Here the ISP can set the "Default Pool Type" and if "on Modify" a request should reapply the default pool definitions. These definitions can be done separately for the two "Service Type" flat and light.

Fiber-Box: Here the ISP can define if "pool2" is available for use in BBCS-F orders.



12.1.1.6 All Pool Service Settings

ISP (Order Se	vice Settings	1									
		•										
ISP	SP 777710 Testaccount WSG Team											
Last mo	Last modified -											
Orde	r setting	Installation	Ticket Settings	Voice Messag	e Settings	Change Ticket	Settings	ISP Pool	Settings	A11 19D	Pool S	attinge
orac	, ootting		ineket settings	voice measury	oottingu	chunge meker	oorringo	101 1001	oorringo	ATTISE	F001 3	cuniya
Cop	per											
ISP I	D Service Type	e Default Pool Type	Reapply Default On M	odify								
All	Flat	¥	~									
AII	Light											
		v	•									
haek		cubmit	rocot									
Dace		Sdurrin	Teset									

In this screen the ISP can just view the Copper default "Pool" values valid for all ISPs.



13 Reports

Reports	
Standard Reports	
 Existing Standard Reports No Standard Reports 	available
back download	reset

File Type Id	Description
6	UMSA (Standalone)
7	UMSA/Planned Work
8	Grooming ISP
22	Change Ticket CPE Report
23	TV Tracking



14 Documents

All public project documentation files are stored in a central place and can be downloaded by pressing the Documents button in the Service Navigation.

Page to choose the document:

Document WSG	
Downloads	
ISP 17a-B2B_BBCS_Fulfillment.pdf	download
back	



15 Appendix

15.1 Order State Diagram

The following picture shows the states an order can pass through and the processes that cause the state changes.





15.2 Examples E-Mail Notification

15.2.1 Order State change to: Pre-Rejected

Reason: Service qualification was not successful

15.2.2 Order State change to: Rejected

Reason: BB-Service impossible