

# Welcome to today's BBCS Training for ISPs



Focus: WSG and Process improvements as well as Roadmap and Portfolio adaptations

---

2

## Agenda

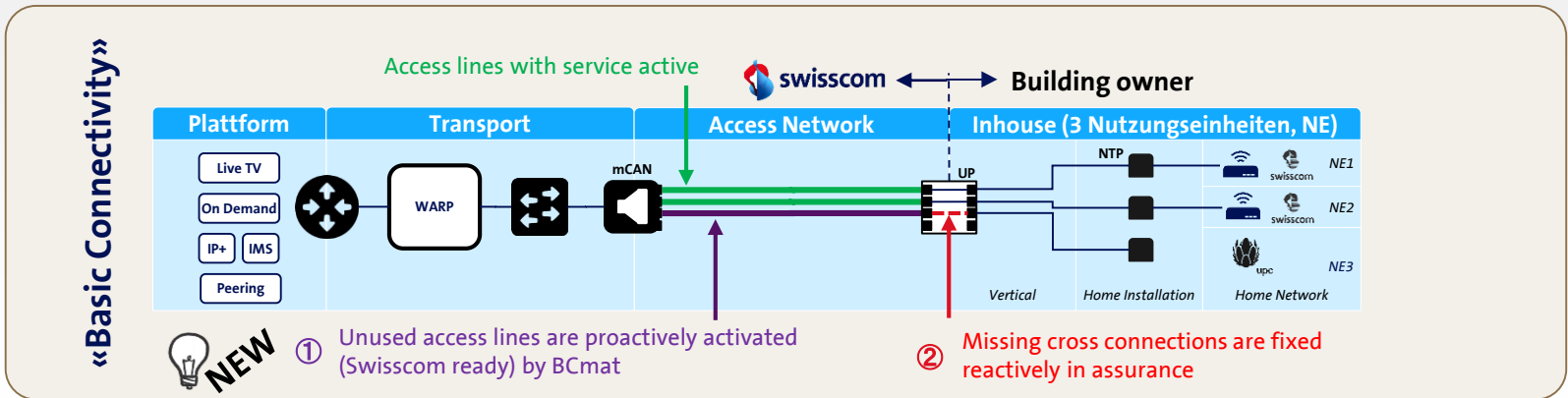
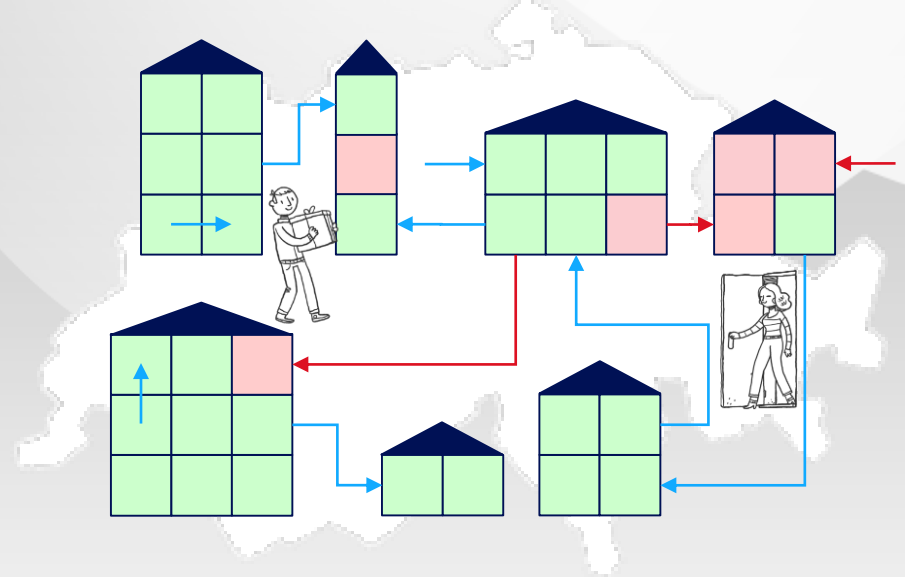
- 3.00 p.m. Welcome
- 3.05 p.m. BBCS Roadmap and Access Technologies
- 4.00 p.m. Coffee break
- 4.15 p.m. WSG and Process News

Aperitif

«Swisscom ready» reflects the vision of active Swisscom IP access lines in all business and residential units all over Switzerland.

## What is Swisscom ready?

- Today all customer access have to be activated with an order on a selected date
- «Swisscom ready» stands for IP ready access lines, where only the corresponding service has to be enabled
- The basic service active on every «Swisscom ready» residential and business unit enables access to the splash page
- The coverage of «Swisscom ready» is increased by the deployment of All-IP and the rollout of FTTS and FTTB.



To simplify the process of identifying a All-IP access line, predecessor information becomes part of the WSG.

## Current Situation

- The migration to All-IP separates access from service.
- To identify the copper based access, NSN or UP contact information is needed.
- Unfortunately this information (NSN) is not easy to receive from the former ISP (if known) or a electrician is needed to identify the contact on the corresponding UP.
- The more ALL-IP Services are in place, the more important is to identify the predecessor line

## Look-up Predecessor Summary

	DN/VN/NSN	Phone Nr	Location Id	Last Name	First Name	Company Name	Street	House Nr	Building	ZIP	City	Additional City	LLID
<a href="#">Qualify</a>	-	-	-	Schleitzer Rolf	-	-	Neugasse 33	33	-	8005	Zürich	-	170000553179
<a href="#">Qualify</a>	-	-	-	Stöcklin Angela	-	-	Neugasse 33	33	-	8005	Zürich	-	170002762062
<a href="#">Qualify</a>	-	-	-	De Nicola Marco	-	-	Neugasse 33	33	-	8005	Zürich	-	170000555634
<a href="#">Qualify</a>	0101417499	-	-	Sunrise Communications AG (R)	-	-	Neugasse 33	33	-	8005	Zürich	-	170203202136
<a href="#">Qualify</a>	0101518422	-	-	Ruegg Herbert	-	-	Neugasse 33	33	-	8005	Zürich	-	170203673940
<a href="#">Qualify</a>	0102849783	-	-	Wingo AG	-	-	Neugasse 33	33	-	8005	Zürich	-	170206056755
<a href="#">Qualify</a>	0103798953	-	-	Bachmann André	-	-	Neugasse 33	33	-	8005	Zürich	-	170207127518
<a href="#">Qualify</a>	-	-	-	Tschudi Thomas	-	-	Neugasse 33	33	-	8005	Zürich	-	170003074730
<a href="#">Qualify</a>	-	-	-	Gubler Mischa	-	-	Neugasse 33	33	-	8005	Zürich	-	170000556574

[back](#)

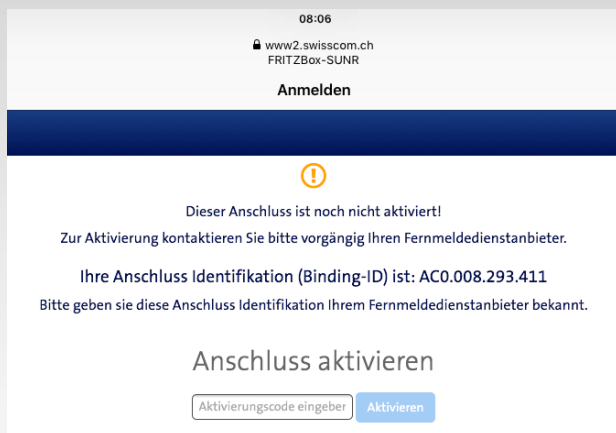
## Predecessor Information made available

- Either NSN/LLID look up service by VoIP number or address inventory are made available
- Phone Number (VoIP Number), Last, First and/or Company Name information must be added to each order
- Participating ISP can identify a NSN by using the corresponding VoIP number. Alternatively a view of all names are visible with an address based search and it returns the needed LLID for ordering.

If all homes in a building are Swisscom Ready, the ISP might profit from the new PreOrder process without identifying the access line before while enabling a self activation for its customers.

## Pre Order for BBCS

- If the target building is completely developed (GVE = yes) or the identified predecessor is «Swisscom ready», the ISP can place a «Pre order» and receives a 6 digit activation code
- Activation code stays valid for 40 days from customer wish date on and will only work on the address used while ordering



## Splash page on Swisscom ready access

- If the customer connects a CPE to a unused Swisscom Ready telecom wall plug, our system will redirect to a splash page
- On the splash page the customer gets informed that no configuration has been done yet and the corresponding Binding ID will be shown
- Based on the Binding Id the ISP can create a BBCS order.
- Alternatively the customer might activate the access with the activation code received from his ISP independently
- Activation will take between 15 and 30 minutes

The pre order in BBCS is additional and will simplify activation process for the customer and the ISP as well.

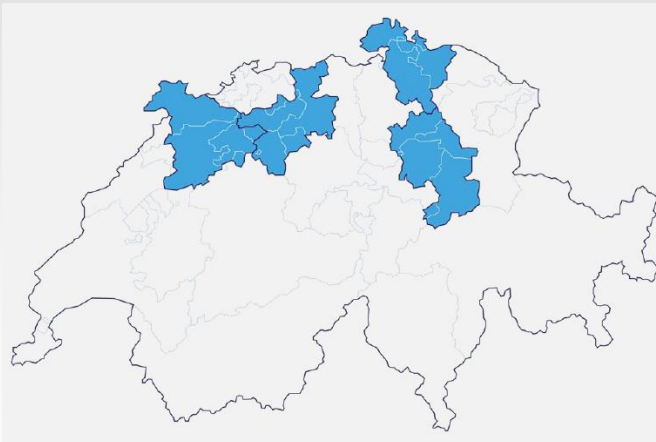


# Phase Out TDM – All-IP

IP, the packet-based Internet protocol, replaces the previous transmission technology TDM (time division multiplexing) for the fixed-line network. The broadband connection-based TDM fixed-line network connection (BBCS Shared) is only available until the end of 2017. 6

## Replacement of TDM and conversion to IP

- The conventional fixed-line network technology (TDM) is obsolete and dates from the time before the Internet. This is why the conversion to IP is happening worldwide.
- Swisscom plans to convert their services to IP technology by the end of 2017. Already, over 1.6 million customers, more than three-quarters, are on all-IP networks.
- At some locations, Swisscom is already converting the obsolete infrastructure entirely to IP.
- From the beginning of 2018, customer access in four regions of Switzerland will be completely converted to IP, so that the old network infrastructure can be dismantled.



## Where do we start

The first major regions are:

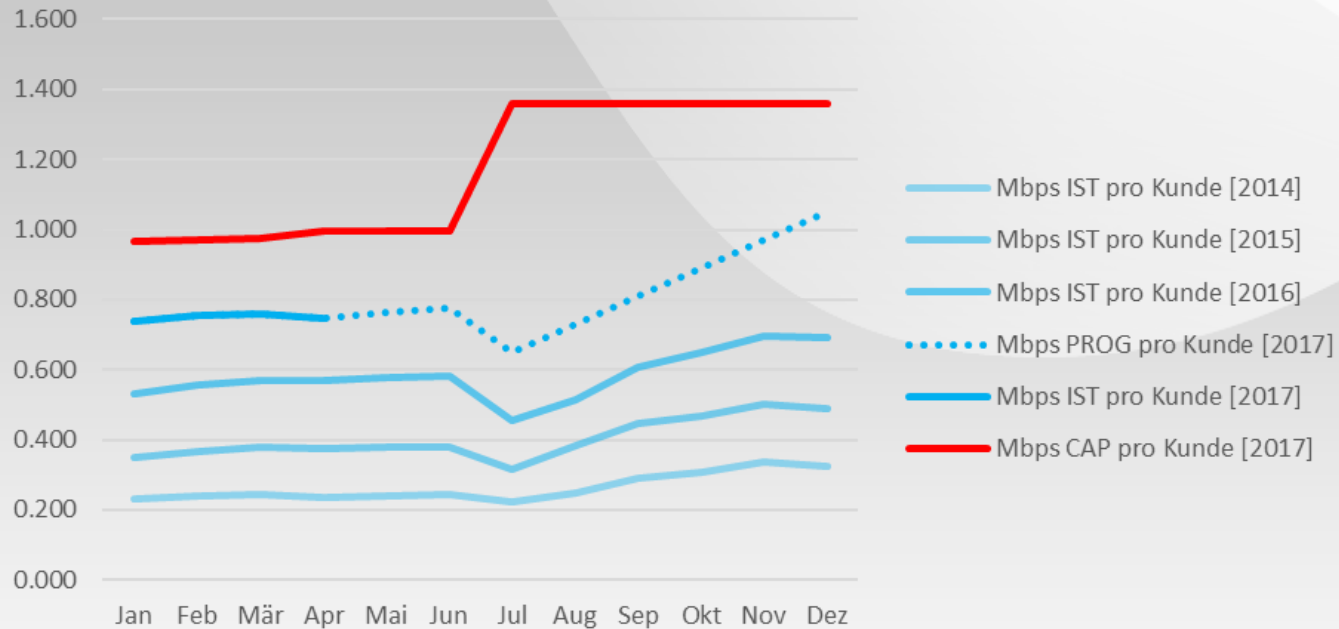
- Solothurn/Biel/Jura
- Schaffhausen/Winterthur/Frauenfeld
- Balsthal/Olten/parts of Aargau/Oberaargau
- Rapperswil/Jona/Glarus area.

The other regions are currently in planning and will be announced in good time.

[https://www.swisscom.ch/en/business/wholesale/ueberwholesale/All\\_IP.html](https://www.swisscom.ch/en/business/wholesale/ueberwholesale/All_IP.html)



Again moderate traffic increase between February and June, but 40% traffic grow predicted for time span of August until January.



## New CAP values as per 1st of July 2017

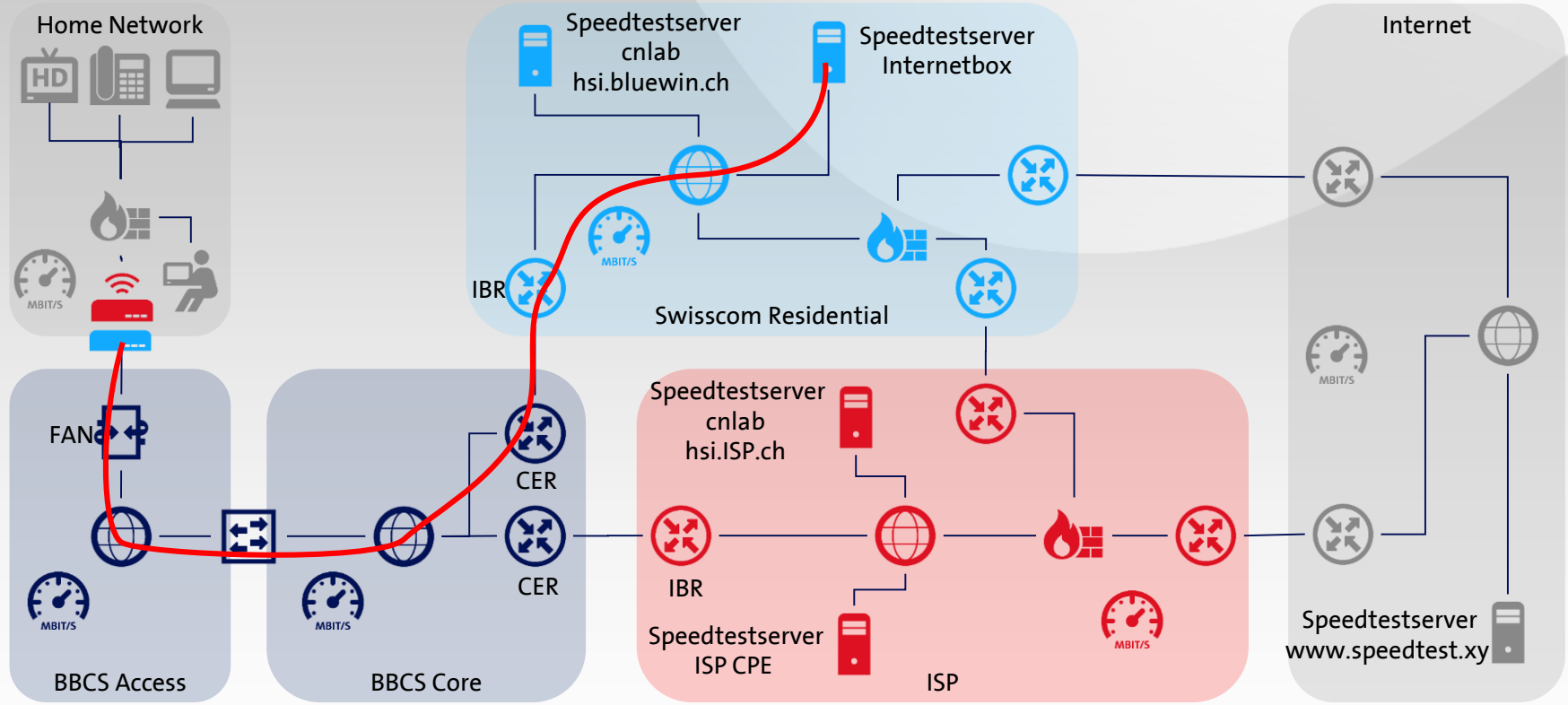
- |                       |                          |                      |
|-----------------------|--------------------------|----------------------|
| > Low-End Profiles:   | New CAP: <b>1200kbps</b> | Actual CAP: 800kbps  |
| > Mid-Range Profiles: | New CAP: <b>1800kbps</b> | Actual CAP: 1000kbps |
| > High-End Profiles:  | New CAP: <b>2500kbps</b> | Actual CAP: 1500kbps |
| > Streaming Unicast:  | New CAP: <b>1200kbps</b> | Actual CAP: 800kbps  |

+50%  
+80%  
+67%  
+50%

# Speed Testing on 1 Gbit/s. Access

Speed testing on GBE access lines is not simple. Results are impacted from many different limitations.

## Speed test by Swisscom field services with Internetbox from Residential Services



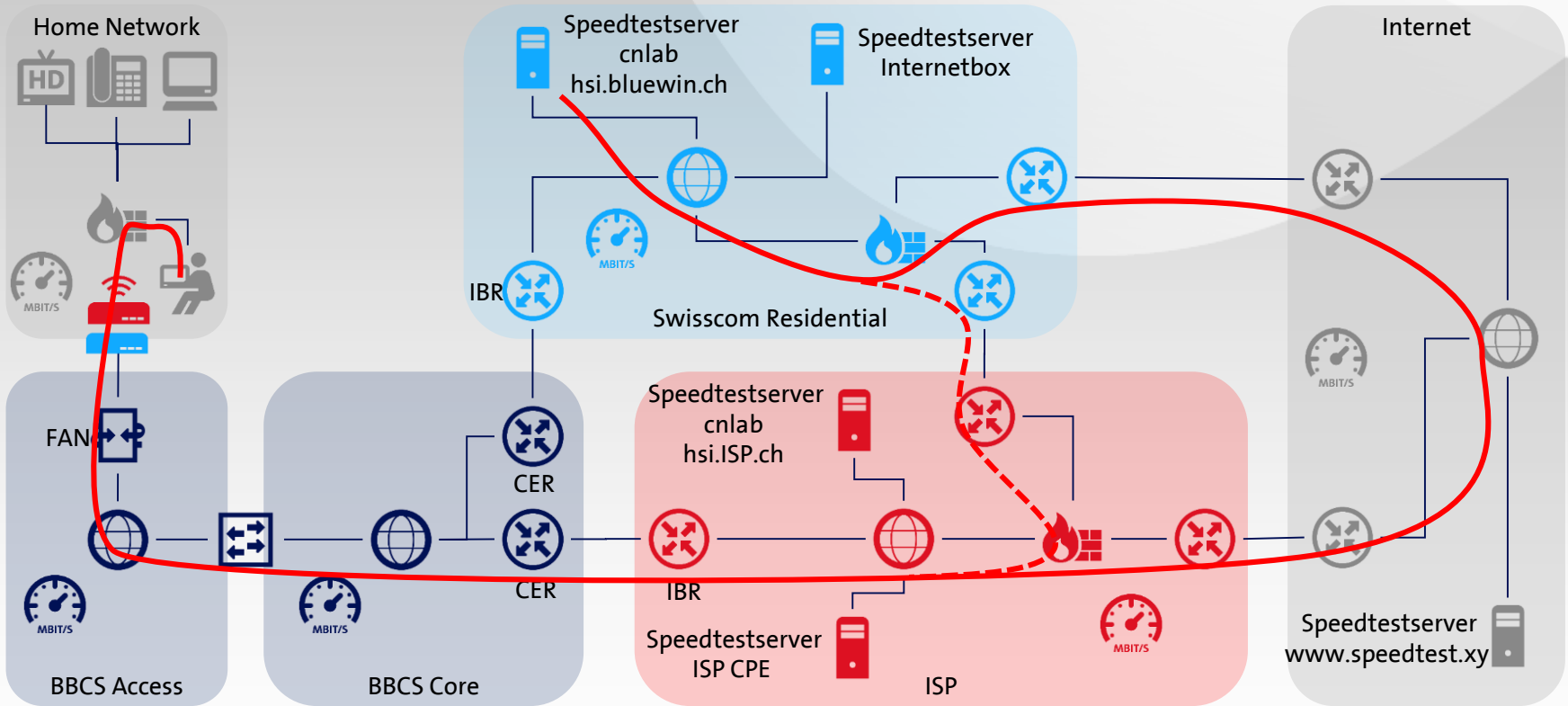
*Speed test directly between CPE and dedicated speed test server within Swisscom Network*



# Speed Testing on 1 Gbit/s. Access

Speed testing on GBE access lines is not simple. Results are impacted from many different limitations.

## Speed test via ISP auf CNLAB Bluewin Server

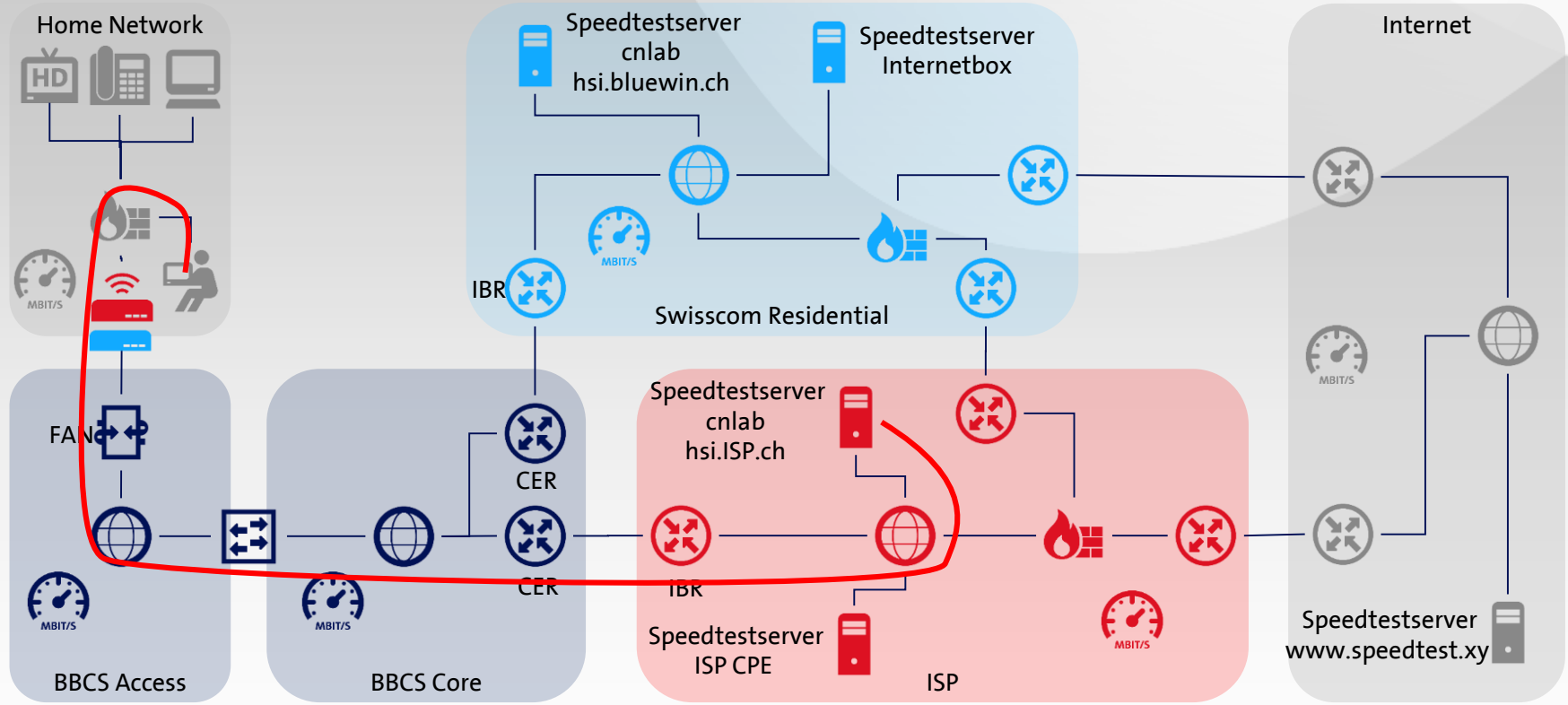


*Speed test from PC via ISP at hsi.bluewin.ch. The results of this tests are very limited, due to lots of unknown and rate limiting factors.*

# Speed Testing on 1 Gbit/s. Access

Speed testing on GBE access lines is not simple. Results are impacted from many different limitations.

## Speed test from local PC to ISP speed test server

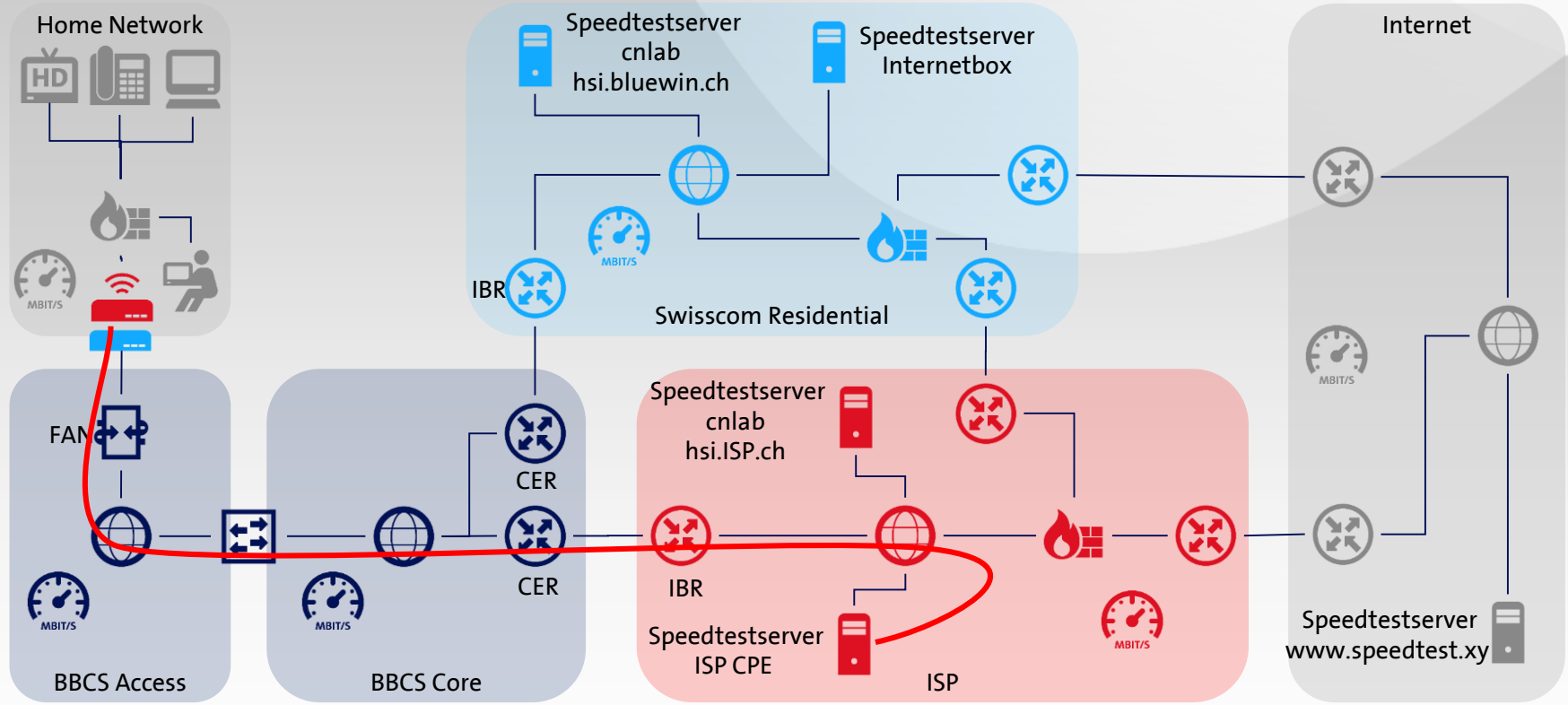


*Speed test directly between CPE and dedicated speed test server within ISP Network. LAN limitations might still impact the test results.*

# Speed Testing on 1 Gbit/s. Access

Speed testing on GBE access lines is not simple. Results are impacted from many different limitations.

## Speed test by Swisscom between CPE and ISP implemented speed test server



*Speed test directly between CPE and dedicated speed test server within ISP returns most accurate test results and eliminates most rate limiting factors.*

# Upstream Vectoring

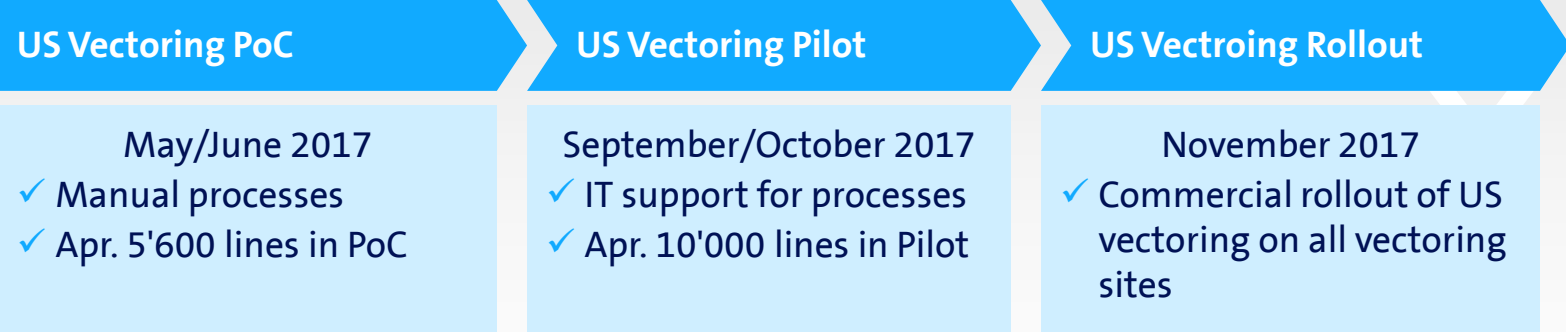
Upstream vectoring will increase upstream up to 50% and address the growing bandwidth needs in upstream. Force Friendly mode is not supported in US direction → Performance of VDSL2 legacy lines will be reduced to protect vectoring group from disturbing. 12

### Today's vectoring

- Vectoring is only active in downstream direction
- VDSL legacy CPE are supported (Forced Friendly Mode)
- Upstream bandwidth becomes more important with new services

### Upstream Vectoring

- Increased upstream bandwidth by crosstalk compensation in upstream frequency ranges
- No forced friendly mode available, i.e. legacy device would disturb whole US vectoring group
- Smart limit function is applied, which will reduce US performance of legacy lines to ensure proper operation of US vectoring

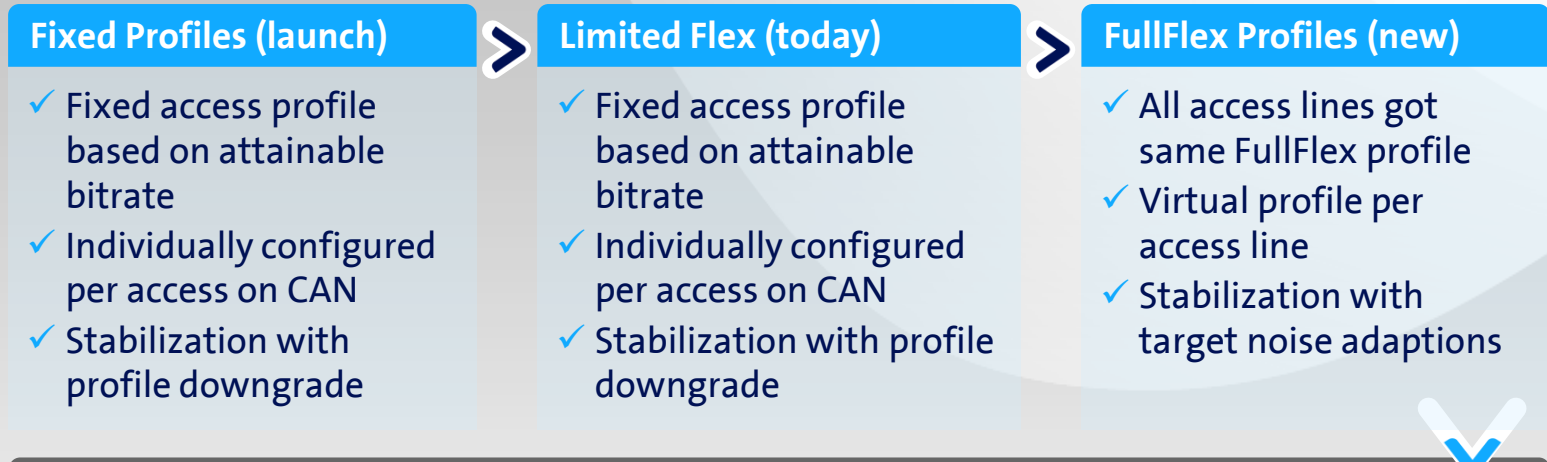


Please ensure all VDSL CPE support vectoring to avoid a negative impact on your customers.



# FullFlex Access Profiles

FullFlex access profiles for VDSL will simplify grooming while enhancing performance of the access line. FullFlex will be implemented on vectorized VDSL first, Huawei CANs with VDSL2 follow later in 2018.



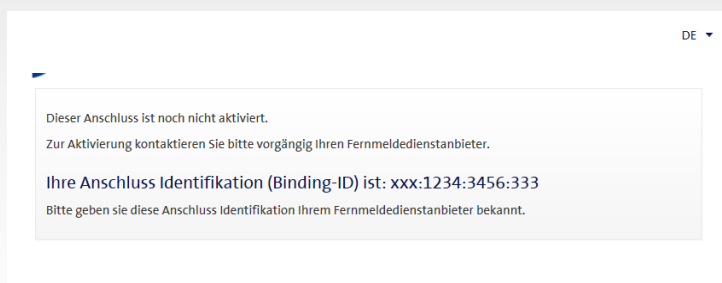
- ### Benefits of virtual profiles
- Number of virtual profiles is higher than real ones → higher granularity
  - Changes on virtual profiles are simpler to implement and faster to deploy
  - Independency between US and DS due to high number of virtual profiles leads to higher performance on the access
  - Increased grooming capacity, only virtual profiles will be changed
  - Separation of stabilization and grooming
  - No more reconfiguration (resync) of stable access lines with virtual bitrate adaptations



### Current Situation

- If the customer connects a CPE to a unused Swisscom Ready (fka Always On) telecom wall plug, our system will redirect to a splash page. On the splash page the customer gets informed that no configuration has been done yet and the Binding ID will be shown.
- Based on the Binding Id the ISP can create the BBCS order.
- The activation of the BBCS services can be performed faster because no Swisscom technician or ISP electrician is required for the cross-connection in the CO / VT or UP.

### Splash page with valid Binding ID



DE ▾

Dieser Anschluss ist noch nicht aktiviert.  
Zur Aktivierung kontaktieren Sie bitte vorgängig Ihren Fernmeldedienstanbieter.

Ihre Anschluss Identifikation (Binding-ID) ist: xxx:1234:3456:333  
Bitte geben sie diese Anschluss Identifikation Ihrem Fernmeldedienstanbieter bekannt.

### Splash page without valid Binding ID



DE ▾



Dieser Anschluss ist noch nicht aktiviert.  
Zur Aktivierung kontaktieren Sie bitte vorgängig Ihren Fernmeldedienstanbieter.

## Enhanced address inventory information

### Current Situation

- If all homes in a building are completely Swisscom Ready, the ISP might soon profit from the new PreOrder process without identifying the access line before.
- After executing an AdressQuali the ISP will place an PreOrder. The WSG afterwards returns an ActivationCode and start to fulfill the order when the ActivationCode will be entered by the customer on the modified splash page.
- The preconditions for an PreOrder are:  
Site Development = Yes  
Fully Developed = Yes

LLID Activation Date -  
LLID Disconnection Date -  
Qualif Result Detail Q00 This telephone line is suitable for xDSL.

+ **Planned Endpoint** The new endpoint will be available on 2017-03

+ **Starting Point** 64 BOL 3 10000 1

- **Site Development** Yes 50%

Fully Developed Yes

Nr of Basic Connectivities 10

Nr of Utilisation Units 20

+ **Address**

+ **CPE Info**

-

- Number of homes with Swisscom Ready (DBC)
- Total number of homes in the building

## New Situation

- During a predecessor based qualification WSG detects lines which are "Swisscom Ready". This result is displayed in the service qualification result as shown in the example below.
- If a line is detected as "Swisscom Ready" the preorder process can be started directly from the qualification result.

**Service Qualification Result**

[back](#)

**Request**

ISP: 777710 Testaccount WSG Team

Contr Element: BBSCS\_Standalone  
 Best Effort

Fulfillment SLA: Basic

BB Type: VDSL  
 Line State: active  
 ZIP: 3063

**BBSCS\_Standalone**

Speed	Technology Type
Current Access Speed: 0M-33M down / 500k-10M up	VDSL2
Max. Access Speed: 50M down / 10M up	VDSL2
NA Speed: 5M-25M down / 500k-10M up	VDSL2
Actual Bit Rate: 27497 down / 20997 up	

Current DN Type: Heteroservices number  
 Second Number: -  
 NA Failure Type: 0  
 Stability Class: 2  
 Average Flag: Yes  
 Billing Zone: -  
 Jumper Action: N  
 OSI Recommendation: -  
 Potential Available: 1  
 Reason of Potential: 1000 - outstanding upgrooming  
 Technology Type: VDSL2  
 Vectorized: No  
 Port Available: Yes  
 Copper Available: No  
 WARP Port Available: No  
 WARP plan date: 11/11/2013

Swisscom Ready: Yes

Calculated bitrate CPE ready: yes  
 Calculated bitrate ADSL emu: No  
 Splitter Port: 91.2  
 Network Type: WARP  
 Vectoring Group: Current Vectoring Group  
 D06.2  
 Fulfillment Path: 1

**Best Effort**

**Speed Profile Nr**

Qualification Index	Speed Profile Nr	Used Access Speed	Effective Speed	BB Number of
<input type="radio"/> 10	max. 2M down / 200k up	5M-18M down / 500k-2M up	2M down / 200k up	2
<input type="radio"/> 11	max. 2M down / 400k up	5M-18M down / 500k-2M up	2M down / 400k up	2
<input type="radio"/> 12	max. 5M down / 500k up	5M-18M down / 500k-2M up	5M down / 500k up	2

[back](#) [Basic Creation](#) [Create Preorder](#) [Basic Modification](#) [Change ISP](#) [Ad](#)

[Operation Log](#)

- Swisscom Ready
- Button to continue by Preorder



### New Situation

- In case of a qualification by address the button "Create Preorder" is provided in the „Service Qualification Result.
- Preconditions are:  
BBCS\_Standalone is chosen  
Fully Developed → Yes

91 max500000 down / 100000 up 5000-18000/500-2000 18000/2000 2

☐ Fulfillment Time Slot

Fulfillment Time Slot Index	Fulfillment Time Slot Date/Time Start	Fulfillment Time Slot Date/Time End
<input checked="" type="radio"/> 2	01/02/2017 11:00	01/02/2017 13:00

back Basis Creation Create Preorder Basis Modification Change ISP Add Service Change Service

Operation Log

## Basis creation and activation code

### New Situation

- After submitting an order by «Create PreOrder» the "Basis Creation" will be automatically Creation Type "Preorder".

DN / VN / NSN		(0314445566)
Fulfillment SLA	Basic	
Assurance SLA	Standard	
Creation Type*	Preorder	
Customer Order Nr		

- WSG creates the "Preorder Activation Code" which the endcustomer needs for the activation of his BBCS Service at home.
- The orderstate changes from "ENTERED" to "HOLDING" and gets the "Hold Date/Time 07.07.2099".
- The preorder activation code is valid for 40 days after CWD.

Detail Order				
Main	Virtual Order	Internal	CPE Info	Predecessor Info
<b>Order Info</b>				
Order Type	BBCS_CREATE			
Order State	HOLDING			
Creation Type	Preorder			
Response	-			
Sf Exept Prio	Basic			
Preorder Activation Code	018168			
Delivery Notification	No			
<b>ISP / Order Nr Info</b>				
ISP	10008 Swisscom (Schweiz) AG BES			

Voice Sla Prod Charact -	
<b>Date Block</b>	
Due Date	01/02/2017
Entry Date/Time	01/02/2017 10:21
Fulfillment Activation Date/Time	-
Hold Date/Time	07/07/2099 00:00
Acti Date/Time Voice	-
Service Start Date/Time	-
Service End Date/Time	-
Exception Date/Time	-



### New Situation

- Customer and ISP view in the systems

View ISP

Main	Virtual Order	Internal	CPE Info	Predecessor Info
Order Info				
Order Type	BBCS_CREATE			
Order State	HOLDING			
Creation Type	Preorder			
Response	-			
Sf Exept Prio	Basic			
Preorder Activation Code	018168			
Delivery Notification	No			

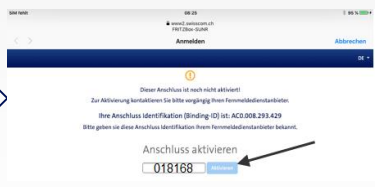
Main	Virtual Order	Internal	CPE Info	Predecessor Info
Order Info				
Order Type	BBCS_CREATE			
Order State	CHECKED			
Creation Type	Preorder			
Response	-			
Sf Exept Prio	Basic			
Preorder Activation Code	018168			
Delivery Notification	No			

Main	Virtual Order	Internal
Order Info		
Order Type	BBCS_CREATE	
Order State	PROCESSING	
Creation Type	Preorder	
Response	-	
Sf Exept Prio	Basic	
Preorder Activation Code	018168	
Delivery Notification	No	

Main	Virtual Order	Internal
Order Info		
Order Type	BBCS_CREATE	
Order State	ACCEPTED	
Creation Type	Preorder	
Response	-	
Sf Exept Prio	Basic	
Preorder Activation Code	018168	
Delivery Notification	No	

Main	Virtual Order	Internal	CPE Info	Predecessor Info
Order Info				
Order Type	BBCS_CREATE			
Order State	COMPLETED			
Creation Type	Preorder			
Response	-			
Sf Exept Prio	Basic			
Preorder Activation Code	018168			
Delivery Notification	No			

View Customer



### New Situation

- If the router is not synchronized (Preorder status "HOLDING") a trouble ticket can be opened by the "Preorder Ticket" button.
- Alternatively a common trouble ticket can be opened via GUI/B2B with the preorder activation code

**Detail Order**

Order Info	DN
Order Type	DN
Order State	DN
Business Type	DN
Creation Type	DN
Response	DN
SF Exempt Prio	DN
Esti	DN
Cost	DN
Preorder Activation Code	DN
ISP / Order Nr Info	DN
ISP	DN
Customer Order Nr	DN
Order Nr	DN
Order Group Nr	DN
WOS ID	DN
WOS ID (Requested)	DN
WOS ID	DN

**WSG Trouble Ticket**

Place Access Trouble Ticket (step 2/2)

ISP: 777710 Testaccount WSG Team

Address: [ ]

Account: [ ]

ISP Application ID: [ ]

ISP Application Code ID: [ ]

Customer Order Nr: [ ]

Order Nr: [ ]

Order Group Nr: [ ]

WOS ID: [ ]

WOS ID (Requested): [ ]

WOS ID: [ ]

Preorder Ticket

**Place Access Trouble Ticket (step 1/2)**

ISP\* 777710 Testaccount WSG Team

by [ ] (0314445566)

DN / VN / NSN\* [ ] (0314445566)

by [ ] (8.123.110.456.7)

OTO Id\* [ ] (1.4)

OTO Plug Nr\* [ ] (1.4)

by [ ] (1.4)

OTO Partner Label\* [ ] (1.4)

OTO Plug Nr\* [ ] (1.4)

by [ ]

Preorder Activation Code\* 018171

Suppress checks

Please make sure the following points apply before issuing a trouble ticket:

- The supply time frame has passed.
- The ISP is not aware of a Swisscom network problems, that could cause the problem for the end-user.
- There is no network problem within the ISP network, which could affect the end-user.
- The following points have been discussed and checked with the end-user beforehand:
  - The splitter had been installed in accordance to the instructions and the installation has been checked.
  - Configuration of the PC and possibly that of the modems / routers.
  - Configuration of the PC and possibly modems / routers.
  - The service used to work.
- xDSL Info status has been checked

back continue reset xDSL Info

### New Situation

- In this type of trouble ticket a Appointment must be booked.
- A Swisscom technician will then make troubleshooting during the chosen period of time.
- The access to the end users premises is needed for this type of TT.

**Place Access Trouble Ticket (step 2/2)**

ISP: 777790 Testaccount WSG Team  
 ISP phone\*: 0317654121  
 ISP robot ref\*: 947963843389496433  
 ISP Application ID:   
 ISP Application Entity ID:   
 Suppress checks:

End User Login:   
 End User Name:   
 End User Company:   
 End User Phone:   
 End User Street/No: Schulstrasse 1a  
 Building: Chalet  
 End User ZIP/City: 301400 Hirschgarten

Contact Person First Name: Hans  
 Contact Person Last Name: Müller  
 Contact Person Phone: 0317654121  
 Contact Notification Type: None  
 Contact Notification Email(SMS) to:   
 Required Activation Code: 948171

On Type: Economy Line  
 BB Type: VDSL  
 SA SLA (Required): Standard  
 Problem description: A problem description

**Contracted Elements**

Contr. Element *	Speed Profile No.	BBCS equipment *	TT Error Category *
Best Effort	max 20M down / 20M up	Monatlich 7347.44 PD15 rel 7.9	740 - PreOrder Trouble Ticket

Checklist

Problem Date: 08 05 2017 (dd mm yyyy hh ms)  
 Last successful login: (dd mm yyyy hh ms)

Comment:   
 Measured ISP Values:   
 Appointment

Appointment id: 1246149330  
 Time Slot: 11:05:2017 14:09:22:09  
 Out of SLA: No  
 Out Of Sla Reason:   
 Book Appointment

WOL 08/05/2017	TU 08/05/2017	WE 08/05/2017	TH 08/05/2017	FR 08/05/2017	SA 08/05/2017	SU 08/05/2017
08:00-09:00	08:00-09:00	08:00-09:00	08:00-09:00	08:00-09:00	08:00-09:00	08:00-09:00
09:00-10:00	09:00-10:00	09:00-10:00	09:00-10:00	09:00-10:00	09:00-10:00	09:00-10:00
10:00-11:00	10:00-11:00	10:00-11:00	10:00-11:00	10:00-11:00	10:00-11:00	10:00-11:00
11:00-12:00	11:00-12:00	11:00-12:00	11:00-12:00	11:00-12:00	11:00-12:00	11:00-12:00
12:00-13:00	12:00-13:00	12:00-13:00	12:00-13:00	12:00-13:00	12:00-13:00	12:00-13:00
13:00-14:00	13:00-14:00	13:00-14:00	13:00-14:00	13:00-14:00	13:00-14:00	13:00-14:00
14:00-15:00	14:00-15:00	14:00-15:00	14:00-15:00	14:00-15:00	14:00-15:00	14:00-15:00
15:00-16:00	15:00-16:00	15:00-16:00	15:00-16:00	15:00-16:00	15:00-16:00	15:00-16:00
16:00-17:00	16:00-17:00	16:00-17:00	16:00-17:00	16:00-17:00	16:00-17:00	16:00-17:00
17:00-18:00	17:00-18:00	17:00-18:00	17:00-18:00	17:00-18:00	17:00-18:00	17:00-18:00
18:00-19:00	18:00-19:00	18:00-19:00	18:00-19:00	18:00-19:00	18:00-19:00	18:00-19:00
19:00-20:00	19:00-20:00	19:00-20:00	19:00-20:00	19:00-20:00	19:00-20:00	19:00-20:00
20:00-21:00	20:00-21:00	20:00-21:00	20:00-21:00	20:00-21:00	20:00-21:00	20:00-21:00
21:00-22:00	21:00-22:00	21:00-22:00	21:00-22:00	21:00-22:00	21:00-22:00	21:00-22:00
22:00-23:00	22:00-23:00	22:00-23:00	22:00-23:00	22:00-23:00	22:00-23:00	22:00-23:00
23:00-24:00	23:00-24:00	23:00-24:00	23:00-24:00	23:00-24:00	23:00-24:00	23:00-24:00

Level 10 Dept:   
 Service:   
 Get S.A.:   
 Get IP to the Network:   
 Price:   
 Book appointment:   
 Cancel   
 Book

## File attachment for supporting information on assurance case

### Current Situation

- In the case of a BBCS-F trouble ticket, the ISP can today only enter a worklog for the issue.

### New Situation

- Attachments up to a size of 2MByte can be added in WSG BBCS-F trouble ticket
- For example, screenshots of a speed measurement or photos of a defect can be provided. Swisscom receives important information and speeds up the assurance process

The screenshot shows a web form for a trouble ticket. At the top, there are fields for 'Contr Element', 'Speed Profile Nr', 'BBCS equipment', and 'TT Error Category'. Below this is a 'Checklist' section with 'Problem Date' and 'Last successful login' fields. The 'Appointment' section includes 'Appointment Id', 'Time Slot', 'Out of SLA', and 'Out Of Sa Sla Reason'. The 'Working' section is highlighted in green and contains a 'Summary' field with 'Attachment.txt', a 'Notes' field, and an 'Attachment' field with a file path 'C:\data\attachment.txt' and a 'Browse...' button. At the bottom, there are buttons for 'back', 'submit', 'reset', and 'appoint reservation'.

The screenshot shows the 'Access Trouble Ticket Detail' page. At the top, there is a navigation menu with tabs: 'Main', 'Worklog', 'Response', 'CPE Info', 'Billing', and 'Internal'. Below the menu is a table with columns: 'Group Nr', 'Summary', 'Notes', 'Attachment', 'Sent to Backend', 'Created by Backend System', and 'Created'. The table has one row with '1', 'Attachment.txt', 'attachment.txt', and 'No'. Below the table is a 'History' section with a table showing 'Modified', 'User name', 'TT State', 'TT State ITSM', and 'TT Res'. The history table has two rows: one for '09/05/2017 09:13' with 'Batch' and 'CHECKED', and another for '09/05/2017 09:13' with 'SU SC-' and 'ENTERED'. At the bottom, there are buttons for 'back', 'modification', 'Correction Change Log', and 'refresh'. A green box highlights a URL 'http://ebowsg21\_tt\_su.ch.hp'.

## Rename Billing Status

### Current Situation

- If a trouble ticket is closed so the billing status is set to "Ready for Billing". This has resulted misunderstandings with the ISP in individual cases.

### New Situation

- In order to avoid misunderstandings the billing status "Ready for Billing" has been renamed to "Verification of Billing".
- Please note that in this status the effective billing is on verification.

# Monthly Releasing

## Optimization of time to market and release downtime

### Current situation

- > Currently the BBCS releases take place four times a year to provide new features.
- > Long time to market and downtime at the release weekend.



### New situation

- > The releases will be normally deployed during the night from Tuesday 10pm to Wednesday 8am. Exception: The release in November will be established from Saturday to Sunday.
- > The next releasedates are: 15. August 2017, 12. September 2017, 10. October 2017, 11. November 2017
- > The release information will be provided as usual.

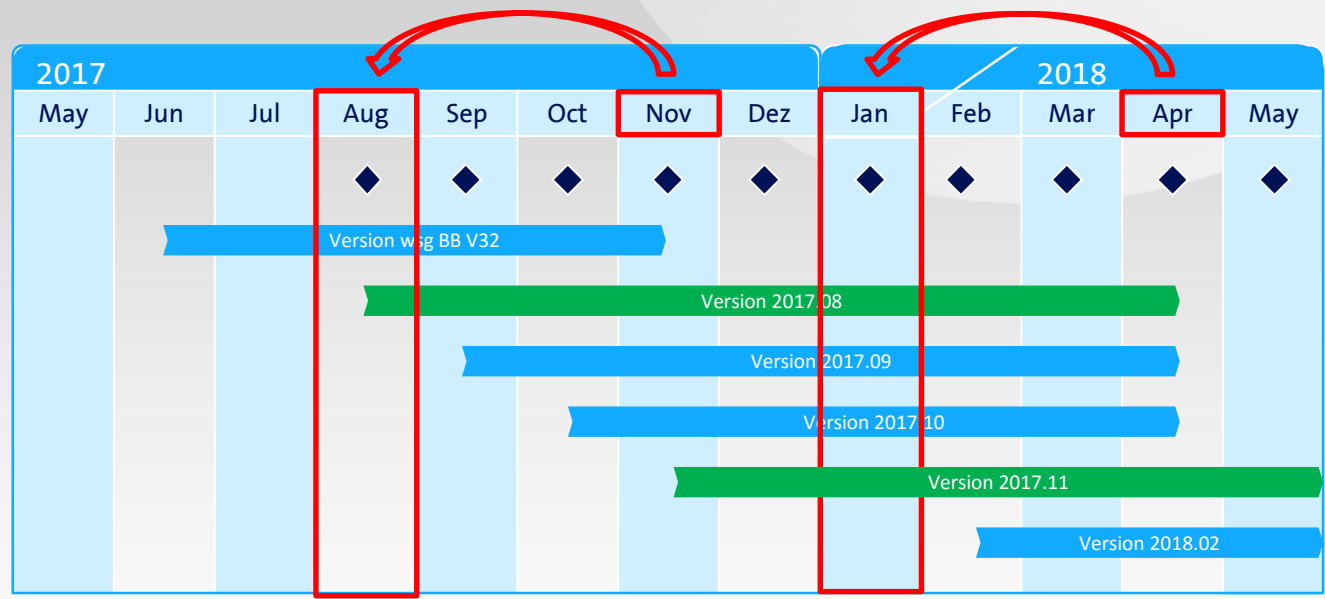




## Validity of the WSG XML Schema Versions

### Current situation

- > The WSG XML Schema Versions are valid for two releases.
- > After this the software has to be updated.

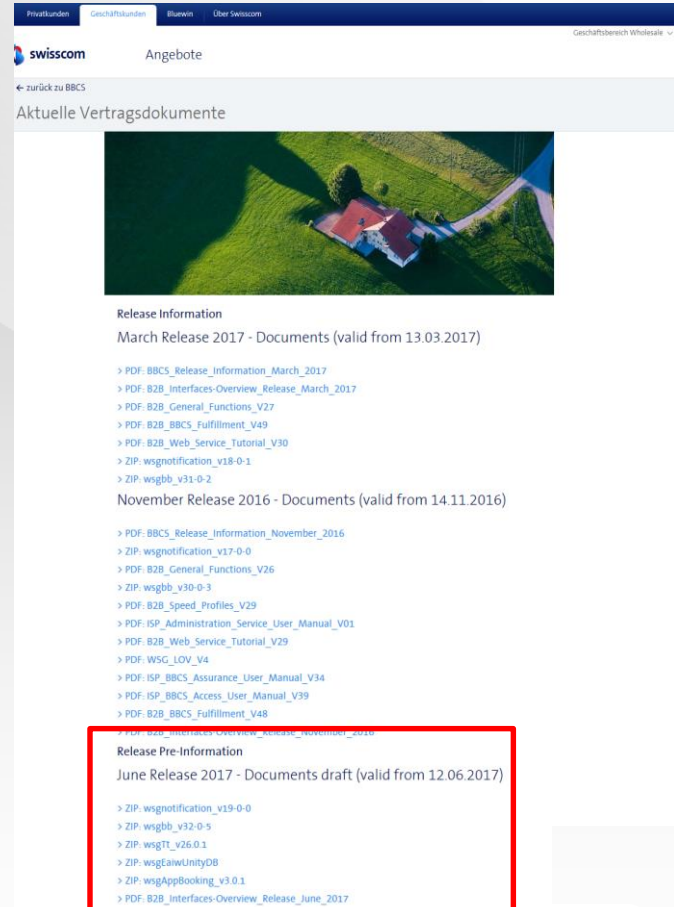


### New situation

- > The WSG XML Schema Version has to be updated only in November and April to the Version which was the latest version three months before.
- > Examples valid from  
Nov 2017: Version 2017.08 and later  
Apr 2018: Version 2017.11 and later

### New Situation

- Availability of WSDL Files approx. three months in advance as draft versions



The screenshot shows the Swisscom website interface. At the top, there are navigation links for 'Privatkunden', 'Geschäftskunden', 'B2B', and 'Über Swisscom'. The main header includes the Swisscom logo and the word 'Angebote'. Below this, there is a link 'zurück zu BBCS' and a section titled 'Aktuelle Vertragsdokumente'. A large image of a house is displayed. Underneath, there are sections for 'Release Information' and 'Release Pre-Information'. The 'Release Information' section lists documents for 'March Release 2017' and 'November Release 2016'. The 'Release Pre-Information' section, highlighted with a red box, lists documents for 'June Release 2017 - Documents draft (valid from 12.06.2017)'. The list includes files like 'wsgnotification\_v19-0-0', 'wsgbb\_v32-0-5', 'wsgTT\_v26.0.1', 'wsgEaiwUnityDB', 'wsgAppBooking\_v3.0.1', and 'B2B\_Interfaces-Overview\_Release\_June\_2017'.

<https://www.swisscom.ch/de/business/wholesale/angebot/anschluesse/BBCS/AktuelleVertragsdokumente.html>



### Current Situation

- > A BBCS Standalone can only be qualified and ordered on a analog Port (Economy Line).
- > During a migration of an BBCS on TDM on a ISDN-Line to BBCS Standalone the port had to be changed from an digital to an analog port.

### New Situation

- > The BBCS qualification allows the choice of a digital port (Multi Line).
- > This allows migrations of ISDN lines to BBCS Standalone without changing the CPE.
- > In places where no analog ports can be provided a new BBCS Standalone can be ordered on Annex-B Port as an alternative.  
Precondition is in this cases a CPE which is supporting Annex-B.

## FIO Originator visible to installation partner

### Current Situation

- > If a BBCS-F has been ordered and a FIO has to be done at the end customer's premises, the information which ISP the BBCS-F has ordered is unknown by the installation partner.
- > This led in certain cases misunderstandings and delays.



### New Situation

- > The originator of the BBCS-F is provided to the installation partner. So the electrician gets this necessary information to inform the end customer for whom he will do the installation.

### New information

- > The result of a Service Status" returns new attributes about the access optimization

- > **Qualification Info** shows the current situation of the access.

- > **Running Netdriven Action** informs about currently running improvements.

- > **Last Netdriven Action** shows which was the last improvement which has taken place on this line.

- > **Port Config** shows the current configuration of the DSL-port, before and after the last improvement

**xDSL Info**  
ISP 777710 Testaccount WSG Team  
DN / VN / NSN 0108298628

back refresh Transaction Overview create ticket modify access profile Operation Log

start LQD 24hrs start LQD 2min start Profile CP start Profile CPSI start Resync Line start Reconfig Line

xDSL Info Alarms Measure History CPE Info Inactive Endpoint Access Optimization Day Charts 15 Min. Charts

Qualification Info			
LQS Max Technology Type	VDSL2		
LQS Max Access Profile	50M down / 10M up		
Interleave Mode	Interleave Low		
NA Failure Type	OK		
NA Max Technology Type	VDSL2		
NA Max Access Profile	44M down / 10M up		
Reason of Potential	-		

Running Netdriven Action			
Netdriven Process	aNetdrivenProcess		
Start Date/Time	17/02/2017 10:30:47		
Input Reason	alInputReason2		
Current Step	aCurrentStep		
Initiator	alInitiator2		

Last Netdriven Action			
Netdriven Process	LastProcess		
Run Date/Time	17/01/2017 10:30:47		
Input Reason	alInputReason1		
Action	aAction		
Initiator	alInitiator1		

Port Config			
BB Pcd Class	After Last Action	Before Last Action	
Technology	VDSL_CAB04_1	VDSL_CAB11_1	
Technology Type	VDSL2	ADSL	
Access Speed	20M down / 6M up	25M down / 10M up	
Interleave Mode	Interleave Low	Interleave Medium	
Effective Speed	300M down / 200M up	500M down / 400M up	

back refresh Transaction Overview create ticket modify access profile Operation Log

start LQD 24hrs start LQD 2min start Profile CP start Profile CPSI start Resync Line start Reconfig Line

### Description

- > So far the ISP change only worked for access without any streaming or real time services. The donor ISP must remove all streaming and real time services before the ISP change was supported.
- > To simplify change process it is now possible to execute an ISP change on access with streaming and/or real time service active. There is no need for interactions with the donor ISP anymore.
- > This feature is in operation since March 2017

