



# BBCS Release Information

August 2022

Swisscom (Schweiz) AG

Wholesale

swisscom

C1 Public



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# Service Assurance

## Earliest Appointment

### Definition

Earliest Appointment means the first possible appointment that can be offered to the client for an on-site intervention.

### Future state

Earliest Appointment is provided as additional information.

Example of the new presentation on the next page.





# Service Assurance Earliest Appointment

WSG Trouble Ticket

### Access Trouble Ticket Detail

[Main](#)
[DSL Info](#)
[Routing](#)
[Response](#)
[CPE Info](#)
[Billing](#)
[Internal](#)

#### Ticket Header

Ticket ID: 2681626  
 Ticket ID Sp: INC16071925757  
 Entered: 05 Aug 2022 16:43:44  
 Closed: 05 Aug 2022 16:48:50  
 Last modified: 05 Aug 2022 16:48:50 by Incident Listener  
 TT State: CLOSED  
 TT State (ISP): closed  
 TT State Reason: -  
 Suspended: No

#### SLA

Contr Element	Best Effort on Fiber
SA SLA	Standard
SA SLA (Requested)	-
SA SLA (Calculated)	Standard
SA SLA Overruled	No
TT Net Duration Timespan	00h13m

#### Appointment

Appointment ID: 91772025  
 Time Slot: 05 Aug 2022 19:44 - 19:44  
 Out of SLA: No  
 Out of SLA Reason: -  
 Earlier Appointment: 07 Aug 2022 08:00

#### Checklist

Problem Data Time: 04 Aug 2022 23:00:00  
 Last Successful Login: -  
 Never Worked: -  
 TT Error Category: 800 - No Signal

#### Problem description

EA:DSL TEST  
 Comment:  
 Measured ISP Values:

#### DN Info

DN / M/N: 0107000073  
 DN / M/N (Requested): 0107000073

#### Current Endpoint

DN Office: 650AF  
 80 Device Location: DEVA.DC  
 Site: -  
 Site Category: -  
 DLSM Name: ipr.asp/700-a-ha-18  
 DLSM Type: -  
 Available Technology Type: -

#### Connection

BSC Connection Type	Networks number
80 Type	83
80 ADSI Enabled	-
Service Speed Profile	10 down / 10 up
Service Speed Profile (Requested)	10 down / 10 up
Op Status	-
Technology Type	-
NetID/SLA	-
Reason of Potential	-

#### Fiber info

OTO ID: A160704261  
 OTO Hug No: 1  
 OTO Partner Label: P\_A160704261  
 BEP Site Category: Standard  
 Access ID: AC305100419

#### ISP

ISP: 777710 - Telecooper WSG Team  
 ISP Phone: 378444847  
 ISP Ticket Ref: SA\_GA\_3307

#### Access TT

Suspended: No  
 vDSL Info:  
 Fiber Info:  
 Rogue Alarm:  
 Connectivity TT:  
 Connectivity Check:  
 UMGA/Planned Work:  
 Transaction Overview:  
 Admin:  
 Documents:  
 Reports:  
 Alarms:

#### SLA

Contr Element	Best Effort on Fiber
SA SLA	Standard
SA SLA (Requested)	-
SA SLA (Calculated)	Standard
SA SLA Overruled	No
TT Net Duration Timespan	00h13m

#### Appointment

Appointment ID: 91772025  
 Time Slot: 05 Aug 2022 17:44 - 19:44  
 Out of SLA: No  
 Out of SLA Reason: -  
**Earliest Appointment: 07 Aug 2022 08:00**

#### History

Modifid	Site Name	TT State	TT State (ISP)	TT State Reason	Response Comment	Response Comment Code	Progress Comment	Progress Comment Code	Progress Date/Time	Appointment ID	Appointment ID	Earliest Appointment	Time Slot	Billing Action	Send Pending	Send Date	Notify Response Number
02 Aug 2022 16:48:50	Incident	CLOSED	closed	-	-	201	Message 6	-	-	91772025	91772025	05 Aug 2022 16:48:50	07 Aug 2022 07:00	Notification to Billing	-	-	8
02 Aug 2022 16:44:40	Incident	800-NO SIGNAL	no signal	800 - NO SIGNAL	211 - BSC Access Suspended SA	201	Message 3	44	-	91772025	91772025	05 Aug 2022 16:48:50	07 Aug 2022 07:00	Notification to Billing	-	-	8
05 Aug 2022 16:44:21	Incident	800-NO SIGNAL	no signal	DSL-ADSL error/No lock	-	-	Message 4	80	-	91772025	91772025	05 Aug 2022 16:48:50	07 Aug 2022 07:00	Notification to Billing	-	-	8
05 Aug 2022 16:44:21	Incident	800-NO SIGNAL	no signal	-	-	-	Message 5	80	-	91772025	91772025	05 Aug 2022 16:48:50	07 Aug 2022 07:00	Notification to Billing	-	-	8



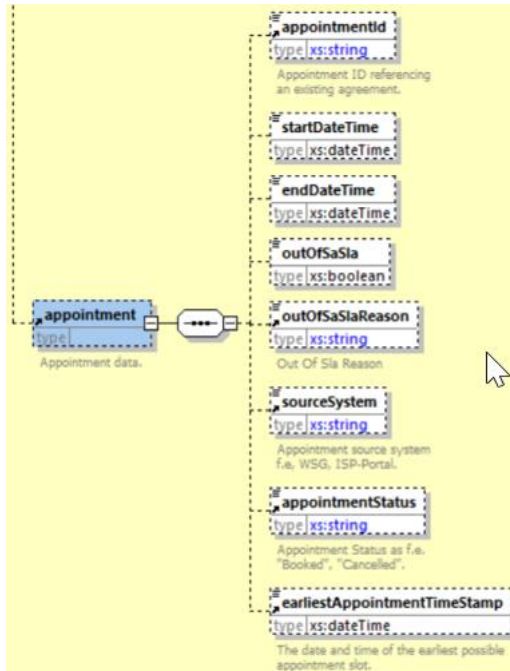


# Service Assurance

## Earliest Appointment

### B2B

- Scheme: wsgTtOutbound.wsdl V45
- "appointment" enhanced with new element "earliestAppointmentTimeStamp" (also in "historyItem")





# Service Assurance

## Change of Error Message

### Current situation

If an ISP sends a "bookAppointment" request twice via B2B, WSG responds with the uninformative error message: "Slot unknown or expired".

### Future state

WSG sends the following error message in case of a duplicate bookAppointment request:

"Duplicate bookAppointment request, no action required."





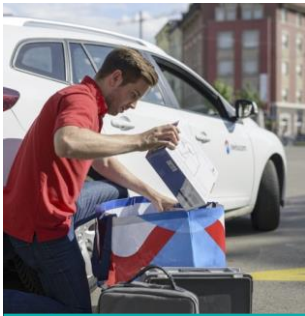
# Upcoming WSG Releases

## WSG release- and test system-upgrade dates

Release		Deployment	WSG XML Schema Version Upgrade	Upgrade Testsystem
mr2208	Tuesday to Wednesday	23.-24.08.2022	Optional	10.08.2022
mr2209	Tuesday to Wednesday	20.-21.09.2022	Optional	07.09.2022
mr2210	Tuesday to Wednesday	18.-19.10.2022	Optional	05.10.2022
<b>mr2211</b>	<b>Tuesday to Wednesday</b>	<b>15.-16.11.2022</b>	<b>mandatory</b>	<b>02.11.2022</b>
mr2301	Tuesday to Wednesday	24.-25.01.2023	Optional	11.01.2023
mr2302	Tuesday to Wednesday	21.-22.02.2023	Optional	08.02.2023
mr2303	Tuesday to Wednesday	21.-22.03.2023	Optional	08.03.2023
<b>mr2304</b>	<b>Tuesday to Wednesday</b>	<b>25.-26.04.2023</b>	<b>Mandatory</b>	<b>12.04.2023</b>
mr2305	Tuesday to Wednesday	23.-24.05.2023	Optional	10.04.2023
mr2306	Tuesday to Wednesday	20.-21.06.2023	Optional	07.06.2023



# Contact information



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