



# BBCS Release Information

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Swisscom (Schweiz) AG

Wholesale

swisscom

C1 Public



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# WSG Service Fulfillment

## Product- / ISP-Change notification

### New State

- In product and ISP change process the ISP notification will be enhanced.
- Product or ISP change will inform the donating ISP on who will be the requesting ISP.





# WSG Service Assurance

## Enhanced Trouble Ticket search

### New State

- To simplify communication between service provider and Swisscom, a new field is added in the search function.
  - Ticket ID Sys
    - Ticket identifier in our incident system  
e.g.: INC000003291127

WSG Trouble Ticket Services Help / Contact Logout USER ISP

**Access TT**

- xDSL Info
- Connectivity TT
- Connectivity Check
- UMSA/Planned Work
- Transaction Overview
- Admin
- Documents

### Select Access Trouble Tickets

**ISP** 777710 - Testaccount WSG

**Ticket ID** e.g. 12345

**Ticket ID Sys** INC000001912221

**TT State** ENTERED





# Upcoming WSG Releases

## WSG release- and testsystem-upgrade dates

Release		Deployment	Upgrade Testsystem*
mr1904	Tuesday to Wednesday	23.-24.04.2019	17.04.2019
mr1905	Tuesday to Wednesday	21.-22.05.2019	15.05.2019
mr1906	Tuesday to Wednesday	18.-19.06.2019	12.06.2019
mr1907	Tuesday to Wednesday	23.-24.07.2019	17.07.2019
mr1908	Tuesday to Wednesday	20.-21.08.2019	14.08.2019
mr1909	Tuesday to Wednesday	17.-18.09.2019	tbd
mr1910	Tuesday to Wednesday	15.-16.10.2019	tbd
mr1911	<b>Saturday to Monday</b>	<b>23.-25.11.2019</b>	tbd

\* Software upgrades of the ISP testsystem will be shown as additional informations on this page





# Contact information



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