

Swisscom (Schweiz) AG Wholesale



BBCS June Release 2017

Feature Overview

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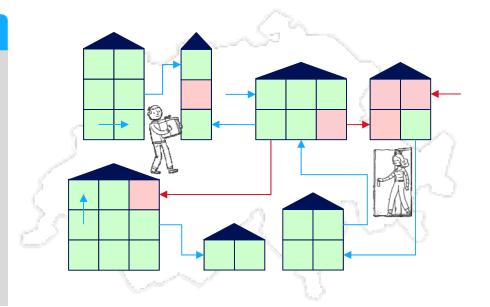
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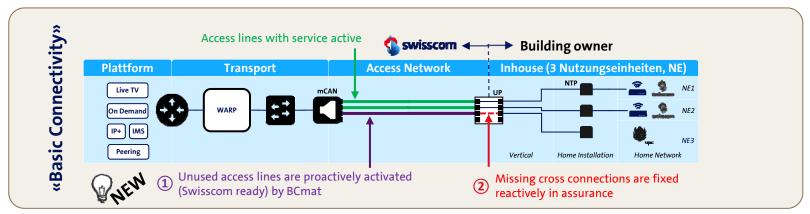
Swisscom Ready

«Swisscom Ready» reflects the vision of active Swisscom IP access lines in all business and residential units allover 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.







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Swisscom Ready Splash Page

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 *

Zur Aktivierung kontaktieren Sie bitte vorgängig ihren Fernmeldedienstanbieter.

Ihre Anschluss Identifikation (Binding-ID) ist: xxx:1234:3456:333

Dieser Anschluss ist noch nicht aktiviert.

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 Femmeldedienstanbieter.



Enhanced building 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:

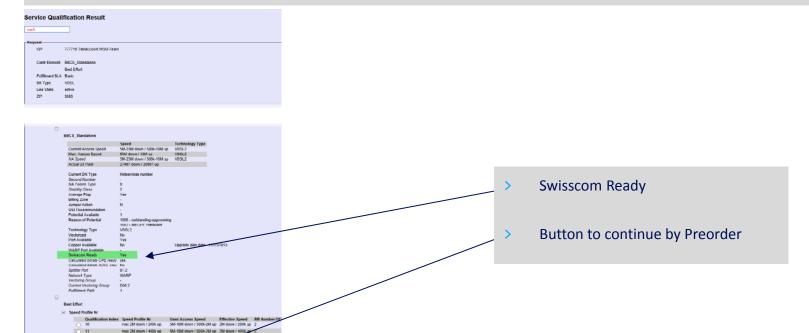
Site Development = Yes Fully Developed = Yes

LID Activation Date -
LID 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



Predecessor based qualification

- > 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 startet directly from the qualification result.





Address based qualification

Preordering

- In case of a qualification by address the button "Create Preorder" is provided in the "Service Qualification Result.
- Preconditions are:BBCS_Standalone is chosenFully Dev. =Yes





Basis creation and activation code

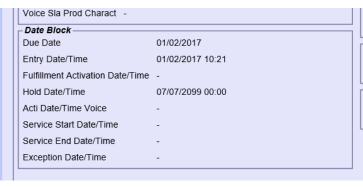
Preordering

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



- > 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.



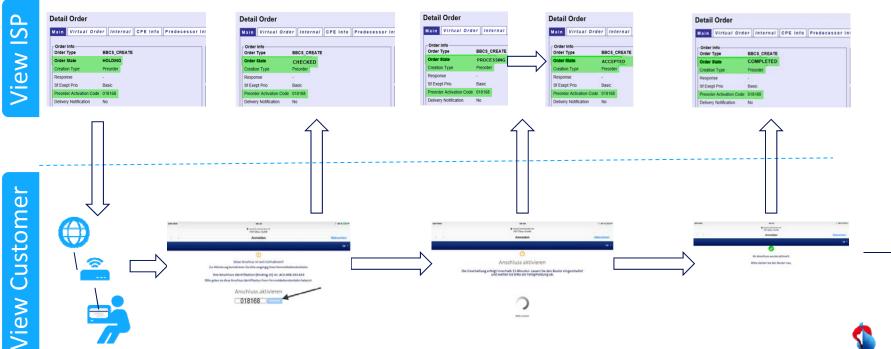




Activation process

Preordering

Customer and ISP view in the systems

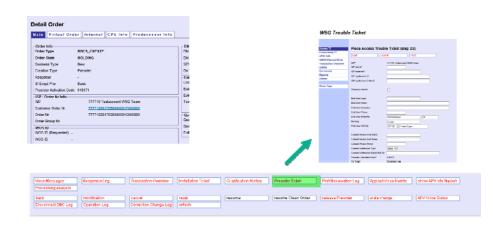




New TT type in case of no sync

Preorder trouble ticket

- > 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



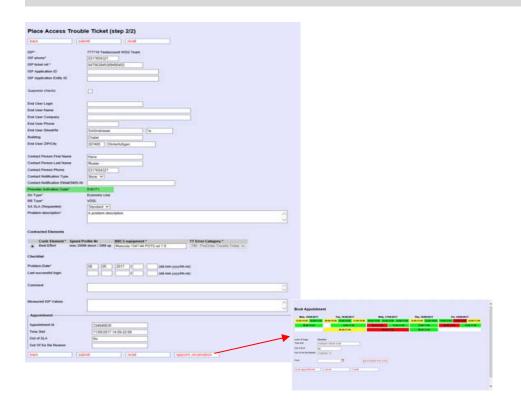
ISP*	777710 Testaccount WSG Team	
by		
DN / VN / NSN*		(0314445566)
by		100000000000000000000000000000000000000
OTO Id*		(B.123.110.456.7)
OTO Plug Nr*		(14)
by		
OTO Partner Label*		
OTO Plug Nr*		(14)
by Preorder Activation Code*	[018171	
	030171	41
Suppress checks		
	wing points apply before issuing a trouble ticket: ame has passed.	
The ISP is not awa There is no networ The following point The splitte Configurat Configurat	are of a Swisscom network problems, that could cause ke problem within the ISP network, which could affect to the have been discussed and checked with the end-use in had been installed in accordance to the instructions tion of the PC and possibly that of the modems / route tion of the PC and possibly modems / routers, as used to work.	the end-user. or beforehand: and the installation has been checke
The ISP is not awa There is no networ The following poin The splitte Configurat Configurat The service	rk problem within the ISP network, which could affect to the have been discussed and checked with the end-use if had been instructions to the instructions tion of the PC and possibly that of the modems / route tion of the PC and possibly modems / routers. Le used to work.	the end-user. or beforehand: and the installation has been checke



New TT type in case of no sync

Preorder trouble ticket appointment booking

- > 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.





Predecessor DB

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

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

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.



Predecessor DB

Predecessor Information

- > The predecessor database will enhance existing information of BBCS naked access with VoIP number and name/last name.
- > The participating ISP can identify a NSN by using the corresponding VoIP number. Alternatively a view of all names is visible with an address based search and it returns the needed NSN for ordering.
- Predecessor data base will be available to all participating ISP.





BBCS Enhancements Service Fulfillment

Ordering on Economy Line (Annex-A) and Multi Line (Annex-B) with BBCS Standalone

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.



BBCS Enhancements Service Fulfillment

Change ALO to BBCS-F

New Situation

> Changes of the Technology from ALO to BBCS-F can be ordered by ISP Change or Product Change

Cooperation Id Partner_A.37 Build Responsible Inhouse Build Executor Inhouse Plug Nr 1 Plug Nr 1 Access Id AC.787.599

Remark -Jumper Action Y

AC.787.599.879 Business State 13 - Fiber.Ready-ALO Is Active Remark used by another ISP Jumper Action Basis Contract Element ALO Laver 1 777710 - Testaccount WSG Team Patch Type 0108319655 ─ Plug Nr 2 Plug Nr Access Id Fiber Line State AVAILABLE Business State 8 - OTO-Ready Port State CONNECTED Is Active

Qualification Index Calculated max Access Speed Current Acces

Product Change

Socket Id A.848.444.377 Cooperation Id Partner A.848.444.377 Build Responsible Inhouse -Build Executor Inhouse ─ Plug Nr 1 Plug Nr AC.233.475.918 Access Id Fiber Line State CONNECTED (ALO) OTO State CONNECTED Business State 13 - Fiber.Ready-ALO Port State CONNECTED Is Active Remark used by ISP 777710 Basis Contract Element ALO Layer 1 777710 - Testaccount WSG Team Patch Type NSN 0108939851 Speeds Qualification Index Calculated max Access Speed Current Ac O 3 1G down / 1G up 1G down / 1G up 1G down / 1 O 4 1G down / 1G up 1G down / 1



BBCS-F Enhancements Service Fulfillment

New possibilities for BEP state "Planned"

Heutige Situation

- > If the inhouse installation could not be finished, the BEP state will be put on "Planned"
- > In this case no modification or order on any OTO at this BEP is possible anymore

Neue Situation

- > OTO with state "Availabe" or "Connected" can be modified eben if BEP state is "Planned"
- > Situation:
 - BEP: "3 BEP.Planned"
 - availabilityDate/Date: not empty
 - OTO State: "AVAILABLE" oder "CONNECTED"



Fiber Inhouse Order (FIO) Enhancement

FIO Originator visible to installation partner and submit additional phone number

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.

- > 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.
- > In addition to that you can submit a 2nd phone number to the installation partner by WSG for a better reachability of the end customer





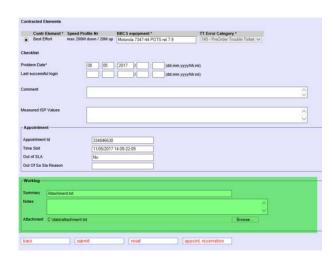
BBCS-F Enhancments Service Assurance

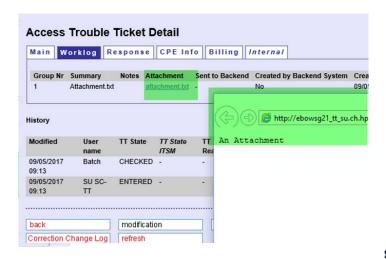
File attachment for supporting information on assurance case

Current Situation

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

- > 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







BBCS-F Enhancements Service Assurance

Detection Fiber Spot

- > The information that the customer is accessed from a FiberSpot is displayed in the xDSL info and in the WSG-TT.
- > Before opening a Swisscom TT the ISP can clarify with the landlord if a defect is in the vertical. In this case the landlord can send an electrician to solve the problem





BBCS Enhancements Service Assurance

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.

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

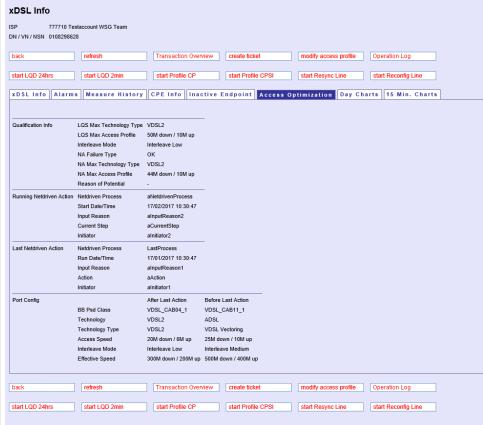


Access Optimization

More detailed information according grooming process

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



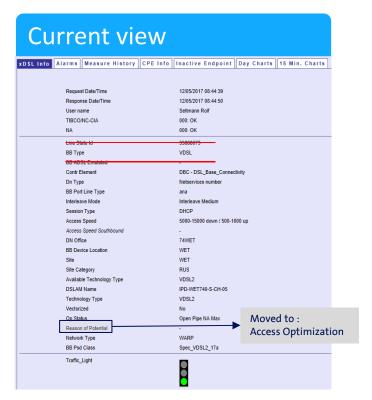


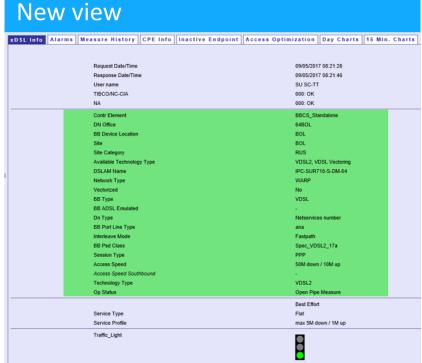
WSG improvement

for reasons of clarity and comprehensibility

New arrangement

Rearranged and reduced attributes







WSG improvement for reasons of clarity and comprehensibility

Description

Simplyfied writing style of the profile description

S_Standalone						
Effort						
DEI- N-						
Speed Profile Nr						
Qualification Index 10	Speed Profile Nr max 2M down / 200k up	Used Access Speed 5M-18M down / 500k-2M up	2M down / 200k up	BB Number Of Wires		
	•					
0 11	max 2M down / 400k up	5M-18M down / 500k-2M up				
0 12	max 5M down / 500k up	5M-18M down / 500k-2M up				
O 13	max 5M down / 1M up	5M-18M down / 500k-2M up		2		
O 14	max 8M down / 800k up	5M-18M down / 500k-2M up	8M down / 800k up	2		
O 15	max 8M down / 2M up	5M-18M down / 500k-2M up	8M down / 1M up	2		
O 16	max 10M down / 1M up	5M-18M down / 500k-2M up	10M down / 1M up	2		
O 17	max 10M down / 2M up	5M-18M down / 500k-2M up	10M down / 2M up	2		
O 18	max 15M down / 2M up	5M-18M down / 500k-2M up	15M down / 1M up	2		
O 19	max 15M down / 3M up	5M-18M down / 500k-2M up	15M down / 2M up	2		
O 20	max 20M down / 2M up	5M-18M down / 500k-2M up	18M down / 2M up	2		
O 21	max 20M down / 4M up	5M-18M down / 500k-2M up	18M down / 2M up	2		
	□ Speeds					
	Qua	lification Index Calculated m 1G down / 1G		Current Access Speed 1G down / 1G up		fective Speed I down / 200k u
	O 4	1G down / 1G	up	1G down / 1G up	2M down / 400k up 2N	l down / 400k u
	O 5	1G down / 1G	up	1G down / 1G up	2M down / 2M up 2M	l down / 2M up
	O 6	1G down / 1G	up	1G down / 1G up	5M down / 500k up 5M	l down / 500k u
	0 7	1G down / 1G	up	1G down / 1G up	5M down / 1M up 5M	l down / 1M up
	0 8	1G down / 1G	up	1G down / 1G up	5M down / 5M up 5M	l down / 5M up
	0	10 dawn / 10		10 down / 10 w	OM down / OOOk up ON	I dawa / 900k w



Monthly Releasing

Optimization of time to market and release downtime

Current situation

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

2017 2018 Mär Aug Sep Okt Dez Feb Mär Apr Mai Jun Jul Nov Jan Time to market up to 1 year Time to market 6 months

Current releases

Idea to product

Downtime ~ 1.5 days at weekends

Monthly releases

Idea to product

Downtime 10 hours (22:00 to 08:00)

- > 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 provided as usual.

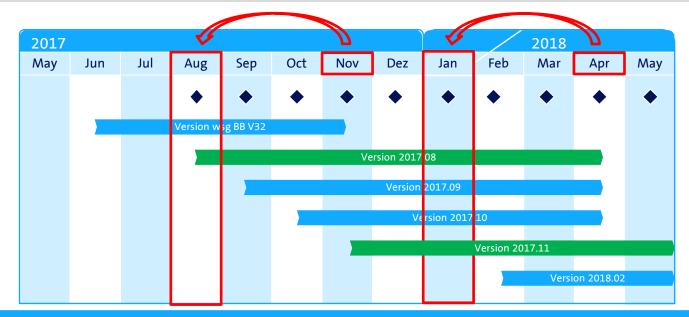


Monthly Releasing

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

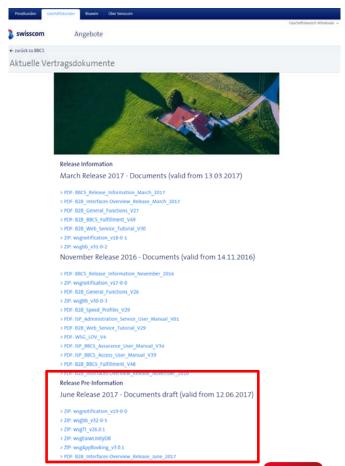


Release Pre Information

Preview to documents of coming releases

New Situation

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







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Contact information

Swisscom AG (Schweiz) Wholesale Alte Tiefenaustrasse 6 CH-3050 Bern

bbcs.service@swisscom.com www.swisscom.ch

