

BBCS Release Information

November 2018

Swisscom (Schweiz) AG
Wholesale



BBCS November Release 2018

Feature Overview

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WSG GUI Facelift

Change of look

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New State

- > The refurbishment of the WSG GUI might slow down the user experience when using a browser with out of date Java implementation (e.g. Internet Explorer).
- > We therefore strongly suggest the use of a browser with state of the art Java implementation as Google's Chrome or Microsoft's Edge

The screenshot displays the WSG GUI interface. On the left is a sidebar with navigation links: Access TT, xDSL Info, Connectivity TT, Connectivity Check, UM/SA/Planned Work, Transaction Overview, Admin, and Documents. The main content area is divided into two sections. The top section, 'xDSL Info', contains three red buttons: 'Query xDSL Info' (with subtext 'Get xDSL info for a specific access'), 'Maintain xDSL Info', and 'Maintain Information Request' (with subtext 'Select information request to find out when the reconfigure has completed'). The bottom section, 'Query xDSL Info', includes a form with a 'by' dropdown (radio buttons for 'DN / VN / NSN', 'OTO', and 'OTO Partner'), a text input field containing '0107000229', and 'Submit' and 'Reset' buttons. Below the form is a table titled 'xDSL Info Result' with columns for 'Request Date', 'Response Date', 'User Name', and 'Transaction Overview'. The table contains three rows of data. At the bottom of the page is a 'Summary' section with a table showing 'Request Date', 'Response Date', 'User Name', and 'Transaction Overview' for three different requests.

| Request Date | Response Date | User Name | Transaction Overview |
|------------------------|------------------------|-----------|--|
| 05. Oct. 2018 09:07:25 | 05. Oct. 2018 09:07:42 | 000-OK | 800-Backend Resource Reports Error - 1018 - DSLAM (Swisscom Access Node) |
| 05. Oct. 2018 09:07:25 | 05. Oct. 2018 09:07:42 | 000-OK | 800-Backend Resource Reports Error - 1018 - DSLAM (Swisscom Access Node) |
| 05. Oct. 2018 09:07:25 | 05. Oct. 2018 09:07:42 | 000-OK | 800-Backend Resource Reports Error - 1018 - DSLAM (Swisscom Access Node) |

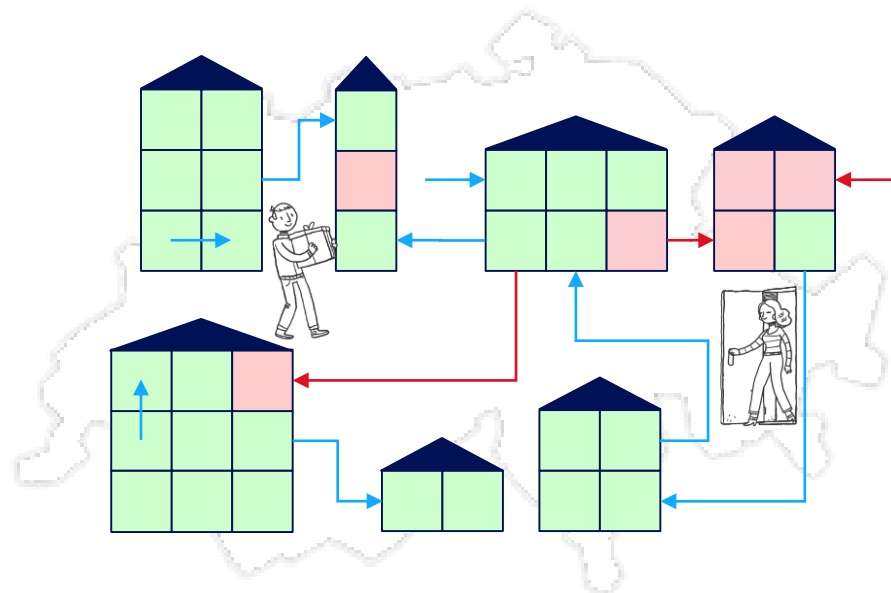
Swisscom Ready on Fiber

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

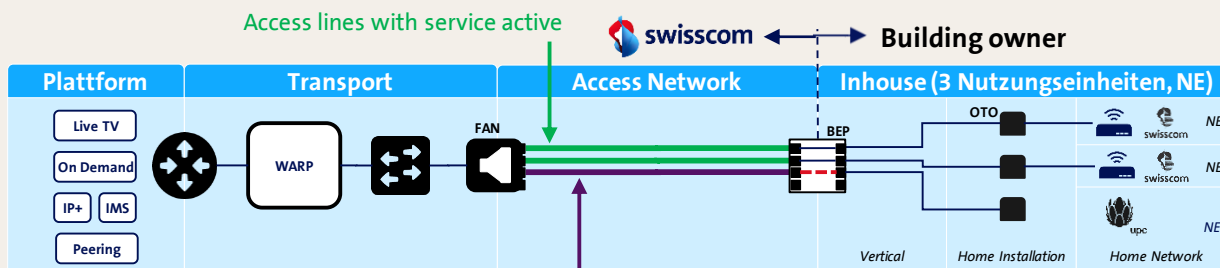
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What is Swisscom Ready?

- Today a fiber access has 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 activation process of the BCmat Fiber



«Basic Connectivity»



- ① Unused access lines are proactively activated (Swisscom ready) by BCmat Fiber

Swisscom Ready on Fiber

Splash Page

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Current Situation

- > If the customer connects a CPE to a unused Swisscom Ready (fka Always On) optical telecom outlet, 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-F order.
- > The activation of the BBCS-F services can be performed faster because no Swisscom technician or ISP electrician is required for the cross-connection in the CO

Splash page with valid Binding ID

The screenshot shows a web browser interface. At the top, there's a status bar with 'SIM fehlt', '08:25', and '95 %'. Below it, the address bar shows 'www2.swisscom.ch' and 'FRITZ!Box-SUNR'. The main content area has a dark blue header with 'Anmelden' and 'Abbrechen' buttons. Below the header, there's a yellow warning icon and the text: 'Dieser Anschluss ist noch nicht aktiviert! Zur Aktivierung kontaktieren Sie bitte vorgängig Ihren Fernmeldedienstanbieter. Ihre Anschluss Identifikation (Binding-ID) ist: ACO.008.293.429 Bitte geben sie diese Anschluss Identifikation Ihrem Fernmeldedienstanbieter bekannt.' At the bottom, there's a section titled 'Anschluss aktivieren' with a text input field containing '018168' and an 'Aktivieren' button.

Splash page without valid Binding ID

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

Preorder

Enhanced building information

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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
- > Um zu Erkennen wie weit der Gebäudeausbau mit Glasfaser fortgeschritten ist wird die neue Kennzahl OTO Penetration Rate eingeführt. Dieser Wert dient zur Einschätzung ein FIO beauftragt werden muss oder nicht. Je höher der Wert desto mehr Wohnungen sind mit einer OTO Dose ausgerüstet.

Site Development 61% Yes

Nr of Utilisation Units 13

Nr of Basic Connectivities 8

Fully Developed Yes

Quantity of Built OTO 8

OTO Penetration Rate 55%

> Total number of homes in the building

> Number of homes with Swisscom Ready (FBC)

> Total number of built OTO in the building

> Percentage of the ratio between "Nr of Utilisation Units" an "Quantity of Built OTO"

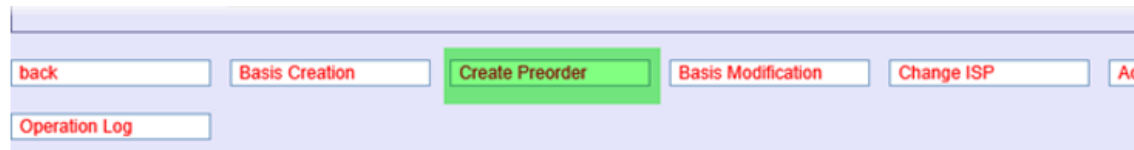
Preorder

Predecessor based qualification

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New Situation

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



Preorder

Basis creation and activation code

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Preordering

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

| | | |
|-------------------|---------------------------------------|--------------|
| DN / VN / NSN | <input type="text" value=""/> | (0314445566) |
| Fulfillment SLA | <input type="text" value="Basic"/> | |
| Assurance SLA | <input type="text" value="Standard"/> | |
| Creation Type* | <input type="text" value="Preorder"/> | |
| Customer Order Nr | <input type="text" value=""/> | |

- WSG creates the "Preorder Activation Code" which the endcustomer needs for the activation of his BBCS-F service at home.
- The order state 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 Inf |
| Order Info | |
| Order Type | BBCS_CREATE |
| Order State | HOLDING |
| Creation Type | Preorder |
| Response | - |
| Sf Exept Prio | Basic |
| Preorder Activation Code | 018168 |
| Delivery Notification | No |
| ISP / Order Nr Info | |
| ISP | 10008 Swisscom (Schweiz) AG - BES |

| | |
|----------------------------------|------------------|
| Voice Sla Prod Charact - | |
| Date Block | |
| 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 | - |

Preorder

Activation process

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Preordering

- > Customer and ISP view during activation process

ISP view

| Detail Order | | | | |
|--------------------------|---------------|----------|----------|------------------|
| Main | Virtual Order | Internal | CPE Info | Predecessor Info |
| Order Info | | | | |
| Order Type | | | | |
| BBSCS_CREATE | | | | |
| Order State | | | | |
| HOLDING | | | | |
| Creation Type | | | | |
| Preorder | | | | |
| Response | | | | |
| - | | | | |
| SF Exempt Prio | | | | |
| Basic | | | | |
| Preorder Activation Code | | | | |
| 018168 | | | | |
| Delivery Notification | | | | |
| No | | | | |

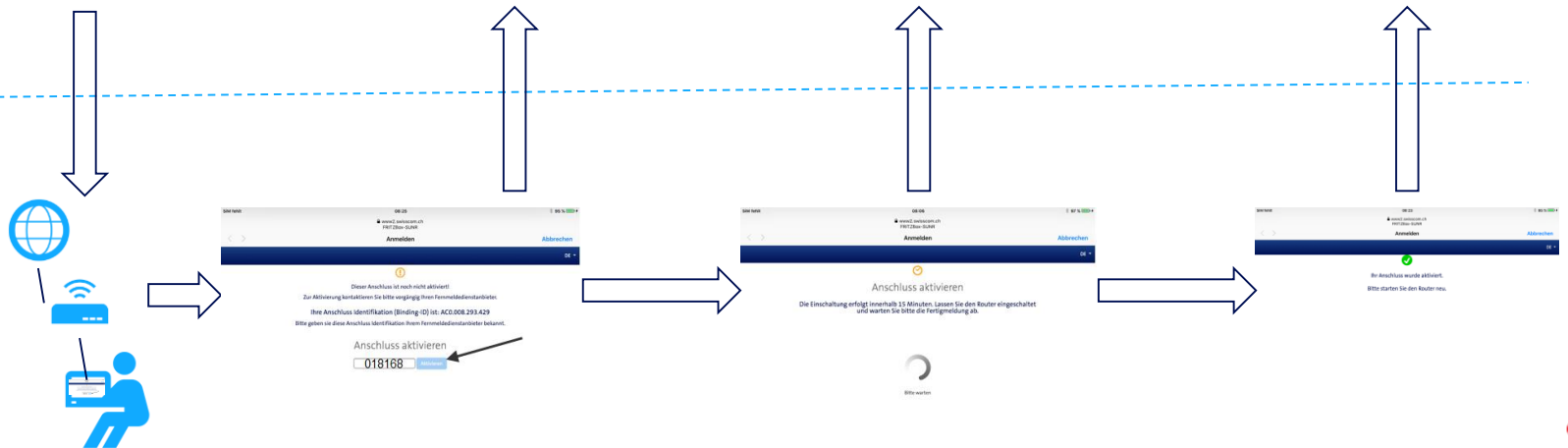
| Detail Order | | | | |
|--------------------------|---------------|----------|----------|------------------|
| Main | Virtual Order | Internal | CPE Info | Predecessor Info |
| Order Info | | | | |
| Order Type | | | | |
| BBSCS_CREATE | | | | |
| Order State | | | | |
| CHECKED | | | | |
| Creation Type | | | | |
| Preorder | | | | |
| Response | | | | |
| - | | | | |
| SF Exempt Prio | | | | |
| Basic | | | | |
| Preorder Activation Code | | | | |
| 018168 | | | | |
| Delivery Notification | | | | |
| No | | | | |

| Detail Order | | |
|--------------------------|---------------|----------|
| Main | Virtual Order | Internal |
| Order Info | | |
| Order Type | | |
| BBSCS_CREATE | | |
| Order State | | |
| PROCESSING | | |
| Creation Type | | |
| Preorder | | |
| Response | | |
| - | | |
| SF Exempt Prio | | |
| Basic | | |
| Preorder Activation Code | | |
| 018168 | | |
| Delivery Notification | | |
| No | | |

| Detail Order | | |
|--------------------------|---------------|----------|
| Main | Virtual Order | Internal |
| Order Info | | |
| Order Type | | |
| BBSCS_CREATE | | |
| Order State | | |
| ACCEPTED | | |
| Creation Type | | |
| Preorder | | |
| Response | | |
| - | | |
| SF Exempt Prio | | |
| Basic | | |
| Preorder Activation Code | | |
| 018168 | | |
| Delivery Notification | | |
| No | | |

| Detail Order | | | | |
|--------------------------|---------------|----------|----------|------------------|
| Main | Virtual Order | Internal | CPE Info | Predecessor Info |
| Order Info | | | | |
| Order Type | | | | |
| BBSCS_CREATE | | | | |
| Order State | | | | |
| COMPLETED | | | | |
| Creation Type | | | | |
| Preorder | | | | |
| Response | | | | |
| - | | | | |
| SF Exempt Prio | | | | |
| Basic | | | | |
| Preorder Activation Code | | | | |
| 018168 | | | | |
| Delivery Notification | | | | |
| No | | | | |

Customer view



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- > 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
- > With this type of trouble ticket a appointment needs to be booked.
- > A Swisscom technician will then make troubleshooting in the chosen time period.
- > The access to the end users premises will be necessary for this type of TT.
- > **If ther OTO ID is known please open a "No Signal Ticket" instead of a "Preorder Ticket"**

[illegible]

[back](#)
[continue](#)
[reset](#)
[xDSL Info](#)

WSG Documentation

Wholesale website alignment

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New Situation

- > As a part of simplifying the WSG document management the documents which are already available in WSG won't be published on the Wholesale website anymore.
- > The documents for each service will be found under the corresponding tab in WSG only.

WSG Trouble Ticket

The screenshot shows the 'WSG Trouble Ticket' page. On the left, there is a sidebar with a list of links: Access TT, xDSL Info, Connectivity TT, Connectivity Check, UMSA/Planned Work, Transaction Overview, Admin, Documents (highlighted with a red box), Reports, Alarms, Home Page, and Old Links. The main content area has a header 'Access Trouble Tickets' and a button 'Place Trouble Ticket'. Below this, there is a section titled 'WSG BCS Orders' with a list of links: Place Order, Maintain Order, Voice Messages, Installation Ticket, Change Ticket, Transaction Overview, APV, Admin Tasks, Documents (highlighted with a red box), Reports, and Home Page.

WSG IP-Addresspool

The screenshot shows the 'WSG IP-Addresspool' page. On the left, there is a sidebar with a list of links: Home, Admin Tasks, List IP Address Pools, IP Pool Utilization, Create IP Address Pool, Subsc. Fix IP, Subsc. DHCP Session, and Documentation (highlighted with a red box). The main content area has a header 'WSG IP-Addresspool' and a sub-header 'Welcome to the Swisscom Entry Page for Broadband'.

WSG Release Dates

of upcoming WSG Releases

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2018 / 2019

- | | |
|-------------------------|---------------------------|
| > 17.-19.11.2018 | Saturday to Monday |
| > 22.-23.01.2019 | Tuesday to Wednesday |
| > 23.-25.02.2019 | Tuesday to Wednesday |
| > 26.-27.03.2019 | Tuesday to Wednesday |
| > 23.-24.04.2019 | Tuesday to Wednesday |
| > 21.-22.05.2019 | Tuesday to Wednesday |
| > 18.-19.06.2019 | Tuesday to Wednesday |
| > 23.-24.07.2019 | Tuesday to Wednesday |
| > 20.-21.08.2019 | Tuesday to Wednesday |
| > 17.-18.09.2019 | Tuesday to Wednesday |
| > 15.-16.10.2019 | Tuesday to Wednesday |
| > 23.-25.11.2019 | Saturday to Monday |

Contact information

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