



Process Description BBCS Shared to BBCS Naked

Swisscom Wholesale, November 2016
external

Overview

BBCS Shared to BBCS Naked

	With ONP	Without ONP
Normal process (Service disruption up to 1 working day)	n/a	Disconnect of TDM Voice* and Create BBCS Naked using predecessor (1)
Product Change (Service disruption < 2 h)	Synchronizes disconnect of TDM Voice* to create of BBCS Naked by Inet order (2)	Synchronizes disconnect of TDM Voice* to create BBCS Naked by CWD (3)
Build up BBCS Naked in parallel (Service disruption < 5 min)	n/a	Spare Copper on UP and service of an electrician is required Cancellation of TDM Voice can be done afterwards (4)
Exception Spaceshortage (WSG Qualif Result Detail: Q30 The associated local exchange is fully equipped with the required infrastructure but there are no free ressources at the moment.)**	FDA provides SDK with concerned ISDN Number and qualified migration date (inkl. profile, technology, PPP/DHCP, etc.) FDA orders ONP and disconnects TDM Voice* SDK creates BBCS Naked	FDA provides SDK with concerned ISDN Number and qualified migration date (inkl. profile, technology, PPP/DHCP, etc.) FDA disconnects TDM Voice* SDK creates BBCS Naked

* Cancellation of the TDM Voice Service by the endcustomer or FDA (POA required)

** and there is no room for new ports

Introduction

To migrate an existing BBCS Shared access smooth and simple into a BBCS Naked we introduced the feature “Product Change” in WSG. The process will reduce complexity for the involved people and synchronize important steps where needed.

Depending on whether the end user wants to keep his existing telephone number, we do offer two different approaches:

1. Migration from BBCS Shared to BBCS Naked with ONP if the customer wants to keep his current number. (Process 2)
2. Migration from BBCS Shared to BBCS Naked without ONP if the customer will receive a new number or no voice number anymore. (Process 3)

Please note:

In the following documentation the product name “BBCS Shared” is replaced by its technical synonym “BBCS on TDM” and “BBCS Naked” is replaced by “BBCS Standalone”.



BBCS on TDM to BBCS Standalone without ONP

Customer receives a new phone number

Process 1 - normal

Overview

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The migration of BBCS on TDM to BBCS Standalone will be executed in WSG. The cancellation of the Swisscom POTS/ISDN TDM-phone can only be placed by the legal contract holder (e.g. end user).

Order Process:

1. Execute the service qualification for a BBCS Standalone and select the date for the migration (CWD).
 - If wiring work needs to be executed, a fulfillment time slot (SZF) is offered.
 - In any other case, the migration will be executed early in the morning.
2. Legal contract holder requests Swisscom directly to disconnect TDM-voice service on defined migration date:
 - Local: 0800 800 800 (toll free number)
 - International: +41 848 800 811
 - in writing: Swisscom (Schweiz) AG, Contact Center, 3050 Bern
 - Online: Kundencenter
3. Creating BBCS Standalone using predecessor information with business type «New».

BBCS Shared to BBCS Naked

Create BBCS Standalone Service Qualification

Service Qualification

[back](#) [submit](#) [reset](#)

ISP*

Contr Element

Base Products *

Services

Fulfillment SLA

BB Type

Fulfillment Wish Date

Synchronisation with voice

Has ONP

Business Type *

Appointment Id

Appointment Date/Time

Dn Type

Ext Ref

Line State

New Loop

Return Speed at NOK

Qualification by Number	Qualification By Address	Qualification by Starting Point
DN / VN / NSN* <input type="text" value="0446543210"/> (0314445566)	Last Name <input type="text"/> First <input type="text"/>	Tax Region * <input type="text"/> Access Net * <input type="text"/>

BBCS Shared to BBCS Naked

Create BBCS Standalone

Service Qualification

Best Effort

Speed Profile Nr

Qualification Index	Speed Profile Nr	Used Access Speed	Effective Speed	BB Number Of Wires
<input type="radio"/> 21	max2000 down / 200 up	5000-40000/500-5000	2000/200	
<input type="radio"/> 22	max2000 down / 400 up	5000-40000/500-5000	2000/400	2
<input type="radio"/> 23	max5000 down / 500 up	5000-40000/500-5000	5000/500	2
<input type="radio"/> 24	max5000 down / 1000 up	5000-40000/500-5000	5000/1000	2
<input checked="" type="radio"/> 25	max8000 down / 800 up	5000-40000/500-5000	8000/800	2

Fulfillment Time Slot

Fulfillment Time Slot Index	Fulfillment Time Slot Date/Time Start	Fulfillment Time Slot Date/Time End
<input checked="" type="radio"/> 1	30/03/2016 00:00	30/03/2016 17:00

- **Speed Profile Nr:**
 - Speed Profile Number: your favoured surf profile
 - Used access speed: the speed that still guarantees a trouble-free operation
- **Fulfillment Time Slot:**
 - Date and time for line activation if wiring work has to be executed, chose favoured time slot

- **Please note:** If only one time slot appears, then there is no need to execute wiring work.



BBCS on TDM to BBCS Standalone with ONP

Customer keeps existing phone number

Process 2

Overview

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By signing the PoA (Power of Attorney) the end user builds the legal base to cancel the TDM phone contract (ISDN and POTS) automatically with placing the ONP order. Swisscom will therefore cancel TDM-Voice (and existing BBCS on TDM) with the number portability order of the telecom provider.

Order Process:

1. Doing a service qualification including the “customer wish date” (CWD). WSG returns the next possible switching windows (SZF).
2. Placing the Operator Number Porting (ONP) in Teldas by choosing date and time (returned from former qualification) WSG automatically synchronizes the disconnect of TDM-Voice/BBCS on TDM with the porting .
3. Creating the new BBCS standalone based on the existing BBCS on TDM in WSG.
4. The Create order will stay on status “Holding” until the delivery of the synchronizing WOS-ID in WSG.

BBCS Shared to BBCS Naked

Service Qualification BBCS Standalone

Check fulfillment time slot

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Service Qualification

ISP*

Contr Element

Base Products *

Services

Best Effort Streaming

Best Effort on Fiber Real Time

Fulfillment SLA

BB Type

Fulfillment Wish Date

Synchronisation with voice

Has ONP

Business Type *

Appointment Id

Appointment Date/Time

Dn Type

Ext Ref

Line State

New Loop

Return Speed at NOK

Qualification by Number	Qualification By Address	Qualification
DN / VN / NSN* <input type="text" value="0446543210"/> (0314445566)	Last Name <input type="text"/>	Tax Region * Access Net *

Please select “Has ONP” and “Product Change” to make use of the ONP synchronized migration from BBCS on TDM to BBCS Standalone.

Service qualification for BBCS Standalone must be executed on the former BBCS on TDM phone number.

BBCS Shared to BBCS Naked

Service Qualification BBCS Standalone

Check fulfillment time slot

Contr Element

⊕ BBCS_Standalone

⊖ Best Effort

⊖ Speed Profile Nr

Qualification Index	Speed Profile Nr	Used Access Speed	Effective Speed	BB Number Of Wires
<input type="radio"/> 38	max2000 down / 200 up	5000-25000/500-5000	2000/200	
<input type="radio"/> 39	max2000 down / 400 up	5000-25000/500-5000	2000/400	2
<input type="radio"/> 40	max5000 down / 500 up	5000-25000/500-5000	5000/500	2
<input type="radio"/> 41	max5000 down / 1000 up	5000-25000/500-5000	5000/1000	2
<input type="radio"/> 42	max8000 down / 800 up	5000-25000/500-5000	8000/800	2
<input type="radio"/> 43	max8000 down / 1600 up	5000-25000/500-5000	8000/1600	2
<input type="radio"/> 44	max10000 down / 1000 up	5000-25000/500-5000	10000/1000	2
<input type="radio"/> 45	max10000 down / 2000 up	5000-25000/500-5000	10000/2000	2
<input type="radio"/> 46	max15000 down / 1500 up	5000-25000/500-5000	15000/1500	2
<input type="radio"/> 47	max15000 down / 3000 up	5000-25000/500-5000	15000/3000	2
<input checked="" type="radio"/> 48	max20000 down / 2000 up	5000-25000/500-5000	20000/2000	2
<input type="radio"/> 49	max20000 down / 4000 up	5000-25000/500-5000	20000/4000	2

- **Speed Profile Nr:**
 - Speed Profile Number: your favoured surf profile
 - Used access speed: the speed that still guarantees a trouble-free operation

⊕ Streaming

⊖ Fulfillment Time Slot

Fulfillment Time Slot Index	Fulfillment Time Slot Date/Time Start	Fulfillment Time Slot Date/Time End
<input checked="" type="radio"/> 1	03/05/2016 13:00	03/05/2016 15:00
<input type="radio"/> 2	06/05/2016 13:00	06/05/2016 15:00
<input type="radio"/> 3	10/05/2016 13:00	10/05/2016 15:00
<input type="radio"/> 4	13/05/2016 13:00	13/05/2016 15:00
<input type="radio"/> 5	17/05/2016 13:00	17/05/2016 15:00

- **Fulfillment Time Slot:**
 - Date and time for line activation if wiring work has to be executed, chose favoured time slot

- **Please note:** If only one time slot appears, then there is no need to execute wiring work.



BBCS on TDM to BBCS Standalone without ONP

Customer receives a new phone number

Process 3



swisscom

Overview

The migration of BBCS on TDM to BBCS Standalone will be executed in WSG. The cancellation of the Swisscom POTS/ISDN TDM-phone can only be placed by the legal contract holder (e.g. end user).

Order Process:

1. Execute the service qualification for a BBCS Standalone and select the date for the migration (CWD).
 - If wiring work needs to be executed, a fulfillment time slot (SZF) of 2h is offered.
 - In any other case, the migration will be executed early in the morning.
2. Legal contract holder requests Swisscom directly to disconnect TDM-voice service on defined migration date at the start-time of the foreseen fulfilment time slot:
 - Local: 0800 800 800 (toll free number)
 - International: +41 848 800 811
 - in writing: Swisscom (Schweiz) AG, Contact Center, 3050 Bern
 - Online: Kundencenter
3. Creating BBCS Standalone using predecessor information with business type «Product Change» on the same target date chosen earlier in the process.

Create BBCS Standalone Service Qualification

Service Qualification

ISP*

Contr Element

Base Products *

Services

Best Effort	<input type="button" value="Add"/>	Best Effort on Fiber Real Time Streaming
	<input type="button" value="Add All"/>	
	<input type="button" value="Remove >>"/>	
	<input type="button" value="Remove All >>"/>	

Fulfillment SLA

BB Type

Fulfillment Wish Date

Synchronisation with voice

Has ONP

Business Type *

Appointment Id

Appointment Date/Time

Dn Type

Ext Ref

Line State

New Loop

Return Speed at NOK

Qualification by Number

DN / VN / NSN*

Qualification By Address

Last Name

Please select
“Product Change”
to make use of the
synchronized
migration from
BBCS on TDM to
BBCS Standalone.

Service
qualification for
BBCS Standalone
must be executed
on the former
BBCS on TDM
phone number.

BBCS Shared to BBCS Naked

Service Qualification BBCS Standalone

Check fulfillment time slot

Contr Element

⊕ BBCS_Standalone

⊖ Best Effort

⊖ Speed Profile Nr

Qualification Index	Speed Profile Nr	Used Access Speed	Effective Speed	BB Number Of Wires
<input type="radio"/> 38	max2000 down / 200 up	5000-25000/500-5000	2000/200	
<input type="radio"/> 39	max2000 down / 400 up	5000-25000/500-5000	2000/400	2
<input type="radio"/> 40	max5000 down / 500 up	5000-25000/500-5000	5000/500	2
<input type="radio"/> 41	max5000 down / 1000 up	5000-25000/500-5000	5000/1000	2
<input type="radio"/> 42	max8000 down / 800 up	5000-25000/500-5000	8000/800	2
<input type="radio"/> 43	max8000 down / 1600 up	5000-25000/500-5000	8000/1600	2
<input type="radio"/> 44	max10000 down / 1000 up	5000-25000/500-5000	10000/1000	2
<input type="radio"/> 45	max10000 down / 2000 up	5000-25000/500-5000	10000/2000	2
<input type="radio"/> 46	max15000 down / 1500 up	5000-25000/500-5000	15000/1500	2
<input type="radio"/> 47	max15000 down / 3000 up	5000-25000/500-5000	15000/3000	2
<input checked="" type="radio"/> 48	max20000 down / 2000 up	5000-25000/500-5000	20000/2000	2
<input type="radio"/> 49	max20000 down / 4000 up	5000-25000/500-5000	20000/4000	2

- **Speed Profile Nr:**
 - Speed Profile Number: your favoured surf profile
 - Used access speed: the speed that still guarantees a trouble-free operation

⊕ Streaming

⊖ Fulfillment Time Slot

Fulfillment Time Slot Index	Fulfillment Time Slot Date/Time Start	Fulfillment Time Slot Date/Time End
<input checked="" type="radio"/> 1	03/05/2016 13:00	03/05/2016 15:00
<input type="radio"/> 2	06/05/2016 13:00	06/05/2016 15:00
<input type="radio"/> 3	10/05/2016 13:00	10/05/2016 15:00
<input type="radio"/> 4	13/05/2016 13:00	13/05/2016 15:00
<input type="radio"/> 5	17/05/2016 13:00	17/05/2016 15:00

- **Fulfillment Time Slot:**
 - Date and time for line activation if wiring work has to be executed, chose favoured time slot

- **Please note:** If only one time slot appears, then there is no need to execute wiring work.



BBCS on TDM to BBCS Standalone

build up BBCS Standalone in parallel
Process 4

Build up BBCS Standalone in parallel

Migration done by FDA

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Precondition

- Spare copper is available at UP

Process

- Ordering of BBCS Standalone in parallel (New Loop)

Service Qualification

back submit reset

ISP*

Contr Element

Base Products * BBCS_Standalone

Services

Best Effort

<< Add

<< Add All

Remove >>

Remove All >>

Best Effort on Fiber
Real Time
Streaming

Fulfillment SLA Basic

BB Type VDSL

Fulfillment Wish Date 30.03.2016

Synchronisation with voice

Has ONP

Business Type * New

Appointment Id

Appointment Date/Time

Dn Type

Ext Ref

Line State active

New Loop

Return Speed at NOK

Qualification by Number

DN / VN / NSN* 0446543210 (0314445666)

Qualification By Address

Last Name

First Name

- Electrician switches service at UP
- Disconnection of BBCS on TDM or disconnection of TDM Voice

BBCS Shared to BBCS Naked



BBCS on TDM to BBCS Standalone

Exception Space shortage
Process 5

Space shortage

- The qualification of ISDN connections has been extended. The improved process will qualify in any case for a POTS port and hereby will check if a POTS port is available as well. If not, the following message will appear:

Q30 The associated local exchange is fully equipped with the required infrastructure but there are no free resources at the moment.

- This signals the situation of space shortage at the qualified location. A regular BBCS Standalone can't be ordered at this time and there is no space to extend the equipment.
- If space shortage occurs, we can offer you a possibility to provide BBCS Standalone based on ISDN at this location. Please contact Service Desk Wholesale (SDK). SDK will create a BBCS Standalone on the existing ISDN port.
- With this newly introduced process the installation at the customer's site stays untouched and the existing ISDN CPE might be re-used.
- The new work flow is:
 - FDA qualifies the target connection for migration and receives a «Q30» as shown.
 - FDA sends the DN of the ISDN connection (including CWD, profile, technology, termination, etc.) to SDK by email.
 - SDK confirms NSN, date and time of the migration.
 - FDA informs the customer about the migration date and prepares everything for the disconnection of ISDN.
 - SDK migrates the connection as agreed.
 - In case a change of the CPE is necessary, e.g. in a service assurance case, the use of a ISDN CPE is recommended.

Contact information

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BBCS Shared to BBCS Naked