# ISP BBCS Access (Fulfillment) User Manual

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|---|---|
| **Version** | 49 |
| **Issue date** | 08.07.2018 |
| **Replaces version** | 48 |
| **Valid from** | 24.07.2018 (WSG-18.07) |
| **Valid until** | recalled or replaced by new version |
| **Classification** | Technical Support Documentation (BBCS) |
| **Status** | in work |

## Checklist of changes

| Version | Date | Changed by | Comments / nature of the change |
|---|---|---|---|
| 01 | 15.09.2002 | Compaq | First edition |
| 30 | 25.03.2014 | Hans Hartmann | Revision to Swisscom Release Mai14 (WSG_9.8) |
| 31 | 14.07.2014 | Hans Hartmann | Revision to Swisscom Release Aug14 (WSG_9.9) |
| 32 | 13.02.2015 | Daniel Gerber | Revision to Swisscom Release Mar15 (WSG_9.11) |
| 33 | 27.05.2015 | Peter Gurtner | Revision to Swisscom Release Jun15 (WSG_9.12) |
| 34 | 22.07.2015 | Cuno Gisep | Revision to Swisscom Release Aug15 (WSG_9.13) |
| 35 | 28.08.2015 | Daniel Gerber | Revision to Swisscom Release Nov15 (WSG_9.14) |
| 35 | 30.10.2015 | Peter Gurtner | Revision to Swisscom Release Nov15 (WSG_9.14) |
| 36 | 08.02.2016 | Peter Gurtner | Revision to Swisscom Release Feb16 (WSG_9.15) |
| 37 | 04.05.2016 | Cuno Gisep | Revision to Swisscom Release Mai16 (WSG_9.16) |
| 38 | 11.07.2016 | Bettina Rupp | Revision to Swisscom Release Jul16 (WSG_9.17) |
| 39 | 24.10.2016 | Peter Gurtner | Revision to Swisscom Release Nov16 (WSG_9.18) |
| 40 | 17.02.2017 | Peter Gurtner | Revision to Swisscom Release Mar17 (WSG_9.19) |
| 41 | 29.05.2017 | Cuno Gisep | Revision to Swisscom Release Jun17 (WSG_17.06) |
| 42 | 30.08.2017 | Peter Gurtner | Revision to Swisscom Release WSG 17.08 |
| 43 | 21.09.2017 | Peter Gurtner | Revision to Swisscom Release WSG 17.10 |
| 44 | 25.10.2017 | Peter Gurtner | Revision to Swisscom Release WSG 17.11 |
| 45 | 20.12.2017 | Peter Gurtner | Revision to Swisscom Release WSG 18.01 |
| 46 | 26.01.2018 | Peter Gurtner | Revision to Swisscom Release WSG 18.02 |
| 47 | 27.02.2018 | Peter Gurtner | Revision to Swisscom Release WSG 18.03 |
| 48 | 04.04.2018 | Peter Gurtner | Revision to Swisscom Release WSG 18.05 |
| 49 | 09.07.2018 | Peter Gurtner | Revision to Swisscom Release WSG 18.07 |

## Release

| Version | Date | Released by | Comments / nature of the change |
|---|---|---|---|
| 03 | 10.05.2004 | R. Messer | Document released |
| 04 | 26.10.2004 | R. Seltmann | Document released |
| 14 | 21.11.2008 | R. Seltmann | released for contract version 13-2 |
| 15 | 01.04.2009 | R. Seltmann | released for contract version 13-3 |
| 16 | 08.01.2010 | R. Seltmann | Released for BBCS Release Nov09 |
| 17 | 21.05.2010 | R. Seltmann | released for BBCS contract version 13-4 |
| 18 | 11.11.2010 | H. Künzi | released for BBCS Release Nov10 |
| 19 | 21.02.2011 | A. Studerus (iarope) | released for BBCS Release März 11 |
| 20 | 26.05.2011 | H. Künzi | released for BBCS Release Jun 11 |
| 21 | 25.10.2011 | H. Künzi | released for BBCS Release WSG 8.6 Nov11 |
| 22 | 31.10.2011 | H. Künzi | released for BBCS Release WSG 8.6 Nov11 |
| 23 | 02.04.2012 | H.Künzi | released for BBCS Release WSG _9.0 May 12 |
| 24 | 27.09.2012 | H.Künzi | released for BBCS Release WSG _9.2 Okt12 |
| 25 | 04.02.2013 | H.Künzi | released for BBCS Release WSG_9.3 Feb13 |
| 26 | 12.05.2013 | H.Künzi | released for BBCS Release WSG_9.4 May13 |
| 27 | 16.07.2013 | H.Künzi | released for BBCS Release WSG_9.5 Aug13 |
| 28 | 28.10.2013 | H.Künzi | released for BBCS Release WSG_9.6 Nov13 |
| 29 | 10.02.2014 | H.Künzi | released for BBCS Release WSG_9.7 Feb14 |
| 30 | 05.05.2014 | H.Künzi | released for BBCS Release WSG_9.8 Mai14 |
| 31 | 12.08.2014 | H.Künzi | released for BBCS Release WSG_9.9 Aug14 |
| 32 | 17.02.2015 | H.Künzi | released for BBCS Release WSG_9.11 Mar15 |
| 34 | 13.08.2015 | H.Künzi | released for BBCS Release WSG_9.13 Aug15 |
| 35 | 03.11.2015 | H.Künzi | released for BBCS Release WSG_9.14 Nov15 |
| 36 | 02.02.2015 | H.Künzi | released for BBCS Release WSG_9.15 Feb16 |
| 37 | 11.05.2016 | H.Künzi | released for BBCS Release WSG_9.16 Mai16 |
| 39 | 01.11.2016 | H.Künzi | released for BBCS Release WSG_9.18 Nov16 |
| 40 | 21.02.2017 | H.Künzi | released for BBCS Release WSG_9.19 Mar17 |
| 41 | 30.05.2017 | H.Künzi | released for BBCS Release WSG1706 Jun17 |
| 42 | 28.08.2017 | H.Künzi | released for BBCS Release WSG1709 Sep17 |
| 44 | 26.10.2017 | H.Künzi | released for BBCS Release WSG-17.11 |
| 45 | 14.12.2017 | H.Künzi | released for BBCS Release WSG18.01 (Jan18) |
| 46 | 30.01.2018 | H.Künzi | released for BBCS Release WSG18.02 (Feb18) |
| 47 | 20.02.2018 | H.Künzi | released for BBCS Release WSG18.03 (Mar18) |
| 48 | 08.05.2018 | H.Künzi | released for BBCS Release WSG18.05(Mai18) |
| 49 | 10.07.2018 | H.Künzi | released for BBCS Release WSG18.07(Jul18) |

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# 1 Introduction

This manual describes the Graphical User Interface (GUI) of the WSG Application.

For user-friendly reasons, the manual is written as short as possible. This means every function is illustrated with a screenshot example and a small text.

The common rules like validation, error messages and Button are described in Chapter 2

The Application is WEB based and for full functionality the following Web-Browsers are supported

- Microsoft Internet Explorer Version 8 and higher
- Mozilla Firefox Version 3.0 and higher

The application is built in the following main parts

- Place Order
- Maintain Order
- Voice Messages
- Installation Ticket
- Transaction Overview
- Admin Tasks
- Reports
- Documents

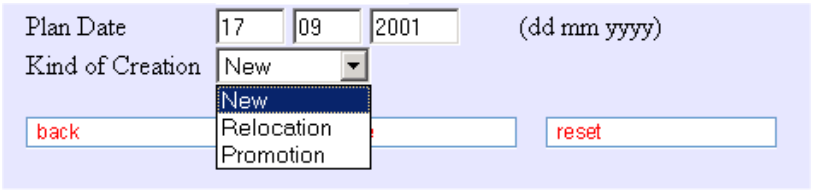
The application supports four languages (English, French, Italian, German), but is delivered in English only.

# 2 Validation and Navigation

The following validation rules and navigation types are implemented in the application.

## 2.1 List of Values (LOV)

Some fields of the input screens are validated against a list-of-values. The user can press the little arrow beside the fields and select one of the values. See example:

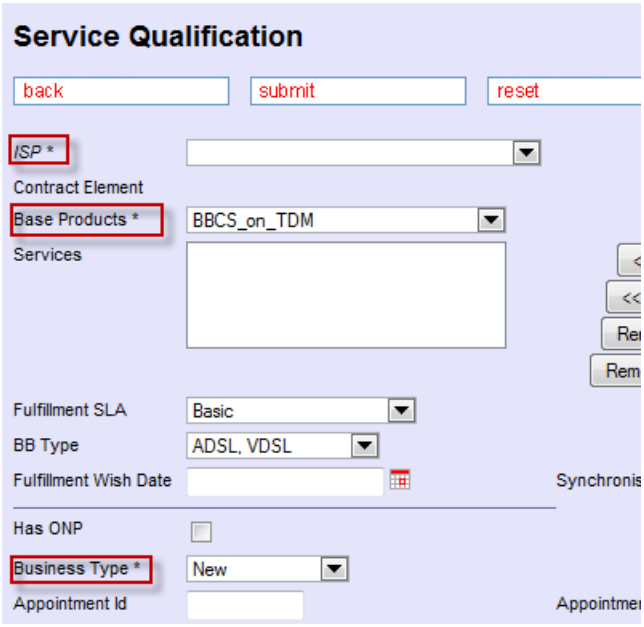



Some other fields are multiple choices and the user can select several values with the Ctrl-Button. See example:

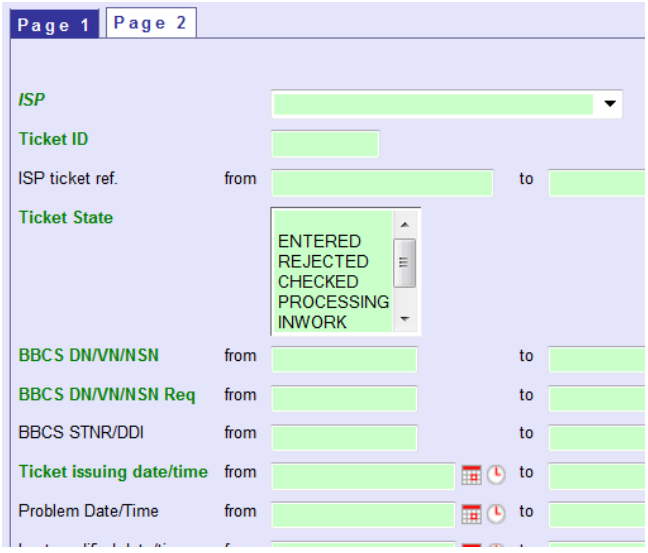
## 2.2 Visual support for required columns

As of WSG 8.6.0 a visual support for required columns has been introduced.
In the context of the actual screen:

- a '*' will be added to column label for all required columns.




- "green" Labels indicates indexed columns



## 2.3 Date and Date/Time Fields

As of WSG6.0 a new, more flexible way of date and date/time selection has been introduced. In contrast to earlier versions of WSG the date and date/time fields have been merged to a single field accepting absolute and relative time definitions as well as null values.

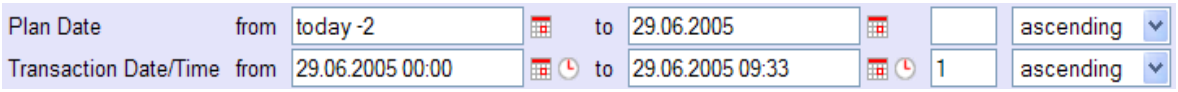
A date or date/time field recognizes any "**DD.MM.YYYY**" formatted string as an absolute date definition. Additionally the date/time field accepts any "**DD.MM.YYYY HH:MI**" formatted string as an absolute date/time definition.

A date or date/time field recognizes any string containing the keyword "**TODAY**" optionally followed by a "-/+ OFFSET" as a relative date definition, where OFFSET is an integer number of days from today.

Example:

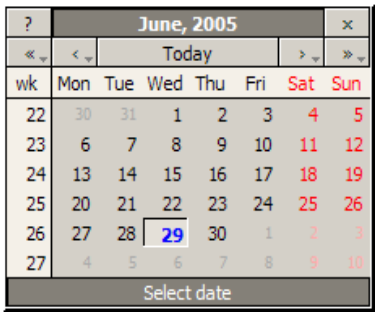
- "TODAY-1" → yesterday
- "TODAY+1" → tomorrow
- "Today -7" → a week ago

The following screenshot shows a sample date and date/time range definition:

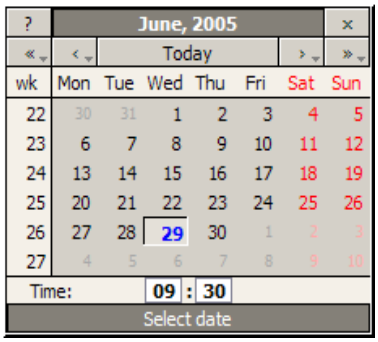



Please note that relative and absolute date or date/time definitions may be mixed.

The date and date/time fields offer a convenient way to define absolute dates or date/times: Clicking the date icon next to the filed opens the date picker widget:

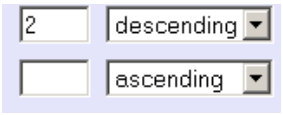



Clicking the time icon next to the filed opens the date/time picker widget:



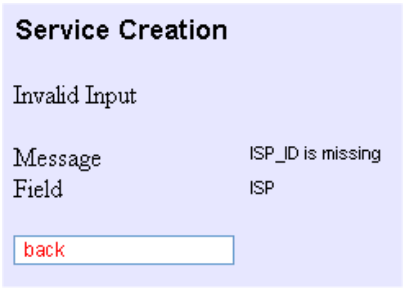

## 2.4 Sort Order

As of WSG Version 5.0 if the sort order of any field in the 'Read Orders' or 'Read Voice Messages' screens is amended, then this change stays in force for the life of the browser session!



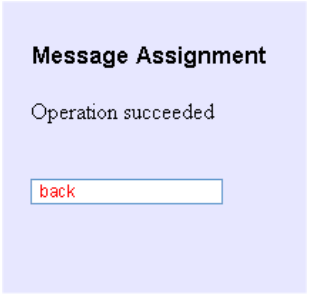

## 2.5 Error handling

After submitting the input screen, the application validates the users input. If a business rule, format etc. is violated error message screen will be displayed. The texts are self-explaining and the user has to correct it.



## 2.6 Operation succeeded

After submitting the input screen in an admin task, the application processes the users input. If everything is correct the 'Operation succeeded' screen will be displayed.




## 2.7 Service Navigation

For each action, whether the user is a Super User, read-only or CUC, the currently valid services are displayed in the Service Navigation menu at the left site of the screen.

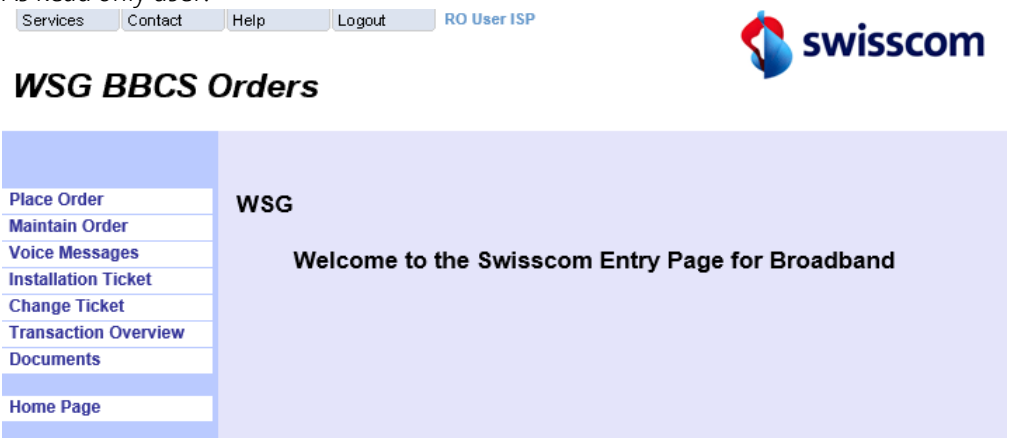
Note: the WSG interface is frames based. Above is a header frame that replaces the PowerGate header, below and to the left is the navigation frame and to its right the function frame. The frames implementation has some advantages, such as the navigation options always being available, but also has some odd side effects such as when the browsers refresh button is pressed when the user is returned to the Home Page!

In order to save space in this document all subsequent function screen shots in this document have been reproduced without the Powergate frame!

The Powergate header offers the following functionality (Top Frame):

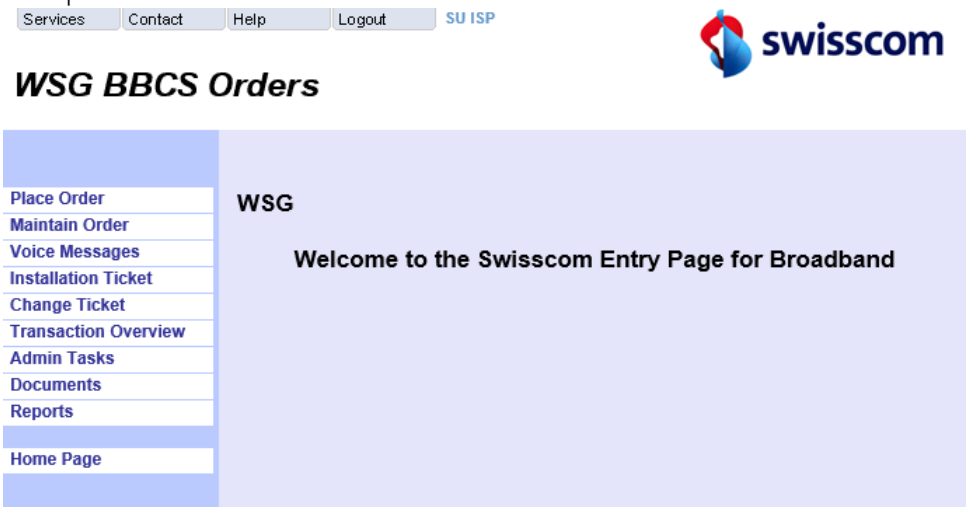
- Services Back to the selection of services in Powergate
- Contacts Contact information for questions concerning the WSG BBCS service
- Help FAQ (frequently asked question) for the WSG BBCS service
- Logout Logout from Powergate

As Read only user:



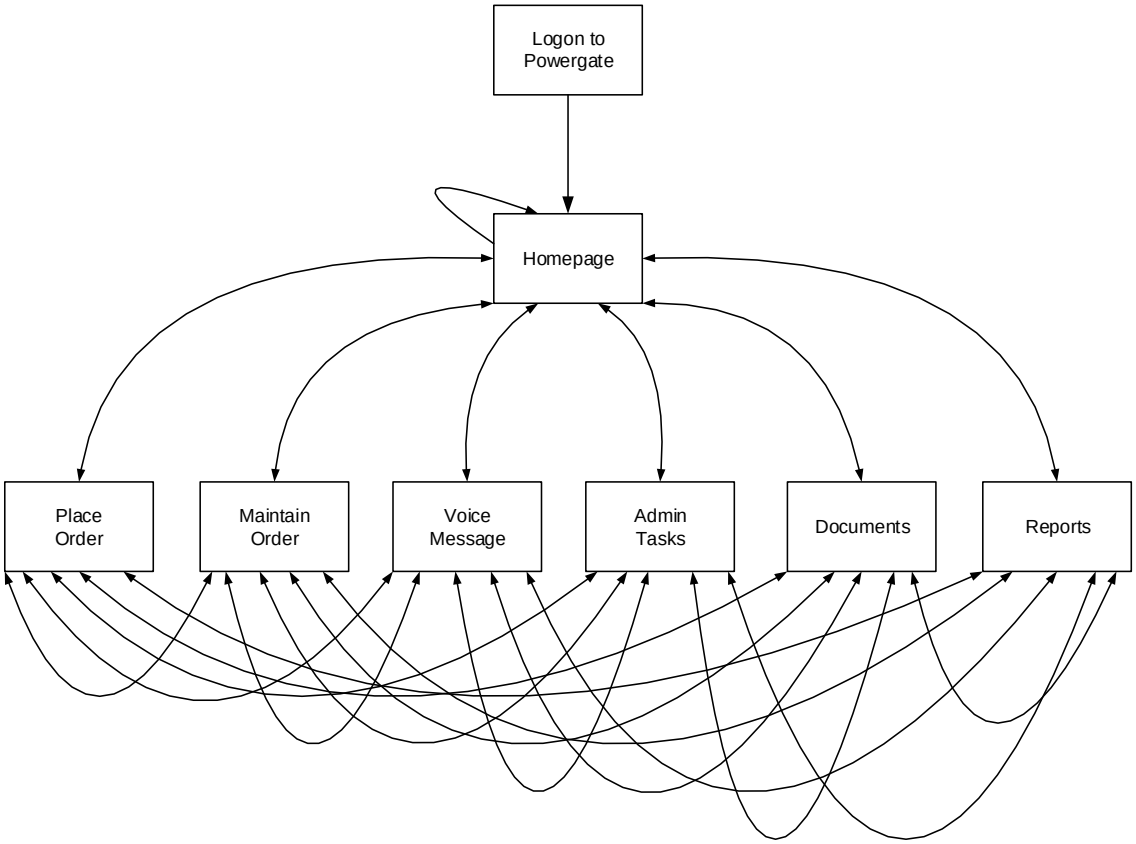
NOTE: That the following screen shots and associated descriptions are for the Super User only! If certain functionality is not displayed then it is not available to other users.

As Superuser:




## 2.8 Page flow

The page flow for the main function areas is shown in the following figure. It will always be possible to navigate directly from one main function to another via the menu on the LHS of the screen. Within each function the user may go back to the previous screen using the 'Back' button.


Logon to Powergate
Homepage
Place Order
Maintain Order
Voice Message
Admin Tasks
Documents
Reports

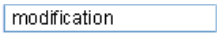
## 2.9 Buttons

For each user screen the available action buttons are displayed at the bottom of the screen.

The following buttons are used in the application:

| | |
|---|---|
| | Go back to the previous screen |
| | Reset all of the fields to their original values |
| | Go forward to the appropriate create screen |
| | Submit input data for processing |
| | Invoke the functionality to cancel an order |
| | Refresh a Detail screen to display the latest status |
| | Go forward to the appropriate modify order screen |
| | Download the selected document |
| | View APV responses relating to the pending Order |
| | Continue to the next screen in the sequence |

There are two different button states: active and inactive.

| | |
|---|---|
| | Active |
|  | Inactive |

# 3 Login

The whole login part is described in the Users Manual of PowerGate.

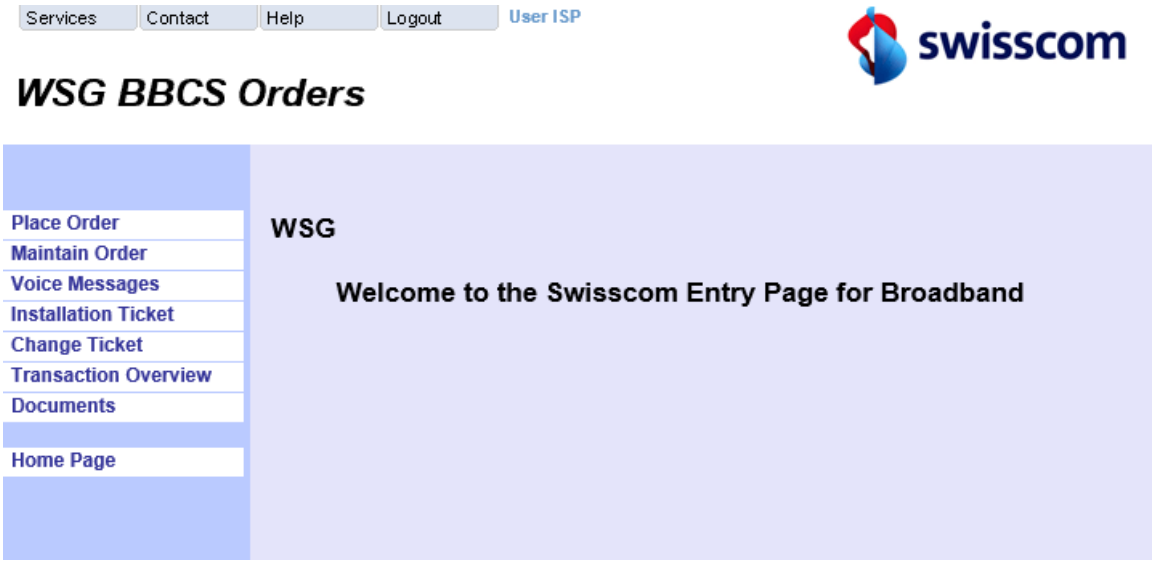
# 4 Principals

After login via Powergate you can see the following menus on the left side
As a basic rule, an ISP can only have access to orders and installed services belonging to him. This restriction is automatically secured by the login procedure over Powergate (using ISP Code as key).

- **Place Orders** > Used for explicit *Service Qualification*, entry of *new orders* and *Get Service Status*
- **Maintain Order** > Used for maintaining Orders in any status (*read, list* and *cancel* order)
- **Voice Message** > Used for displaying of BBCS Service Status changes caused by Voice orders which belongs to the ISP defined by login (e.g. voice cancelling).
- **Installation Ticket** > Used to search and display installation tickets.
- **Transact. Overview** > Offers a service-spreading, chronologically ordered overview of transactions.
- **Admin Tasks** > Used to administrate the ISP specific data (for the ISP-Super-User only)
- **Reports** > Used to download several reports
- **Documents** > Includes online documents as Manuals, Powergate, File Transfer specification, etc.
- **Home Page** > Access to home page with Info News relating BBCS from Swisscom

# 5 WSG Home Page

After the login via PowerGate the WSG home page will be displayed.



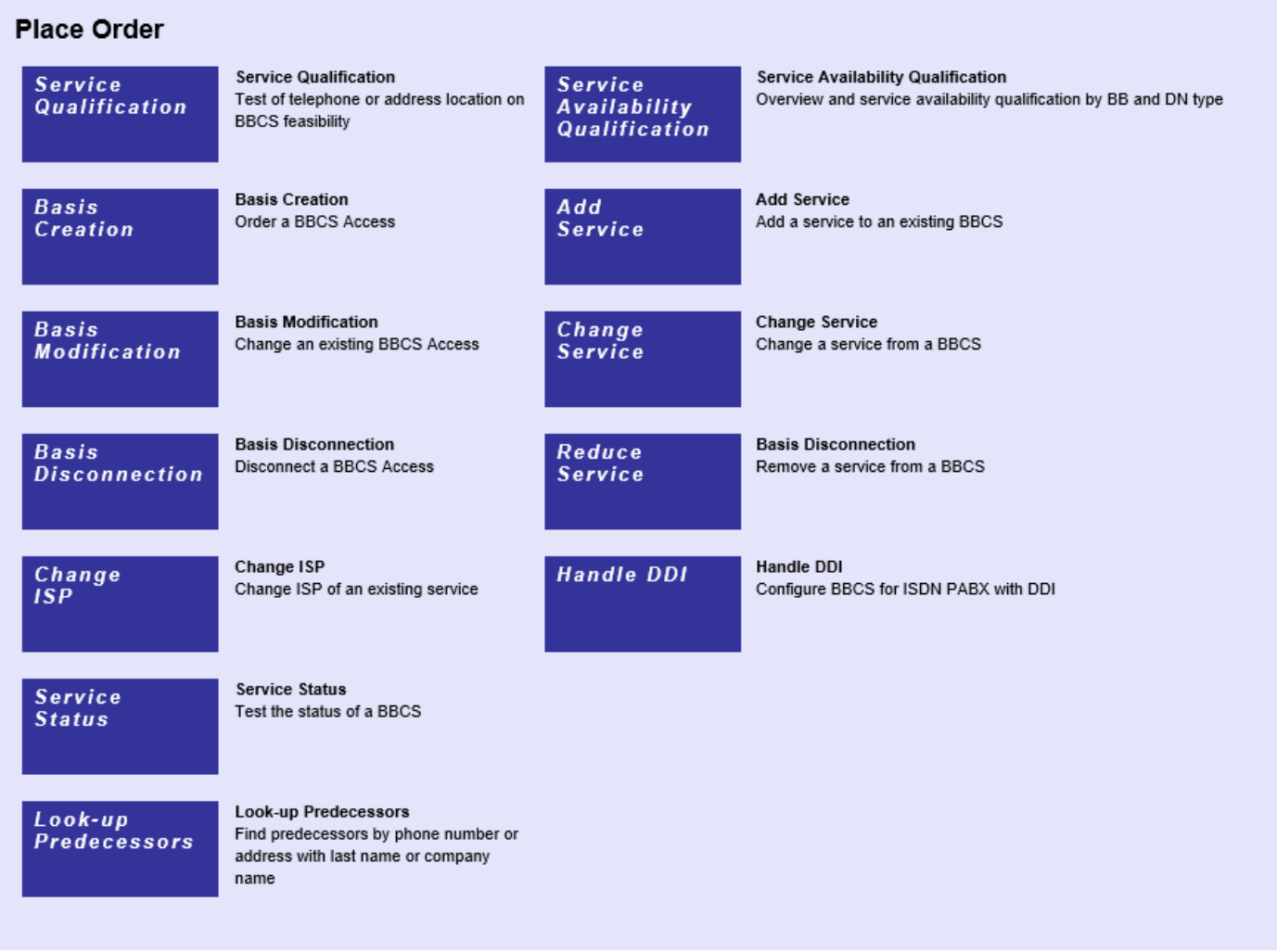

## 5.1 Info Text

Any information that Swisscom wishes to pass on to the ISP will appear in the “Info Text” box. In the example above the message just says, “Welcome to Swisscoms Web Service Gateway”.

# 6 Place Order

The Place Order functionality is split into the following distinct parts

- Service Qualification
- Service Availability Qualification
- Basis Creation
- Basis Modification
- Basis Disconnection
- Change ISP
- Service Status
- Handle DDI
- Add Service
- Change Service
- Reduce Service
- Look-up Predecessors




NOTE: After successfully submitting a request on the Basis Creation, Basis Modification, Basis Disconnection, Change ISP, Add Services, Change Service, Reduce Service or Service Status the Order Detail screen is displayed.

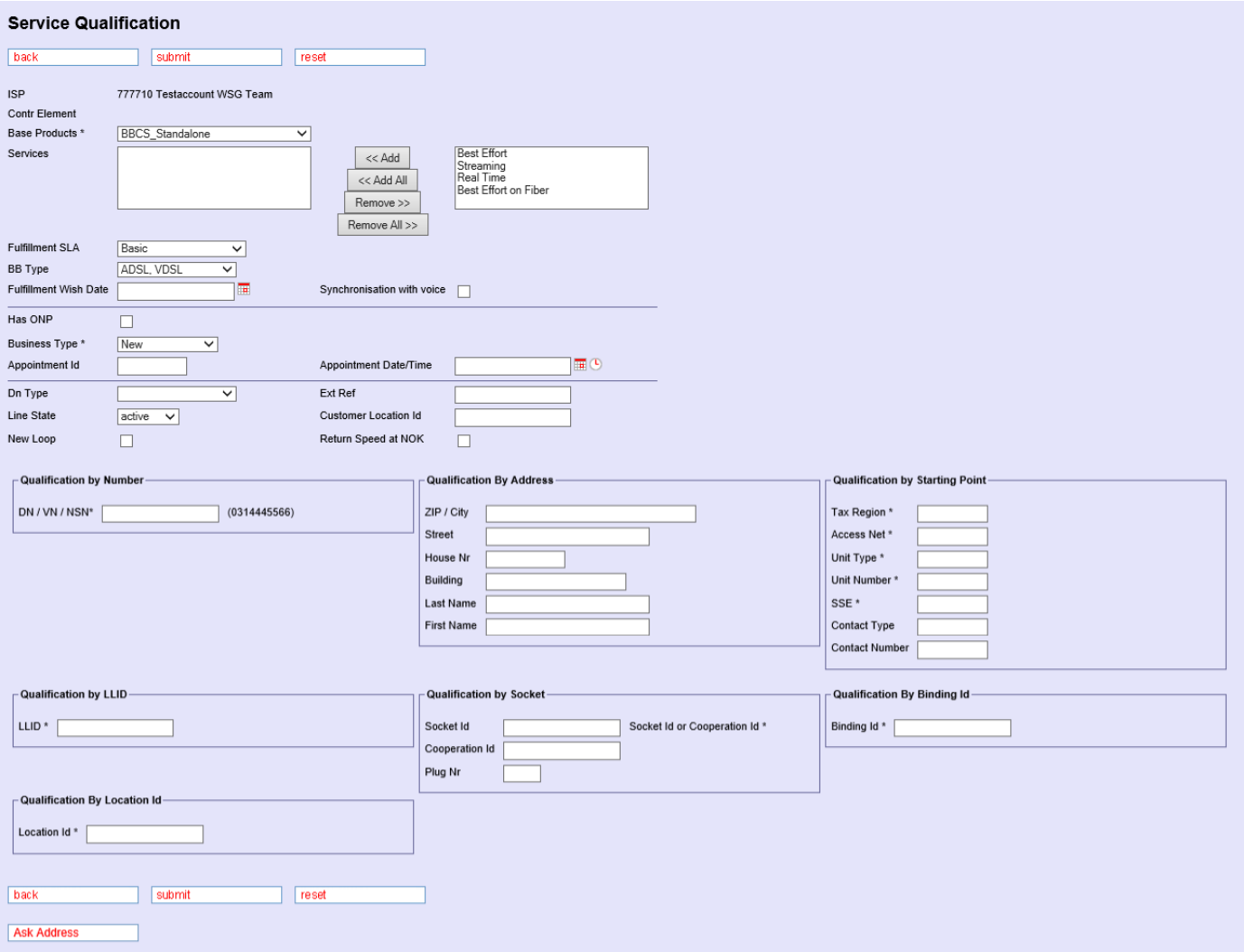
## 6.1 Service Qualification

Used for explicit 'Service Qualification', shall be used before Order entry, to see, which services are available. A Qualification can be done by

- Number
- Address
- Starting Point
- LLID
- Socket
- Binding Id

If the ISP shares the predecessor information and the customer knows the predecessor information. The entry point may be the predecessor look-up.

### 6.1.1 Qualification Request

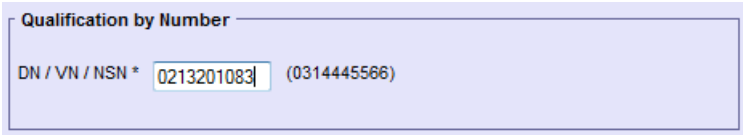


#### 6.1.1.1 General Input Fields

| Name | Optional / Mandatory | Description |
|---|---|---|
| Contract Element Base Product | M | A Base Product Contract Element to qualify for |
| Contract Elements Services | O | Additional Service Contract Elements to qualify for |
| Fulfillment SLA | O | Fulfilment SLA [Basic \| Premium \| Express]; this value has a direct impact to the offered service-speeds, some of them are only offered for “basic” (deprecated Customer-Class “private”) and others are only offered von “premium” (deprecated Customer-Class “business”) |
| BB Type | O | Preferred BB Type(s) to qualify for |
| Fulfillment Wish Date | O | Fulfillment Wish day (the day you wish to have completed a following create order); if specified the qualification result will contain Time Slot information. |
| Synchronisation with voice | M | Yes (checked) or No. If checked and a pending “TDM voice order” exists, the qualification result will contain the planned completion day of this voice order as the only possible fulfillment day. Be aware that an express order always needs to check if there is a pending TDM voice order. |
| Has ONP | M | Yes (checked) or No. If checked indicates "Operator Number Portability" (used in conjunction with Business Type "Product Change"). |
| Business Type | M | Business Type (New \| Relocation \| Product Change \| Isp Change).<br><br>Choose "Product Change" only if you want to change the Base-CE.<br>Note: At the moment only product changes from TAL to BBCS_Standalone or vice versa is supported. |
| Appointment Id | O | Identification of an appointment |
| Appointment Date/Time | O | Date/Time of an appointment |
| DN Type | O | DN Type to qualify for |
| Line State | O | State of qualified line (active, inactive, planned, all) |
| New Loop | O | Yes (checked) or No. If checked the qualification will be consider to use a new loop. |
| Ext Ref | O | External Reference |
| Customer Location Id | O | Customer Location Id |
| Return Speed at NOK | O | Yes (checked) or No. If checked the qualification show speeds even at copper or space shortage. This option is available for copper qualification by address and by starting point. |

### 6.1.2 Service Qualification by Number

Used for explicit 'Service Qualification', shall be used before Order entry, to see, which services are available for a certain access defined by a phone number (DN, VN, NSN).

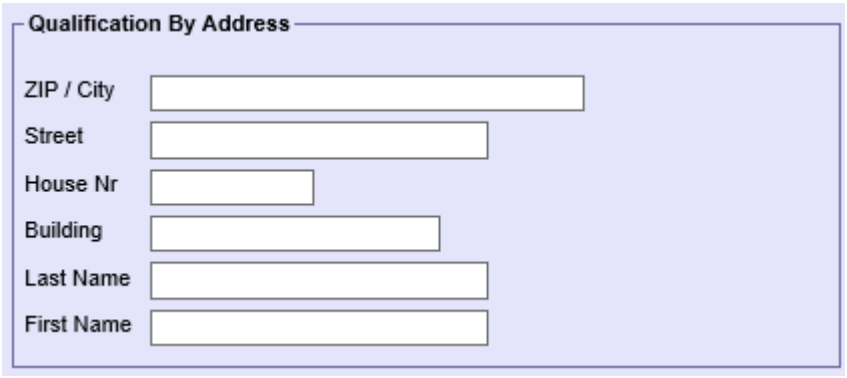



#### 6.1.2.1 Specific Input Fields

| Name | Optional / Mandatory | Description |
|---|---|---|
| DN/VN/NSN | M | Directory Number, "Verrechnungsnummer" or Netservice Number to qualify for |

### 6.1.3 Service Qualification by Address

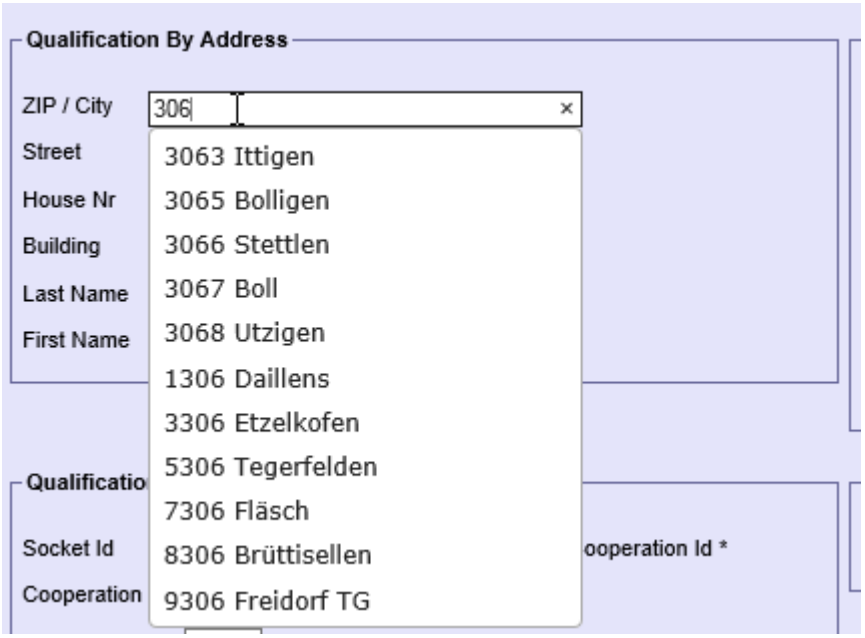
Used for explicit 'Service Qualification', shall be used before Order entry, to see, which services are available for a certain location.

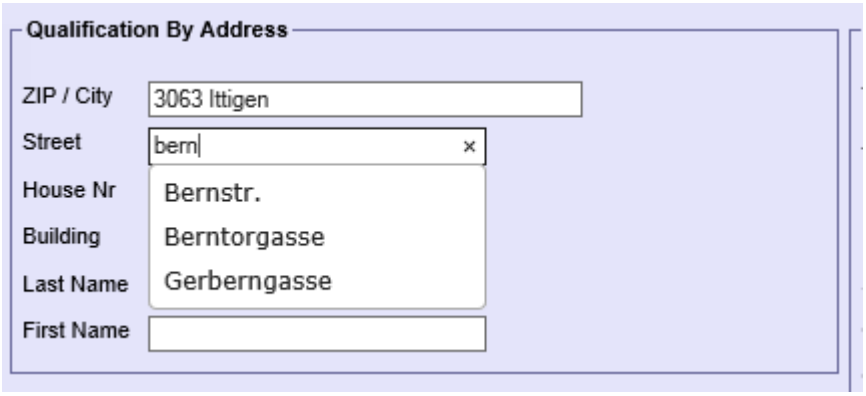



#### 6.1.3.1 Specific Input Fields

| Name | Optional / Mandatory | Description |
|---|---|---|
| Last Name | O | Last Name |
| First Name | O | First Name |
| Street | M | Street |
| House Nr | O | House Nr |
| Building | O | Building |
| ZIP | M | ZIP ("Postleitzahl") |
| City | O | City |

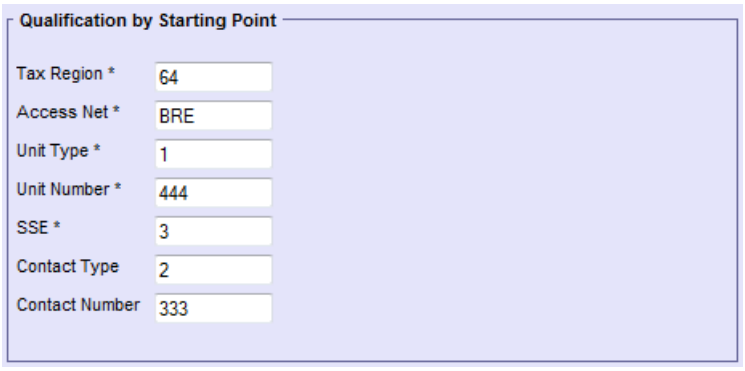
### 6.1.3.2 Address Autofill




To add a valid address fill in the fields in the order ZIP/City, Street, House Nr or ZIP/City, Street, Building then only known values are presented. The values may be overruled. If the address is missing that should be entered open a clarification ticket by “Ask Address”, an “Ask Swisscom” request for “Address Input (Autofill)”.

### 6.1.4 Service Qualification by Starting Point




#### 6.1.4.1 Specific Input Fields

| Name | Optional / Mandatory | Description |
|---|---|---|
| Tax Region | M | Swisscom's Tax Region (Geschäftsstelle) |
| Access Net | M | Swisscom's Access Net (Zentrale) |
| Unit Type | M | Unit Type |
| Unit Number | M | Unit Number |
| SSE | M | Schaltstellenelement |
| Contact Type | O | Contact Type |
| Contact Number | O | Contact Number |

### 6.1.5 Service Qualification by Local Loop ID

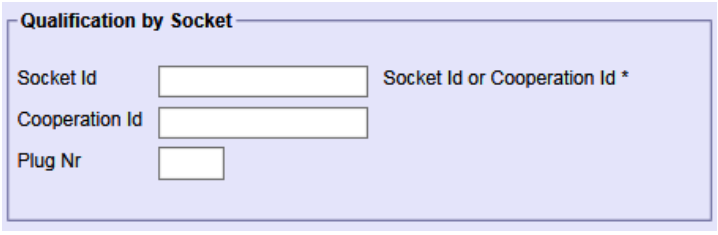
Used for explicit 'Service Qualification', shall be used before Order entry, to see, which services are available for a certain access defined by a local loop id (LLID).

#### 6.1.5.1 Specific Input Fields

| Name | Optional / Mandatory | Description |
|---|---|---|
| LLID | M | Identification number of the local loop |

### 6.1.6 Service Qualification by Socket

Used for explicit 'Service Qualification', shall be used before Order entry, to see, which services are available for a certain fiber access (OTO = Optical Telecommunication Outlet) identified by a Socket Id or Cooperation Id.

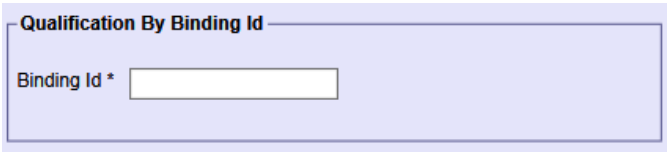



#### 6.1.6.1 Specific Input Fields

| Name | Optional / Mandatory | Description |
|---|---|---|
| Socket Id<br>or<br>Cooperation Id | M | Either enter Socket Id or Cooperation Id<br><br>Socket Id validation:<br>Type-A: SWISSCOM identification in format A.nnn.nnn.nnn<br>Type-B: BAKOM identification ion the format x.nnn.nnn.nnn.c<br>(c = check digit modulo-11, "0 - 9" or "X") |
| Plug Nr | O | Plug Nr of the fiber socket |

### 6.1.7 Service Qualification by Binding Id

Used for explicit 'Service Qualification', shall be used before Order entry, to see, which services are available for a certain access defined by a Binding Id.

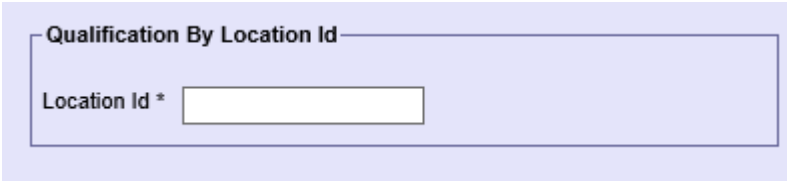



#### 6.1.7.1 Specific Input Fields

| Name | Optional / Mandatory | Description |
|---|---|---|
| Binding Id | M | Binding Id to qualify for |

### 6.1.8 Service Qualification by Location Id

Used for explicit 'Service Qualification' by Location Id shall be used before order entry. For PreOrder BBCS-F you generally do not known the location Id and you have to start with Service Availability Qualification By Address for BBCS-F and do the Service Qualification by "Qualify PreOrder" from the SAQ Response page.

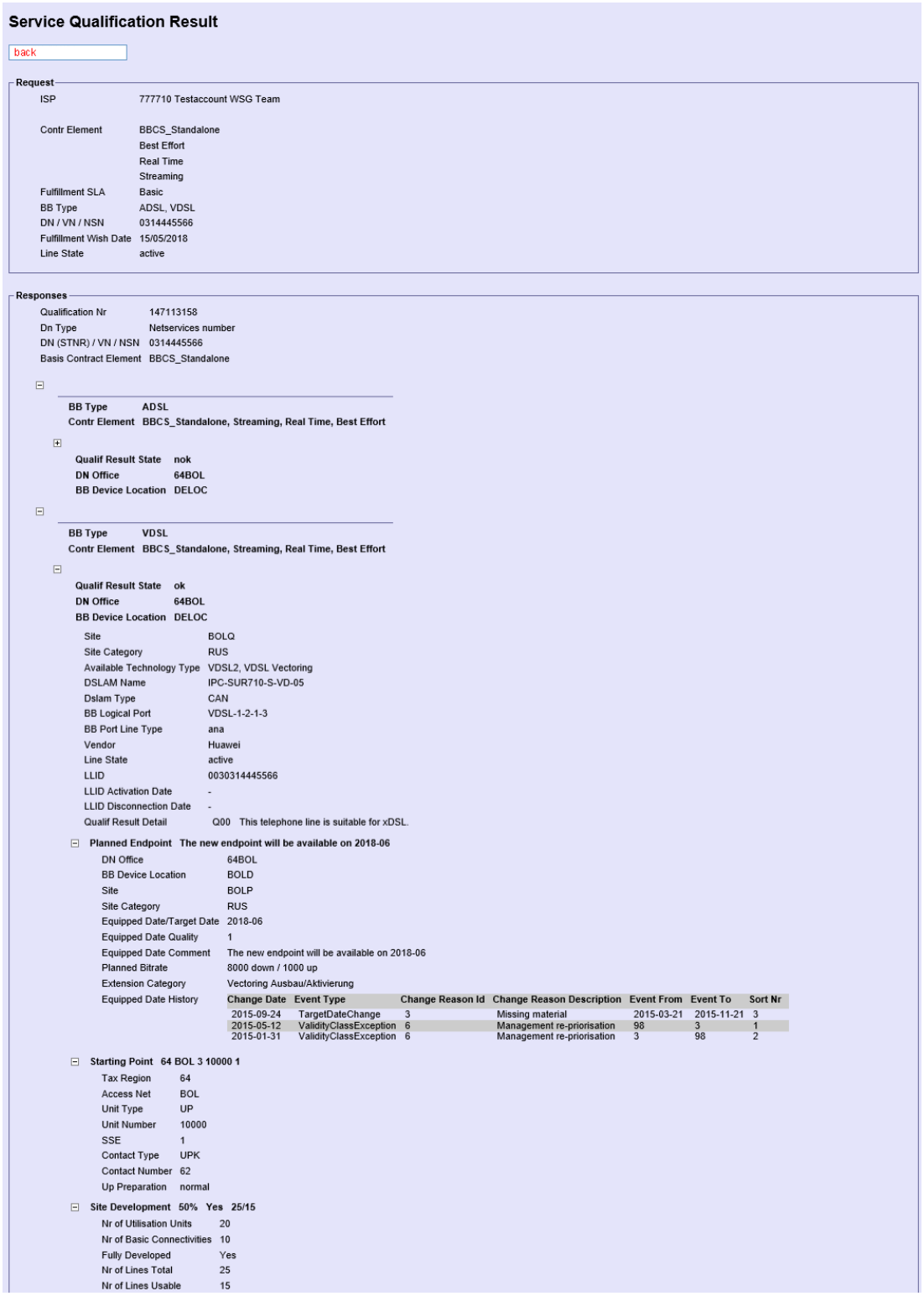



#### 6.1.8.1 Specific Input Fields

| Name | Optional / Mandatory | Description |
|---|---|---|
| Location Id | M | Location Id to qualify for |

### 6.1.9 Service Qualification Result for Copper

According the given input fields one or more qualification results will be displayed, showing the possibilities of broadband services for the desired line / location.



**Service Qualification Result**

back

**Request**

| | |
|---|---|
| ISP | 777710 Testaccount WSG Team |
| Contr Element | BBCS_Standalone |
| | Best Effort |
| | Real Time |
| | Streaming |
| Fulfillment SLA | Basic |
| BB Type | ADSL, VDSL |
| DN / VN / NSN | 0314445566 |
| Fulfillment Wish Date | 15/05/2018 |
| Line State | active |

**Responses**

| | |
|---|---|
| Qualification Nr | 147113158 |
| Dn Type | Netservices number |
| DN (STNR) / VN / NSN | 0314445566 |
| Basis Contract Element | BBCS_Standalone |

**BB Type ADSL**
**Contr Element BBCS_Standalone, Streaming, Real Time, Best Effort**

**Qualif Result State nok**
**DN Office 64BOL**
**BB Device Location DELOC**

**BB Type VDSL**
**Contr Element BBCS_Standalone, Streaming, Real Time, Best Effort**

**Qualif Result State ok**
**DN Office 64BOL**
**BB Device Location DELOC**

| | |
|---|---|
| Site | BOLQ |
| Site Category | RUS |
| Available Technology Type | VDSL2, VDSL Vectoring |
| DSLAM Name | IPC-SUR710-S-VD-05 |
| Dslam Type | CAN |
| BB Logical Port | VDSL-1-2-1-3 |
| BB Port Line Type | ana |
| Vendor | Huawei |
| Line State | active |
| LLID | 0030314445566 |
| LLID Activation Date | - |
| LLID Disconnection Date | - |
| Qualif Result Detail | Q00 This telephone line is suitable for xDSL. |

**Planned Endpoint The new endpoint will be available on 2018-06**

| | |
|---|---|
| DN Office | 64BOL |
| BB Device Location | BOLD |
| Site | BOLP |
| Site Category | RUS |
| Equipped Date/Target Date | 2018-06 |
| Equipped Date Quality | 1 |
| Equipped Date Comment | The new endpoint will be available on 2018-06 |
| Planned Bitrate | 8000 down / 1000 up |
| Extension Category | Vectoring Ausbau/Aktivierung |

Equipped Date History

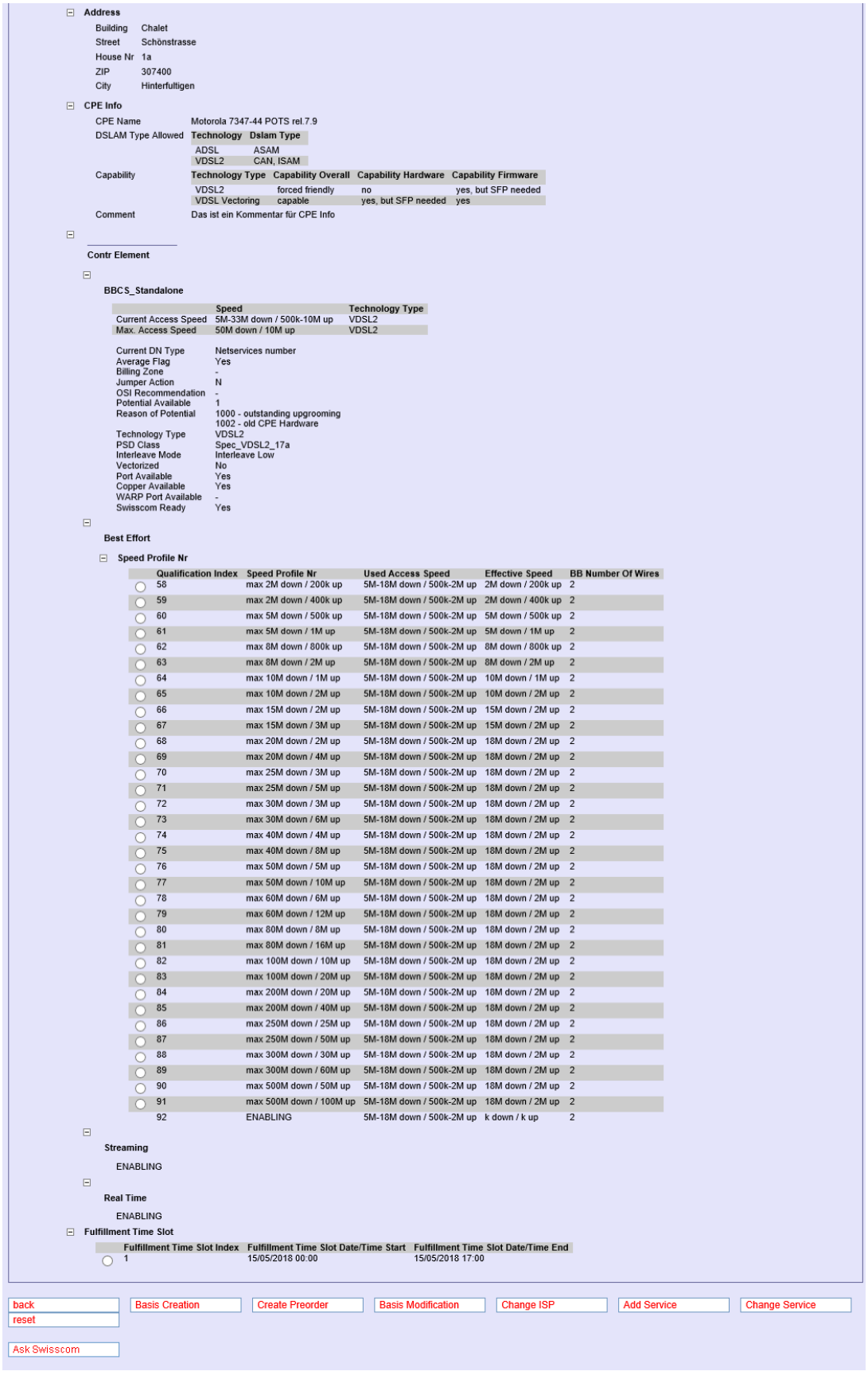
| Change Date | Event Type | Change Reason Id | Change Reason Description | Event From | Event To | Sort Nr |
|---|---|---|---|---|---|---|
| 2015-09-24 | TargetDateChange | 3 | Missing material | 2015-03-21 | 2015-11-21 | 3 |
| 2015-05-12 | ValidityClassException | 6 | Management re-priorisation | 98 | 3 | 1 |
| 2015-01-31 | ValidityClassException | 6 | Management re-priorisation | 3 | 98 | 2 |

**Starting Point 64 BOL 3 10000 1**

| | |
|---|---|
| Tax Region | 64 |
| Access Net | BOL |
| Unit Type | UP |
| Unit Number | 10000 |
| SSE | 1 |
| Contact Type | UPK |
| Contact Number | 62 |
| Up Preparation | normal |

**Site Development 50% Yes 25/15**

| | |
|---|---|
| Nr of Utilisation Units | 20 |
| Nr of Basic Connectivities | 10 |
| Fully Developed | Yes |
| Nr of Lines Total | 25 |
| Nr of Lines Usable | 15 |



**Address**

| | |
|---|---|
| Building | Chalet |
| Street | Schönstrasse |
| House Nr | 1a |
| ZIP | 307400 |
| City | Hinterfultigen |

**CPE Info**

| | |
|---|---|
| CPE Name | Motorola 7347-44 POTS rel.7.9 |

DSLAM Type Allowed

| Technology | Dslam Type |
|---|---|
| ADSL | ASAM |
| VDSL2 | CAN, ISAM |

Capability

| Technology Type | Capability Overall | Capability Hardware | Capability Firmware |
|---|---|---|---|
| VDSL2 | forced friendly | no | yes, but SFP needed |
| VDSL Vectoring | capable | yes, but SFP needed | yes |

| | |
|---|---|
| Comment | Das ist ein Kommentar für CPE Info |

**Contr Element**

**BBCS_Standalone**

| | Speed | Technology Type |
|---|---|---|
| Current Access Speed | 5M-33M down / 500k-10M up | VDSL2 |
| Max. Access Speed | 50M down / 10M up | VDSL2 |

| | |
|---|---|
| Current DN Type | Netservices number |
| Average Flag | Yes |
| Billing Zone | - |
| Jumper Action | N |
| OSI Recommendation | - |
| Potential Available | 1 |
| Reason of Potential | 1000 - outstanding upgrooming<br>1002 - old CPE Hardware |
| Technology Type | VDSL2 |
| PSD Class | Spec_VDSL2_17a |
| Interleave Mode | Interleave Low |
| Vectorized | No |
| Port Available | Yes |
| Copper Available | Yes |
| WARP Port Available | - |
| Swisscom Ready | Yes |

**Best Effort**

**Speed Profile Nr**

| Qualification Index | Speed Profile Nr | Used Access Speed | Effective Speed | BB Number Of Wires |
|---|---|---|---|---|
| 58 | max 2M down / 200k up | 5M-18M down / 500k-2M up | 2M down / 200k up | 2 |
| 59 | max 2M down / 400k up | 5M-18M down / 500k-2M up | 2M down / 400k up | 2 |
| 60 | max 5M down / 500k up | 5M-18M down / 500k-2M up | 5M down / 500k up | 2 |
| 61 | max 5M down / 1M up | 5M-18M down / 500k-2M up | 5M down / 1M up | 2 |
| 62 | max 8M down / 800k up | 5M-18M down / 500k-2M up | 8M down / 800k up | 2 |
| 63 | max 8M down / 2M up | 5M-18M down / 500k-2M up | 8M down / 2M up | 2 |
| 64 | max 10M down / 1M up | 5M-18M down / 500k-2M up | 10M down / 1M up | 2 |
| 65 | max 10M down / 2M up | 5M-18M down / 500k-2M up | 10M down / 2M up | 2 |
| 66 | max 15M down / 2M up | 5M-18M down / 500k-2M up | 15M down / 2M up | 2 |
| 67 | max 15M down / 3M up | 5M-18M down / 500k-2M up | 15M down / 2M up | 2 |
| 68 | max 20M down / 2M up | 5M-18M down / 500k-2M up | 18M down / 2M up | 2 |
| 69 | max 20M down / 4M up | 5M-18M down / 500k-2M up | 18M down / 2M up | 2 |
| 70 | max 25M down / 3M up | 5M-18M down / 500k-2M up | 18M down / 2M up | 2 |
| 71 | max 25M down / 5M up | 5M-18M down / 500k-2M up | 18M down / 2M up | 2 |
| 72 | max 30M down / 3M up | 5M-18M down / 500k-2M up | 18M down / 2M up | 2 |
| 73 | max 30M down / 6M up | 5M-18M down / 500k-2M up | 18M down / 2M up | 2 |
| 74 | max 40M down / 4M up | 5M-18M down / 500k-2M up | 18M down / 2M up | 2 |
| 75 | max 40M down / 8M up | 5M-18M down / 500k-2M up | 18M down / 2M up | 2 |
| 76 | max 50M down / 5M up | 5M-18M down / 500k-2M up | 18M down / 2M up | 2 |
| 77 | max 50M down / 10M up | 5M-18M down / 500k-2M up | 18M down / 2M up | 2 |
| 78 | max 60M down / 6M up | 5M-18M down / 500k-2M up | 18M down / 2M up | 2 |
| 79 | max 60M down / 12M up | 5M-18M down / 500k-2M up | 18M down / 2M up | 2 |
| 80 | max 80M down / 8M up | 5M-18M down / 500k-2M up | 18M down / 2M up | 2 |
| 81 | max 80M down / 16M up | 5M-18M down / 500k-2M up | 18M down / 2M up | 2 |
| 82 | max 100M down / 10M up | 5M-18M down / 500k-2M up | 18M down / 2M up | 2 |
| 83 | max 100M down / 20M up | 5M-18M down / 500k-2M up | 18M down / 2M up | 2 |
| 84 | max 200M down / 20M up | 5M-18M down / 500k-2M up | 18M down / 2M up | 2 |
| 85 | max 200M down / 40M up | 5M-18M down / 500k-2M up | 18M down / 2M up | 2 |
| 86 | max 250M down / 25M up | 5M-18M down / 500k-2M up | 18M down / 2M up | 2 |
| 87 | max 250M down / 50M up | 5M-18M down / 500k-2M up | 18M down / 2M up | 2 |
| 88 | max 300M down / 30M up | 5M-18M down / 500k-2M up | 18M down / 2M up | 2 |
| 89 | max 300M down / 60M up | 5M-18M down / 500k-2M up | 18M down / 2M up | 2 |
| 90 | max 500M down / 50M up | 5M-18M down / 500k-2M up | 18M down / 2M up | 2 |
| 91 | max 500M down / 100M up | 5M-18M down / 500k-2M up | 18M down / 2M up | 2 |
| 92 | ENABLING | 5M-18M down / 500k-2M up | k down / k up | 2 |

**Streaming**

ENABLING

**Real Time**

ENABLING

**Fulfillment Time Slot**

| Fulfillment Time Slot Index | Fulfillment Time Slot Date/Time Start | Fulfillment Time Slot Date/Time End |
|---|---|---|
| 1 | 15/05/2018 00:00 | 15/05/2018 17:00 |

back | Basis Creation | Create Preorder | Basis Modification | Change ISP | Add Service | Change Service

reset

Ask Swisscom

#### 6.1.9.1 Fields

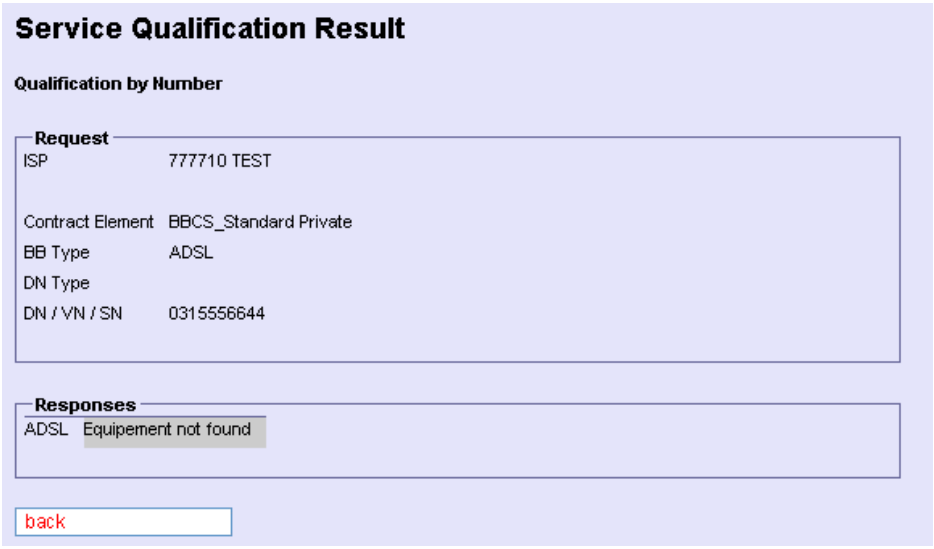
| Name | Description |
|---|---|
| Request | Fields of the request see above |
| | |
| Responses | |
| Qualification Nr | The Qualification Number can be used to Service Creation, Service Modification or Change ISP |
| DN Type | DN Type of the line |
| DN (STNR) / VN/NSN | Directory Number of the tested line ("Stammnummer") |
| | |
| ADSL, VDSL, SDSL | For all supplied Technologies |
| BB Device Location | Supplied in BB Device Location. |
| Qualif Result State | ok or not ok |
| | |
| **DN Office /Endpoint info** | Supplied in DN Office. |
| BB Device Location | Supplied in BB Device Location. |
| Site | Site |
| Site Category | Site Category |
| Available Technology Type | Available Technology Types at the DSLAM out of VDSL2, VDSL Vectoring or G.FAST |
| DSLAM Name | |
| DSLAM Type | |
| BB Logical Port | |
| BB Port Line Type | Like ana = analog., dig = digital (Qualification by Address and Startpoint only) |
| Vendor | Like Huawei, Nokia (Qualification by Address and Startpoint only) |
| Line State | active or inactive or planned |
| LLID | Local Loop identification |
| LLID Activation Date | planned activation date for an line with “Line State” = planned |
| LLID Disconnection Date | planned disconnection date if a line will be abandoned |
| Qualif Result Detail | Qualification result detail code and comment |
| | |

| | |
|---|---|
| **Plannend Endpoint** | Is only available if a new endpoint is planned |
| DN Office | 64BOL |
| BB Device Location | BOLD |
| Site | BOLP |
| Site Category | RUS |
| Equipped Date/Target Date | 2016-02 |
| Equipped Date Quality | |
| Equipped Date Comment | |
| Extension Category | |
| | |
| **Equipped Date History** | |
| **Change Date** | **Date of the change** |
| **Change Reason Description** | **Description of the change** |
| **Change Reason Id** | **Reason Id of the change** |
| **Event From** | **Event From** |
| **Event To** | **Event To** |
| **Event Type** | **Event Type** |
| **Sort Nr** | **Sort Nr** |
| | |
| **Starting Point Info** | |
| Tax Region | 64 |
| Access Net | BOL |
| Unit Type | UP |
| Unit Number | 10000 |
| SSE | 0 |
| Contact Type | UPK |
| Contact Number | 62 |
| UP preparation | |
| | |
| **Site Development** | 50% = Ration BC/Units, Yes = Is Fully Devloped |
| Nr of Utilisation Units | Number of units |
| Nr of Basic Connectivities | Number of connected units |
| Fully Developed | Yes in case of “DBC – Vollerschliessung” (GVE-Flag = true) |
| Nr of Lines Total | Total number of copper lines at this location |
| Nr of Lines Usable | Number of copper lines usable for new connections at this location |
| | |
| **Address** | Address information |
| Building | Name of building |
| Street | Name of street |
| House Nr | Number of House |
| ZIP | ZIP Code |
| City | Name of City |
| | |

| | |
|---|---|
| **CPE info** | |
| CPE Name | Motorola 7347-44 POTS rel.7.9 |
| DSLAM Type Allowed | CPE supports these combination of DSLAM type and Technology (Superset of BB Type) |
| **Capability** | |
| Technology Type | This line defines the capability for this technology type |
| Capability Overall | |
| Capability Hardware | |
| Capability Firmware | |
| Comment | CPE Comment |
| | |
| **Contract Element Info** | |
| Basis Contract Element | BBCS_Standalone |
| Current Access Speed | The Current Access Speed and its Technology Type |
| Max. Access Speed | The highest Access Speed Profile possible and its Technology Type |
| Current DN Type | Multi Line |
| Average Flag | Yes, if this is the record with the average calculation - No otherwise. |
| Billing Zone | Billing Zone |
| Jumper Action | Y or N say if to take a jumper action (Überführungsrelevant) |
| OSI Recommendation | Onsite Installation Recommendation about broadband "self installation" at end user location |
| Potential Available | Y if a grooming potential (better access speed) is available |
| Reason of Potential | 1000 - outstanding upgrooming<br>1002 - old CPE Hardware |
| Technology Type | Qualified Technology Type for a new order. |
| PSD Class | Spec_VDSL2_17a f.e. others see LOV Document |
| Interleave Mode | Interleave Low f.e others see LOV Document |
| Vectorized | Y if the current access speed technology type is VDSL Vectoring |
| Port Available | Y port is available |
| Copper Available | Y if copper is available |
| WARP Port Available | Y if WARP port is available |
| Upgrade plan date | If no resource is available for the Contract Element, when an upgrade is planned and resource should be available. |
| Swisscom Ready | Y indicates that access currently is Basic Connectivity |
| | |
| Service Contract Element | Best Effort, Streaming, Real Time |
| **Service Profile** | Service Profile for a certain Technology |
| Qualification Index | Qualification Index (PK) |
| Service Profile | Supplied Service Profile |
| Used Access Speed | Used Access Speed |
| Effective Speed | Effective Speed (can be lower than the Service Speed if the Access Speed has lower bitrates for up- or download) |
| BB Number of Wires | Number of Wires |
| | |

| **Fulfillment Time Slot** | 5 next possible Fulfillment Dates for a create order |
|---|---|
| Fulfillment Time Slot Index | Fulfillment Time Slot Index |
| Fulfillment Time Date Time Start | Start datetime |
| Fulfillment Time Date Time End | End datetime |
| | |

If no services available for this number the failure code from the Swisscom internal Service Qualification will be displayed.



### 6.1.10 Service Qualification Result for Fiber

**Service Qualification Result**

**Request**

| | |
|---|---|
| ISP | 777710 Testaccount WSG Team |
| Contr Element | BBCS_F (Fiber) |
| | Best Effort on Fiber |
| Fulfillment SLA | Basic |
| BB Type | BX |
| Business Type | New |
| Socket Id | B.999.437.569.5 |
| Plug Nr | 1 |

**Responses**

| | |
|---|---|
| Qualification Nr | 147113176 |
| Basis Contract Element | BBCS_F (Fiber) |

| | |
|---|---|
| **Location Id** | **999966** |
| **Qualif Result State** | **ok** |

**Qualif Result Detail**

| | |
|---|---|
| Result Code | 000 |
| Result Comment | - |

**Address**

| | |
|---|---|
| First Name | - |
| Last Name | - |
| Building | Lokal 999966-0 |
| Street | TibcoSimulator-Strasse |
| House Nr | 123d |
| ZIP | 3000 |
| City | Bern |

| | |
|---|---|
| **DN Office** | **65XAF** |
| **BB Device Location** | **DEVLOC** |

**List of Sockets**

| | |
|---|---|
| Flat Id | - |
| Flat Memo | - |
| Socket Id | B.999.437.569.5 |
| Cooperation Id | Partner_B.999.437.569.5 |

**Plug Nr 1**

| | |
|---|---|
| Plug Nr | 1 |
| Fiber Line State | AVAILABLE |
| OTO State | NO INHOUSE INSTALLATION |
| Port State | Connected |
| Is Active | N |
| Remark | - |
| Jumper Action | Y |

**Speeds**

| Qualification Index | Calculated max Access Speed | Current Access Speed | Service Profile | Effective Speed |
|---|---|---|---|---|
| 3 | 1G down / 1G up | 1G down / 1G up | 2M down / 200k up | 2M down / 200k up |
| 4 | 1G down / 1G up | 1G down / 1G up | 2M down / 400k up | 2M down / 400k up |
| 5 | 1G down / 1G up | 1G down / 1G up | 2M down / 2M up | 2M down / 2M up |
| 6 | 1G down / 1G up | 1G down / 1G up | 5M down / 500k up | 5M down / 500k up |
| 7 | 1G down / 1G up | 1G down / 1G up | 5M down / 1M up | 5M down / 1M up |
| 8 | 1G down / 1G up | 1G down / 1G up | 5M down / 5M up | 5M down / 5M up |
| 9 | 1G down / 1G up | 1G down / 1G up | 8M down / 800k up | 8M down / 800k up |
| 10 | 1G down / 1G up | 1G down / 1G up | 8M down / 2M up | 8M down / 2M up |
| 11 | 1G down / 1G up | 1G down / 1G up | 8M down / 8M up | 8M down / 8M up |

| | | | | | |
|---|---|---|---|---|---|
| ○ | 40 | 1G down / 1G up | 1G down / 1G up | 100M down / 20M up | 100M down / 20M up |
| ○ | 41 | 1G down / 1G up | 1G down / 1G up | 100M down / 100M up | 100M down / 100M up |
| ○ | 42 | 1G down / 1G up | 1G down / 1G up | 200M down / 20M up | 200M down / 20M up |
| ○ | 43 | 1G down / 1G up | 1G down / 1G up | 200M down / 40M up | 200M down / 40M up |
| ○ | 44 | 1G down / 1G up | 1G down / 1G up | 200M down / 200M up | 200M down / 200M up |
| ○ | 45 | 1G down / 1G up | 1G down / 1G up | 250M down / 25M up | 250M down / 25M up |
| ○ | 46 | 1G down / 1G up | 1G down / 1G up | 250M down / 50M up | 250M down / 50M up |
| ◉ | 47 | 1G down / 1G up | 1G down / 1G up | 250M down / 250M up | 250M down / 250M up |
| ○ | 48 | 1G down / 1G up | 1G down / 1G up | 300M down / 30M up | 300M down / 30M up |
| ○ | 49 | 1G down / 1G up | 1G down / 1G up | 300M down / 60M up | 300M down / 60M up |
| ○ | 50 | 1G down / 1G up | 1G down / 1G up | 300M down / 300M up | 300M down / 300M up |
| ○ | 51 | 1G down / 1G up | 1G down / 1G up | 500M down / 50M up | 500M down / 50M up |
| ○ | 52 | 1G down / 1G up | 1G down / 1G up | 500M down / 100M up | 500M down / 100M up |
| ○ | 53 | 1G down / 1G up | 1G down / 1G up | 500M down / 500M up | 500M down / 500M up |
| ○ | 54 | 1G down / 1G up | 1G down / 1G up | 1G down / 100M up | 1G down / 100M up |
| ○ | 55 | 1G down / 1G up | 1G down / 1G up | 1G down / 200M up | 1G down / 200M up |
| ○ | 56 | 1G down / 1G up | 1G down / 1G up | 1G down / 1G up | 1G down / 1G up |

**Fulfillment Time Slot**

| | Index | Start Date/Time | End Time |
|---|---|---|---|
| ◉ | 1 | 09/05/2018 08:01 - | 12:01 |
| ○ | 2 | 10/05/2018 08:01 - | 12:01 |
| ○ | 3 | 11/05/2018 08:01 - | 12:01 |
| ○ | 4 | 12/05/2018 08:01 - | 12:01 |
| ○ | 5 | 13/05/2018 08:01 - | 12:01 |
| ○ | 6 | 14/05/2018 08:01 - | 12:01 |

**Inhouse Connection Appointment Time Slots**

| | Id | Start Date/Time | End Time | Duration | Rank |
|---|---|---|---|---|---|
| ○ | TimeSlot_1525346464705 | 09/05/2018 07:00 - | 09:00 | 120 | 87 |
| ○ | TimeSlot_1525346464706 | 10/05/2018 12:30 - | 14:30 | 120 | 95 |
| ◉ | TimeSlot_1525346464707 | 11/05/2018 14:30 - | 16:30 | 120 | 40 |
| ○ | TimeSlot_1525346464708 | 12/05/2018 09:00 - | 11:00 | 120 | 35 |
| ○ | TimeSlot_1525346464709 | 13/05/2018 07:00 - | 11:00 | 240 | 74 |
| ○ | TimeSlot_1525346464710 | 14/05/2018 12:30 - | 16:30 | 240 | 36 |
| ○ | TimeSlot_1525346464711 | 15/05/2018 09:00 - | 11:00 | 120 | 42 |
| ○ | TimeSlot_1525346464712 | 16/05/2018 09:00 - | 11:00 | 120 | 98 |
| ○ | TimeSlot_1525346464713 | 17/05/2018 14:30 - | 16:30 | 120 | 16 |

**List of Building Entry Points**

| | | | | | |
|---|---|---|---|---|---|
| Location Id (BEP) | 9999999 | BEP State | CONNECTED | | |
| Street | TibcoSimulator-Strasse | Availabilty Date/Target Date | - | Quality Class | GK3 |
| House Nr | 123d | Availability Date Reason | an availability date reason | First Inhouse Installation | No |
| Building | Lokal 9999999-0 | | | Initial Mounting Shaft Capacity | available |
| ZIP | 3000 | In House Allowed | Yes | BEP Builder | KOPA |
| City | Bern | Max Access Speed Kbps | 100000,1000000 | | |
| | | BEP Site Category | standard | | |

Events

| Event Type | Event Time Stamp | Event Reason | From | To | Sequence Number |
|---|---|---|---|---|---|
| 1 - TargetDateChange | 28/04/2018 13:20 | EventReason 1 EventReason | F 1 | T 1 | 1 |
| 2 - ValidityClassException | 18/04/2018 13:20 | EventReason 2 EventReason | F 2 | T 2 | 2 |
| 2 - ValidityClassException | 03/04/2018 13:20 | EventReason 3 EventReason | F 3 | T 3 | 3 |

back | Basis Creation | Basis Modification | Add Service | Change Service | reset

Ask Swisscom

#### 6.1.10.1 Fields

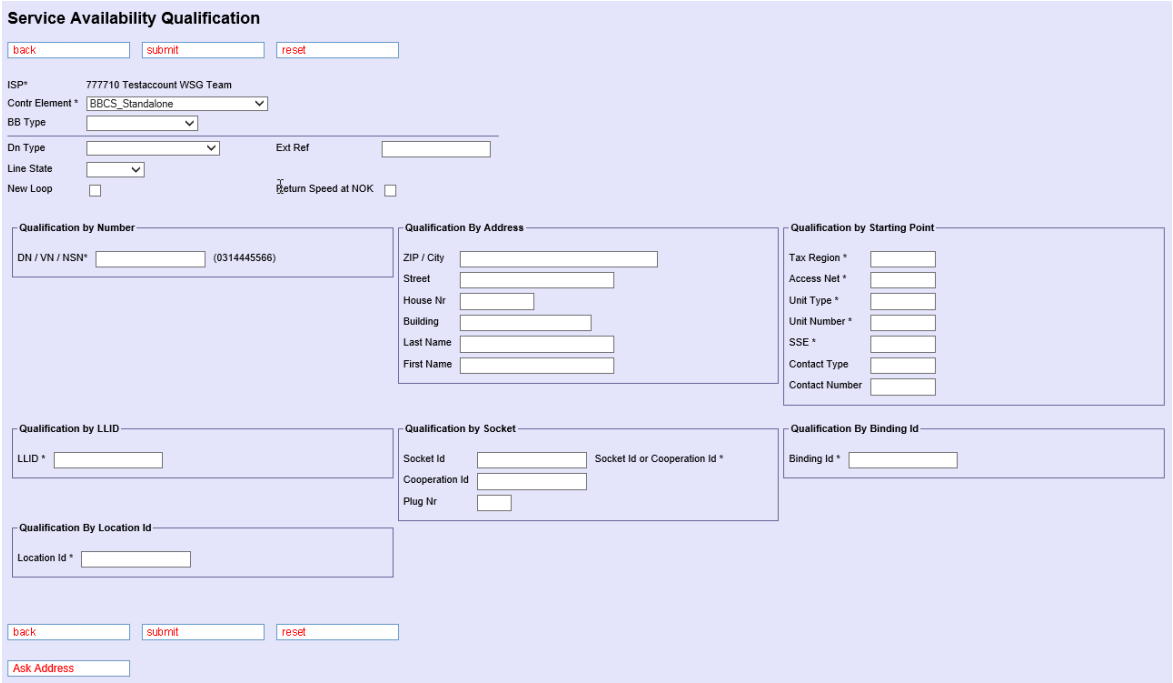
| Name | Description |
|---|---|
| **Request** | Parameters of the request. |
| | |
| **Responses** | |
| Qualification Nr | The Qualification Number can be used to Service Creation, Service Modification or Change ISP |
| Basis Contract Element | The Basis Contract Element |
| | |
| Location Id | The id of the location |
| Qualif Result State | State of the qualification |
| | |
| **Address** | Address of the location |
| First Name | First Name |
| Last Name | Last Name |
| Building | Name of building |
| Street | Name of street |
| House Nr | Number of House |
| ZIP | ZIP Code |
| City | Name of City |
| | |
| **DN Office** | Supplied in DN Office. |
| BB Device Location | Supplied in BB Device Location. |
| | |
| **List of Sockets** | One or more sockets |
| Flat Id | Flat Identification |
| Socket Id | Socket Id |
| Cooperation Id | ISP specific socket identification |
| | |
| **Plugs** | Zero or more plugs |
| Plug Nr | Plug number |
| AccessId | AccessId |
| Access Protocol | Access Protocol: BX |
| Fiber Line State | State of fiber line state; possible values are CONNCETED or AVAILABLE or PLANNED |
| OTO State | State at the socket; same values as "Fiber Line State" |
| Is Active | Is Active |
| Remark | |
| Jumper Action | Jumper Action: Y, N or empty (Überführungsrelevanz) |
| | |

| | |
|---|---|
| **Speeds** | Zero ore more service speeds |
| Qualification Index | Qualification Index |
| Calculated max Access Speed | Maximum access speed |
| Current Access Speed | currently installed access speed Profile |
| Service Profile | Service Speed Profile |
| Effective Speed | Effective Speed (can be lower than the Service Speed if the Access Speed has lower bitrates for up- or download) |
| | |
| **Fulfillment Time Slot** | One or five time slots (only returned if “Fulfillment Wish Date” was given in request). Cross Connection Time Slot |
| Index | Index of the time slot |
| Start Date/Time | Start Date/Time of the time slot |
| End Time | End Date/Time of the time slot |
| | |
| **Inhouse Connection Appointment Time Slots** | Inhouse Connection Time Slot (the selected time slot is booked as an appointment on create) |
| Id | Identify the time slot |
| Start Date/Time | Date an start time of time slot (Has to be after cross connect time slot) |
| End Time | End time of time slot |
| Duration | Duration in minutes of the time slot |
| Rank | Rank of the time slot ascending 0 -100.<br>0-50 -> lime, 51-75 -> yellow, 76-100 -> red |
| | |
| **List of Building Entry Points** | Zero or more BEP's. |
| Location Id | Location id of the BEP |
| Street | Address of the BEP |
| House Nr | Ditto |
| ZIP | Ditto |
| City | Ditto |
| BEP State | State of the BEP |
| Availability Date/Target Date | When the BEP is available for provisioning. |
| Quality Class | Quality Class of the Availability Date/Target Date |
| Availability Date Reason | Reason comment of the Availability Date/Target Date |
| In House Allowed | In-house installation allowed |
| First Inhouse Installation | Is it the first in-house installation |
| Max Access Speed Kbps | A List of Max Access Speed in kbps |
| Initial Mounting Shaft Capacity | possible values are: "available", "not available", "not checked" |
| Site Category | possible values are: "standard", "remote_fan_fibre_spot" |
| BEP Builder | possible values are: "SCS", "KOPA" |
| | |

| BEP Event | |
|---|---|
| Event Type | Type of the event with Id and Description |
| Event Time Stamp | Timestamp of the event |
| Event Reason | Reason comment of the event |
| From | Start of the range |
| To | End of the range |
| Sequence Number | Sequence number of the event |

## 6.2 Service Availability Qualification

The Service Availability Qualification gives an overview of available services in a quadrant of BB type and DN type. The SAQ can either by Qualification by Number, Address, Starting Point, LLID, Socket or Binding Id.




### 6.2.1 Input Fields

| Name | Optional / Mandatory | Description |
|---|---|---|
| Contract Element (Base Product) | M | A Base Product Contract Element to qualify for |
| BB Type | O | Preferred BB Type to qualify for |
| DN Type | O | DN Type to qualify for |
| Line State | O | |
| New Loop | O | |
| Return Speed at NOK | O | Yes (checked) or No. If checked the qualification show speeds even at copper or space shortage. This option is available for copper qualification by address and by starting point. |
| DN/VN/NSN | O/M | Directory Number to qualify for |
| Last name | O | Last name of the ancestor |
| First name | O | First name of the ancestor |
| Street | O | Street |
| House Nr | O | House Nr |
| ZIP | O/M | ZIP ("Postleitzahl") for Autofill see 6.1.3.2 |
| City | O | City |
| Building | O | Building |
| Tax Region | O/M | Tax Region |
| Access Net | O/M | Access Net |

| Name | Optional / Mandatory | Description |
|---|---|---|
| Unit Type | O/M | Unit Type |
| Unit Number | O/M | Unit Number |
| SSE | O/M | SSE (Schaltstellenelement Nummer) |
| Contact Type | O | Contact Type |
| Contact Number | O | Contact Number |
| LLID | O/M | Local Loop ID |
| Socket Id | O/M | Socket Id<br><br>Socket Id validation:<br>Type-A: SWISSCOM identification in format A.nnn.nnn.nnn<br>Type-B: BAKOM identification ion the format x.nnn.nnn.nnn.c<br>(c = check digit modulo-11, "0 - 9" or "X") |
| Cooperation Id | O/M | Cooperation ID |
| Plug Nr | O | Plug Nr on the fiber socket |
| Binding Id | O/M | Binding Id to qualify for |
| Location Id | O/M | Location Id to qualify for |

O/M - Mandatory depending on Qualification by Number, Address, LLID, Socket or Binding Id.

### 6.2.2 Service Availability Qualification Result for Copper

**Service Availability Qualification Result**

back

**Request**

| | |
|---|---|
| ISP | 777710 Testaccount WSG Team |
| Contr Element | BBCS_Standalone |
| BB Type | ADSL, VDSL |
| DN / VN / NSN | 0314445566 |

**Economy Line**

**ADSL**

| | |
|---|---|
| Quali Result State | ok |
| DN Office | 64BOL |
| BB Device Location | DELOC |
| Planned Endpoint | The new endpoint will be available on 2018-06 |
| Starting Point | 64 BOL 3 10000 1 |
| Site Development | 50% Yes |
| Address | Schönstrasse 1a Chalet 307400 Hinterfultigen Züri West |
| Access | 300k-19M down / 50k-1M up (ADSL2+ / Not-Profile) |
| CPE Info | Motorola 7347-44 POTS rel.7.9 |
| Comment | Q00 - This telephone line is suitable for xDSL. |

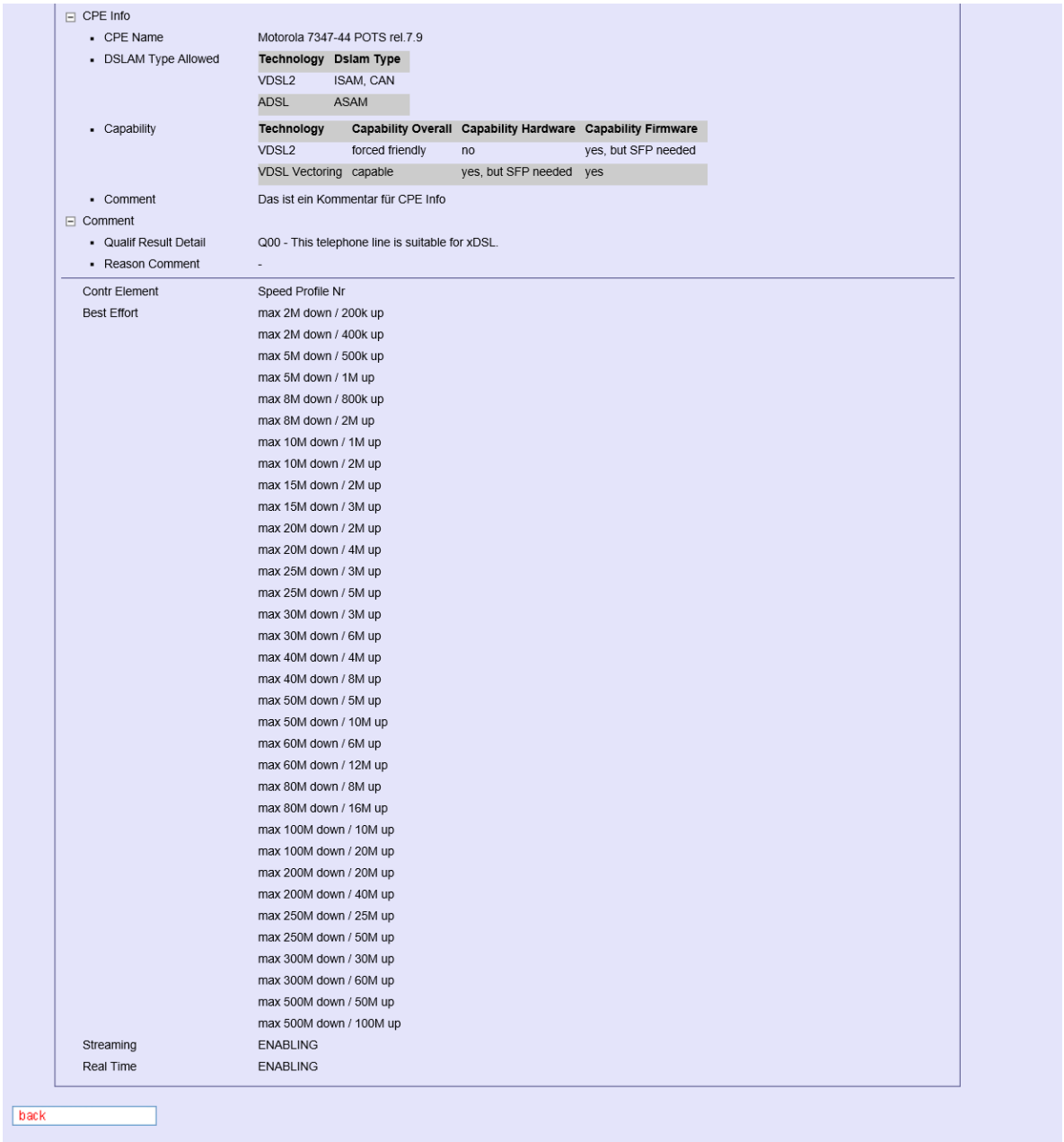
| Contr Element | Speed Profile Nr |
|---|---|
| Best Effort | max 2M down / 200k up |
| | max 2M down / 400k up |
| | max 5M down / 500k up |
| | max 5M down / 1M up |
| | max 8M down / 800k up |
| | max 8M down / 2M up |
| | max 10M down / 1M up |
| | max 10M down / 2M up |
| | max 15M down / 2M up |
| | max 15M down / 3M up |
| | max 20M down / 2M up |
| | max 20M down / 4M up |
| Streaming | ENABLING |
| Real Time | ENABLING |

| | |
|---|---|
| Quali Result State | ok |
| DN Office | 64BOL |
| BB Device Location | DELOC |
| Site | BOLQ |
| Site Category | RUS |
| Available Technology Type | VDSL2, VDSL Vectoring |
| DSLAM Name | IPC-SUR710-S-VD-05 |
| Dslam Type | CAN |
| BB Port Nr | VDSL-1-2-1-3 |
| BB Port Line Type | ana |
| Vendor | Huawei |
| DN (STNR) | 0314445566 |
| Line State | active |
| LLID | 0030314445566 |
| LLID Activation Date | - |
| LLID Disconnection Date | - |
| Planned Endpoint | The new endpoint will be available on 2018-06 |
| DN Office | 64BOL |
| BB Device Location | BOLD |
| Site | BOLP |
| Site Category | RUS |
| Equipped Date/Target Date | 2018-06 |
| Equipped Date Quality | 1 |
| Equipped Date Comment | The new endpoint will be available on 2018-06 |
| Planned Bitrate Down | 8000 |
| Planned Bitrate Up | 1000 |
| Extension Category | Vectoring Ausbau/Aktivierung |

| Equipped Date History | Change Date | Event Type | Change Reason Id | Change Reason Description | Event From | Event To | Sort Nr |
|---|---|---|---|---|---|---|---|
| | 2015-09-24 | TargetDateChange | 3 | Missing material | 2015-03-21 | 2015-11-21 | 3 |
| | 2015-05-12 | ValidityClassException | 6 | Management re-priorisation | 98 | 3 | 1 |
| | 2015-01-31 | ValidityClassException | 6 | Management re-priorisation | 3 | 98 | 2 |

**VDSL**

| | | |
|---|---|---|
| Starting Point | | |
| Tax Region | 64 | |
| Access Net | BOL | |
| Unit Type | UP | |
| Unit Number | 10000 | |
| SSE | 1 | |
| Contact Type | UPK | |
| Contact Number | 62 | |
| Up Preparation | normal | |
| Site Development | 50% Yes 25/15 | |
| Nr of Utilisation Units | 20 | |
| Nr of Basic Connectivities | 10 | |
| Fully Developed | Yes | |
| Nr of Lines Total | 25 | |
| Nr of Lines Usable | 15 | |
| Address | | |
| Street | Schönstrasse | |
| House Nr | 1a | |
| Building | Chalet | |
| ZIP | 307400 | |
| City | Hinterfultigen | |
| Additional City | Züri West | |
| Access | | |
| | Speed | Technology Type |
| Current Access Speed | 5M-33M down / 500k-10M up | VDSL2 |
| Max. Access Speed | 50M down / 10M up | VDSL2 |
| BB Number Of Wires | 2 | |
| Average Flag | 1 | |
| Billing Zone | - | |
| Jumper Action | false | |
| BBR Recommendation | - | |
| Potential Available | 1 | |
| Reason of Potential | 1000 - outstanding upgrooming<br>1002 - old CPE Hardware | |
| Technology Type | VDSL2 | |
| PSD Class | Spec_VDSL2_17a | |
| Interleave Mode | Interleave Low | |
| Vectorized | No | |
| Port Available | Yes | |
| Copper Available | Yes | |
| WARP Port Available | - | |
| Swisscom Ready | Yes | |



CPE Info

- CPE Name: Motorola 7347-44 POTS rel.7.9
- DSLAM Type Allowed:

| Technology | Dslam Type |
|---|---|
| VDSL2 | ISAM, CAN |
| ADSL | ASAM |

- Capability:

| Technology | Capability Overall | Capability Hardware | Capability Firmware |
|---|---|---|---|
| VDSL2 | forced friendly | no | yes, but SFP needed |
| VDSL Vectoring | capable | yes, but SFP needed | yes |

- Comment: Das ist ein Kommentar für CPE Info

Comment

- Qualif Result Detail: Q00 - This telephone line is suitable for xDSL.
- Reason Comment: -

| Contr Element | Speed Profile Nr |
|---|---|
| Best Effort | max 2M down / 200k up |
| | max 2M down / 400k up |
| | max 5M down / 500k up |
| | max 5M down / 1M up |
| | max 8M down / 800k up |
| | max 8M down / 2M up |
| | max 10M down / 1M up |
| | max 10M down / 2M up |
| | max 15M down / 2M up |
| | max 15M down / 3M up |
| | max 20M down / 2M up |
| | max 20M down / 4M up |
| | max 25M down / 3M up |
| | max 25M down / 5M up |
| | max 30M down / 3M up |
| | max 30M down / 6M up |
| | max 40M down / 4M up |
| | max 40M down / 8M up |
| | max 50M down / 5M up |
| | max 50M down / 10M up |
| | max 60M down / 6M up |
| | max 60M down / 12M up |
| | max 80M down / 8M up |
| | max 80M down / 16M up |
| | max 100M down / 10M up |
| | max 100M down / 20M up |
| | max 200M down / 20M up |
| | max 200M down / 40M up |
| | max 250M down / 25M up |
| | max 250M down / 50M up |
| | max 300M down / 30M up |
| | max 300M down / 60M up |
| | max 500M down / 50M up |
| | max 500M down / 100M up |
| Streaming | ENABLING |
| Real Time | ENABLING |

back

### 6.2.3 Output Fields

| Name | Description |
|---|---|
| Request | Fields of the request see above |
| | |
| Responses | |
| Qualif Result State | State of the qualification |
| | |
| **DN Office** | Supplied in DN Office. |
| BB Device Location | Supplied in BB Device Location. |
| Site | Site |
| Site Category | Site Category |
| Available Technology Type | Available Technology Types at the DSLAM out of VDSL2, VDSL Vectoring or G.FAST |
| DSLAM Name | |
| DSLAM Type | |
| BB Logical Port | |
| BB Port Line Type | Like ana = analog., dig = digital (Qualification by Address and Startpoint only) |
| Vendor | Like Huawei, Nokia (Qualification by Address and Startpoint only) |
| DN (STNR) | Directory Number Stamm Number |
| Line State | State of qualified line (active, inactive, planned, all) |
| LLID | Local loop Id |
| LLID Activation Date | Local loop Id activation date |
| LLID Disconnection Date | Local loop Id disconnect date |
| | |
| **Plannend Endpoint** | Is only available if a new endpoint is planned |
| DN Office | 64BOL |
| BB Device Location | BOLD |
| Site | BOLP |
| Site Category | RUS |
| Equipped Date/Target Date | 2016-02 |
| Equipped Date Quality | |
| Equipped Date Comment | |
| Extension Category | |
| | |
| **Equipped Date History** | |
| **Change Date** | **Date of the change** |
| **Change Reason Description** | **Description of the change** |
| **Change Reason Id** | **Reason Id of the change** |
| **Event From** | **Event From** |
| **Event To** | **Event To** |
| **Event Type** | **Event Type** |
| **Sort Nr** | **Sort Nr** |
| | |

| | |
|---|---|
| **Site Development** | 50% = Ration BC/Units, Yes = Is Fully Devloped |
| Nr of Utilisation Units | Number of units |
| Nr of Basic Connectivities | Number of connected units |
| Fully Developed | Yes in case of "DBC – Vollerschliessung" (GVE-Flag = true) |
| | |
| **Address** | Address information |
| Building | Name of building |
| Street | Name of street |
| House Nr | Number of House |
| ZIP | ZIP Code |
| City | Name of City |
| | |
| **Access** | |
| Basis Contract Element | BBCS_Standalone |
| Current Access Speed | The Current Access Speed and its Technology Type |
| Max. Access Speed | The highest Access Speed Profile possible and its Technology Type |
| Average Flag | Average Flag |
| Billing Zone | Billing Zone |
| Jumper Action | Jumper Action: Y, N or empty (Überführungsrelevanz) |
| BBR Recommendation | BBR Recommendation |
| Potential Available | Potential Available |
| Reason of Potential | 1000 - outstanding upgrooming<br>1002 - old CPE Hardware |
| Technology Type | Qualified Technology Type for a new order. |
| PSD Class | Spec_VDSL2_17a f.e. others see LOV Document |
| Interleave Mode | Interleave Low f.e others see LOV Document |
| Vectorized | Y if the current access speed technology type is VDSL Vectoring |
| Port Available | Port Available |
| Copper Available | Copper Available |
| WARP Port Available | WARP Port Available |
| | |
| **CPE Info** | |
| CPE Name | Name of the CPE |
| DSLAM Type Allowed | CPE supports these combination of DSLAM type and Technology (Superset of BB Type) |
| **Capability** | |
| Technology Type | This line defines the capability for this technology type |
| Capability Overall | |
| Capability Hardware | |
| Capability Firmware | |
| Comment | CPE Comment |
| | |

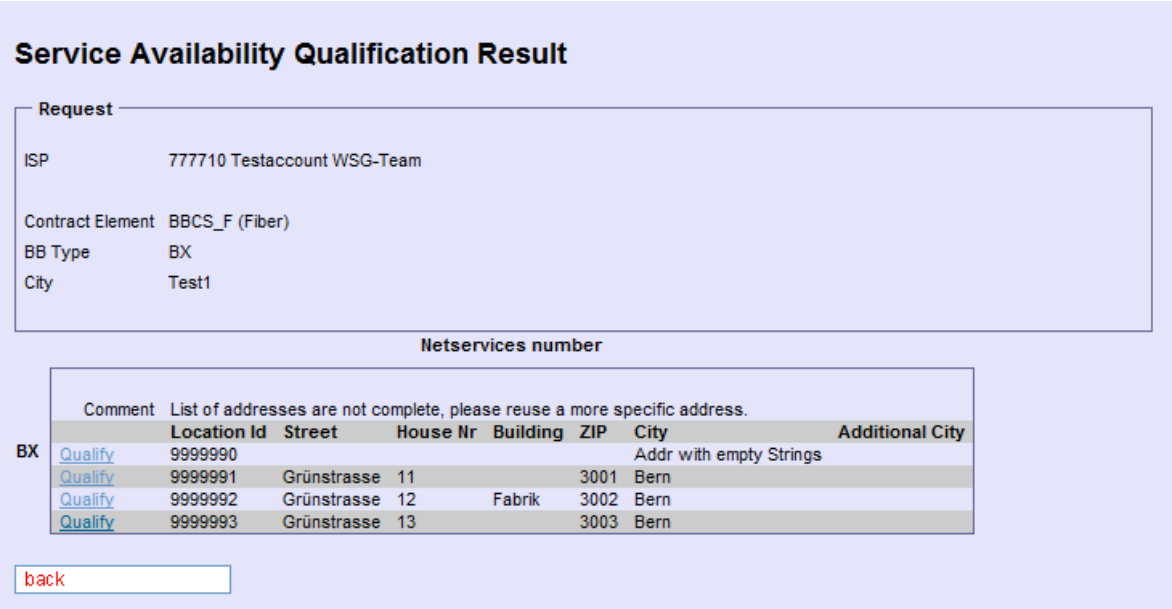
| Comment | |
|---|---|
| Qualif Result Comment | With code and comment |
| Reason Comment | Reason Comment |
| | |
| Contract Element | Service Profile |
| Best Effort | |
| Streaming | |
| Real Time | |

### 6.2.4 Service Availability Qualification Result for Fiber

Qualify again with a more specific address by clicking to the address wanted.

#### 6.2.4.1 Address List

Qualify again with a more specific address by clicking to the address wanted.




##### 6.2.4.1.1 Output Fields

| Name | Description |
|---|---|
| **Request** | Parameters of the request. |
| | |
| **Address** | Address of the location |
| Qualify | Requalify for the address of this line by location Id |
| Location Id | The Id of the location |
| Building | Name of building |
| Street | Name of street |

| Name | Description |
|---|---|
| House Nr | Number of House |
| ZIP | ZIP Code |
| City | Name of City |

### 6.2.4.2 Socket List

**Service Availability Qualification Result**

back

**Request**

| | |
|---|---|
| ISP | 777710 Testaccount WSG Team |
| Contr Element | BBCS_F (Fiber) |
| Street | Hausweg |
| House Nr | 10 |
| ZIP | 3063 |
| City | Ittigen |

**Netservices number**

BX

| | | | | | |
|---|---|---|---|---|---|
| Quali Result State | ok | | | | |
| Location Id (OTO, Customer) | 8001719 | | | | |
| Street | Hausweg | | | | |
| House Nr | 10 | | | | |
| Building | Fabrik 0 | | | | |
| ZIP | 3063 | | | | |
| City | Ittigen | | | | |
| List of Sockets | | | | | |
| Socket Id | Partner_A.230.946.479 | | | | |
| Cooperation Id | A.230.946.479 | | | | |
| First Inhouse Installation | - | | | | |
| Flat Id | 8.08 = 8th Floor / 8th Flat | | | | |
| Flat Memo | - | | | | |
| Plug Nr | 1 | Fiber Line State | AVAILABLE | OTO State | CONNECTED |
| Plug Nr | 2 | Fiber Line State | AVAILABLE | OTO State | CONNECTED |
| Plug Nr | 3 | Fiber Line State | AVAILABLE | OTO State | CONNECTED |
| Plug Nr | 4 | Fiber Line State | AVAILABLE | OTO State | CONNECTED |
| Socket Id | Partner_A.231.946.479 | | | | |
| Cooperation Id | A.231.946.479 | | | | |
| First Inhouse Installation | - | | | | |
| Flat Id | 8.08 = 8th Floor / 8th Flat | | | | |
| Flat Memo | - | | | | |
| Plug Nr | 1 | Fiber Line State | AVAILABLE | OTO State | CONNECTED |
| Plug Nr | 2 | Fiber Line State | AVAILABLE | OTO State | CONNECTED |
| Plug Nr | 3 | Fiber Line State | AVAILABLE | OTO State | CONNECTED |
| Plug Nr | 4 | Fiber Line State | AVAILABLE | OTO State | CONNECTED |
| Socket Id | Partner_A.232.946.479 | | | | |
| Cooperation Id | A.232.946.479 | | | | |
| First Inhouse Installation | - | | | | |
| Flat Id | 8.08 = 8th Floor / 8th Flat | | | | |
| Flat Memo | - | | | | |
| Plug Nr | 1 | Fiber Line State | AVAILABLE | OTO State | CONNECTED |
| Plug Nr | 2 | Fiber Line State | AVAILABLE | OTO State | CONNECTED |
| Plug Nr | 3 | Fiber Line State | AVAILABLE | OTO State | CONNECTED |
| Plug Nr | 4 | Fiber Line State | AVAILABLE | OTO State | CONNECTED |
| Comment | - | | | | |
| List of Building Entry Points | | | | | |
| Location Id (BEP) | 9999999 | BEP State | CONNECTED | | |
| Street | TibcoSimulator-Strasse | Availabilty Date/Target Date | - | Quality Class | GK3 |
| House Nr | 123d | Availability Date Reason | an availability date reason | | |
| Building | Lokal 9999999-0 | In House Allowed | Yes | First Inhouse Installation | No |
| ZIP | 3000 | Max Access Speed Kbps | 100000,1000000 | Initial Mounting Shaft Capacity | available |
| City | Bern | BEP Site Category | standard | BEP Builder | KOPA |

| Events | Event Type | Event Time Stamp | Event Reason | From | To | Sequence Number |
|---|---|---|---|---|---|---|
| | 1 - TargetDateChange | 29/11/2017 17:20 | EventReason 1 EventReason | F 1 | T 1 | 1 |
| | 2 - ValidityClassException | 19/11/2017 17:20 | EventReason 2 EventReason | F 2 | T 2 | 2 |
| | 2 - ValidityClassException | 04/11/2017 17:20 | EventReason 3 EventReason | F 3 | T 3 | 3 |

back Qualify PreOrder

Options:
Do a Service Qualification for Socket and Plug Nr by clicking the preferred Plug Nr under the preferred Socked Id or Service Qualificaiton for PreOrder by selecting "Qualify PreOrder"

#### 6.2.4.2.1 Output Fields

| Name | Description |
|---|---|
| **Request** | Parameters of the request. |
| | |
| **Responses** | BB Type x DN Type |
| Location Id | The id of the location |
| Qualif Result State | State of the qualification |
| | |
| **Address** | Address of the location |
| Building | Name of building |
| Street | Name of street |
| House Nr | Number of House |
| ZIP | ZIP Code |
| City | Name of City |
| | |
| **List of Sockets** | One or more sockets |
| Flat Id | Flat Identification |
| Socket Id | Socket Id |
| Cooperation Id | ISP specific socket identification |
| Fiber Line State | State of fiber line (this and below attributes are present but on sockets without plugs) |
| OTO State | State at the socket |
| Availability Date | When the socket is available for provisioning. |
| | |
| **Plugs** | Zero or more plugs |
| Plug Nr | Plug number |
| Fiber Line State | State of fiber line state (this and below attributes are present but on sockets without plugs) |
| OTO State | State at the plug |
| | |
| **Speeds** | Zero ore more service speeds |
| Calculated max Access Speed | Maximum access speed |
| Current Access Speed | currently installed access speed Profile |
| Service Profile | Service Speed Profile |
| Effective Speed | Effective Speed (can be lower than the Service Speed if the Access Speed has lower bitrates for up- or download) |
| | |

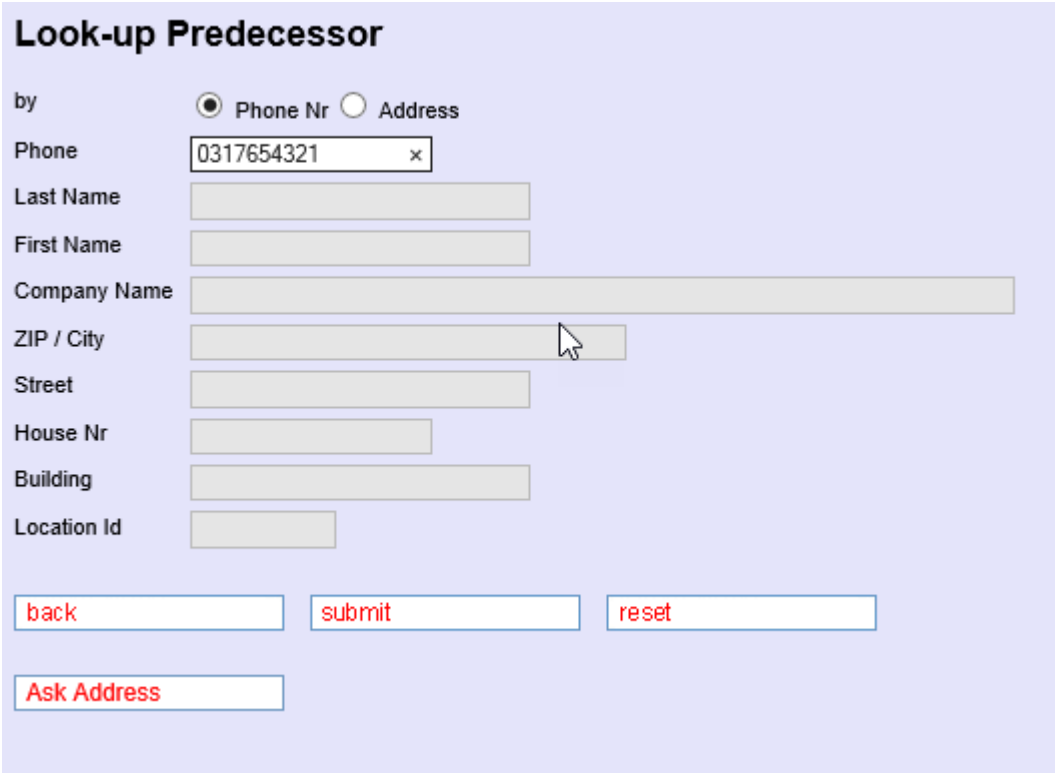
| Name | Description |
|---|---|
| **List of Building Entry Points** | Zero or more BEP's. |
| Capacity Availability on BEP | Yes -> one of the BEP's has free capacity |
| Location Id | Location id of the BEP |
| Street | Address of the BEP |
| House Nr | Ditto |
| ZIP | Ditto |
| City | Ditto |
| BEP State | State of the BEP |
| Availability Date | When the BEP is available for provisioning. |
| Availability Date Reason | Reason comment of the Availability Date/Target Date |
| In House Allowed | In-house installation allowed |
| First Inhouse Installation | Is it the first in-house installation |
| Max Access Speed Kbps | A List of Max Access Speed in kbps |
| Initial Mounting Shaft Capacity | possible values are: "available", "not available", "not checked" |
| Site Category | possible values are: "standard", "remote_fan_fibre_spot" |
| BEP Builder | possible values are: "SCS", "KOPA" |
| | |
| **BEP Event** | |
| Event Type | Type of the event with Id and Description |
| Event Time Stamp | Timestamp of the event |
| Event Reason | Reason comment of the event |
| From | Start of the range |
| To | End of the range |
| Sequence Number | Sequence number of the event |

## 6.3 Look-up Predecessors

Find a formerly used line at the same location that can be reused. The request is only fulfilled if the ISP is allowed to access this operation, participate on collect, and share current customer information for predecessor information as part of the order process (see f. e. operation as create, modify and ISP change).

### 6.3.1 Look-up by Phone Number

Find predecessor entries with DN/VN/NSN of the broadband connection or phone number (voice over broadband number) from the predecessor data.

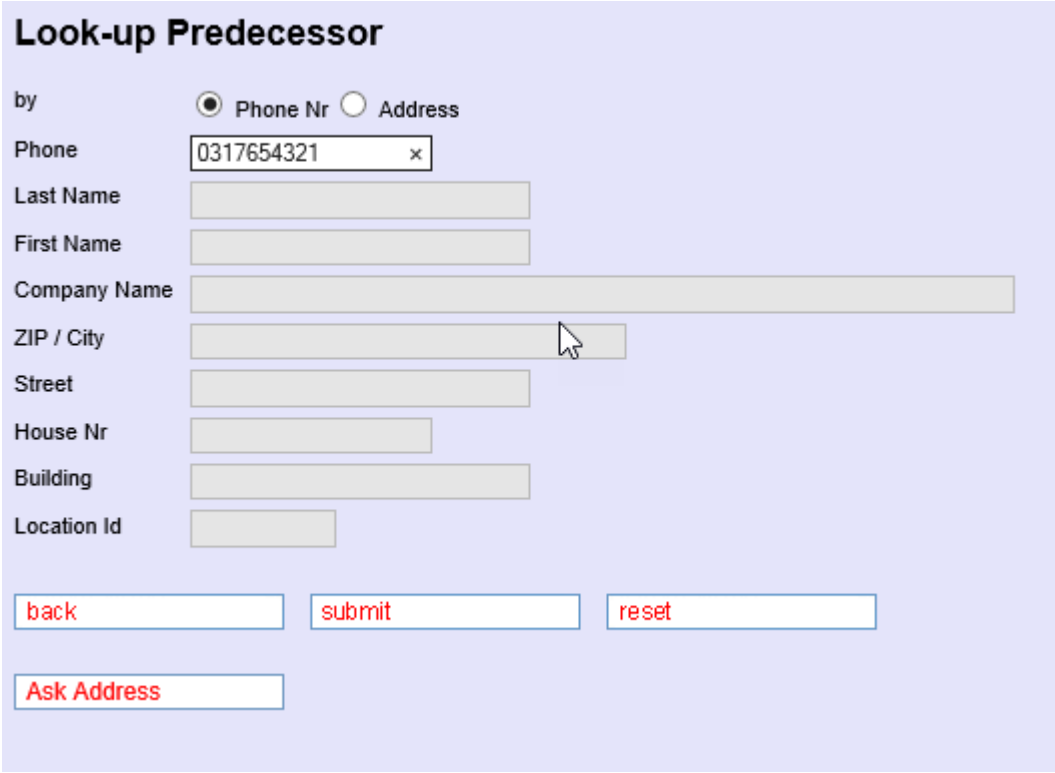



#### 6.3.1.1 Specific Input Fields

| Name | Optional / Mandatory | Description |
|---|---|---|
| Phone | M | The phone number (DN/VN/NSN of the broadband connection or the voice over broadband phone number) |

### 6.3.2 Look-up by Address

Find predecessor entries at a given location

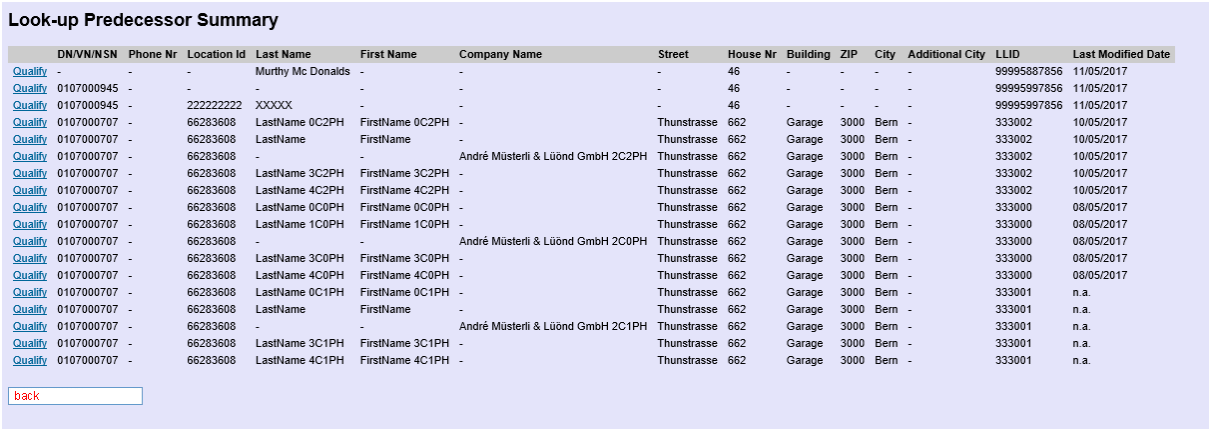



#### 6.3.2.1 Specific Input Fields

| Name | Optional / Mandatory | Description |
|---|---|---|
| Last Name | O | Last Name |
| First Name | O | First Name |
| Company Name | O | |
| ZIP | M | ZIP ("Postleitzahl") for Autofill see 6.1.3.2 |
| City | O | City |
| Street | M | Street |
| House Nr | O | House Nr |
| Building | O | Building |

### 6.3.3 Look-up Predecessor Summary- one Location or by Phone

The known predecessor entries are summarized here. With customer help (name, phone number and or address) the ISP may select the correct predecessor. Continue the order process by qualifying with DN/VN/NSN of the wanted predecessor entry line.



Look-up Predecessor Summary

| | DN/VN/NSN | Phone Nr | Location Id | Last Name | First Name | Company Name | Street | House Nr | Building | ZIP | City | Additional City | LLID | Last Modified Date |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Qualify | - | - | - | Murthy Mc Donalds | - | - | - | 46 | - | - | - | - | 99995887856 | 11/05/2017 |
| Qualify | 0107000945 | - | - | - | - | - | - | 46 | - | - | - | - | 99995997856 | 11/05/2017 |
| Qualify | 0107000945 | - | 222222222 | XXXXX | - | - | - | 46 | - | - | - | - | 99995997856 | 11/05/2017 |
| Qualify | 0107000707 | - | 66283608 | LastName 0C2PH | FirstName 0C2PH | - | Thunstrasse | 662 | Garage | 3000 | Bern | - | 333002 | 10/05/2017 |
| Qualify | 0107000707 | - | 66283608 | LastName | FirstName | - | Thunstrasse | 662 | Garage | 3000 | Bern | - | 333002 | 10/05/2017 |
| Qualify | 0107000707 | - | 66283608 | - | - | André Müsterli & Lüönd GmbH 2C2PH | Thunstrasse | 662 | Garage | 3000 | Bern | - | 333002 | 10/05/2017 |
| Qualify | 0107000707 | - | 66283608 | LastName 3C2PH | FirstName 3C2PH | - | Thunstrasse | 662 | Garage | 3000 | Bern | - | 333002 | 10/05/2017 |
| Qualify | 0107000707 | - | 66283608 | LastName 4C2PH | FirstName 4C2PH | - | Thunstrasse | 662 | Garage | 3000 | Bern | - | 333002 | 10/05/2017 |
| Qualify | 0107000707 | - | 66283608 | LastName 0C0PH | FirstName 0C0PH | - | Thunstrasse | 662 | Garage | 3000 | Bern | - | 333000 | 08/05/2017 |
| Qualify | 0107000707 | - | 66283608 | LastName 1C0PH | FirstName 1C0PH | - | Thunstrasse | 662 | Garage | 3000 | Bern | - | 333000 | 08/05/2017 |
| Qualify | 0107000707 | - | 66283608 | - | - | André Müsterli & Lüönd GmbH 2C0PH | Thunstrasse | 662 | Garage | 3000 | Bern | - | 333000 | 08/05/2017 |
| Qualify | 0107000707 | - | 66283608 | LastName 3C0PH | FirstName 3C0PH | - | Thunstrasse | 662 | Garage | 3000 | Bern | - | 333000 | 08/05/2017 |
| Qualify | 0107000707 | - | 66283608 | LastName 4C0PH | FirstName 4C0PH | - | Thunstrasse | 662 | Garage | 3000 | Bern | - | 333000 | 08/05/2017 |
| Qualify | 0107000707 | - | 66283608 | LastName 0C1PH | FirstName 0C1PH | - | Thunstrasse | 662 | Garage | 3000 | Bern | - | 333001 | n.a. |
| Qualify | 0107000707 | - | 66283608 | LastName | FirstName | - | Thunstrasse | 662 | Garage | 3000 | Bern | - | 333001 | n.a. |
| Qualify | 0107000707 | - | 66283608 | - | - | André Müsterli & Lüönd GmbH 2C1PH | Thunstrasse | 662 | Garage | 3000 | Bern | - | 333001 | n.a. |
| Qualify | 0107000707 | - | 66283608 | LastName 3C1PH | FirstName 3C1PH | - | Thunstrasse | 662 | Garage | 3000 | Bern | - | 333001 | n.a. |
| Qualify | 0107000707 | - | 66283608 | LastName 4C1PH | FirstName 4C1PH | - | Thunstrasse | 662 | Garage | 3000 | Bern | - | 333001 | n.a. |

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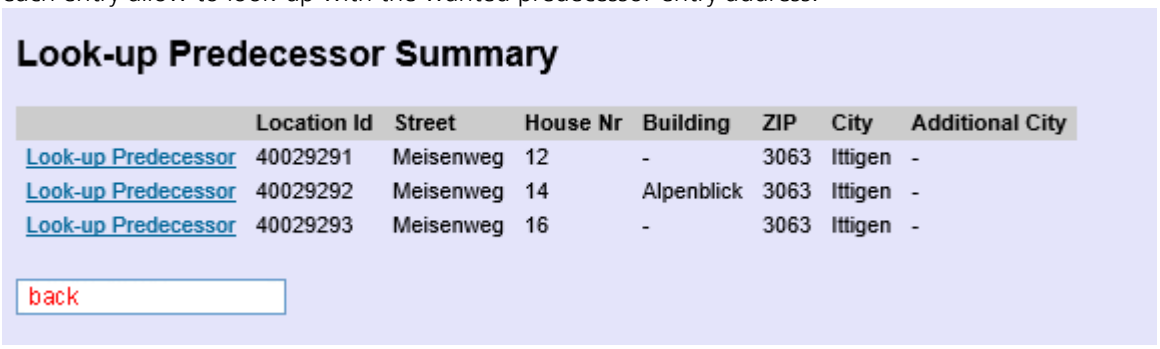
### 6.3.4 Look-up Predecessor Summary- multilpe Locations

If a look-up predecessor by address return multiple locations the resulting addresses are displayed and a link at each entry allow to look-up with the wanted predecessor entry address.



Look-up Predecessor Summary

| | Location Id | Street | House Nr | Building | ZIP | City | Additional City |
|---|---|---|---|---|---|---|---|
| Look-up Predecessor | 40029291 | Meisenweg | 12 | - | 3063 | Ittigen | - |
| Look-up Predecessor | 40029292 | Meisenweg | 14 | Alpenblick | 3063 | Ittigen | - |
| Look-up Predecessor | 40029293 | Meisenweg | 16 | - | 3063 | Ittigen | - |

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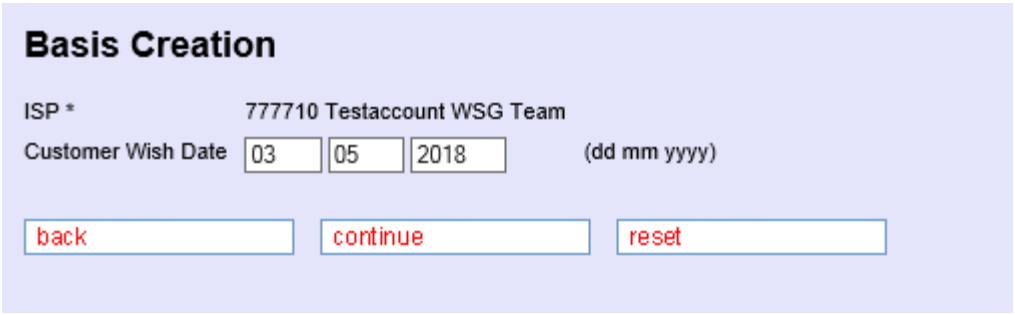
## 6.4 Basis Creation

This function is used to create new BBCS Services on existing active voice lines identified by a directory number (DN) or Verrechnungsnummer (VN) in the case of a business line. Hereafter we will just use the term "directory number".
In case of SDSL the service is not created on active voice line but a Starting Point and Speed Profile. To find the Starting Point and a Speed Profile a qualification by an address location has to be done. For Service Creation a Qualification Number and Index reference the selected pair of Starting Point and Speed Profile. Later in the order process when the line is activated a Net Service Number (NSN) will be assigned.

### 6.4.1 First screen

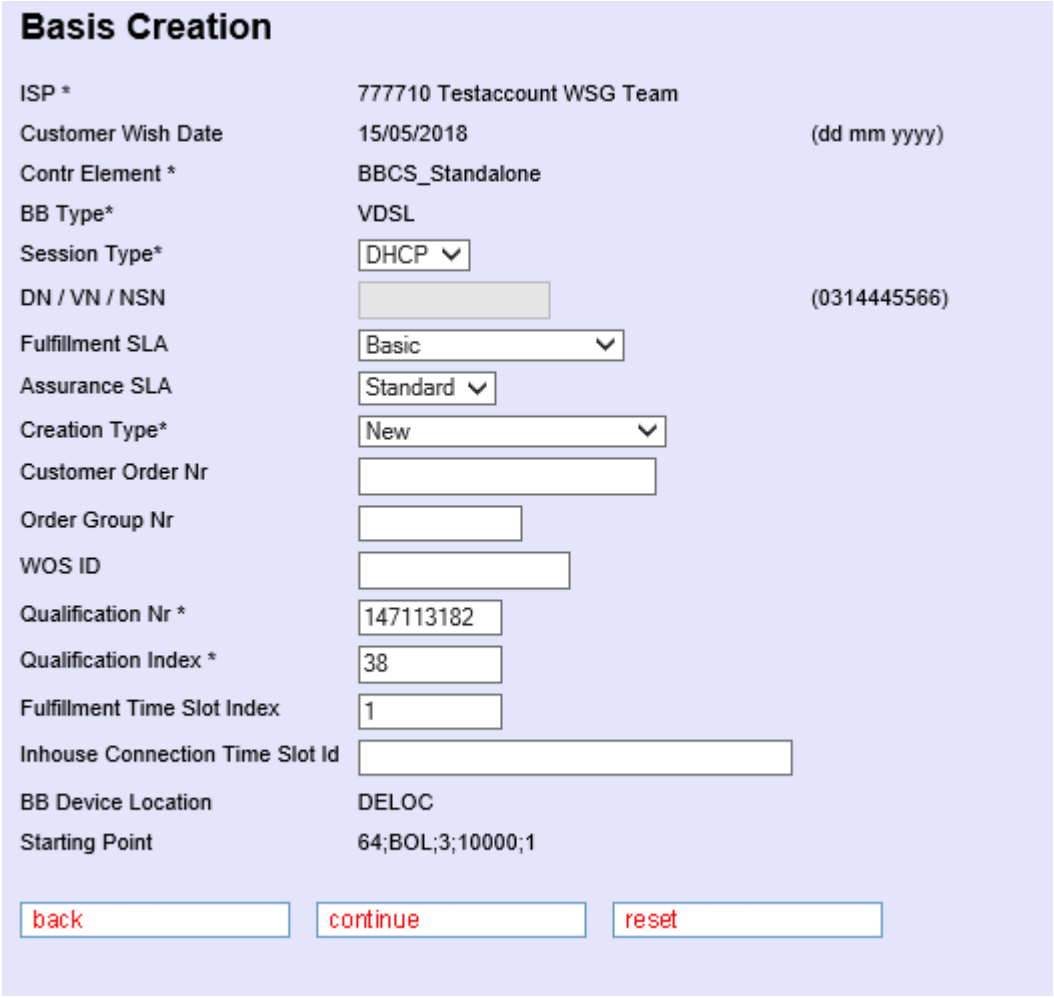
Drill down the first screen of Service Creation (in 3 Steps).

Select Customer Wish Date:




Select Contract Element (coming from the qualification this step is skipped):

Select BB Type, Session Type, Kind of Creation:




### 6.4.1.1 Fields

The user has to fill out following attributes to create a new BBCS Service:

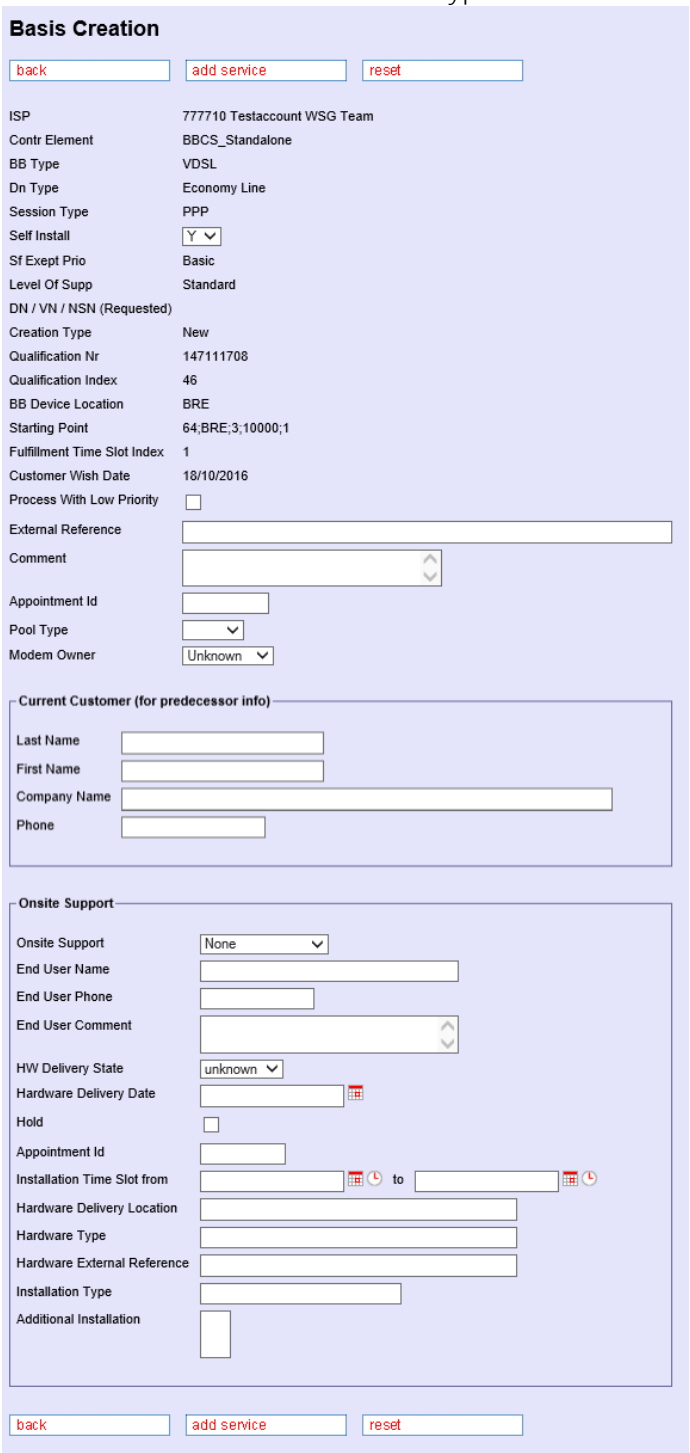
| Name | Optional / Mandatory | Description |
|---|---|---|
| Customer Wish Date | M | Date on which the order will be entered. Default is current date. Form the qualification this is the Date of Fulfillment Timeslot (Schaltzeitfenster) |
| Contract Element | M | The Contract Element (LOV) If Suppress SLA Check is unchecked only the contracted Elements are shown. |
| BB Type | O | BB service type (LOV). |
| Session Type | M | Session Type (LOV) |
| DN / VN / NSN | M | Directory number to create the new service<br>N.B. If the BB Type is SDSL mustn't given but a Qualification has to be done in advance or is initiated before the second Service Creation screen. |

| | | |
|---|---|---|
| Fulfillment SLA | M | Fulfillment SLA (LOV) |
| Assurance SLA | M | Assurance SLA (LOV) |
| Kind of Creation (LOV) | M | "New": new BBCS Service Creations.<br>"Promotion": the creation will be done manually<br>"Synchronisation with voice": to start a chain of events and checks to synchronise the ADSL connection with its voice counterpart.<br>"Preorder": identifies a Basis Create and a Add Services as a preorder<br>"ISP Change": if qualification is done with ISP Change, then use this creation type |
| Qualification Nr | M | Number of Qualification by Number |
| Fulfillment Time Slot Index | M | For fiber the fulfillement time slot is cross connection time slot |
| Inhouse Connection Time Slot Id | O | Is required if the fiber inhouse connection is not the first in building |
| Customer Order Nr. | O | Number of Customer |
| Order Group Nr | O | Number of Order Group |
| WOS ID | O | Work Order Synchronisation Identification: used to synchronize voice (TDM) order with broadband orders |

### 6.4.2 Second screen

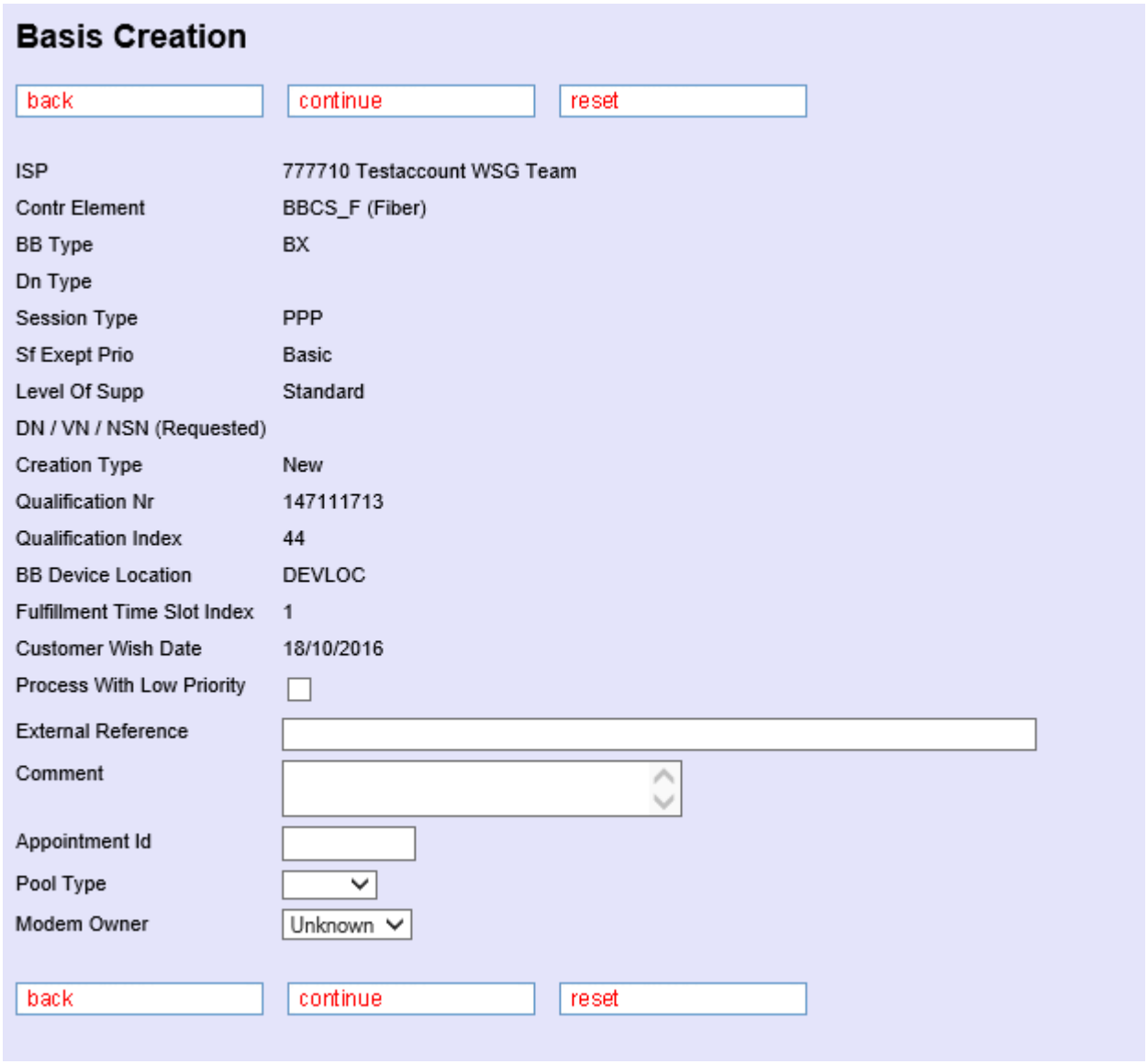
### 6.4.2.1 Second Fiber Screen

Service Creation second screen for BB Type is VDSL.



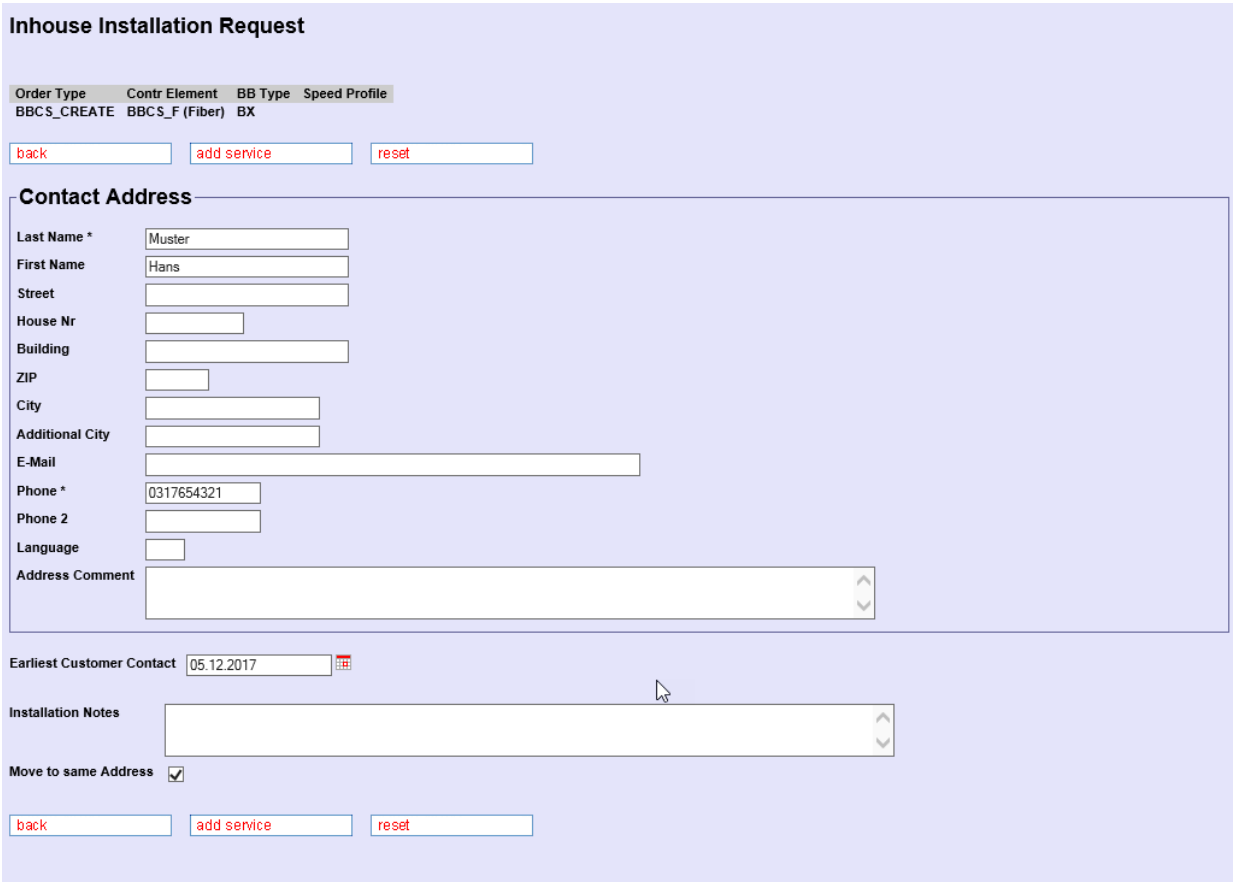

### 6.4.2.2 Second Copper Screen

Here a Basis Creation second screen for the Contract Element BBCS_F:


Basis Creation
back
continue
reset
ISP
777710 Testaccount WSG Team
Contr Element
BBCS_F (Fiber)
BB Type
BX
Dn Type
Session Type
PPP
Sf Exept Prio
Basic
Level Of Supp
Standard
DN / VN / NSN (Requested)
Creation Type
New
Qualification Nr
147111713
Qualification Index
44
BB Device Location
DEVLOC
Fulfillment Time Slot Index
1
Customer Wish Date
18/10/2016
Process With Low Priority
External Reference
Comment
Appointment Id
Pool Type
Modem Owner
Unknown
back
continue
reset

### 6.4.2.3 Fiber Inhouse Screen

If a BBCS_F needs a First Inhouse Installation, a new screen will appear “Inhouse Installation Request”




Mandatory fields are Last Name and Phone.

Changes

| Rel. | CR | Description |
|---|---|---|
| 18.01 | SO-4421 | New attribute Move To Save Address |
| 17.10 | SO 4128 | Earliest Start Date |

### 6.4.2.4 Fields

The user has to fill out following attributes to create a new BBCS Service:

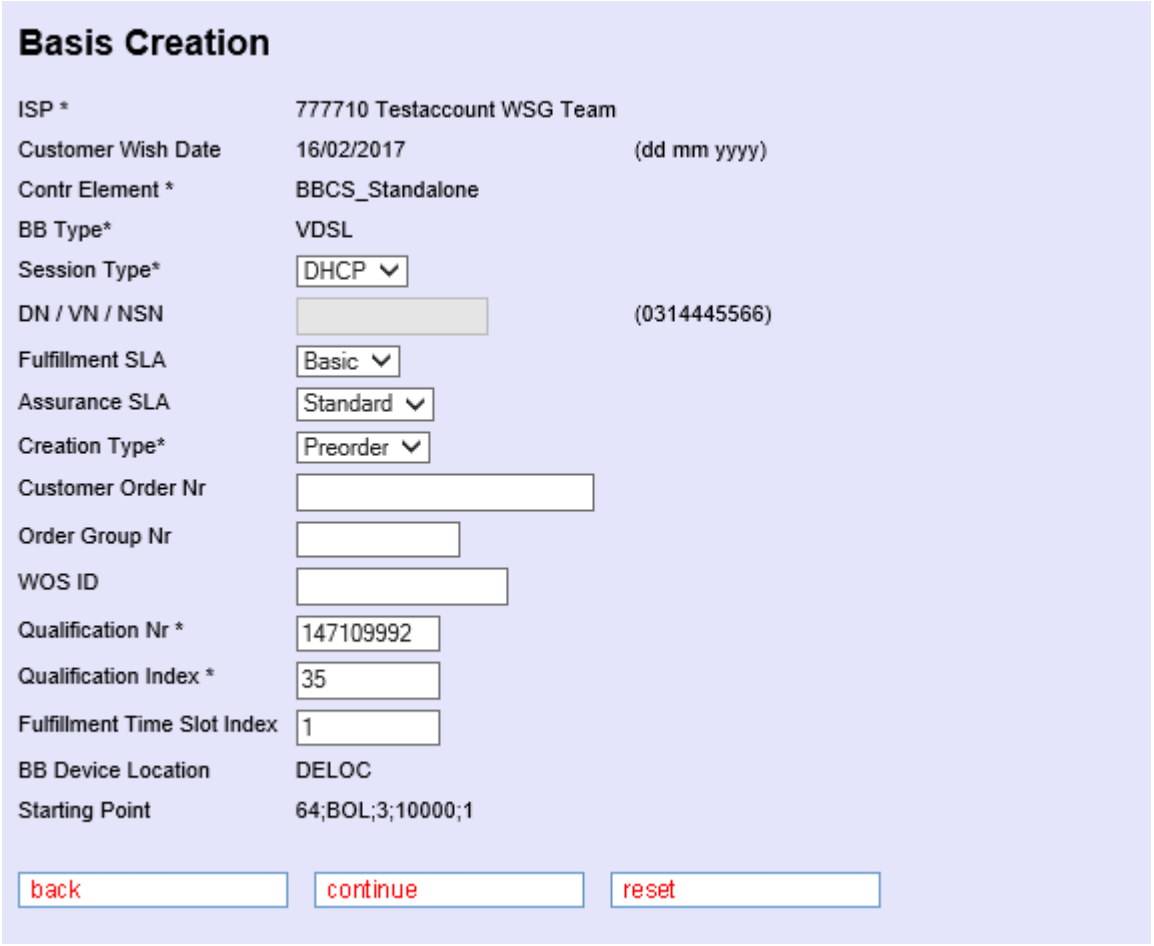
| Name | Optional / Mandatory | Description |
|---|---|---|
| External Reference | O | Free text comment for extra ISP reference information |
| Process With Low Priority | O | Check to reduce the speed of the order processing |
| Comment | O | Free comment or can be used for DSLAM Type Restriction<br>+R_ADSL++ means that a ASAM Port should be reserved<br>+R_VDSL++ means that a ISAM Port should be reserved<br>+M_EMU++ means that an emulated (ADSL) Port should be reserved |
| Pool Type | O | Pool Type applicable only for session type DHCP |
| CPE Owner | M | Who owns the equipment (LOV). |
| Delivery Notification | O | If checked a Delivery Notification is sent to the Special order notification e-mail (See:12.1.1.1 ISP Order Service Settings).<br>N.B. The field is invisible if the calculation of the notification returns a date in the past. |
| Current Customer (for predecessor info) | | May be configured to be mandatory (last name or company name are mandatory). Is only available for copper. |
| Last Name | O/M | Identify private person the last name and first name |
| First Name | O | |
| Company Name | O/M | Identify private companies with the company name |
| Phone | | The VOBB phone number |
| Phone2 | O | The second Number |
| **Onsite Support** | | |
| Onsite Support (only if SLA allows Onsite Support) | M | Type of Onsite Support (LOV). If not "None" an Installation Ticket is open at the same time with Order. |
| End-user name (only if SLA allows Onsite Support) | O | Name of the end user. |
| End-user phone (only if SLA allows Onsite Support) | M | Phone to call back the end user. |
| End-user comment (only if SLA allows Onsite Support) | O | Comment concerning the end user and Onsite Support |
| Hardware Delivery State (only if SLA allows Onsite Support) | M | The Hardware Delivery State (LOV): unknown, pending, delivered. |
| Hardware Delivery Date (only if SLA allows Onsite Support) | O | The date when the ISP delivers the hardware. |
| Hold (only if SLA allows Onsite Support) | M | If checked the Installation Ticket is kept in Entered-State until the Hardware Delivery Date is reached. |
| Appointment Id (only if SLA allows Onsite Support) | O | Identification of a previously booked appointment |
| Installation from (only if SLA allows Onsite Support) | O | Installation from - to define an Installation time frame. |
| Installation to (only if SLA allows Onsite Support) | O | Location of Hardware delivery |
| Hardware Delivery Location to (only if SLA allows Onsite Support) | O | |
| Hardware Type (only if SLA allows Onsite Support) | O | Type of Hardware |
| Hardware External Reference (only if SLA allows Onsite Support) | O | Reference (SAP Order number) |
| Installation Type (only if SLA allows Onsite Support) | O | Installation type |
| Additional Installation (only if SLA allows Onsite Support) | O | Additional Installation |

## 6.5 Create Preorder

On a location with basic connection always on, typically a fully developed site, you can create a preorder to get the Preorder Activation id. After entering the order, it gets on hold and waits on its activation. When the end user plugs in his CPE and enters Preorder Activation id the order completes and the connection is established.

### 6.5.1 First screen

Create preorder does a Basis Create with Creation Type "Preorder".




Continue with second from Basis Creation and and the a service „Best Effort" to add the servce profile.

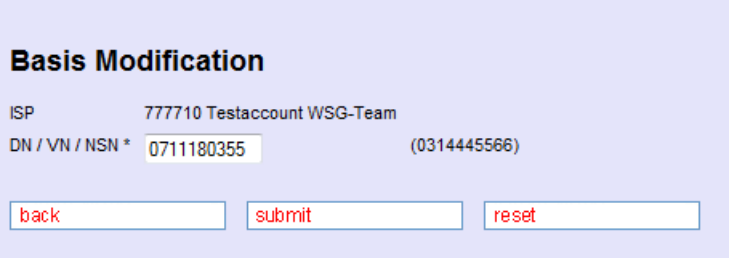
## 6.6 Basis Modification

Used to modify an active BBCS service of a customer belonging to certain ISP and identified by a directory number.

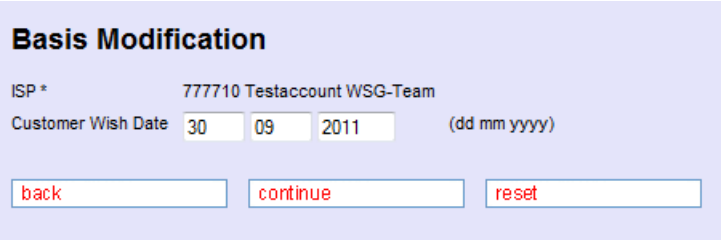
### 6.6.1 First screen

Drill down the first screen of Service Modification (in 3 Steps).

Select a DN




Select Customer Wish Date



Select BB Type and other data

### 6.6.1.1 Fields

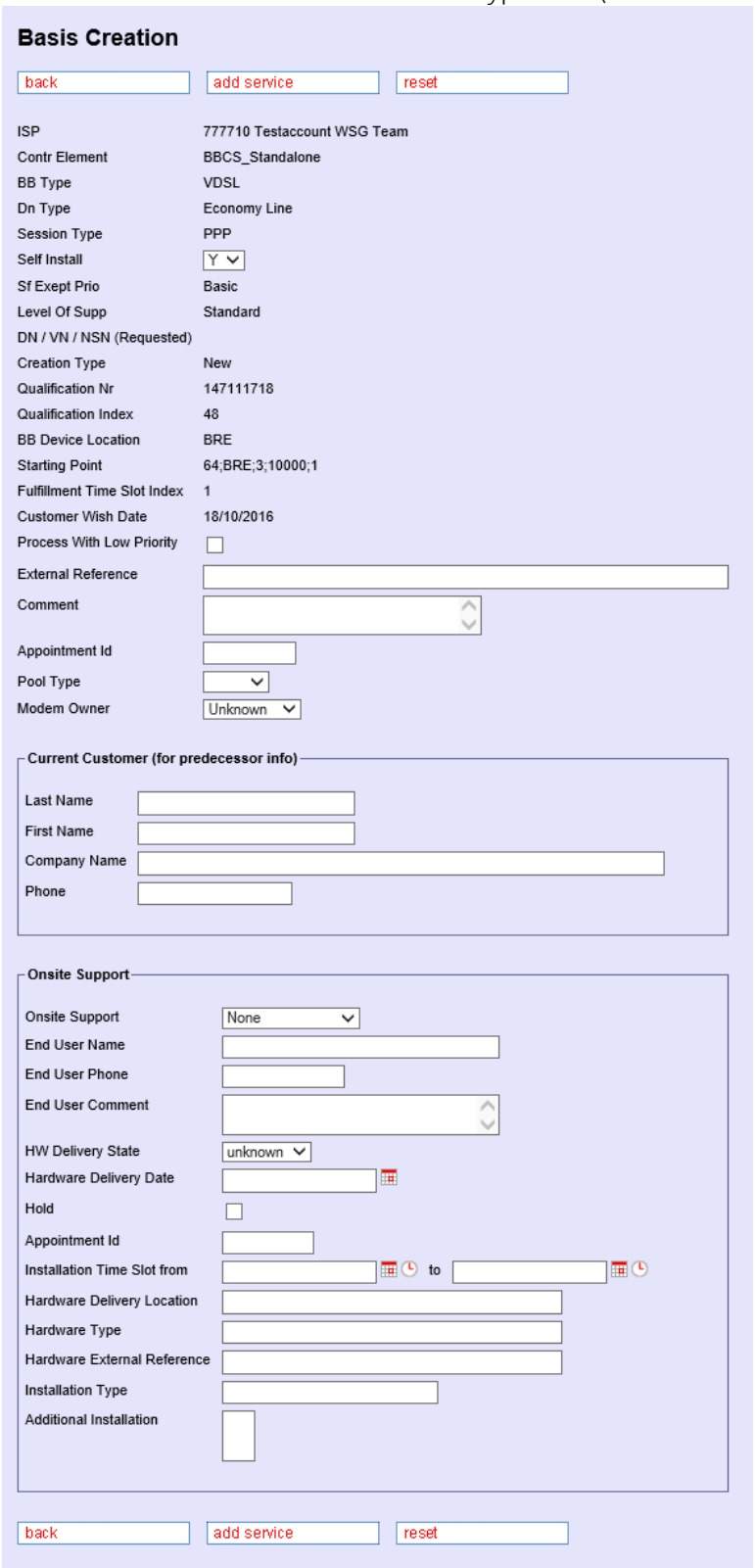
The user has to fill out following attributes to modify an active BBCS service:

| Name | Optional / Mandatory | Description |
|---|---|---|
| BB Type | O | BB service type (LOV). |
| Session Type | M | Session Type (LOV) |
| Termination | O | Termination (LOV). This feature is available to the Swisscom super-user only. |
| DN / VN / NSN | M | Directory number to create the new service<br>N.B. If the BB Type is SDSL mustn't given but a Qualification by an Address Location has to be done in advance or is initiated before the second Service Creation screen. |
| Fulfillment SLA | M | Fulfillment SLA (LOV) |
| Assurance SLA | M | Assurance SLA (LOV) |
| Kind of Creation (LOV) | M | “New”: new BBCS Service Creations. |

| | | |
|---|---|---|
| | | "Promotion": the creation will be done manually<br>"Synchronisation with voice": to start a chain of events and checks to synchronise the ADSL connection with its voice counterpart. |
| Qualification Nr | O | Optionally Number of Qualification by Number |
| Customer Order Nr. | O | Number of Customer |
| Order Group Nr | O | Number of Order Group |
| WOS ID | O | Work Order Synchronisation Identification: used to synchronize voice (TDM) order with broadband orders |

### 6.6.2 Second screen

Service Modification second screen for BB Type VDSL (contract element Standalone)



#### 6.6.2.1 Fields

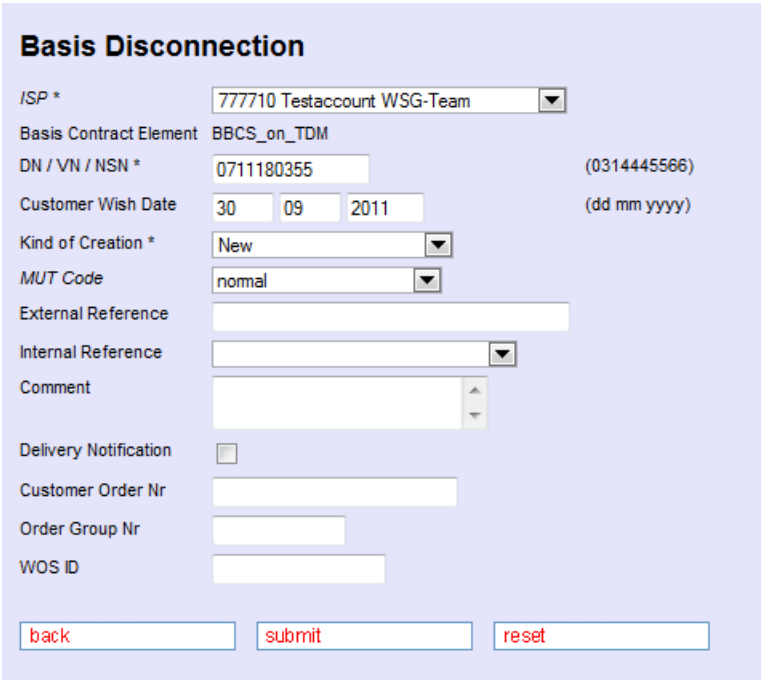
The user has to fill out one or many following attributes to modify an active BBCS service:

| Name | Optional / Mandatory | Description |
|---|---|---|
| External Reference | O | Free text comment for extra ISP reference information |
| Process With Low Priority | O | Check to reduce the speed of the order processing |
| Comment | O | Free comment or can be used for DSLAM Type Restriction<br>+R_ADSL++ means that a ASAM Port should be reserved<br>+R_VDSL++ means that a ISAM Port should be reserved<br>+M_EMU++ means that an emulated (ADSL) Port should be reserved |
| Pool Type | O | Pool Type applicable only for session type DHCP |
| Delivery Notification | O | If checked a Delivery Notification is sent to the Special order notification e-mail (See:12.1.1.1 ISP Order Service Settings).<br>N.B. The field is invisible if the calculation of the notification returns a date in the past. |
| CPE Owner | M | Who owns the equipment (LOV). |
| **Current Customer (for predecessor info)** | | May be configured to be mandatory (last name or company name are mandatory). Is only available for copper. |
| Last Name | O/M | Identify private person the last name and first name |
| First Name | O | |
| Company Name | O/M | Identify private companies with the company name |
| Phone | | The VOBB phone number |
| **Onsite Support** | | |
| Onsite Support (only if SLA allows Onsite Support) | M | Type of Onsite Support (LOV). If not "None" an Installation Ticket is open at the same time with Order. |
| End-user name (only if SLA allows Onsite Support) | O | Name of the end user. |
| End-user phone (only if SLA allows Onsite Support) | M | Phone to call back the end user. |
| End-user comment (only if SLA allows Onsite Support) | O | Comment concerning the end user and Onsite Support |
| Hardware Delivery State (only if SLA allows Onsite Support) | M | The Hardware Delivery State (LOV): unknown, pending, delivered. |

| | | |
|---|---|---|
| Hardware Delivery Date (only if SLA allows Onsite Support) | O | The date when the ISP delivers the hardware. |
| Hold (only if SLA allows Onsite Support) | M | If checked the Installation Ticket is kept in Entered-State until the Hardware Delivery Date is reached. |
| Appointment Id (only if SLA allows Onsite Support) | O | Identification of a previously booked appointment |
| Installation from (only if SLA allows Onsite Support) | O | Installation from - to define a Installation time frame. |
| Installation to (only if SLA allows Onsite Support) | O | |
| Hardware Delivery Location to (only if SLA allows Onsite Support) | O | Location of Hardware Delivery |
| Hardware Type (only if SLA allows Onsite Support) | O | Type of Hardware |
| Hardware External Reference (only if SLA allows Onsite Support) | O | Reference (SAP order number) |
| Installation Type (only if SLA allows Onsite Support) | O | Installation type |
| Additional Installation (only if SLA allows Onsite Support) | O | Additional Installation |

## 6.7 Basis Disconnection

Used to disconnect (Cancel) an active BBCS service of a customer belonging to a certain ISP and identified by a directory number.



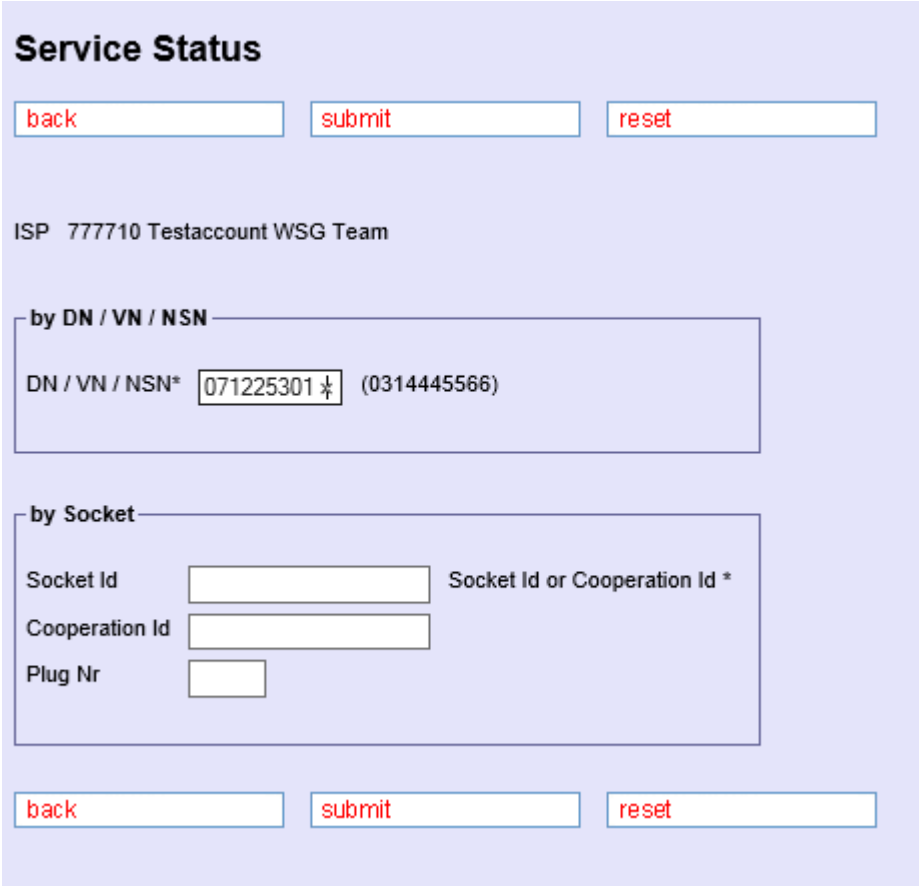

### 6.7.1.1 Fields

The user has to fill out following attributes to disconnect an active BBCS service:

| Name | Optional / Mandatory | Description |
|---|---|---|
| DN / VN / NSN | M | Active directory number (root number). |
| Customer Wish Date | M | Date on which the order will be entered. Default is current date. |
| Kind of Creation (LOV) | M | "New": new BBCS Service Creations.<br>"Synchronisation with voice": to start a chain of events and checks to synchronise the ADSL connection with its voice counterpart. |
| External Reference | O | Free text comment for extra ISP reference information |
| Comment | O | Free comment. |
| Delivery Notification | O | If checked a Delivery Notification is sent to the Special order notification e-mail. (See:12.1.1.1 ISP Order Service Settings).<br>N.B. The field is invisible if the calculation of the notification returns a date in the past. |
| Customer Order Nr. | O | Number of Customer |
| Order Group Nr | O | Number of Order Group |
| WOS Id | O | Identification of the Work Order Synchronisation Id<br>(to synchronize a TDM-Voice order and a BBCS order) |

## 6.8 Service Status

Used to show the status of an active BBCS service of a customer belonging to a certain ISP and identified by a directory number.




### 6.8.1.1 Input Fields

The user has to fill out following attributes to show BBCS service status:

| Name | Optional / Mandatory | Description |
|---|---|---|
| **By DN/NV/NSN** | | |
| DN / VN / NSN | M | Active directory number (root number) |
| **By Socket** | | |
| Socket Id | O/M | Socket Id is also known as OTO Id. Socket Id or Cooperation Id is mandatory by Socket |
| Cooperation Id | O/M | Cooperation Id is also known as Partner Label. |
| Plug Nr | M | 1..4 |

## 6.8.2 Handle DDI – Get Business Line Identity

## 6.8.3 Handle DDI

This form is used to invoke a "Get Business Line Identity" message for a given Stammnummer belonging to an ISDN PABX with DDI. The results are displayed in the subsequent PABX Summary screen. This process is started by clicking on the "Get Business Line Identity" link. Alternatively the user may invoke the Service Qualification function by filling in the Verrechnungsnummer (VN) field and clicking the submit button.

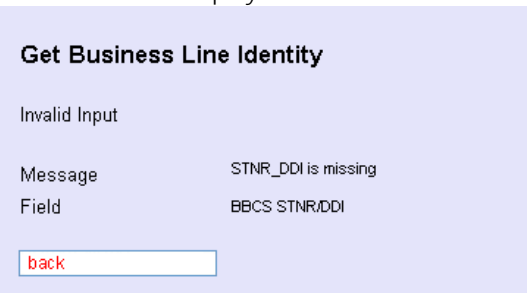
### 6.8.3.1 Fields

The user has to select and fill out one of the following fields:

| Name | Optional / Mandatory | Description |
|---|---|---|
| BBCS STNR/DDI | O | The ISDN PABX (with DDI) Stammnummer or DDI number |
| BBCS VN | O | The Verrechnungsnummer associated with the ISDN PABX |

### 6.8.3.2 Form Validation

If the "Get Business Line Identity" link is clicked without or with an invalid Stammnummer being defined then an error will be displayed:

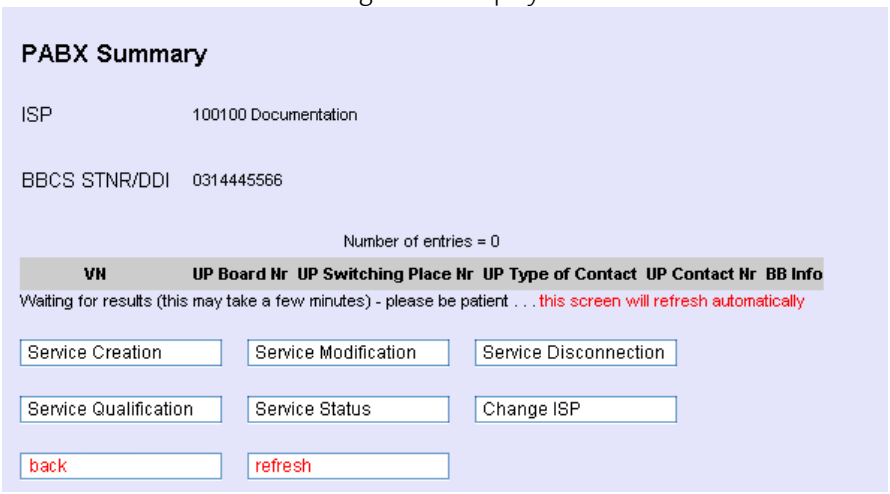


### 6.8.4 PABX Summary

Immediately after clicking the "Get Business Line Identity" link the PABX summary form will be displayed. If there are "recent" results in the database for the requested Stammnummer or DDI then these results will be displayed immediately. If no such results exist then a "Get Business Line Identity" message will be dispatched to the Swisscom back-end system, no results will be displayed on the form and the function buttons will also be disabled. The screen refreshes itself approximately every minute but the user may also use the refresh button. It may take several minutes before "fresh" results are available:

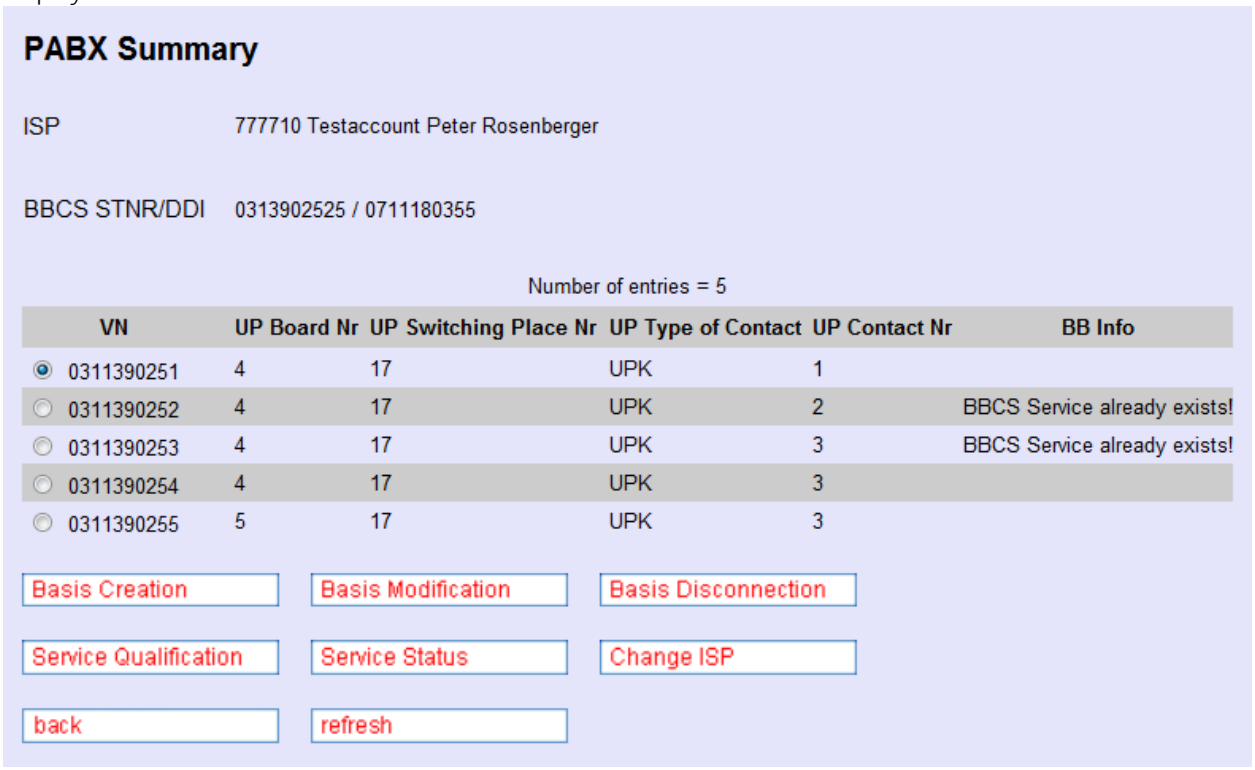
#### 6.8.4.1 PABX Summary – with no "recent" results

A screen similar to the following will be displayed:



#### 6.8.4.2 PABX Summary – with results

Here either "recent" results are available in the WSG database or "fresh" results have been returned from the Swisscom back-end system and the screen has been refreshed either automatically or manually. Once results have been returned the screen will no longer refresh automatically. A screen similar to the following will be displayed:



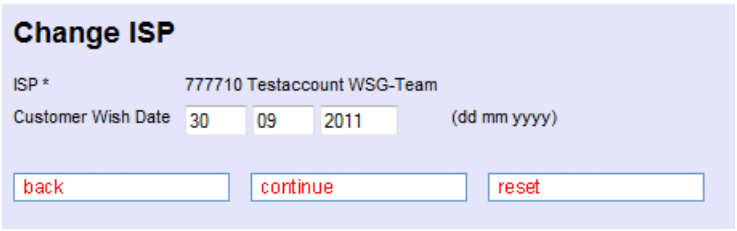
## 6.9 Change ISP

Used to change an existing broadband access from one ISP to another.

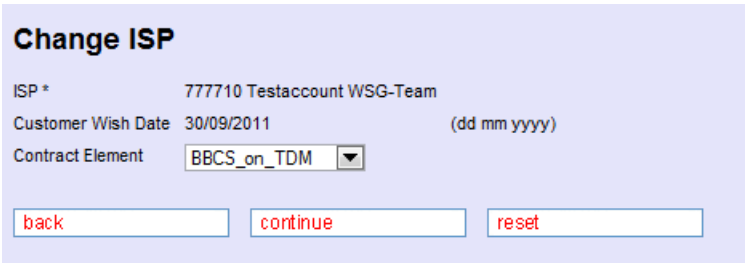
### 6.9.1 First screen

Drill down the first screen of Change ISP (in 3 Steps).

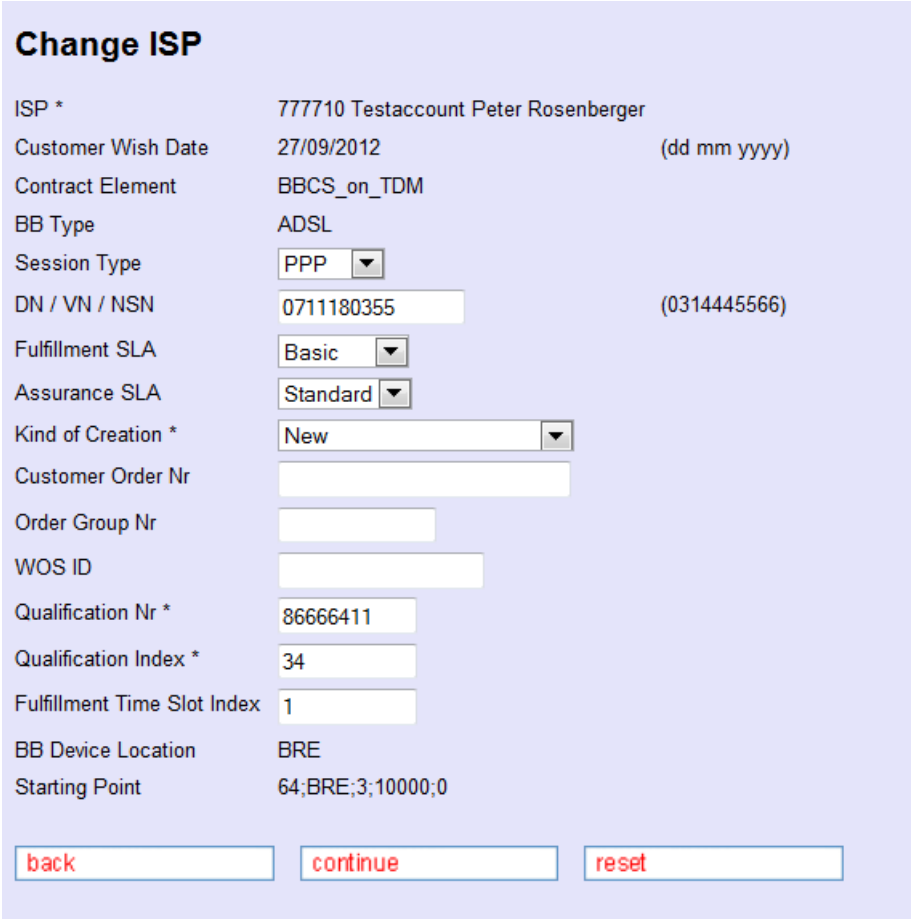
Select Customer Wish Date:



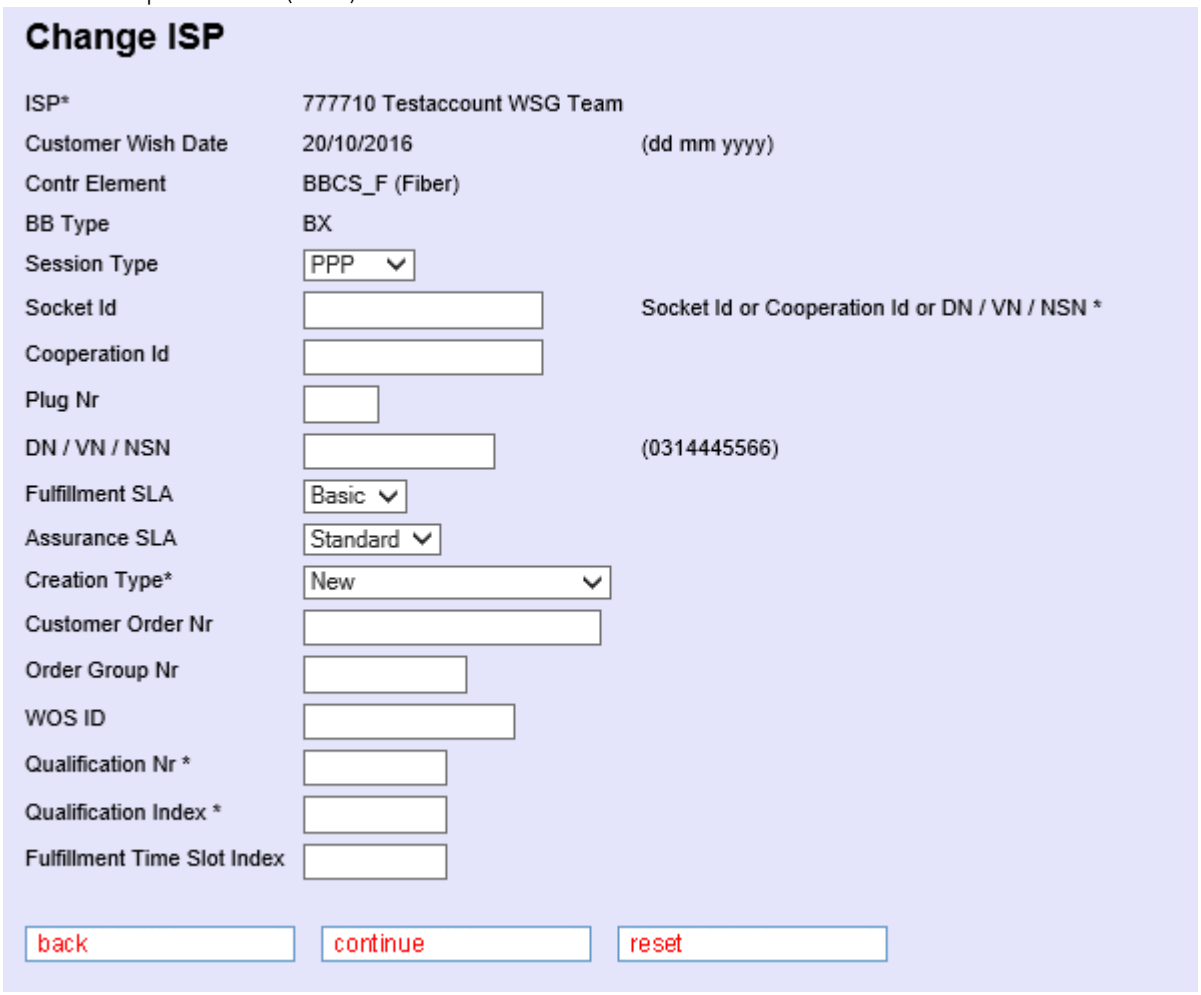

Select Contract Element



Select other parameters (Copper):



Select other parameters (Fiber):



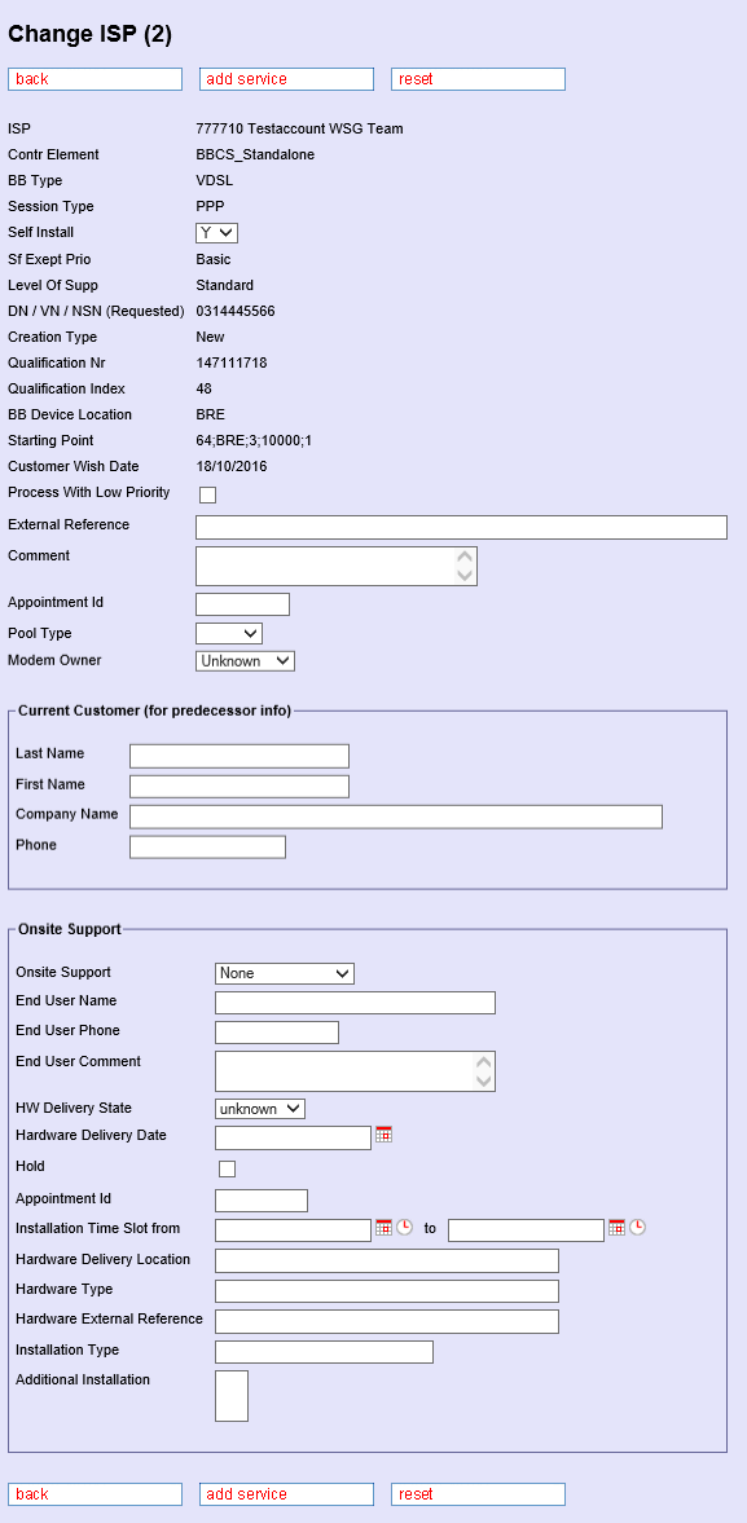
#### 6.9.1.1 Fields

The user has to fill out following attributes to change the ISP for the BBCS Service:

| Name | Optional / Mandatory | Description |
|---|---|---|
| Customer Wish Date | M | Date on which the order will be entered. Default is current date. |
| Contract Element | M | The Contract Element (LOV) |
| BB Type | M | the BB Type (LOV) |
| Session Type | M | PPP (for Internet only) or DHCP (for additional services) |
| Socket Id | O/M[1)] | Socket Id aka OTO Id (Fiber Only) |
| Cooperation Id | O/M[1)] | Cooperation Id (Fiber Only) |
| Plug Nr | O/M[1)] | Plug Nr (Fiber only) Mandatory with Socket Id or Cooperation Id |
| DN / VN / NSN | M | Directory number of the existing service |
| Fulfillment SLA | M | Fulfillment SLA (LOV) |
| Assurance SLA | M | Assurance SLA (LOV) |
| Kind of Creation | M | New (normal order) or "Synchronisation with voice" (to synchronize the BB order with a pending or future TDM voice order) or ISP Change if qualified with ISP Change |
| Qualification Nr | O | Number of a previously performed qualification |
| Customer Order Nr | O | Customer order number |
| Order Group Nr | O | Order group number |
| WOS ID | O | Identification of the Work Order Synchronisation Id (to synchronize a TDM-Voice order and a BBCS order) |

[1)] For Fiber add an NSN, Socket Id or Cooperation Id with Plug Nr after the qualification must have an NSN.

### 6.9.2 Second screen




### 6.9.2.1 Fields

The user has to fill out following attributes to change the ISP for the BBCS Service:

| Name | Optional / Mandatory | Description |
|---|---|---|
| Speed Profile (Requested), BB Type | M | Supplied BB service speeds and Technologies |
| CPU Owner | M | Who owns the equipment (LOV). |
| Promotion | M | Promotion including "1 – No Promotion" (LOV) |
| Process With Low Priority | O | Check to reduce the speed of the order processing |
| External Reference | O | Free text comment for extra ISP reference information |
| Comment | O | Free comment or can be used for DSLAM Type Restriction<br>+R_ADSL++ means that a ASAM Port should be reserved<br>+R_VDSL++ means that a ISAM Port should be reserved<br>+M_EMU++ means that an emulated (ADSL) Port should be reserved |
| Delivery Notification | O | If checked a Delivery Notification is sent to the Special order notification e-mail (see:12.1.1.1 ISP Order Service Settings).<br>N.B. The field is invisible if the calculation of the notification returns a date in the past. |
| **Current Customer (for predecessor info)** | | May be configured to be mandatory (last name or company name are mandatory). Is only available for copper. |
| Last Name | O/M | Identify private person the last name and first name |
| First Name | O | |
| Company Name | O/M | Identify private companies with the company name |
| Phone | | The VOBB phone number |
| **Onsite Support** | | |
| Onsite Support (only if SLA allows Onsite Support) | M | Type of Onsite Support (LOV). If not "None" an Installation Ticket is open at the same time with Order. |
| End-user name (only if SLA allows Onsite Support) | O | Name of the end user. |
| End-user phone (only if SLA allows Onsite Support) | M | Phone to call back the end user. |
| End-user comment (only if SLA allows Onsite Support) | O | Comment concerning the end user and Onsite Support |
| Hardware Delivery State (only if SLA allows Onsite Support) | M | The Hardware Delivery State (LOV): unknown, pending, delivered. |
| Hardware Delivery Date (only if SLA allows Onsite Support) | O | The date when the ISP delivers the hardware. |
| Hold (only if SLA allows Onsite Support) | M | If checked the Installation Ticket is kept in Entered-State until the Hardware Delivery Date is reached. |
| Appointment Id (only if SLA allows Onsite Support) | O | Identification of a previously booked appointment |
| Installation from /to (only if SLA allows Onsite Support) | O | Installation from - to define an Installation time frame. |

| Name | Optional / Mandatory | Description |
|---|---|---|
| Hardware Delivery Location | | Location of Hardware Delivery |
| Hardware Type | O | Type of Hardware |
| Hardware External Reference | O | Reference (SAP order number) |
| Installation Type | O | Installation type |
| Additional Installation | O | Addition Installation |

## 6.10 Add Service

This function is used to add a new BBCS Services (such as BBCS Streaming (TV)) on an existing active BBCS Access Service.

### 6.10.1 Enter common data

Add common data for one or multiple BBCS Service

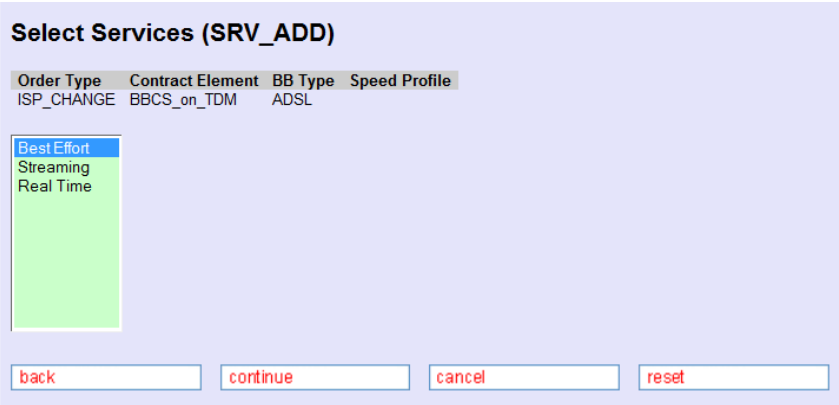
#### 6.10.1.1 Fields

| Name | Optional / Mandatory | Description |
|---|---|---|
| ISP | M | An ISP for whom the order was acquires. |
| Customer Wish Date | M | Date on which the order will be entered. Default is current date. |
| Fulfillment SLA | M | Fulfillment SLA (LOV). |
| Assurance SLA | M | Assurance SLA (LOV). |
| DN / VN / NSN | M | Active directory number (root number). |

| Name | Optional / Mandatory | Description |
|---|---|---|
| Qualification Nr | O | Optionally Number of Qualification by Number |
| Qualification Nr | O | Number of a previously performed qualification |
| Kind of Creation | M | New (normal order) or “Synchronisation with voice” (to synchronize the BB order with a pending or future TDM voice order) |
| Customer Order Nr | O | Customer order number |
| Order Group Nr | O | Order group number |
| WOS ID | O | Identification of the Work Order Synchronisation Id (to synchronize a TDM-Voice order and a BBCS order) |

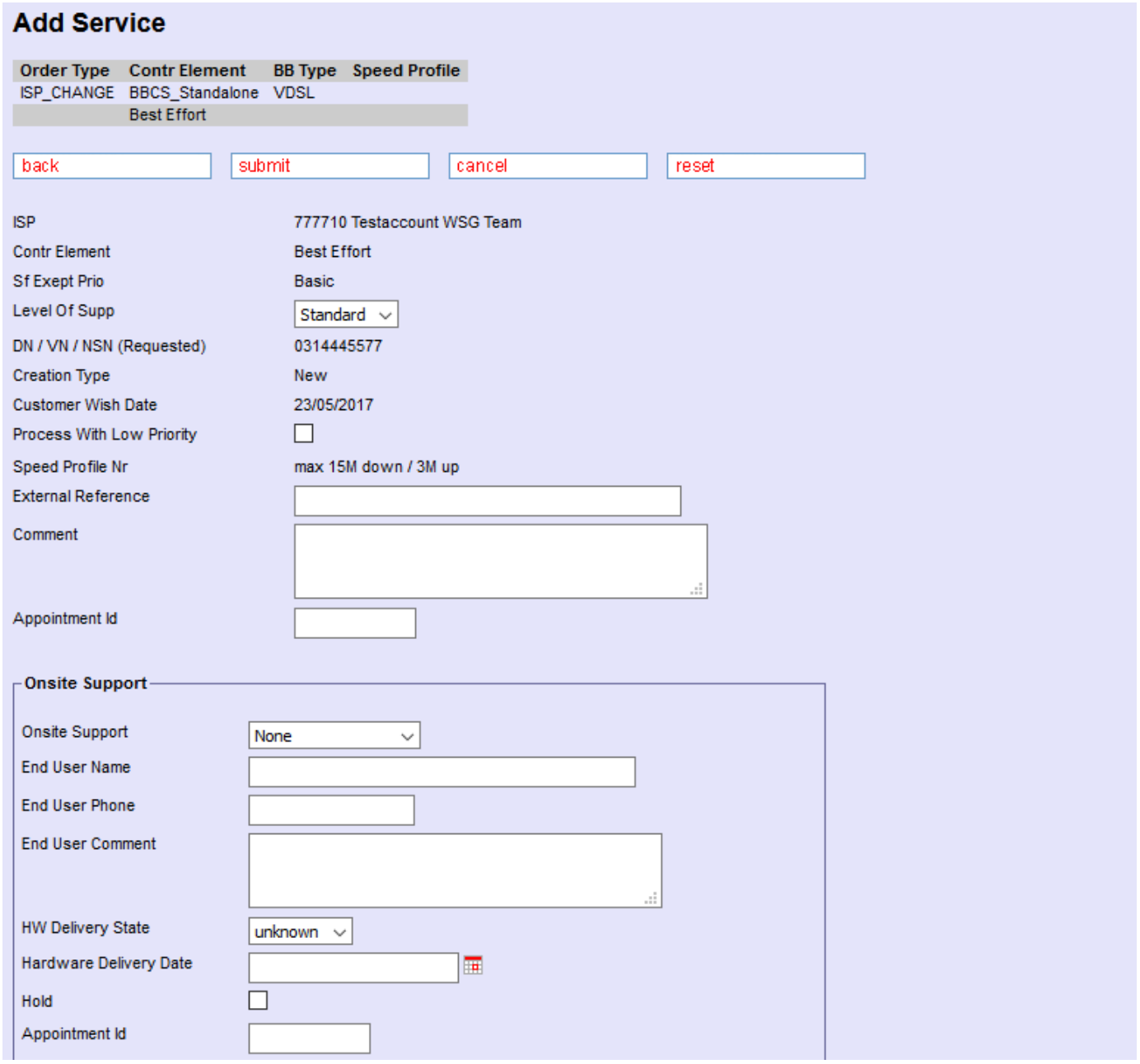
### 6.10.2 Select Services

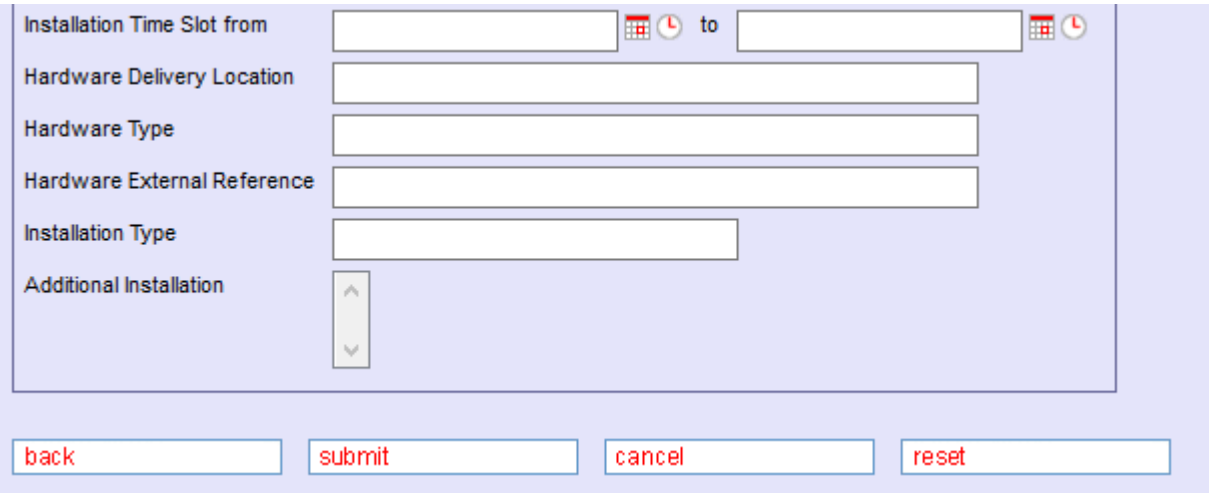
Select one or more services to add.




### 6.10.3 Add Service specific data

Insert the service specific data for each added service.
First service:






#### 6.10.3.1 Fields

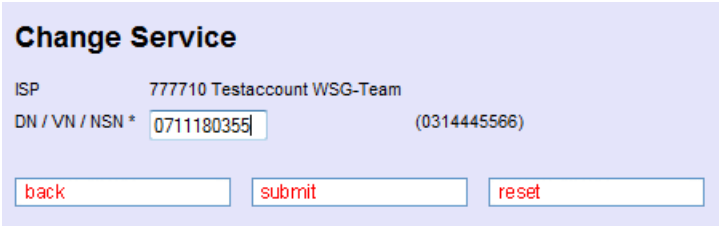
| Name | Optional / Mandatory | Description |
|---|---|---|
| Kind of Creation | M | |
| Exception Priority | M | SF Exception Priority (LOV). |
| Speed Profile (Requested), BB Type | M | Supplied BB service speeds and Technologies |
| CPE Owner | M | Who owns the equipment? |
| Promotion | M | Promotion including "1 – No Promotion" (LOV) |
| Process With Low Priority | O | Check to reduce the speed of the order processing |
| External Reference | O | Free text comment for extra ISP reference information |
| Comment | M | Free comment. |
| Delivery Notification | O | If checked a Delivery Notification is sent to the Special order notification e-mail.<br>N.B. The field is invisible if the calculation of the notification returns a date in the past. |
| Onsite Support (only if SLA allows Onsite Support) | M | Type of Onsite Support (LOV). If not "None" an Installation Ticket is open at the same time with Order. |
| End-user name (only if SLA allows Onsite Support) | O | Name of the end user. |
| End-user phone (only if SLA allows Onsite Support) | M | Phone to call back the end user. |
| End-user comment (only if SLA allows Onsite Support) | O | Comment concerning the end user and Onsite Support |
| Hardware Delivery State (only if SLA allows Onsite Support) | M | The Hardware Delivery State (LOV): unknown, pending, delivered. |
| Hardware Delivery Date (only if SLA allows Onsite Support) | O | The date when the ISP delivers the hardware. |

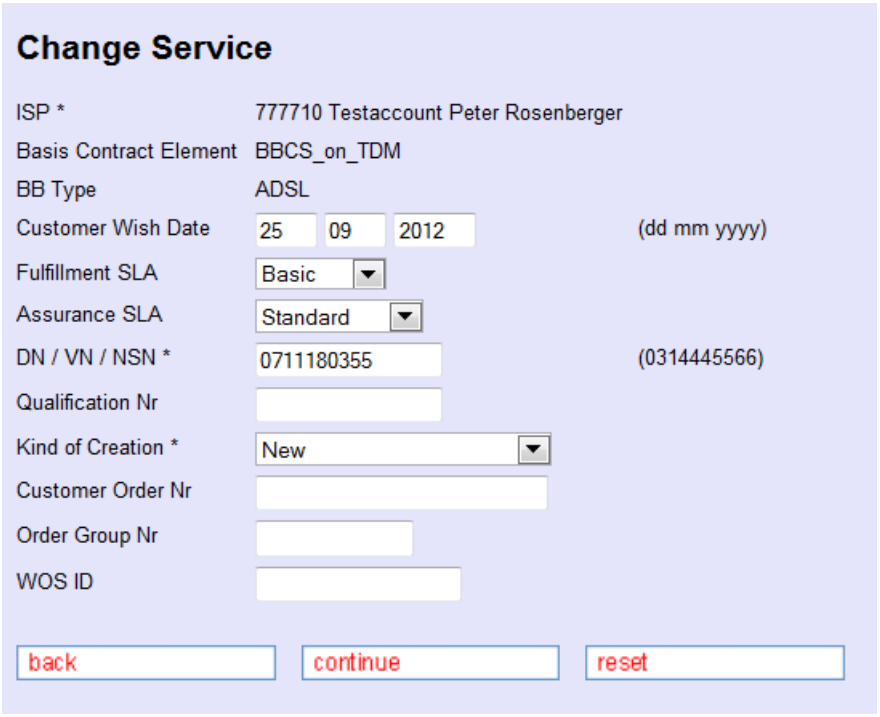
| | | |
|---|---|---|
| Hold (only if SLA allows Onsite Support) | M | If checked the Installation Ticket is kept in Entered-State until the Hardware Delivery Date is reached. |
| Appointment Id (only if SLA allows Onsite Support) | O | Identification of a previously booked appointment |
| Installation from /to (only if SLA allows Onsite Support) | O | Installation from - to define an Installation time frame. |
| Hardware Delivery Location | | Location of Hardware Delivery |
| Hardware Type | O | Type of Hardware |
| Hardware External Reference | O | Reference (SAP order number) |
| Installation Type | O | Installation type |
| Additional Installation | O | Additional Installation |

## 6.11 Change Service

### 6.11.1 Change Service first screen

Select Customer Wish date and the rest




#### 6.11.1.1 Fields

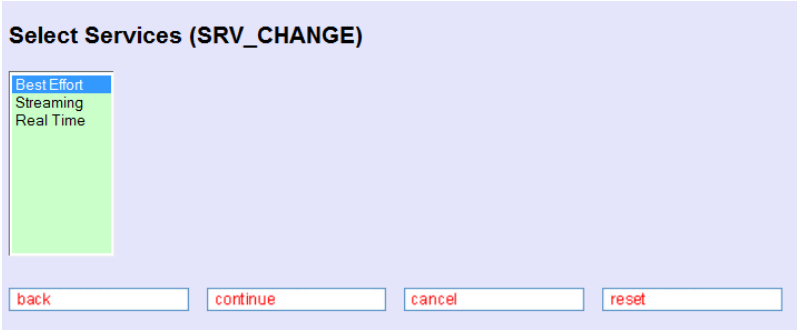
The user has to fill out following attributes to change an active BBCS service:

| Name | Optional / Mandatory | Description |
|---|---|---|
| ISP | M | An ISP for whom the order was acquires (field not available for ISP users). |
| Customer Wish Date | M | Date on which the order will be entered. Default is current date. |
| Fulfillment SLA | M | Fulfillment SLA (LOV) |
| Assurance SLA | M | Assurance SLA (LOV) |

| Name | Optional / Mandatory | Description |
|---|---|---|
| DN / VN / SN | M | Directory number to create the new service<br>N.B. If the BB Type is SDSL mustn't given but a Qualification by an Address Location has to be done in advance or is initiated before the second Service Creation screen. |
| Qualification Nr | O | Optionally Number of Qualification by Number |
| Kind of Creation (LOV) | M | "New": new BBCS Service Creations.<br>"Synchronisation with voice": to start a chain of events and checks to synchronise the ADSL connection with its voice counterpart. |
| Customer Order Nr. | O | Number of Customer |
| Order Group Nr | O | Number of Order Group |
| WOS ID | O | Identification of the Work Order Synchronisation Id<br>(to synchronize a TDM-Voice order and a BBCS order) |

### 6.11.2 Select Services

Select one or more services to change.




### 6.11.3 Service specific data

## Change Service

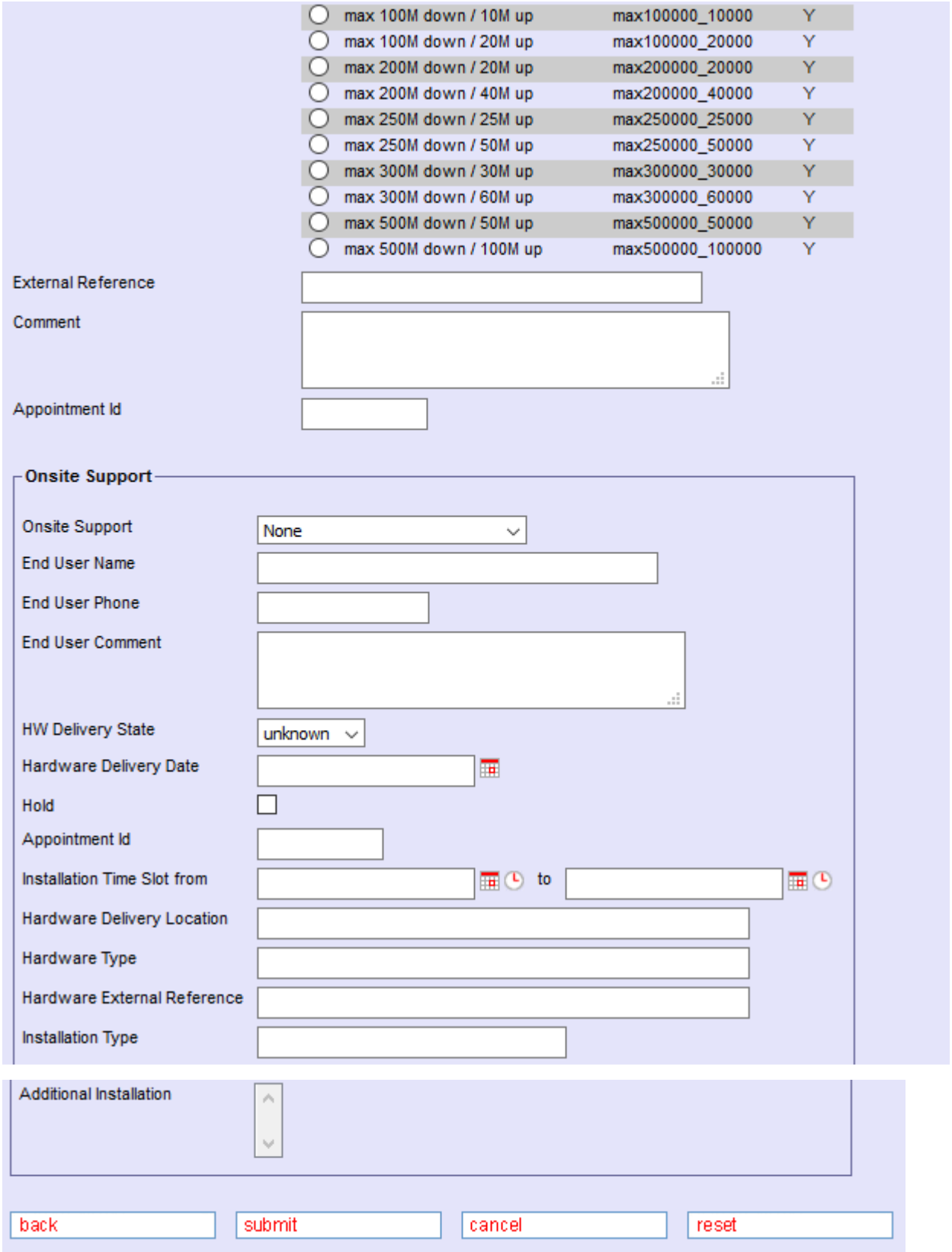
| Order Type | Contr Element | BB Type | Speed Profile |
|---|---|---|---|
| | Best Effort | | |

back | submit | cancel | reset

| | |
|---|---|
| ISP | 100008 Swisscom (Schweiz) AG, RES |
| Contr Element | Best Effort |
| Sf Exept Prio | Basic |
| Level Of Supp | Standard |
| DN / VN / NSN (Requested) | 0108810171 |
| Creation Type | New |
| Customer Wish Date | 23/05/2017 |
| Process With Low Priority | ☐ |

Service Profile (Requested), BB Type

| Speed Profile Nr | Service Speed Range | VDSL |
|---|---|---|
| ◉ Active Service Profile (no change) | | |
| ○ max 2M down / 200k up | max2000_200 | Y |
| ○ max 2M down / 400k up | max2000_400 | Y |
| ○ max 5M down / 500k up | max5000_500 | Y |
| ○ max 5M down / 1M up | max5000_1000 | Y |
| ○ max 8M down / 800k up | max8000_800 | Y |
| ○ max 8M down / 2M up | max8000_1600 | Y |
| ○ max 10M down / 1M up | max10000_1000 | Y |
| ○ max 10M down / 2M up | max10000_2000 | Y |
| ○ max 15M down / 2M up | max15000_1500 | Y |
| ○ max 15M down / 3M up | max15000_3000 | Y |
| ○ max 20M down / 2M up | max20000_2000 | Y |
| ○ max 20M down / 4M up | max20000_4000 | Y |
| ○ max 25M down / 3M up | max25000_2500 | Y |
| ○ max 25M down / 5M up | max25000_5000 | Y |
| ○ max 30M down / 3M up | max30000_3000 | Y |
| ○ max 30M down / 6M up | max30000_6000 | Y |
| ○ max 40M down / 4M up | max40000_4000 | Y |
| ○ max 40M down / 8M up | max40000_8000 | Y |
| ○ max 50M down / 5M up | max50000_5000 | Y |
| ○ max 50M down / 10M up | max50000_10000 | Y |
| ○ max 60M down / 6M up | max60000_6000 | Y |
| ○ max 60M down / 12M up | max60000_12000 | Y |
| ○ max 80M down / 8M up | max80000_8000 | Y |
| ○ max 80M down / 16M up | max80000_16000 | Y |


max 100M down / 10M up max100000_10000 Y
max 100M down / 20M up max100000_20000 Y
max 200M down / 20M up max200000_20000 Y
max 200M down / 40M up max200000_40000 Y
max 250M down / 25M up max250000_25000 Y
max 250M down / 50M up max250000_50000 Y
max 300M down / 30M up max300000_30000 Y
max 300M down / 60M up max300000_60000 Y
max 500M down / 50M up max500000_50000 Y
max 500M down / 100M up max500000_100000 Y
External Reference
Comment
Appointment Id
Onsite Support
Onsite Support
None
End User Name
End User Phone
End User Comment
HW Delivery State
unknown
Hardware Delivery Date
Hold
Appointment Id
Installation Time Slot from
to
Hardware Delivery Location
Hardware Type
Hardware External Reference
Installation Type
Additional Installation
back
submit
cancel
reset

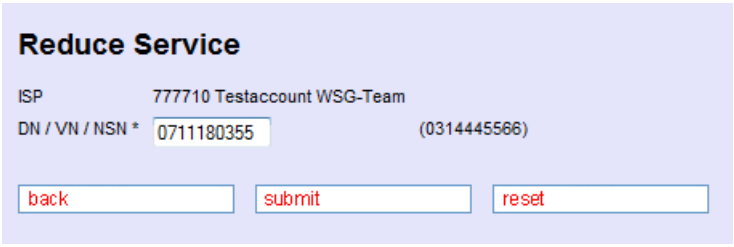
#### 6.11.3.1 Fields

| Name | Optional / Mandatory | Description |
|---|---|---|
| Assurance SLA | M | LOV |
| Process With Low Priority | O | Check to reduce the speed of the order processing |
| Service Profile (Requested), BB Type | M | Requested Service Speed (available for a BB Type if marked with Y).<br>"Active Service Profile (no change)" means that the service profile of the installed base is applied. |
| External Reference | O | Free text comment for extra ISP reference information |
| Comment | O | Free comment. |
| Delivery Notification | O | If checked a Delivery Notification is sent to the Special order notification e-mail.<br>N.B. The field is invisible if the calculation of the notification returns a date in the past. |
| Onsite Support (only if SLA allows Onsite Support) | M | Type of Onsite Support (LOV). If not "None" an Installation Ticket is open at the same time with Order. |
| End-user name (only if SLA allows Onsite Support) | O | Name of the end user. |
| End-user phone (only if SLA allows Onsite Support) | M | Phone to call back the end user. |
| End-user comment (only if SLA allows Onsite Support) | O | Comment concerning the end user and Onsite Support |
| Hardware Delivery State (only if SLA allows Onsite Support) | M | The Hardware Delivery State (LOV): unknown, pending, delivered. |
| Hardware Delivery Date (only if SLA allows Onsite Support) | O | The date when the ISP delivers the hardware. |
| Hold (only if SLA allows Onsite Support) | M | If checked the Installation Ticket is kept in Entered-State until the Hardware Delivery Date is reached. |
| Appointment Id (only if SLA allows Onsite Support) | O | Identification of a previously booked appointment |
| Installation from (only if SLA allows Onsite Support) | O | |
| Installation to (only if SLA allows Onsite Support) | O | |
| Hardware Delivery Location to (only if SLA allows Onsite Support) | O | Location of Hardware delivery |

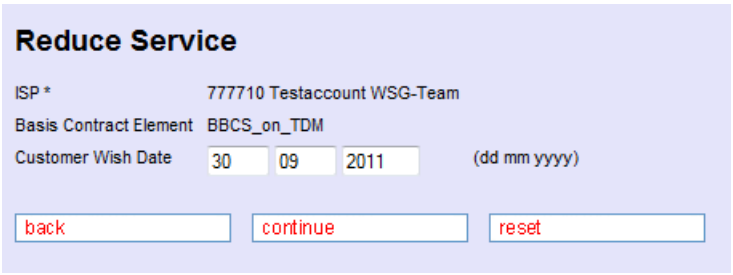
| Name | Optional / Mandatory | Description |
|---|---|---|
| Hardware Type (only if SLA allows Onsite Support) | O | Type of Hardware |
| Hardware External Reference (only if SLA allows Onsite Support) | O | Reference (SAP Order number) |
| Installation Type (only if SLA allows Onsite Support) | O | Installation type |
| Additional Installation (only if SLA allows Onsite Support) | O | Additional Installation |

## 6.12 Reduce Service

Drill down the first screen of Reduce Service (in 3 Steps).

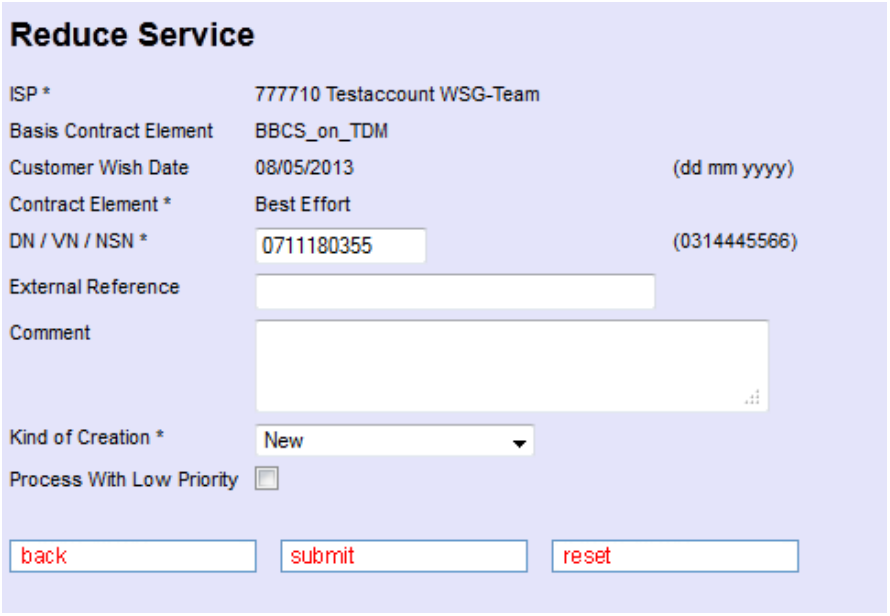



Select Customer Wish Date:




Select Contract Element

Select the number:




| Name | Optional / Mandatory | Description |
|---|---|---|
| DN / VN / NSN | M | Directory number to create the new service |
| External Reference | O | Free text comment for extra ISP reference information |
| Comment | O | Free comment. |
| Kind of Creation (LOV) | M | "New": new BBCS Service Creations.<br>"Promotion": the creation will be done manually<br>"Synchronisation with voice": to start a chain of events and checks to synchronise the ADSL connection with its voice counterpart. |
| Process With Low Priority | O | Check to reduce the speed of the order processing |

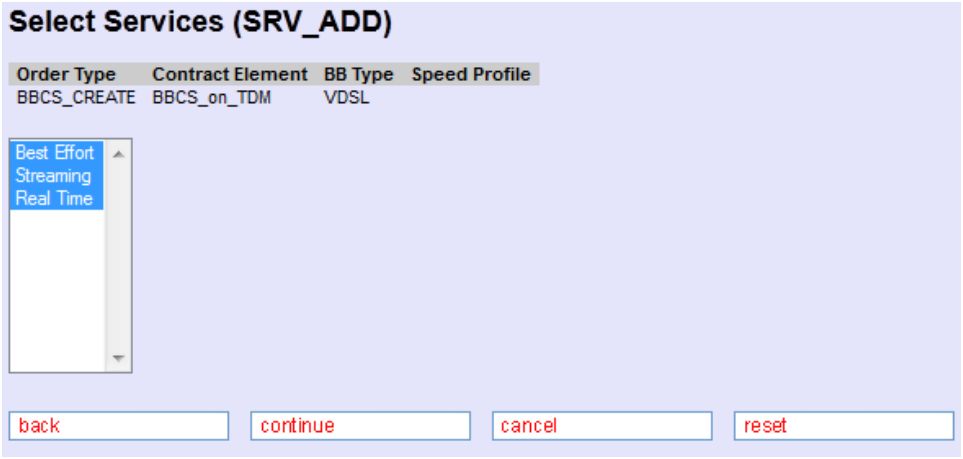
## 6.13 Compound

Service Creation, Service Modification or Change ISP can be ordered with services like Streaming or Real Time together in a so called compound. To do this on the second screen enter "add service" instead of submit. A "Select Service" screen allows selecting the wanted services.

Example compound for "Service Creation":

### 6.13.1 Select services

Select one or more services to add.




### 6.13.2 Add service specific data

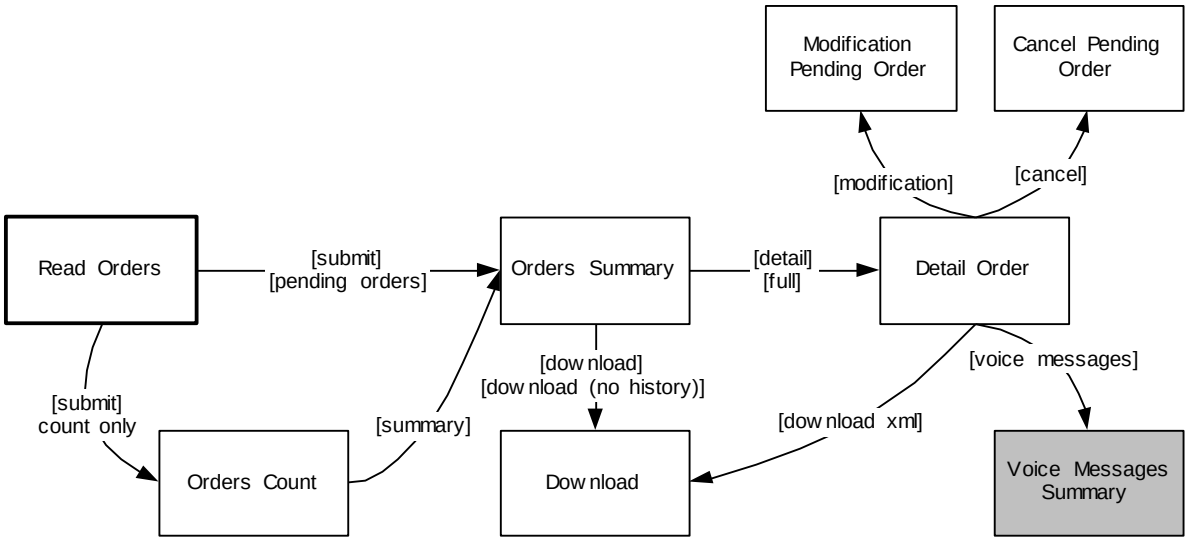
See screen of Add Service (chapter 6.10.3)

### 6.13.3 Fields

See fields of Add Service (chapter 6.10.1.1)

# 7 Maintain Order

This section addresses the order management. The flow chart depicted below illustrates the various navigation possibilities between the screens associated with the order management.

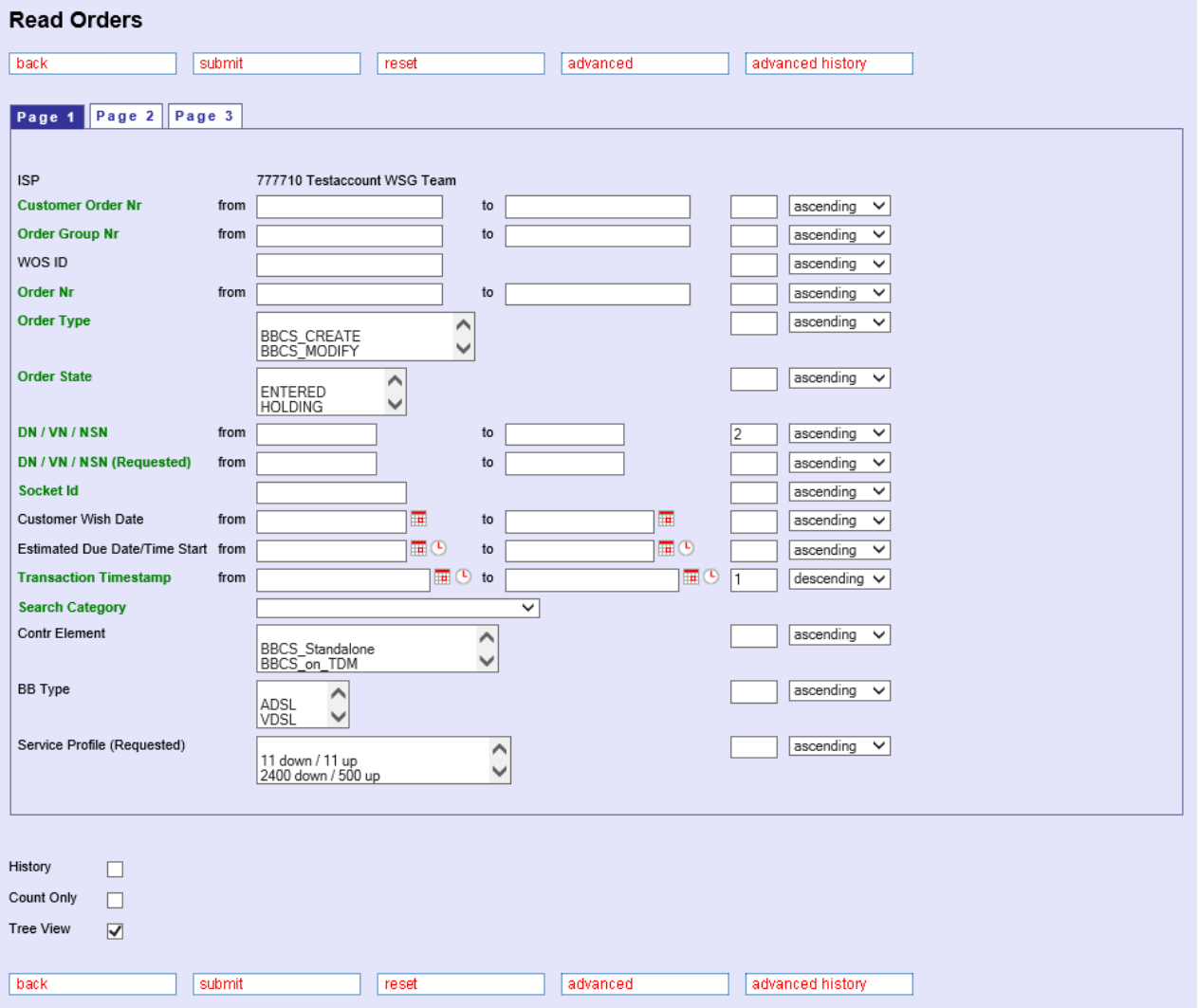


## 7.1 Read Orders

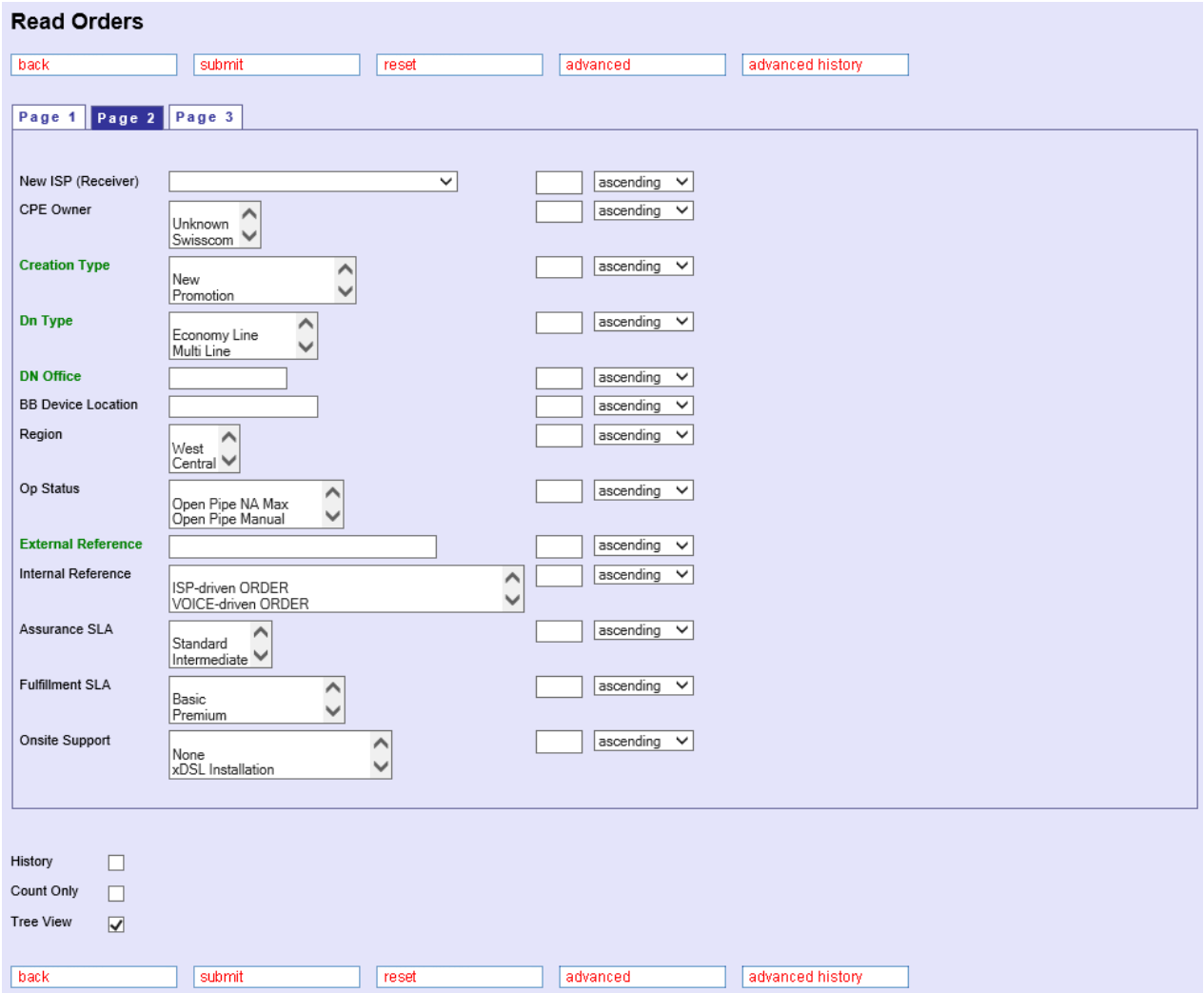
The 'Read Orders' screen will be used to handle the WSG work orders. You can select the orders with any combination of the input fields. To get a good performance the user should type in all information that he knows, so it will get a good overview of the orders summary screen.
NOTE: If the sort orders on the right are changed then these changes will stay in force for the session life of the browser!

- Advanced: Search orders with more and user selectable attributes for the search criteria (see 7.2).
- Advanced History: Search history orders with more and user selectable attributes for the search criteria (see 7.2).
- Wildcard search is supported for the following attributes
    - Customer Order Nr
    - Order Group Nr
    - WOS ID
    - Order Nr
    - DN / VN / NSN
    - DN / VN / NSN (Requested)
    - DN Office
    - BB Device Location
    - External Reference

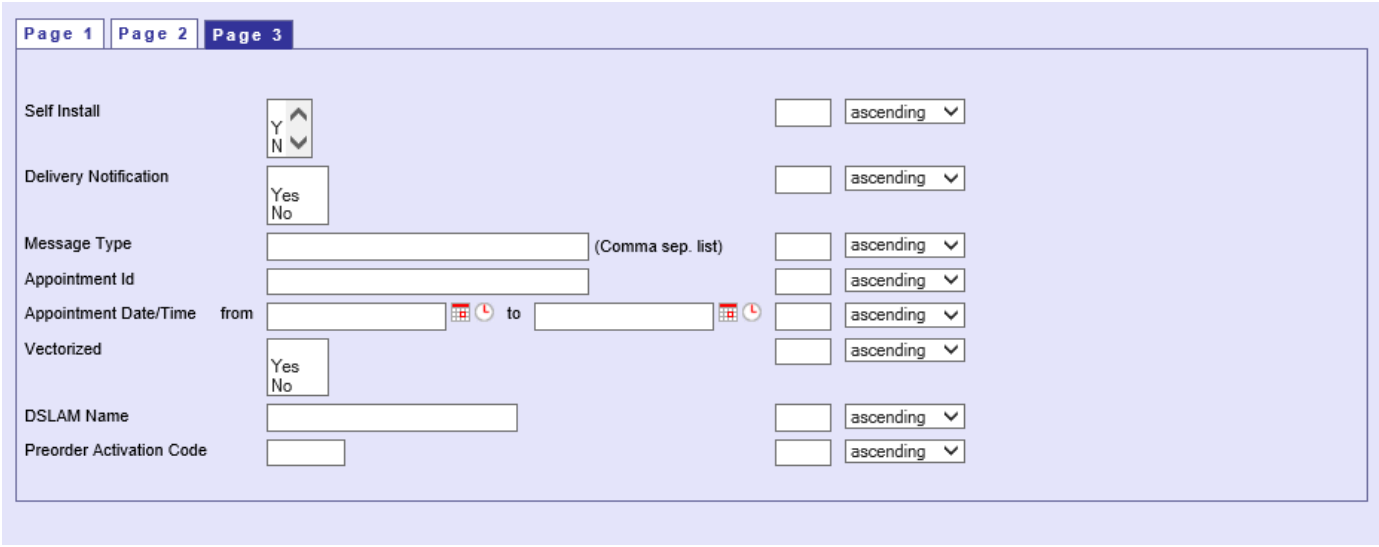
### 7.1.1 Tab Page 1




### 7.1.2 Tab Page 2




### 7.1.3 Tab Page 3




### 7.1.3.1 Fields

The user can fill out following attributes on page 1 to select the orders:

| Name | Description |
|---|---|
| Customer Order Nr | one "Customer Order Nr" or a range "from – to" |
| Order Group Nr | one "Order Group Nr" or a range "from – to" |
| WOS ID | Identification of a "Work Order Synchronisation Id" |
| Order Nr | one "Order Nr" or a range "from – to" |
| Order Type | one or more "Order Types" |
| Order State | one or more "Order States" |
| DN / VN / NSN | one "telephone number" or a range "from – to" |
| DN / VN / NSN (requested) | one requested "telephone number" or a range "from – to" (the requested number is the number used when the order was initiated, the attribute "DN/VN/NSN" is usually the same but can be another number if the requested number was MSN and not the base number) |
| Customer Wish Date | one "CWD" or a range "from – to" |
| Due Date | one "Due Date" (completion date) or a range "from – to" |
| Estimated Due Date | one "Estimated Due Date" or a range "from – to" |
| Transaction Date/Time | one "Transaction Date/Time" or a range "from – to" |
| Search Category | Preselect Active, Archived or Get Service Status Group to achieve a better performance. Has to be used with other search criteria's. |
| Contract Element | one or more "Contract Element" (BBCS product) |
| BB Type | one or more BBCS "BB Type" (technology) |
| Service Profile | one or more "Service Profile" (usually Best Effort Speed) |
| Service Speed (Requested) | one or more "Service Profile (requested)"; (since about 2007 there is no difference anymore between the "requested" and the "actual" Best Effort service speed) |

The user can fill out following attributes on page 2 to select the orders:

| Name | Description |
|---|---|
| New ISP (Receiver) | new ISP in case of "CHANGE_ISP" orders |
| CPE Owner | one or more “CPE Owner” (Customer Premises Equipment) |
| Kind of Creation | one or more “Kind of Creation” |
| DN Type | one or more “DN Types” |
| DN Office | specific “Central Office” (Zentrale des TDM-Anschlusses) |
| BB Device Location | specific “BB Device Location” (DSLAM / ISAM Standort) |
| Region | one or more “Regions” |
| OP Status | one or more “Open-Pipe Stati” |
| External Reference | specific ISP entered reference text of the order |
| Internal Reference | one or more "Internal Reference" |
| Assurance SLA | one or more “Assurance SLA” |
| Fulfillment SLA | one or more “Fulfillment SLA” |
| Onsite Support | one or more “Onsite Installation” products |

The user can fill out following attributes on page 3 to select the orders:

| Name | Description |
|---|---|
| Self Install | specific “Self Install” information |
| Delivery Notification | specific “Delivery Notification” |
| Message Type | a comma separated list of associated TDM messages |
| Appointment Id | a specific “Appointment Identification” |
| Appointment Date/Time | one “Appointment Date/Time” or a range “from – to” |
| Vectorized | Y, N or both |
| DSLAM Name | Name of the connected DSLAM |
| Preorder Activation Code | A 6-digit code used to activate or release a preorder |

At the end of the screen the following attributes are controlling the kind of the search and the presentation of the search result.

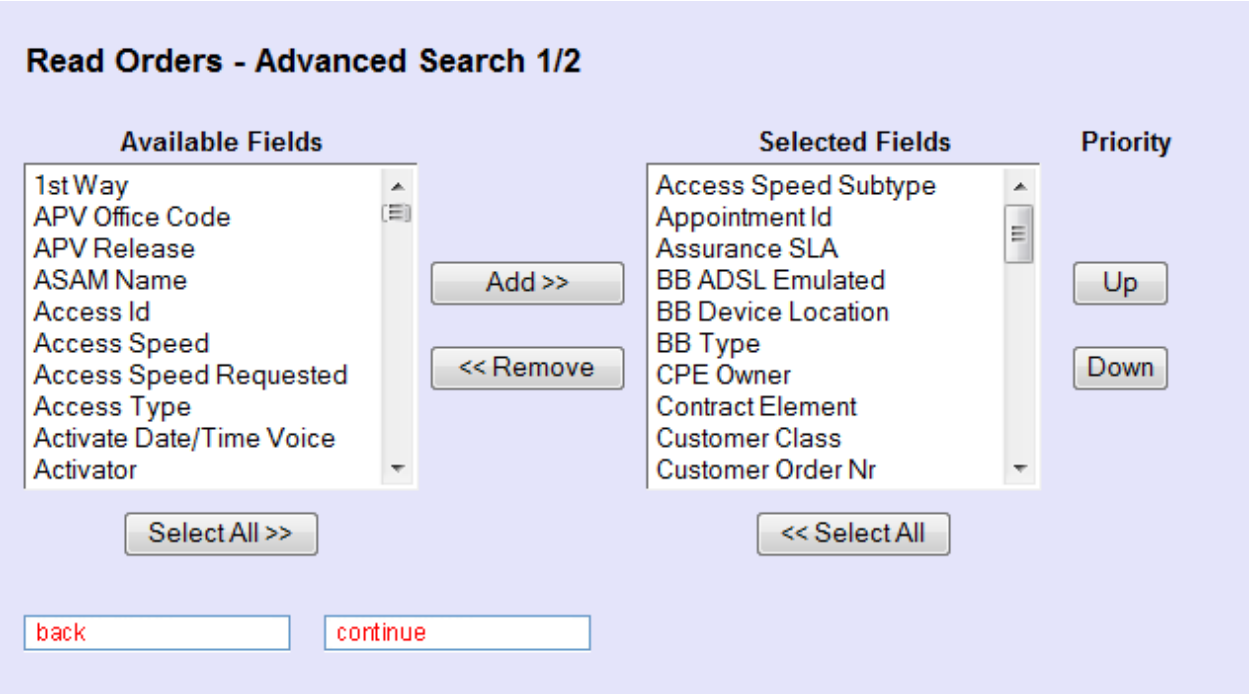
| Name | Description |
|---|---|
| History | Show the full history of the order numbers |
| Count Only | If checked, the query will be redirected to a search result count screen rather than to a summary screen directly. This feature enables the user to check the number of potential result records matching the selection criteria prior to view the summary, which can be very time consuming or even impossible (due to restrictions defined with system parameters) in case of vast amounts of resulting records. |

The user can use following to sort criterion:

| Name | Description |
|---|---|
| Sort Number<br>Sort Order (LOV) | The Order, according to which the attributes are sorted.<br>“Ascending”<br>“Descending” |

## 7.2 Advanced Read Order / Advanced History Read Order

Select the fields from the available ones that should be part of the search criteria. Add an available field to selected fields by selected the fields in the available fields and pull the Add button. Remove a selected field by selected it in the selected and pull Remove button. The set of selected fields is stored in the session, so if you do multiple searches, the preselected fields are these of your last advanced search.




Define the search criteria by filling in values for the selected fields.

**Read Orders - Advanced Search 2/2**

| | | | | | | |
|---|---|---|---|---|---|---|
| Access Speed Subtype | | F = Fulfillment normaler Access-Speed<br>+ = ADSL2+ Access-Speed | | | | ascending |
| Appointment Id | | | | | | ascending |
| Assurance SLA | | Standard | | | | ascending |
| BB ADSL Emulated | | No<br>Yes | | | | ascending |
| BB Device Location | from | | to | | | ascending |
| BB Type | | ADSL | | | | ascending |
| CPE Owner | | Unknown | | | | ascending |
| Contract Element | | BBCS_on_TDM | | | | ascending |
| Customer Class | | Private | | | | ascending |
| Customer Order Nr | | | | | | ascending |
| Customer Wish Date | from | | to | | | ascending |
| DN (Requested) | from | | to | | | ascending |
| DN / VN / NSN | from | | to | | 1 | ascending |
| DN Office | | | | | | ascending |
| DN Type | | Economy Line | | | | ascending |
| DSLAM Type | | ASAM | | | | ascending |
| Delivery Notification | | | | | | ascending |
| Due Date | from | | to | | | ascending |
| Estimated Due Date/Time Start | from | | to | | | ascending |
| External Reference | | | | | | ascending |
| Fulfillment SLA | | Basic | | | | ascending |
| ISP | | | | | | ascending |
| ISP ID new | | | | | | ascending |
| Internal Reference | | ISP-driven ORDER<br>VOICE-driven ORDER | | | | ascending |
| Kind of Creation | | New | | | | ascending |
| Message Type | from | | to | | | ascending |
| OP Status | | Open Pipe Security<br>Open Pipe Manual | | | | ascending |
| Onsite Support | | None | | | | ascending |
| Order Group Nr | | | | | | ascending |
| Order State | | ENTERED | | | | ascending |
| Order Type | | BBCS_CREATE | | | | ascending |
| Order Nr | from | | to | | | ascending |
| Region | | West<br>Central | | | | ascending |
| Self Install | | Y<br>N | | | | ascending |
| Service Profile | | 600Kbps / 100Kbps | | | | ascending |
| Service Profile (Requested) | | 600Kbps / 100Kbps | | | | ascending |
| Session Type | | PPP | | | | ascending |
| Transaction Date/Time | from | | to | | 2 | ascending |
| WOS ID | from | | to | | | ascending |

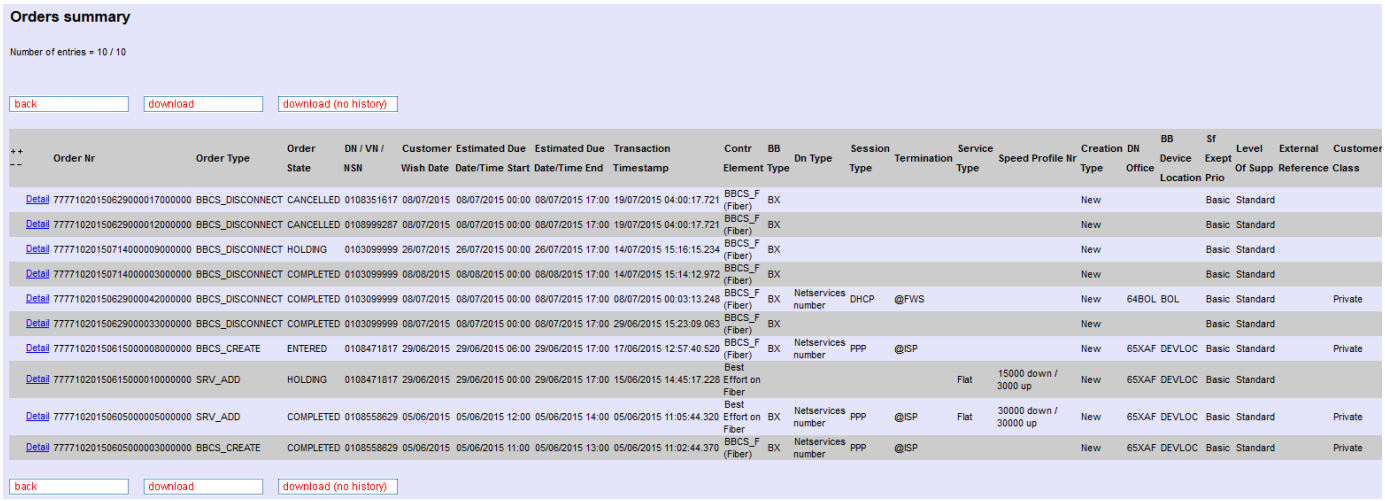
Count Only ☐
Tree View ☑

back | submit | reset

The result is an order summary.

## 7.3 Orders summary

After selecting the work orders the user gets the 'Orders summary' screen, on which he has to select the details for the work order handling.



**Orders summary**

Number of entries = 10 / 10

back | download | download (no history)

| ++ -- | Order Nr | Order Type | Order State | DN / VN / NSN | Customer Wish Date | Estimated Due Date/Time Start | Estimated Due Date/Time End | Transaction Timestamp | Contr Element | BB Type | Dn Type | Session Type | Termination | Service Type | Speed Profile Nr | Creation Type | DN Office | BB Device Location | Sf Exept Prio | Level Of Supp | External Reference | Customer Class |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Detail | 77771020150629000017000000 | BBCS_DISCONNECT | CANCELLED | 0108351617 | 08/07/2015 | 08/07/2015 00:00 | 08/07/2015 17:00 | 19/07/2015 04:00:17.721 | BBCS_F (Fiber) | BX | | | | | | New | | | Basic | Standard | | |
| Detail | 77771020150629000012000000 | BBCS_DISCONNECT | CANCELLED | 0108999287 | 08/07/2015 | 08/07/2015 00:00 | 08/07/2015 17:00 | 19/07/2015 04:00:17.721 | BBCS_F (Fiber) | BX | | | | | | New | | | Basic | Standard | | |
| Detail | 77771020150714000009000000 | BBCS_DISCONNECT | HOLDING | 0103099999 | 26/07/2015 | 26/07/2015 00:00 | 26/07/2015 17:00 | 14/07/2015 15:16:15.234 | BBCS_F (Fiber) | BX | | | | | | New | | | Basic | Standard | | |
| Detail | 77771020150714000003000000 | BBCS_DISCONNECT | COMPLETED | 0103099999 | 08/08/2015 | 08/08/2015 00:00 | 08/08/2015 17:00 | 14/07/2015 15:14:12.972 | BBCS_F (Fiber) | BX | | | | | | New | | | Basic | Standard | | |
| Detail | 77771020150629000042000000 | BBCS_DISCONNECT | COMPLETED | 0103099999 | 08/07/2015 | 08/07/2015 00:00 | 08/07/2015 17:00 | 08/07/2015 00:03:13.248 | BBCS_F (Fiber) | BX | Netservices number | DHCP | @FWS | | | New | 64BOL | BOL | Basic | Standard | | Private |
| Detail | 77771020150629000033000000 | BBCS_DISCONNECT | COMPLETED | 0103099999 | 08/07/2015 | 08/07/2015 00:00 | 08/07/2015 17:00 | 29/06/2015 15:23:09.063 | BBCS_F (Fiber) | BX | | | | | | New | | | Basic | Standard | | |
| Detail | 77771020150615000008000000 | BBCS_CREATE | ENTERED | 0108471817 | 29/06/2015 | 29/06/2015 06:00 | 29/06/2015 17:00 | 17/06/2015 12:57:40.520 | BBCS_F (Fiber) | BX | Netservices number | PPP | @ISP | | | New | 65XAF | DEVLOC | Basic | Standard | | Private |
| Detail | 77771020150615000010000000 | SRV_ADD | HOLDING | 0108471817 | 29/06/2015 | 29/06/2015 00:00 | 29/06/2015 17:00 | 15/06/2015 14:45:17.228 | Best Effort on Fiber | | | | | Flat | 15000 down / 3000 up | New | 65XAF | DEVLOC | Basic | Standard | | |
| Detail | 77771020150605000005000000 | SRV_ADD | COMPLETED | 0108558629 | 05/06/2015 | 05/06/2015 12:00 | 05/06/2015 14:00 | 05/06/2015 11:05:44.320 | Best Effort on Fiber | BX | Netservices number | PPP | @ISP | Flat | 30000 down / 30000 up | New | 65XAF | DEVLOC | Basic | Standard | | Private |
| Detail | 77771020150605000003000000 | BBCS_CREATE | COMPLETED | 0108558629 | 05/06/2015 | 05/06/2015 11:00 | 05/06/2015 13:00 | 05/06/2015 11:02:44.370 | BBCS_F (Fiber) | BX | Netservices number | PPP | @ISP | | | New | 65XAF | DEVLOC | Basic | Standard | | Private |

back | download | download (no history)

### 7.3.1 Download and Download (no history)

The order summary can be downloaded by pressing either the 'download' or the 'download (no history)' button. The fields displayed in the downloaded report appear in the same order as the 'Detail Order' screen (see below.) The 'download (no history)' shows only the raw information without the transaction history. It is normally therefore, much shorter and much more readable!

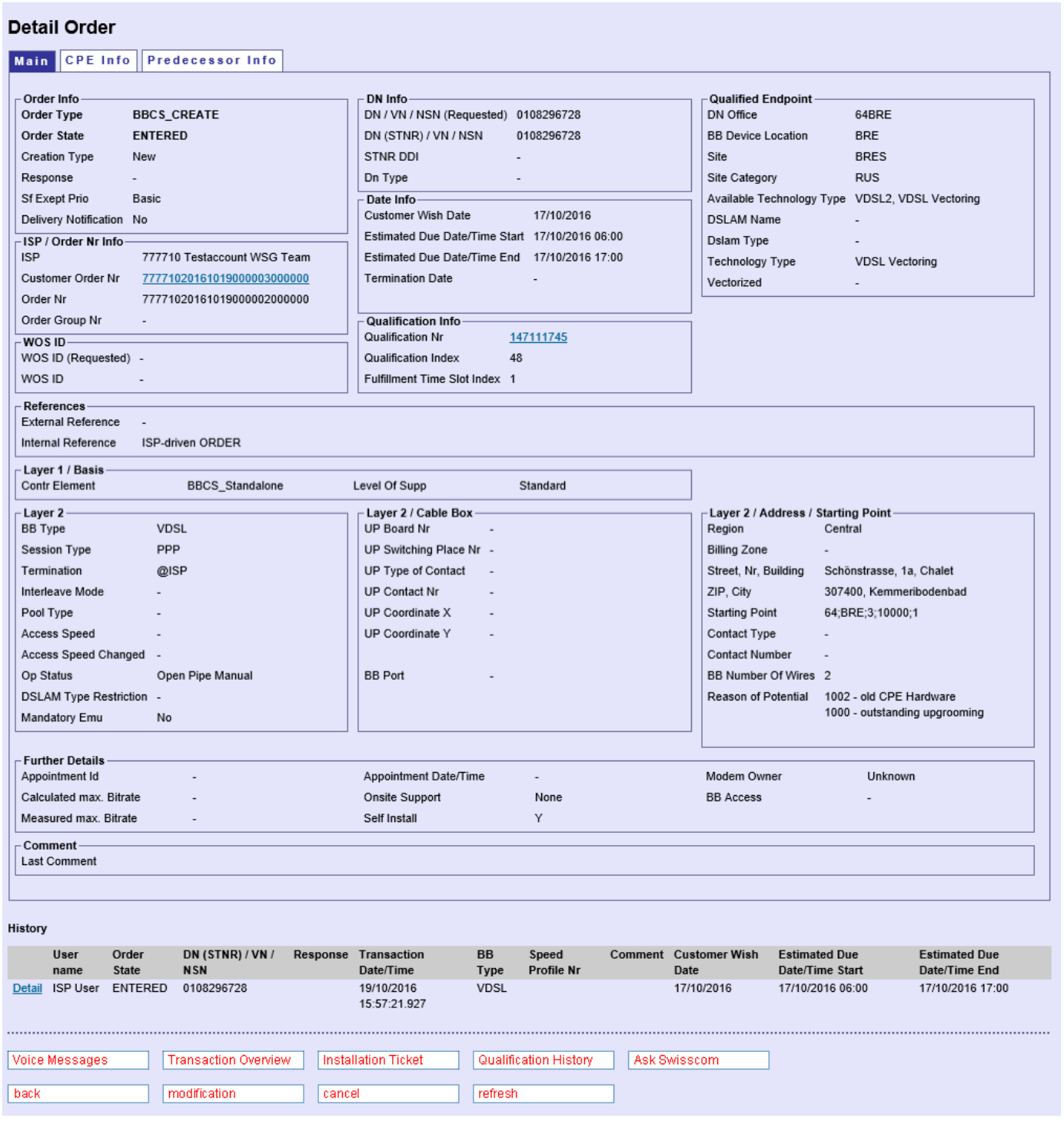
## 7.4 Detail Order

After selecting a work order with the "Detail" field, the 'Detail Order' will be displayed.
Only valid buttons for the next possible steps are active.

### 7.4.1 Main Tab

This tab contains the main order attributes. There is a small difference between the "access orders" (CREATE, MODIFY, ISP_CHANGE, DISCONNECT) containing a block "Layer 1 / Basis" and "service orders" (SRV_ADD, SRV_CHANGE, SRV_REDUCE) containing a block "Layer 3 (SPT) / Service".

### 7.4.1.1 Example of an Copper Access Order:



**Detail Order**

Main | CPE Info | Predecessor Info

**Order Info**

| | |
|---|---|
| Order Type | BBCS_CREATE |
| Order State | ENTERED |
| Creation Type | New |
| Response | - |
| Sf Exept Prio | Basic |
| Delivery Notification | No |

**ISP / Order Nr Info**

| | |
|---|---|
| ISP | 777710 Testaccount WSG Team |
| Customer Order Nr | 777710201610190000003000000 |
| Order Nr | 777710201610190000002000000 |
| Order Group Nr | - |

**WOS ID**

| | |
|---|---|
| WOS ID (Requested) | - |
| WOS ID | - |

**DN Info**

| | |
|---|---|
| DN / VN / NSN (Requested) | 0108296728 |
| DN (STNR) / VN / NSN | 0108296728 |
| STNR DDI | - |
| Dn Type | - |

**Date Info**

| | |
|---|---|
| Customer Wish Date | 17/10/2016 |
| Estimated Due Date/Time Start | 17/10/2016 06:00 |
| Estimated Due Date/Time End | 17/10/2016 17:00 |
| Termination Date | - |

**Qualification Info**

| | |
|---|---|
| Qualification Nr | 147111745 |
| Qualification Index | 48 |
| Fulfillment Time Slot Index | 1 |

**Qualified Endpoint**

| | |
|---|---|
| DN Office | 64BRE |
| BB Device Location | BRE |
| Site | BRES |
| Site Category | RUS |
| Available Technology Type | VDSL2, VDSL Vectoring |
| DSLAM Name | - |
| Dslam Type | - |
| Technology Type | VDSL Vectoring |
| Vectorized | - |

**References**

| | |
|---|---|
| External Reference | - |
| Internal Reference | ISP-driven ORDER |

**Layer 1 / Basis**

| | | | |
|---|---|---|---|
| Contr Element | BBCS_Standalone | Level Of Supp | Standard |

**Layer 2**

| | |
|---|---|
| BB Type | VDSL |
| Session Type | PPP |
| Termination | @ISP |
| Interleave Mode | - |
| Pool Type | - |
| Access Speed | - |
| Access Speed Changed | - |
| Op Status | Open Pipe Manual |
| DSLAM Type Restriction | - |
| Mandatory Emu | No |

**Layer 2 / Cable Box**

| | |
|---|---|
| UP Board Nr | - |
| UP Switching Place Nr | - |
| UP Type of Contact | - |
| UP Contact Nr | - |
| UP Coordinate X | - |
| UP Coordinate Y | - |
| BB Port | - |

**Layer 2 / Address / Starting Point**

| | |
|---|---|
| Region | Central |
| Billing Zone | - |
| Street, Nr, Building | Schönstrasse, 1a, Chalet |
| ZIP, City | 307400, Kemmeribodenbad |
| Starting Point | 64;BRE;3;10000;1 |
| Contact Type | - |
| Contact Number | - |
| BB Number Of Wires | 2 |
| Reason of Potential | 1002 - old CPE Hardware<br>1000 - outstanding upgrooming |

**Further Details**

| | | | | | |
|---|---|---|---|---|---|
| Appointment Id | - | Appointment Date/Time | - | Modem Owner | Unknown |
| Calculated max. Bitrate | - | Onsite Support | None | BB Access | - |
| Measured max. Bitrate | - | Self Install | Y | | |

**Comment**

Last Comment

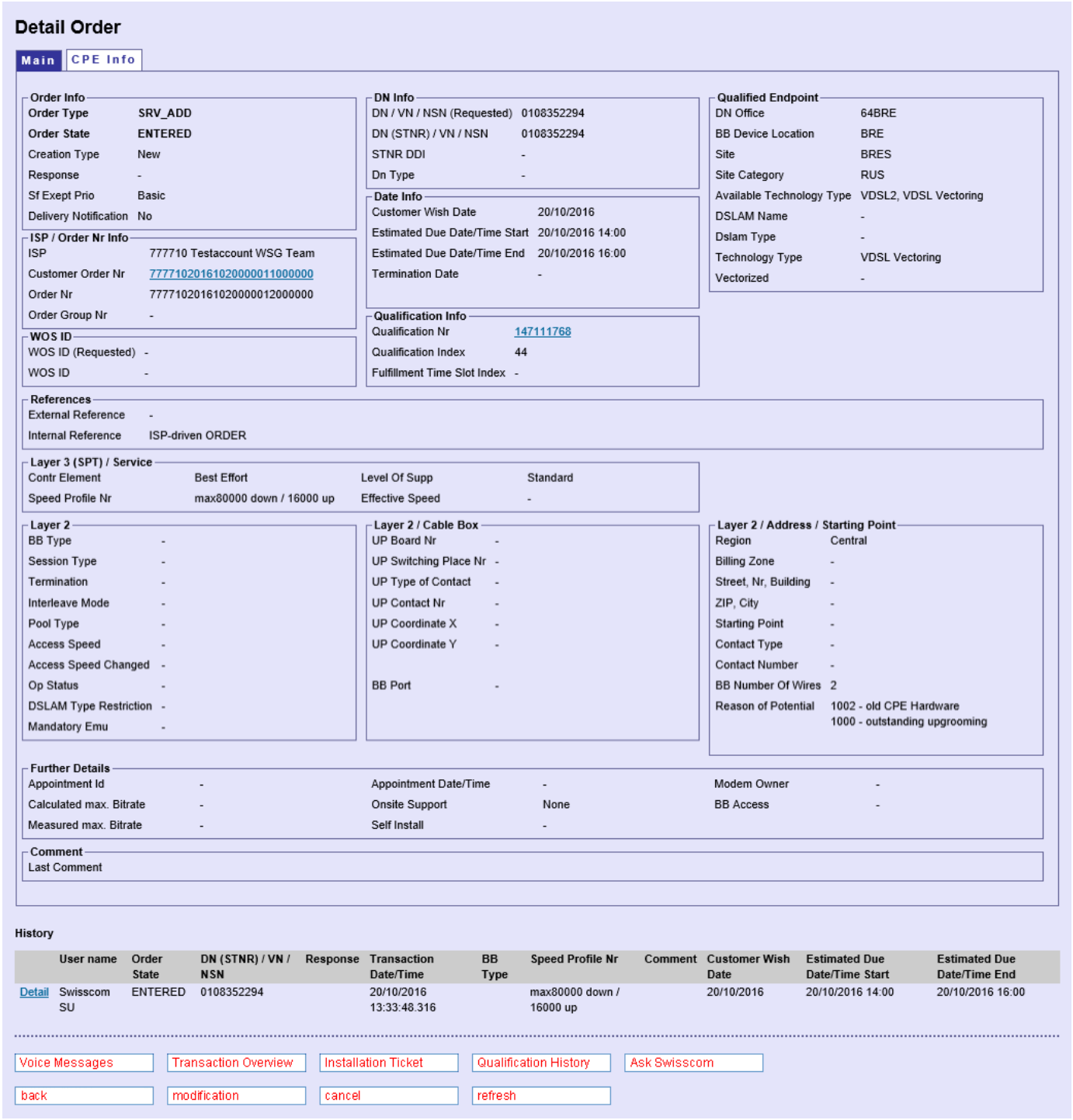
**History**

| | User name | Order State | DN (STNR) / VN / NSN | Response | Transaction Date/Time | BB Type | Speed Profile Nr | Comment | Customer Wish Date | Estimated Due Date/Time Start | Estimated Due Date/Time End |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Detail | ISP User | ENTERED | 0108296728 | | 19/10/2016 15:57:21.927 | VDSL | | | 17/10/2016 | 17/10/2016 06:00 | 17/10/2016 17:00 |

Voice Messages | Transaction Overview | Installation Ticket | Qualification History | Ask Swisscom

back | modification | cancel | refresh

### 7.4.1.2 Example of an Service Order



**Detail Order**

Main | CPE Info

**Order Info**

| | |
|---|---|
| Order Type | SRV_ADD |
| Order State | ENTERED |
| Creation Type | New |
| Response | - |
| Sf Exept Prio | Basic |
| Delivery Notification | No |

**ISP / Order Nr Info**

| | |
|---|---|
| ISP | 777710 Testaccount WSG Team |
| Customer Order Nr | 77771020161020000011000000 |
| Order Nr | 77771020161020000012000000 |
| Order Group Nr | - |

**WOS ID**

| | |
|---|---|
| WOS ID (Requested) | - |
| WOS ID | - |

**DN Info**

| | |
|---|---|
| DN / VN / NSN (Requested) | 0108352294 |
| DN (STNR) / VN / NSN | 0108352294 |
| STNR DDI | - |
| Dn Type | - |

**Date Info**

| | |
|---|---|
| Customer Wish Date | 20/10/2016 |
| Estimated Due Date/Time Start | 20/10/2016 14:00 |
| Estimated Due Date/Time End | 20/10/2016 16:00 |
| Termination Date | - |

**Qualification Info**

| | |
|---|---|
| Qualification Nr | 147111768 |
| Qualification Index | 44 |
| Fulfillment Time Slot Index | - |

**Qualified Endpoint**

| | |
|---|---|
| DN Office | 64BRE |
| BB Device Location | BRE |
| Site | BRES |
| Site Category | RUS |
| Available Technology Type | VDSL2, VDSL Vectoring |
| DSLAM Name | - |
| Dslam Type | - |
| Technology Type | VDSL Vectoring |
| Vectorized | - |

**References**

| | |
|---|---|
| External Reference | - |
| Internal Reference | ISP-driven ORDER |

**Layer 3 (SPT) / Service**

| | | | |
|---|---|---|---|
| Contr Element | Best Effort | Level Of Supp | Standard |
| Speed Profile Nr | max80000 down / 16000 up | Effective Speed | - |

**Layer 2**

| | |
|---|---|
| BB Type | - |
| Session Type | - |
| Termination | - |
| Interleave Mode | - |
| Pool Type | - |
| Access Speed | - |
| Access Speed Changed | - |
| Op Status | - |
| DSLAM Type Restriction | - |
| Mandatory Emu | - |

**Layer 2 / Cable Box**

| | |
|---|---|
| UP Board Nr | - |
| UP Switching Place Nr | - |
| UP Type of Contact | - |
| UP Contact Nr | - |
| UP Coordinate X | - |
| UP Coordinate Y | - |
| BB Port | - |

**Layer 2 / Address / Starting Point**

| | |
|---|---|
| Region | Central |
| Billing Zone | - |
| Street, Nr, Building | - |
| ZIP, City | - |
| Starting Point | - |
| Contact Type | - |
| Contact Number | - |
| BB Number Of Wires | 2 |
| Reason of Potential | 1002 - old CPE Hardware<br>1000 - outstanding upgrooming |

**Further Details**

| | | | | | |
|---|---|---|---|---|---|
| Appointment Id | - | Appointment Date/Time | - | Modem Owner | - |
| Calculated max. Bitrate | - | Onsite Support | None | BB Access | - |
| Measured max. Bitrate | - | Self Install | - | | |

**Comment**

Last Comment

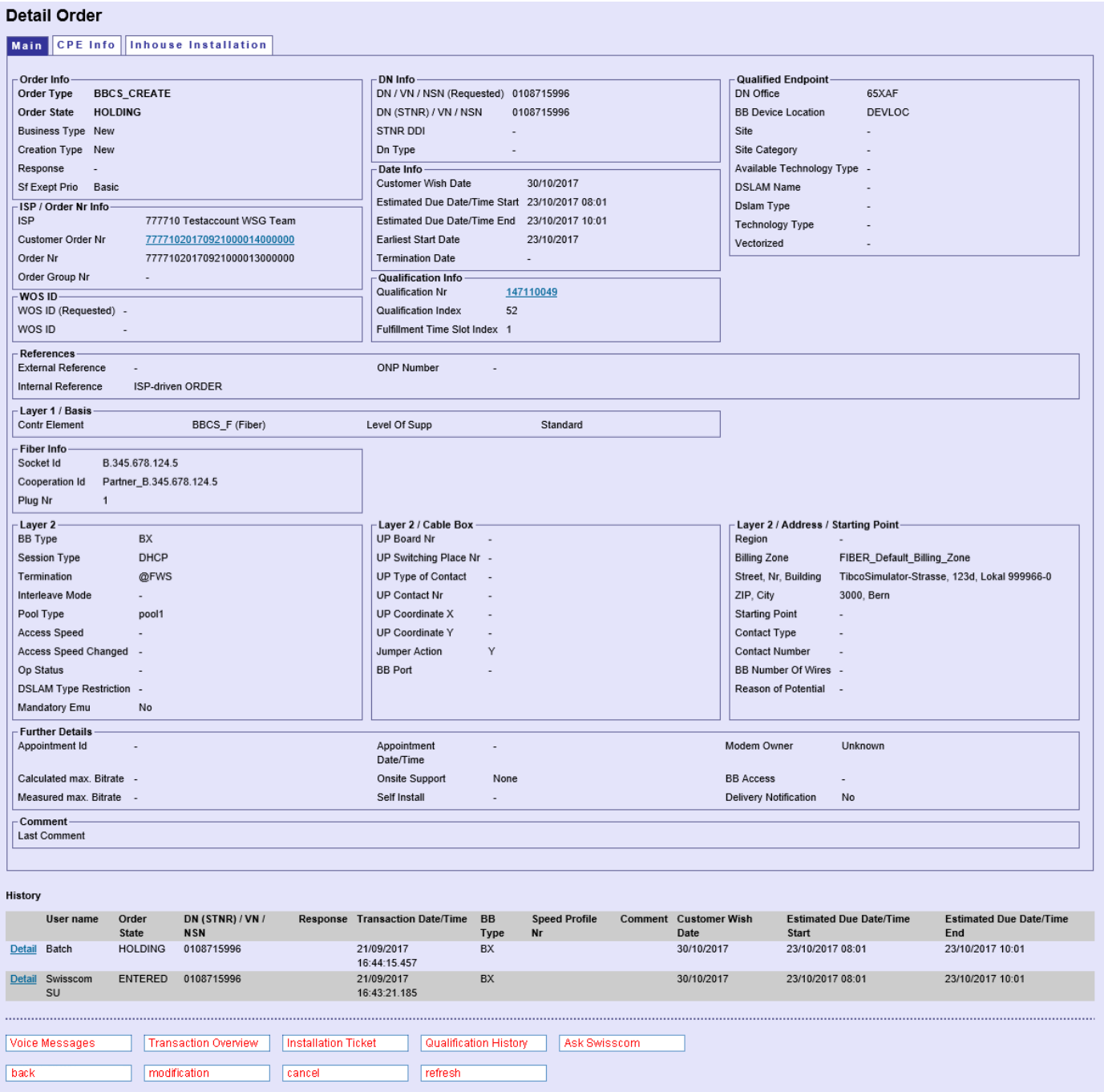
**History**

| | User name | Order State | DN (STNR) / VN / NSN | Response | Transaction Date/Time | BB Type | Speed Profile Nr | Comment | Customer Wish Date | Estimated Due Date/Time Start | Estimated Due Date/Time End |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Detail | Swisscom SU | ENTERED | 0108352294 | | 20/10/2016 13:33:48.316 | | max80000 down / 16000 up | | 20/10/2016 | 20/10/2016 14:00 | 20/10/2016 16:00 |

Voice Messages | Transaction Overview | Installation Ticket | Qualification History | Ask Swisscom

back | modification | cancel | refresh

### 7.4.1.3 Example of an Fiber Access Order



**Detail Order**

Main | CPE Info | Inhouse Installation

**Order Info**

| | |
|---|---|
| Order Type | BBCS_CREATE |
| Order State | HOLDING |
| Business Type | New |
| Creation Type | New |
| Response | - |
| Sf Exept Prio | Basic |

**ISP / Order Nr Info**

| | |
|---|---|
| ISP | 777710 Testaccount WSG Team |
| Customer Order Nr | 777710201709210000014000000 |
| Order Nr | 777710201709210000013000000 |
| Order Group Nr | - |

**WOS ID**

| | |
|---|---|
| WOS ID (Requested) | - |
| WOS ID | - |

**DN Info**

| | |
|---|---|
| DN / VN / NSN (Requested) | 0108715996 |
| DN (STNR) / VN / NSN | 0108715996 |
| STNR DDI | - |
| Dn Type | - |

**Date Info**

| | |
|---|---|
| Customer Wish Date | 30/10/2017 |
| Estimated Due Date/Time Start | 23/10/2017 08:01 |
| Estimated Due Date/Time End | 23/10/2017 10:01 |
| Earliest Start Date | 23/10/2017 |
| Termination Date | - |

**Qualification Info**

| | |
|---|---|
| Qualification Nr | 147110049 |
| Qualification Index | 52 |
| Fulfillment Time Slot Index | 1 |

**Qualified Endpoint**

| | |
|---|---|
| DN Office | 65XAF |
| BB Device Location | DEVLOC |
| Site | - |
| Site Category | - |
| Available Technology Type | - |
| DSLAM Name | - |
| Dslam Type | - |
| Technology Type | - |
| Vectorized | - |

**References**

| | | | |
|---|---|---|---|
| External Reference | - | ONP Number | - |
| Internal Reference | ISP-driven ORDER | | |

**Layer 1 / Basis**

| | | | |
|---|---|---|---|
| Contr Element | BBCS_F (Fiber) | Level Of Supp | Standard |

**Fiber Info**

| | |
|---|---|
| Socket Id | B.345.678.124.5 |
| Cooperation Id | Partner_B.345.678.124.5 |
| Plug Nr | 1 |

**Layer 2**

| | |
|---|---|
| BB Type | BX |
| Session Type | DHCP |
| Termination | @FWS |
| Interleave Mode | - |
| Pool Type | pool1 |
| Access Speed | - |
| Access Speed Changed | - |
| Op Status | - |
| DSLAM Type Restriction | - |
| Mandatory Emu | No |

**Layer 2 / Cable Box**

| | |
|---|---|
| UP Board Nr | - |
| UP Switching Place Nr | - |
| UP Type of Contact | - |
| UP Contact Nr | - |
| UP Coordinate X | - |
| UP Coordinate Y | - |
| Jumper Action | Y |
| BB Port | - |

**Layer 2 / Address / Starting Point**

| | |
|---|---|
| Region | - |
| Billing Zone | FIBER_Default_Billing_Zone |
| Street, Nr, Building | TibcoSimulator-Strasse, 123d, Lokal 999966-0 |
| ZIP, City | 3000, Bern |
| Starting Point | - |
| Contact Type | - |
| Contact Number | - |
| BB Number Of Wires | - |
| Reason of Potential | - |

**Further Details**

| | | | | | |
|---|---|---|---|---|---|
| Appointment Id | - | Appointment Date/Time | - | Modem Owner | Unknown |
| Calculated max. Bitrate | - | Onsite Support | None | BB Access | - |
| Measured max. Bitrate | - | Self Install | - | Delivery Notification | No |

**Comment**

Last Comment

**History**

| | User name | Order State | DN (STNR) / VN / NSN | Response | Transaction Date/Time | BB Type | Speed Profile Nr | Comment | Customer Wish Date | Estimated Due Date/Time Start | Estimated Due Date/Time End |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Detail | Batch | HOLDING | 0108715996 | | 21/09/2017 16:44:15.457 | BX | | | 30/10/2017 | 23/10/2017 08:01 | 23/10/2017 10:01 |
| Detail | Swisscom SU | ENTERED | 0108715996 | | 21/09/2017 16:43:21.185 | BX | | | 30/10/2017 | 23/10/2017 08:01 | 23/10/2017 10:01 |

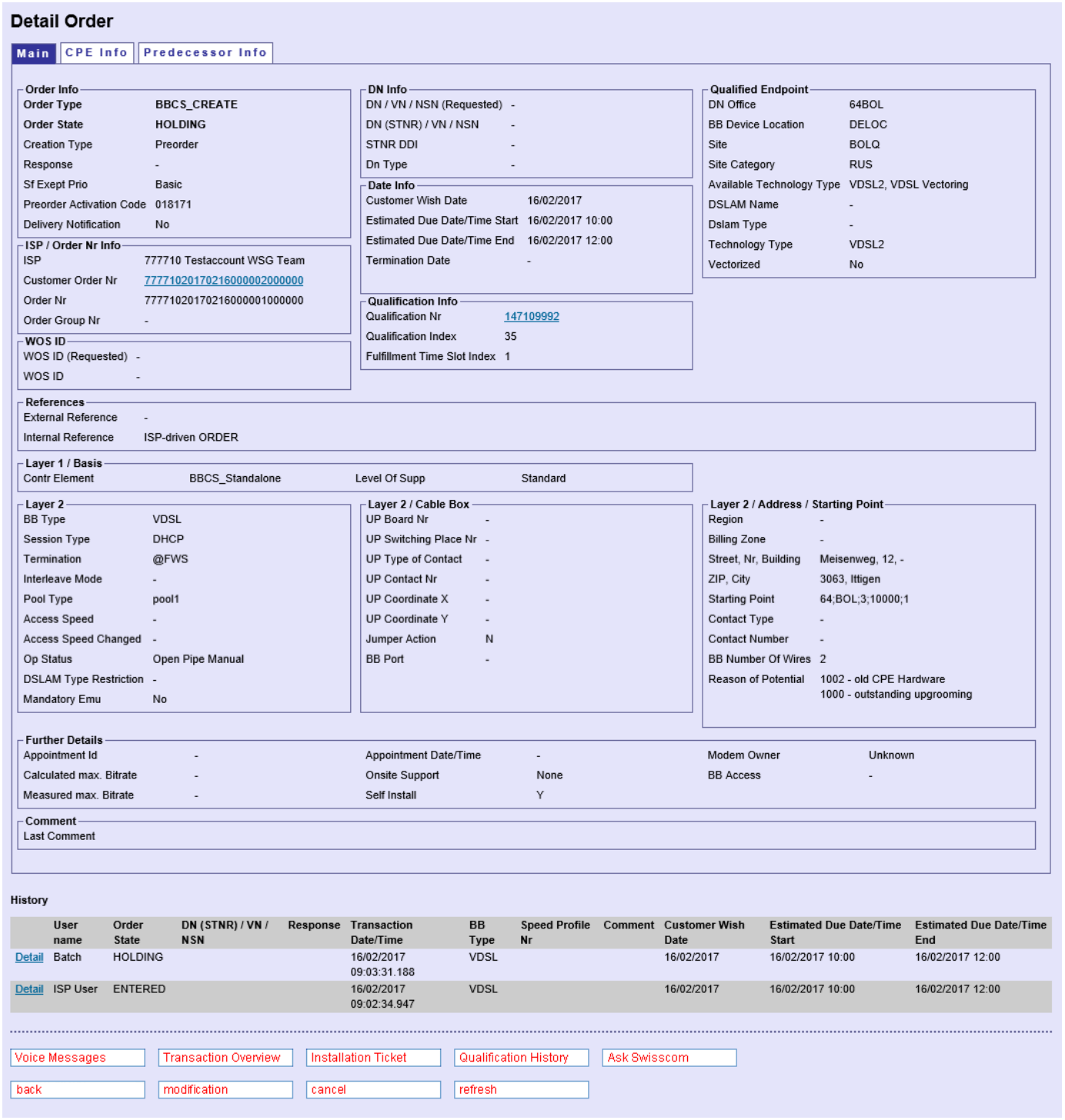
Voice Messages | Transaction Overview | Installation Ticket | Qualification History | Ask Swisscom

back | modification | cancel | refresh

Changes

| Rel. | CR | Description |
|---|---|---|
| 17.10 | SO 4128 | Earliest Start Date |

### 7.4.1.4 Example of a Preorder



**Detail Order**

Main | CPE Info | Predecessor Info

**Order Info**

| | |
|---|---|
| Order Type | BBCS_CREATE |
| Order State | HOLDING |
| Creation Type | Preorder |
| Response | - |
| Sf Exept Prio | Basic |
| Preorder Activation Code | 018171 |
| Delivery Notification | No |

**ISP / Order Nr Info**

| | |
|---|---|
| ISP | 777710 Testaccount WSG Team |
| Customer Order Nr | 777710201702160000020000000 |
| Order Nr | 777710201702160000010000000 |
| Order Group Nr | - |

**WOS ID**

| | |
|---|---|
| WOS ID (Requested) | - |
| WOS ID | - |

**DN Info**

| | |
|---|---|
| DN / VN / NSN (Requested) | - |
| DN (STNR) / VN / NSN | - |
| STNR DDI | - |
| Dn Type | - |

**Date Info**

| | |
|---|---|
| Customer Wish Date | 16/02/2017 |
| Estimated Due Date/Time Start | 16/02/2017 10:00 |
| Estimated Due Date/Time End | 16/02/2017 12:00 |
| Termination Date | - |

**Qualification Info**

| | |
|---|---|
| Qualification Nr | 147109992 |
| Qualification Index | 35 |
| Fulfillment Time Slot Index | 1 |

**Qualified Endpoint**

| | |
|---|---|
| DN Office | 64BOL |
| BB Device Location | DELOC |
| Site | BOLQ |
| Site Category | RUS |
| Available Technology Type | VDSL2, VDSL Vectoring |
| DSLAM Name | - |
| Dslam Type | - |
| Technology Type | VDSL2 |
| Vectorized | No |

**References**

| | |
|---|---|
| External Reference | - |
| Internal Reference | ISP-driven ORDER |

**Layer 1 / Basis**

| | | | |
|---|---|---|---|
| Contr Element | BBCS_Standalone | Level Of Supp | Standard |

**Layer 2**

| | |
|---|---|
| BB Type | VDSL |
| Session Type | DHCP |
| Termination | @FWS |
| Interleave Mode | - |
| Pool Type | pool1 |
| Access Speed | - |
| Access Speed Changed | - |
| Op Status | Open Pipe Manual |
| DSLAM Type Restriction | - |
| Mandatory Emu | No |

**Layer 2 / Cable Box**

| | |
|---|---|
| UP Board Nr | - |
| UP Switching Place Nr | - |
| UP Type of Contact | - |
| UP Contact Nr | - |
| UP Coordinate X | - |
| UP Coordinate Y | - |
| Jumper Action | N |
| BB Port | - |

**Layer 2 / Address / Starting Point**

| | |
|---|---|
| Region | - |
| Billing Zone | - |
| Street, Nr, Building | Meisenweg, 12, - |
| ZIP, City | 3063, Ittigen |
| Starting Point | 64;BOL;3;10000;1 |
| Contact Type | - |
| Contact Number | - |
| BB Number Of Wires | 2 |
| Reason of Potential | 1002 - old CPE Hardware<br>1000 - outstanding upgrooming |

**Further Details**

| | | | | | |
|---|---|---|---|---|---|
| Appointment Id | - | Appointment Date/Time | - | Modem Owner | Unknown |
| Calculated max. Bitrate | - | Onsite Support | None | BB Access | - |
| Measured max. Bitrate | - | Self Install | Y | | |

**Comment**

Last Comment

**History**

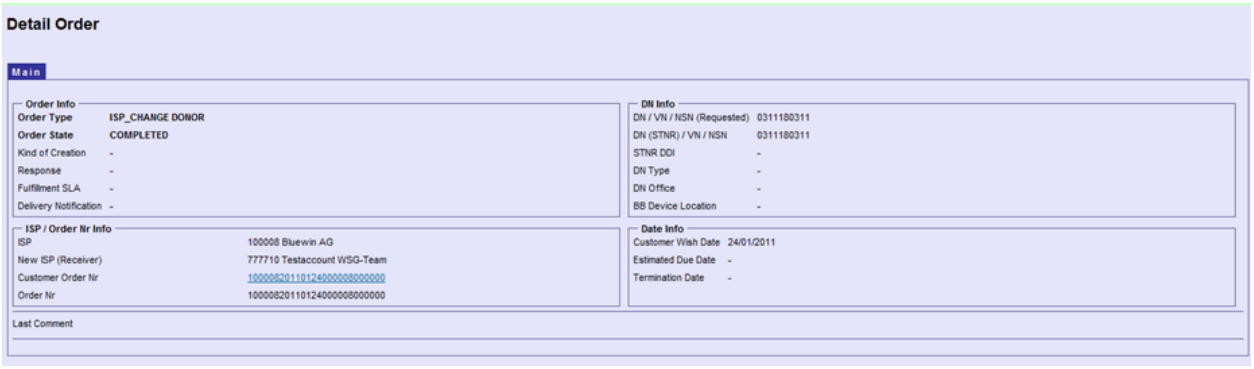
| | User name | Order State | DN (STNR) / VN / NSN | Response | Transaction Date/Time | BB Type | Speed Profile Nr | Comment | Customer Wish Date | Estimated Due Date/Time Start | Estimated Due Date/Time End |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Detail | Batch | HOLDING | | | 16/02/2017 09:03:31.188 | VDSL | | | 16/02/2017 | 16/02/2017 10:00 | 16/02/2017 12:00 |
| Detail | ISP User | ENTERED | | | 16/02/2017 09:02:34.947 | VDSL | | | 16/02/2017 | 16/02/2017 10:00 | 16/02/2017 12:00 |

Voice Messages | Transaction Overview | Installation Ticket | Qualification History | Ask Swisscom

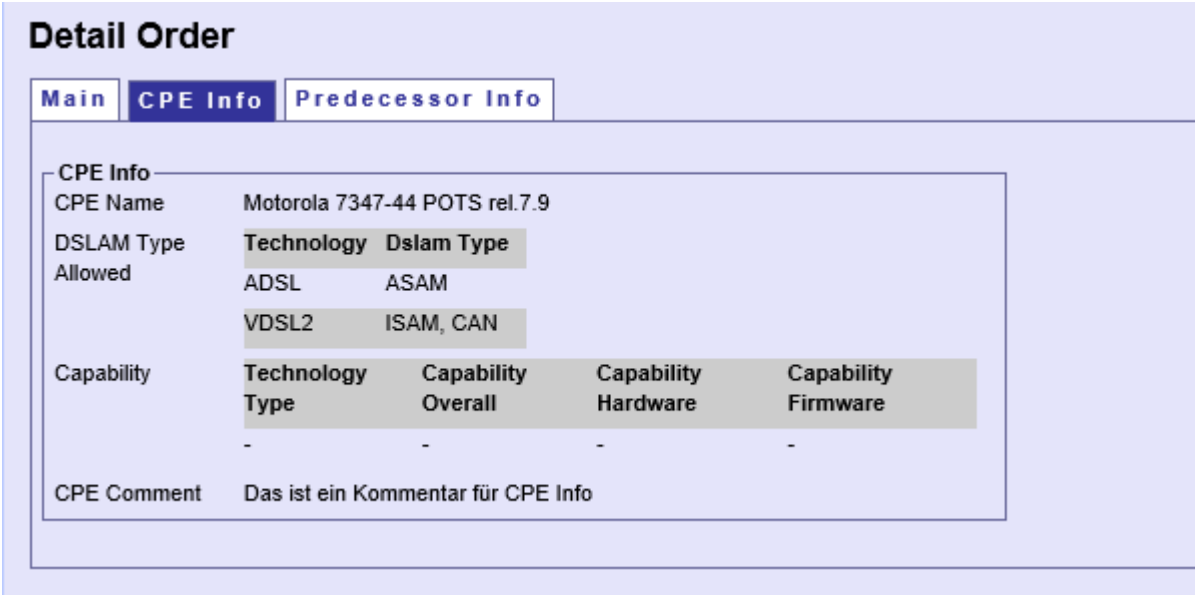
back | modification | cancel | refresh

This an preorder wait in state HOLDING on an activation. The Preorder Action Code needed for actiivation is shown in the group Order Info.

#### 7.4.1.5 Example of ISP Change Donor Order




### 7.4.2 CPE Info Tab



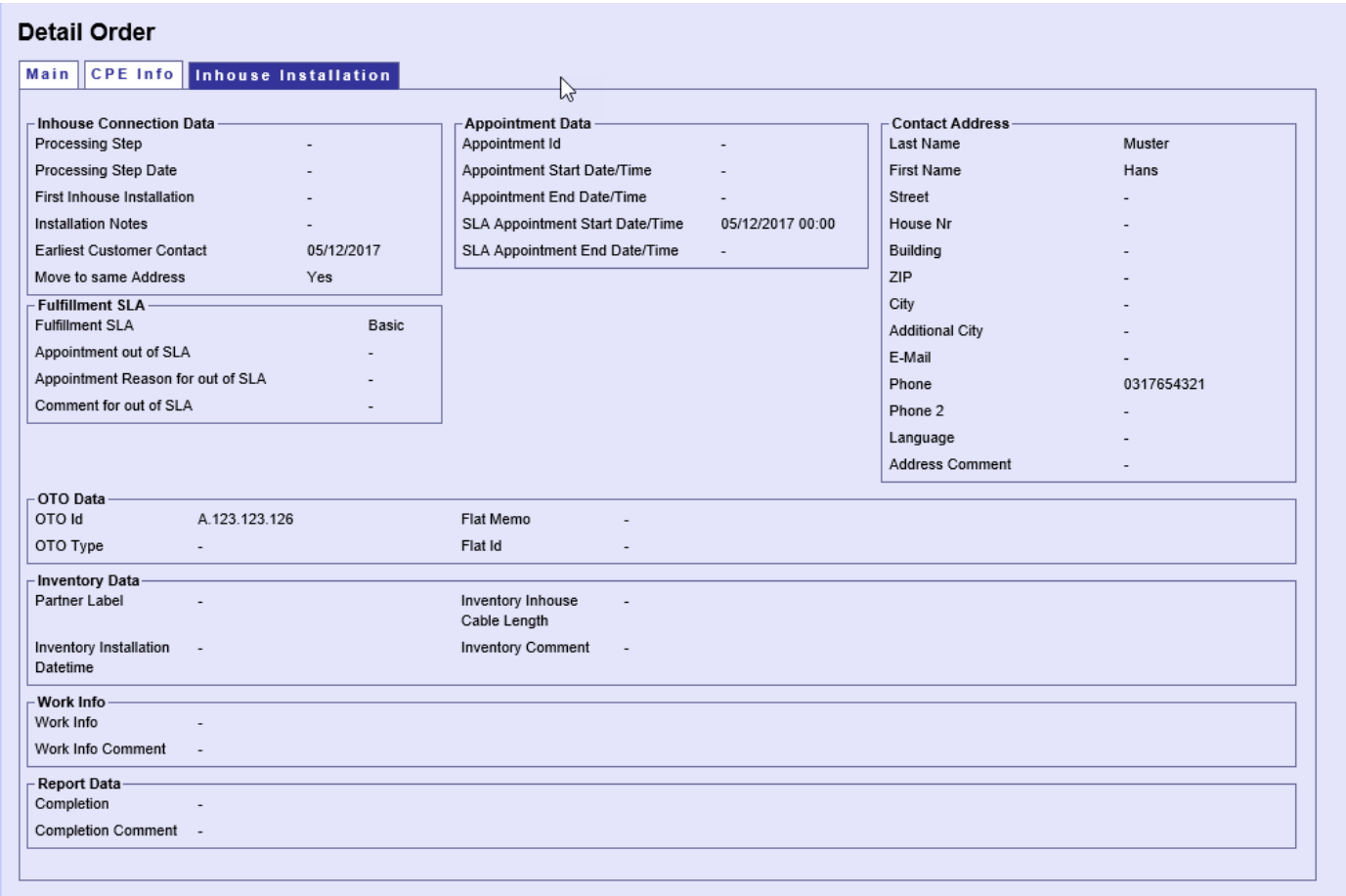

### 7.4.3 Predecessor Info Tab

### 7.4.4 Missing Disconnect Info Tab

| Rel. | CR | Description |
|---|---|---|
| 17.11 | FeFoFu-121 | New Tab |

### 7.4.5 Inhouse Tab

If a BBCS_F needs a First Inhouse Installation, a screen will appear “Inhouse Installation Request”



Changes

| Rel. | CR | Description |
|---|---|---|
| 18.01 | SO-4421 | New attribute Move To Save Address |
| 17.11 | SO-4217 | Processing Step, Report Data, Work Info FIC/FCC Steps in der History |
| 17.10 | SO 4128 | Earliest Start Date |

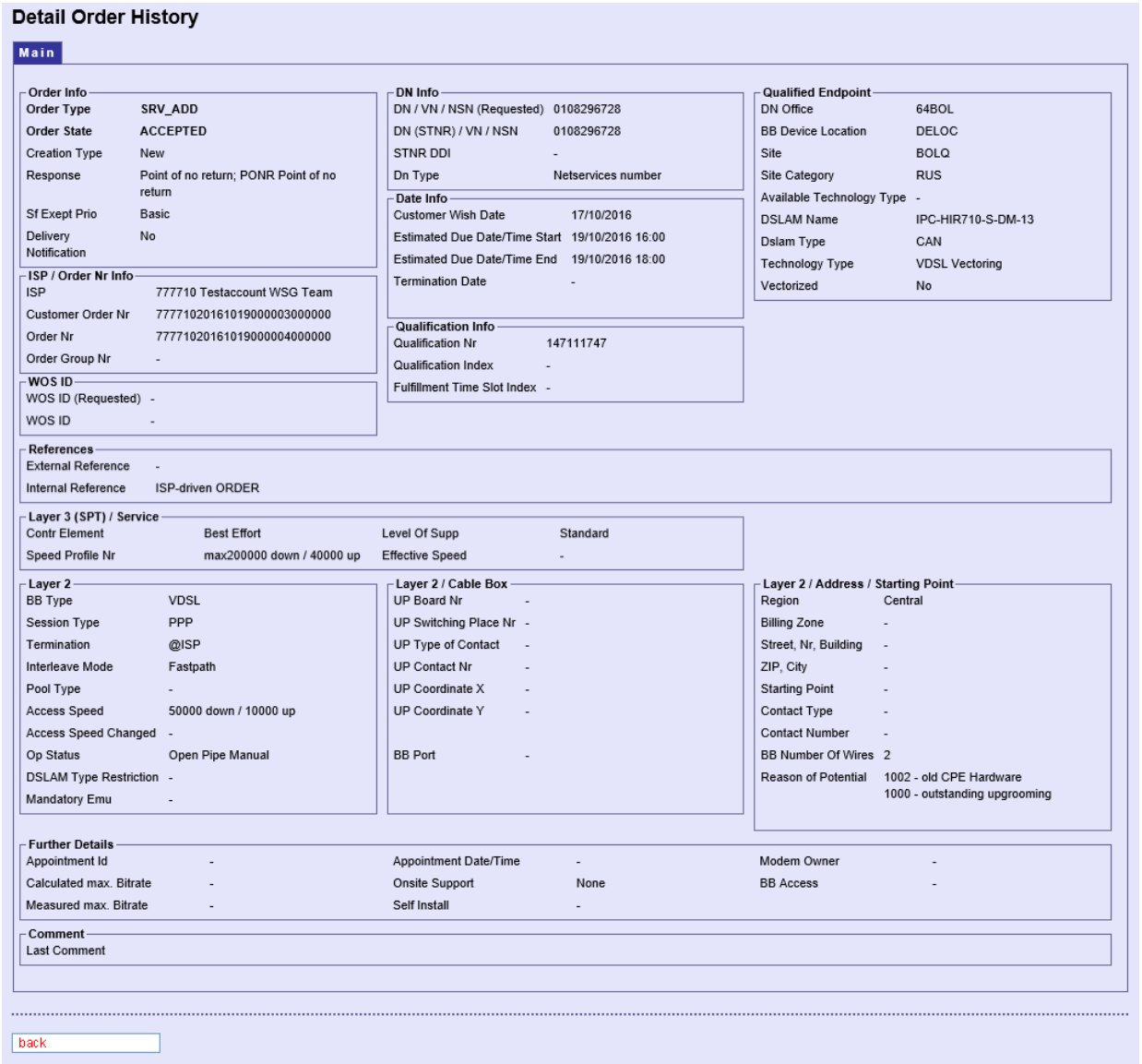
### 7.4.6 History

The history tab is only available on all Order type

History

| | User name | Order State | DN (STNR) / VN / NSN | Response | Transaction Date/Time | BB Type | Speed Profile Nr | Comment | Customer Wish Date | Estimated Due Date/Time Start | Estimated Due Date/Time End |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Detail | Batch | COMPLETED | 0108296728 | | 19/10/2016 16:30:22.083 | VDSL | max200000 down / 40000 up | | 17/10/2016 | 19/10/2016 17:00 | 19/10/2016 19:00 |
| Detail | Pol | EXECUTED | 0108296728 | Point of no return; PONR Point of no return | 19/10/2016 16:29:42.903 | VDSL | max200000 down / 40000 up | | 17/10/2016 | 19/10/2016 17:00 | 19/10/2016 19:00 |
| Detail | Pol | ACCEPTED | 0108296728 | Point of no return; PONR Point of no return | 19/10/2016 16:29:38.119 | VDSL | max200000 down / 40000 up | | 17/10/2016 | 19/10/2016 17:00 | 19/10/2016 19:00 |
| Detail | Pol | ACCEPTED | 0108296728 | Point of no return; PONR Point of no return | 19/10/2016 16:24:38.743 | VDSL | max200000 down / 40000 up | | 17/10/2016 | 19/10/2016 16:00 | 19/10/2016 18:00 |
| Detail | Pol | ACCEPTED | 0108296728 | Point of no return; PONR Point of no return | 19/10/2016 16:24:33.210 | VDSL | max200000 down / 40000 up | | 17/10/2016 | 19/10/2016 16:00 | 19/10/2016 18:00 |
| Detail | Pol | ACCEPTED | 0108296728 | Point of no return; PONR Point of no return | 19/10/2016 16:22:18.182 | VDSL | max200000 down / 40000 up | | 17/10/2016 | 19/10/2016 16:00 | 19/10/2016 18:00 |
| Detail | Pol | ACCEPTED | 0108296728 | Point of no return; PONR Point of no return | 19/10/2016 16:21:19.466 | VDSL | max200000 down / 40000 up | | 17/10/2016 | 19/10/2016 16:00 | 19/10/2016 18:00 |
| Detail | Pol | ACCEPTED | 0108296728 | Point of no return; PONR Point of no return | 19/10/2016 16:20:40.679 | VDSL | max200000 down / 40000 up | | 17/10/2016 | 19/10/2016 16:00 | 19/10/2016 18:00 |
| Detail | Pol | ACCEPTED | 0108296728 | Order confirmed, UP Information now available | 19/10/2016 16:19:26.758 | VDSL | max200000 down / 40000 up | | 17/10/2016 | 19/10/2016 16:00 | 19/10/2016 18:00 |
| Detail | Pol | PROCESSING | 0108296728 | | 19/10/2016 16:16:26.248 | VDSL | max200000 down / 40000 up | | 17/10/2016 | 19/10/2016 16:00 | 19/10/2016 18:00 |
| Detail | Batch | CHECKED | 0108296728 | | 19/10/2016 16:16:26.061 | VDSL | max200000 down / 40000 up | | 17/10/2016 | 19/10/2016 16:00 | 19/10/2016 18:00 |
| Detail | ISP User | ENTERED | 0108296728 | | 19/10/2016 15:57:35.854 | | max200000 down / 40000 up | | 17/10/2016 | 19/10/2016 16:00 | 19/10/2016 18:00 |

Follow the Detail link the history details.



**Detail Order History**

Main

**Order Info**

| | |
|---|---|
| Order Type | SRV_ADD |
| Order State | ACCEPTED |
| Creation Type | New |
| Response | Point of no return; PONR Point of no return |
| Sf Exept Prio | Basic |
| Delivery Notification | No |

**ISP / Order Nr Info**

| | |
|---|---|
| ISP | 777710 Testaccount WSG Team |
| Customer Order Nr | 77771020161019000003000000 |
| Order Nr | 77771020161019000004000000 |
| Order Group Nr | - |

**WOS ID**

| | |
|---|---|
| WOS ID (Requested) | - |
| WOS ID | - |

**DN Info**

| | |
|---|---|
| DN / VN / NSN (Requested) | 0108296728 |
| DN (STNR) / VN / NSN | 0108296728 |
| STNR DDI | - |
| Dn Type | Netservices number |

**Date Info**

| | |
|---|---|
| Customer Wish Date | 17/10/2016 |
| Estimated Due Date/Time Start | 19/10/2016 16:00 |
| Estimated Due Date/Time End | 19/10/2016 18:00 |
| Termination Date | - |

**Qualification Info**

| | |
|---|---|
| Qualification Nr | 147111747 |
| Qualification Index | - |
| Fulfillment Time Slot Index | - |

**Qualified Endpoint**

| | |
|---|---|
| DN Office | 64BOL |
| BB Device Location | DELOC |
| Site | BOLQ |
| Site Category | RUS |
| Available Technology Type | - |
| DSLAM Name | IPC-HIR710-S-DM-13 |
| Dslam Type | CAN |
| Technology Type | VDSL Vectoring |
| Vectorized | No |

**References**

| | |
|---|---|
| External Reference | - |
| Internal Reference | ISP-driven ORDER |

**Layer 3 (SPT) / Service**

| | | | |
|---|---|---|---|
| Contr Element | Best Effort | Level Of Supp | Standard |
| Speed Profile Nr | max200000 down / 40000 up | Effective Speed | - |

**Layer 2**

| | |
|---|---|
| BB Type | VDSL |
| Session Type | PPP |
| Termination | @ISP |
| Interleave Mode | Fastpath |
| Pool Type | - |
| Access Speed | 50000 down / 10000 up |
| Access Speed Changed | - |
| Op Status | Open Pipe Manual |
| DSLAM Type Restriction | - |
| Mandatory Emu | - |

**Layer 2 / Cable Box**

| | |
|---|---|
| UP Board Nr | - |
| UP Switching Place Nr | - |
| UP Type of Contact | - |
| UP Contact Nr | - |
| UP Coordinate X | - |
| UP Coordinate Y | - |
| BB Port | - |

**Layer 2 / Address / Starting Point**

| | |
|---|---|
| Region | Central |
| Billing Zone | - |
| Street, Nr, Building | - |
| ZIP, City | - |
| Starting Point | - |
| Contact Type | - |
| Contact Number | - |
| BB Number Of Wires | 2 |
| Reason of Potential | 1002 - old CPE Hardware<br>1000 - outstanding upgrooming |

**Further Details**

| | | | | | |
|---|---|---|---|---|---|
| Appointment Id | - | Appointment Date/Time | - | Modem Owner | - |
| Calculated max. Bitrate | - | Onsite Support | None | BB Access | - |
| Measured max. Bitrate | - | Self Install | - | | |

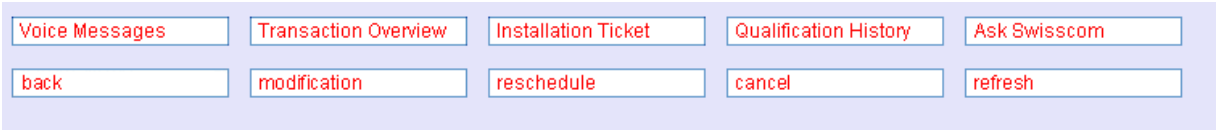
**Comment**

Last Comment

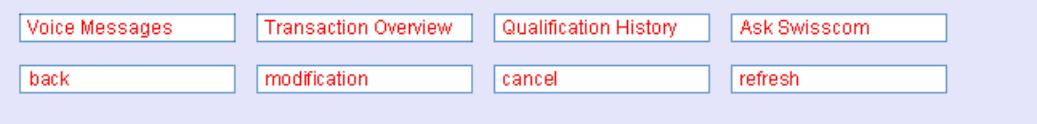
back

## 7.4.7 Buttons

The following buttons are shown at the end of each "Detail Order" screen. Exception is the "Detail Order" screen from a Disconnect Order. (see page 91)




Buttons only Disconnect Order:




#### 7.4.7.1 Button “Voice Messages”

This button leads you to the “Voice Message Summary” dialog and shows you all voice messages affecting the DN/VN/NSN of the actual order; see chapter 8 Voice Messages for more details.

#### 7.4.7.2 Button “Transaction Overview”

This button leads you to the “Transaction Overview” dialog and shows you all transactions (work order, voice messages, installation and trouble tickets) affecting the DN/VN/NSN of the actual order; see chapter 11 Transaction Overview for more details.

#### 7.4.7.3 Button “Installation Ticket”

This button leads you to the “Installation Ticket Summary” dialog and shows you all installation tickets for the DN/VN/NSN of the actual order; see chapter 9 Installation Ticket for more details.

#### 7.4.7.4 Button “modification”

This button leads you to the “Modification Pending Order” dialog; see chapter 7.5

#### 7.4.7.5 Button “reschedule”

This button leads you to the “Modification Pending Order” dialog; see chapter 7.5.3

#### 7.4.7.6 Button “cancel”

This button leads you to the “Cancel Pending Order” dialog; see chapter 7.7 Late Modify Pending Allow to change the customer wish date in the late states ACCEPTED and EXECUTED, optionally verified by a qualification. For first way ISLK orders the fulfillment level may be raised or reduced late.

### 7.4.8

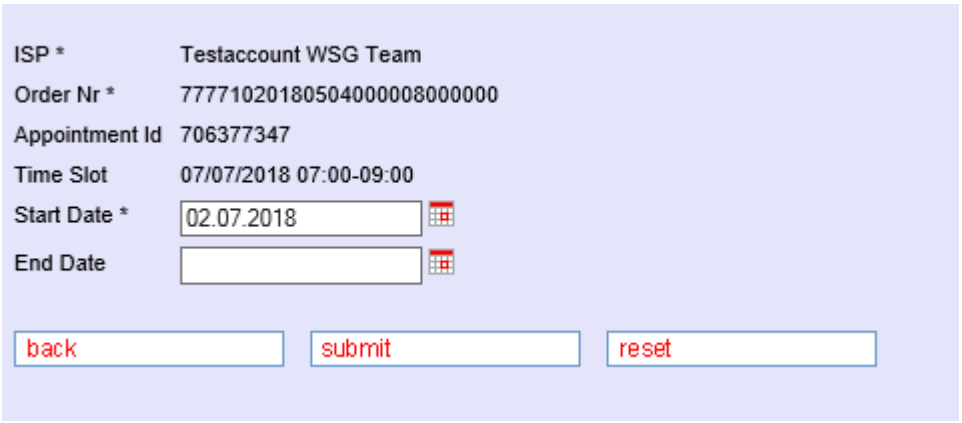
### 7.4.9

### 7.4.10 Reschedule Order

Reschedule of an appointment is possible for Create BBCS-F orders with non SLA Appointment until 3 days before the current appointment.

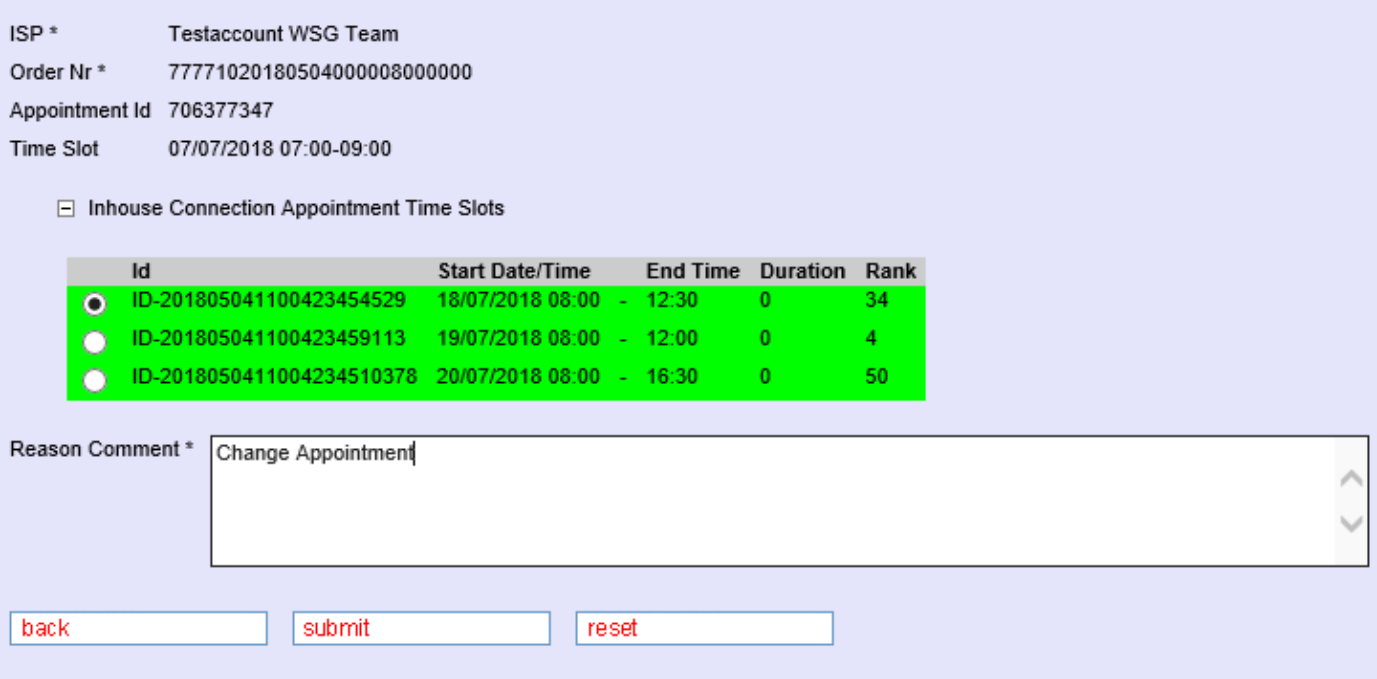
Select reschedule period

### 7.4.11 Select a start date after the cross connection time slot.

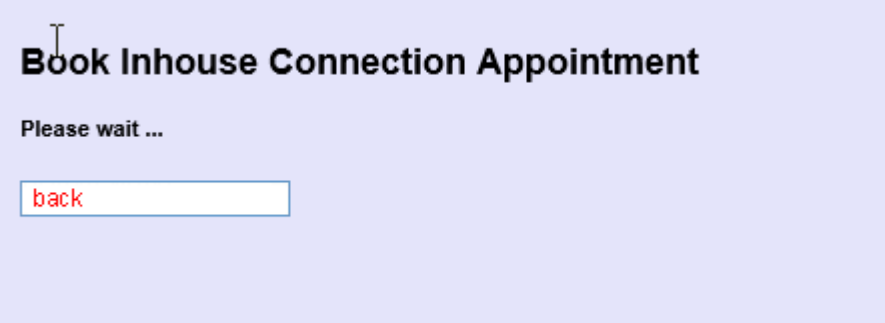



Select new time slot

Select a time slot and a reason comment for the appointment change.




### 7.4.12 Book the rescheduled appointment




Cancel Pending Order for more details.

#### 7.4.12.1 Button “Qualification History”

The "Qualification History Summary" shows all qualifications executed explicitly by the user or implicitly by WSG itself.

After clicking on the Detail link you get the screen with the qualification details.

# Qualification History Detail

**Detail**

| | |
|---|---|
| Qualification Log Id | 67898655 |
| Order Nr | 777710201605040000005000000 |
| Virtual Order Id | 777710201605040000005000000 |
| Group Id | - |
| Qualif By | Qualification by Number |
| Transaction Date/Time | 04/05/2016 15:15 |

**Request**

| | |
|---|---|
| Qualification Nr | 147109901 |
| Qualification Index | 22 |
| ISP ID | 777710 |
| DN / VN / NSN | 0314445566 |
| LLID | - |
| Last Name | - |
| First Name | - |
| Street | - |
| House Nr | - |
| Building | - |
| ZIP | - |
| City | - |
| Tax Region | - |
| Access Net | - |
| Unit Number | - |
| Unit Type | - |
| SSE | - |
| Contact Number | - |
| Contact Type | - |
| Binding Id | - |
| M1400 | M1400 Test |
| Dn Type | - |
| BB Type | VDSL |
| Sf Exept Prio | Basic |

**Response**

| | |
|---|---|
| Qualification Nr | 147109901 |
| Req. | Yes |
| DN (STNR) | 0314445566 |
| LLID | 0030314445566 |
| Dn Type | Netservices number |
| BB Number Of Wires | 2 |
| Speed Profile Nr | max5000 down / 1000 up |
| Available Speeds | max2000 down / 200 up<br>max2000 down / 400 up<br>max5000 down / 500 up<br>max5000 down / 1000 up<br>max8000 down / 800 up<br>max8000 down / 1600 up<br>max10000 down / 1000 up<br>max10000 down / 2000 up<br>max15000 down / 1500 up<br>max15000 down / 3000 up<br>max20000 down / 2000 up<br>max20000 down / 4000 up<br>max25000 down / 2500 up<br>max25000 down / 5000 up<br>max30000 down / 3000 up<br>max30000 down / 6000 up<br>max40000 down / 4000 up<br>max40000 down / 8000 up<br>max50000 down / 5000 up<br>max50000 down / 10000 up<br>max60000 down / 6000 up<br>max60000 down / 12000 up<br>max80000 down / 8000 up |

| | |
|---|---|
| Fulfillment Wish Date | 05/05/2016 |
| Customer Class | - |
| Contr Element | BBCS_Standalone |
| Speed Profile Nr | - |
| Voice Speed Downgrade | - |
| Get NA Result | - |
| Line State | active |
| Ext Ref | - |
| Socket Id | - |
| Cooperation Id | - |
| Socket Label | - |
| Plug Nr | - |
| Has ONP | N |
| Business Type | New |
| Appointment Id | - |
| Appointment Date/Time | - |
| POA FA Id | - |
| Return Speed at NOK | No |
| Customer Location Id | - |

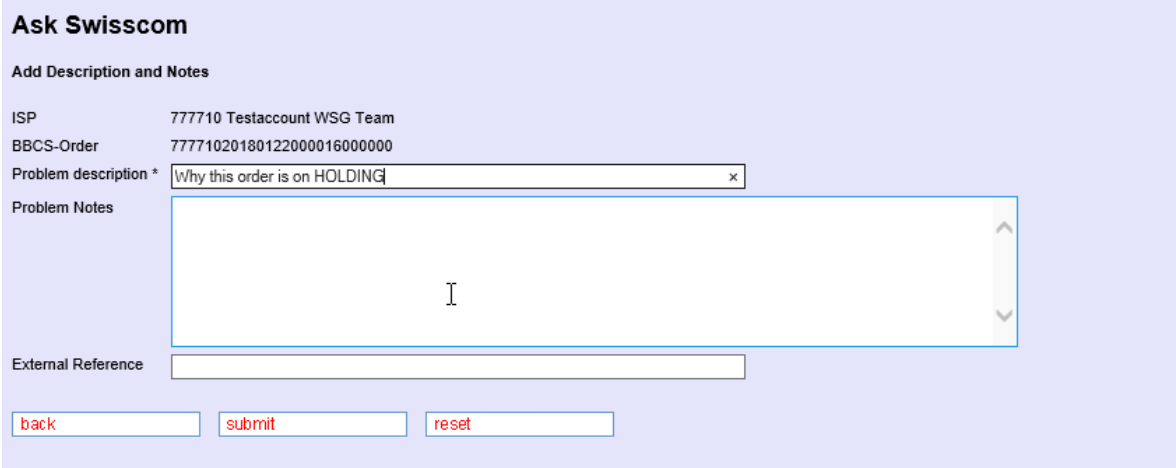
| | |
|---|---|
| | max80000 down / 16000 up<br>max100000 down / 10000 up<br>max100000 down / 20000 up<br>max200000 down / 20000 up<br>max200000 down / 40000 up<br>max250000 down / 25000 up<br>max250000 down / 50000 up<br>max300000 down / 30000 up<br>max300000 down / 60000 up<br>max500000 down / 50000 up<br>max500000 down / 100000 up<br>ENABLING |
| Technology Type | VDSL Vectoring |
| DN Office | 64BOL |
| BB Device Location | BEMN |
| Site | BOLS |
| Site Category | RUS |
| Available Technology Type | VDSL2, VDSL Vectoring |
| Vectorized | - |
| Jumper Action | Yes |
| LQS Result | - |
| Message LQS | - |
| Message Qualification | 000 |
| Reason Comment | - |
| Socket Id | - |
| Plug Nr | - |
| CPE Name | Motorola 7347-44 POTS rel.7.9 |
| Capability | - |

back

#### 7.4.12.2 Button “Ask Swisscom”

“Ask Swisscom” allows the ISP to add a clarification ticket. “Ask Address”

##### 7.4.12.2.1 Add Problem Description and Notes



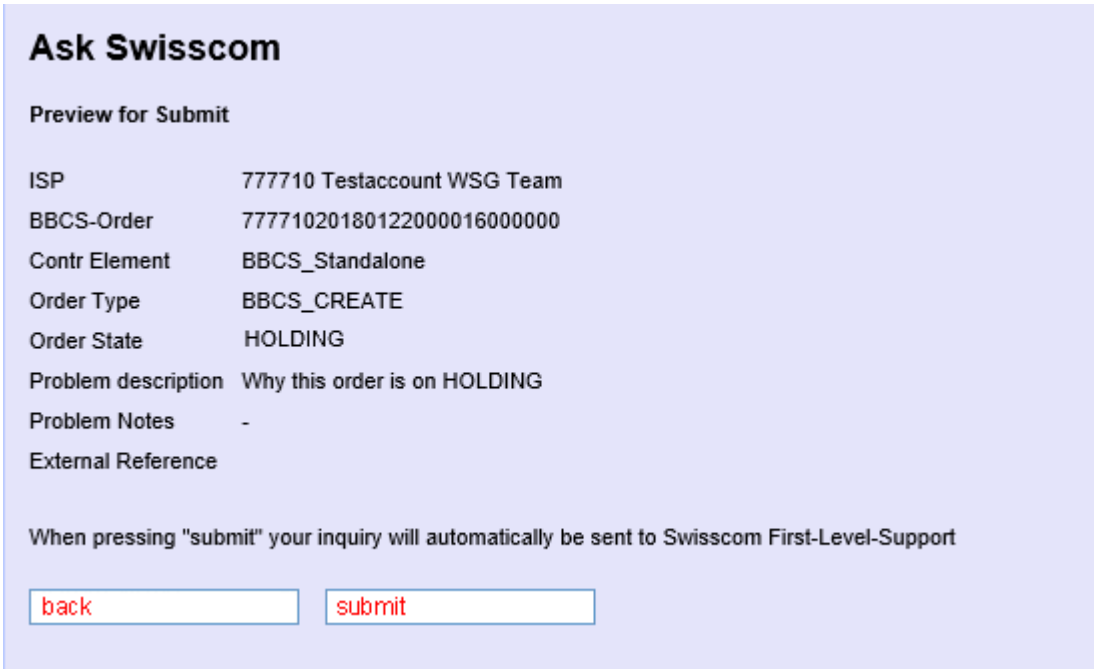

###### 7.4.12.2.1.1 Fields

The user has to fill out following attributes to add a problem description and notes:

| Name | Optional / Mandatory | Description |
|---|---|---|
| Problem Description | M | The Problem Description |
| Problem Notes | O | Notes up to 32 Kbytes |
| External Reference | O | Give your reference here |

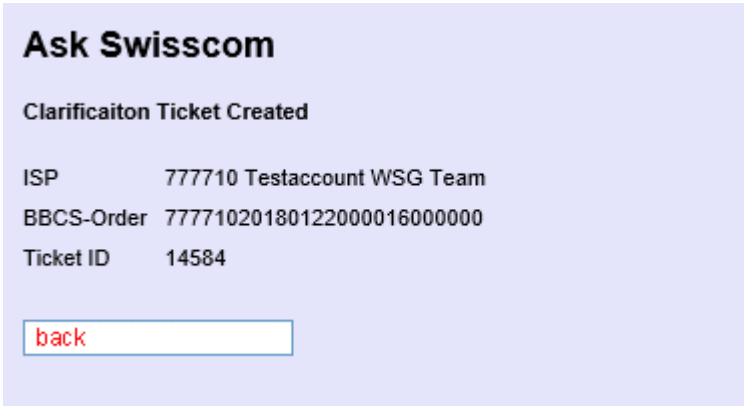
#### 7.4.12.2.2 Preview for Submit

You can control the content that will be sent to Swisscom First-Level-Support.



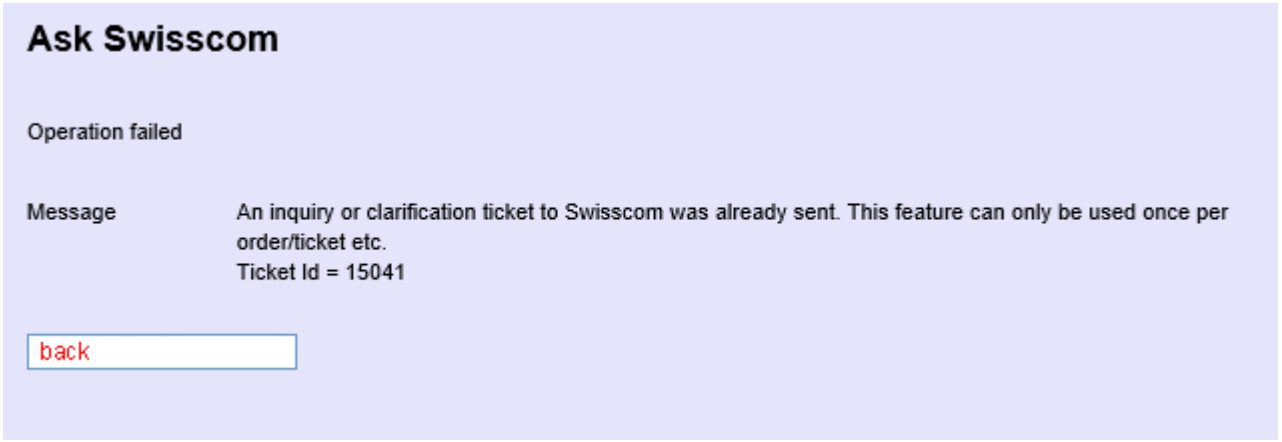

#### 7.4.12.2.3 Clarification Ticket Created

Ask Swisscom creates a Clarification Ticket with the Ticket Id below. Clarification Tickets can be maintained in WSG Information Service by B2B and GUI. Mail and Web-Service Notification are configurable there too.



#### 7.4.12.2.4 Add a second problem description is not possible

The following message informs you that you cannot add second problem description for the same order.



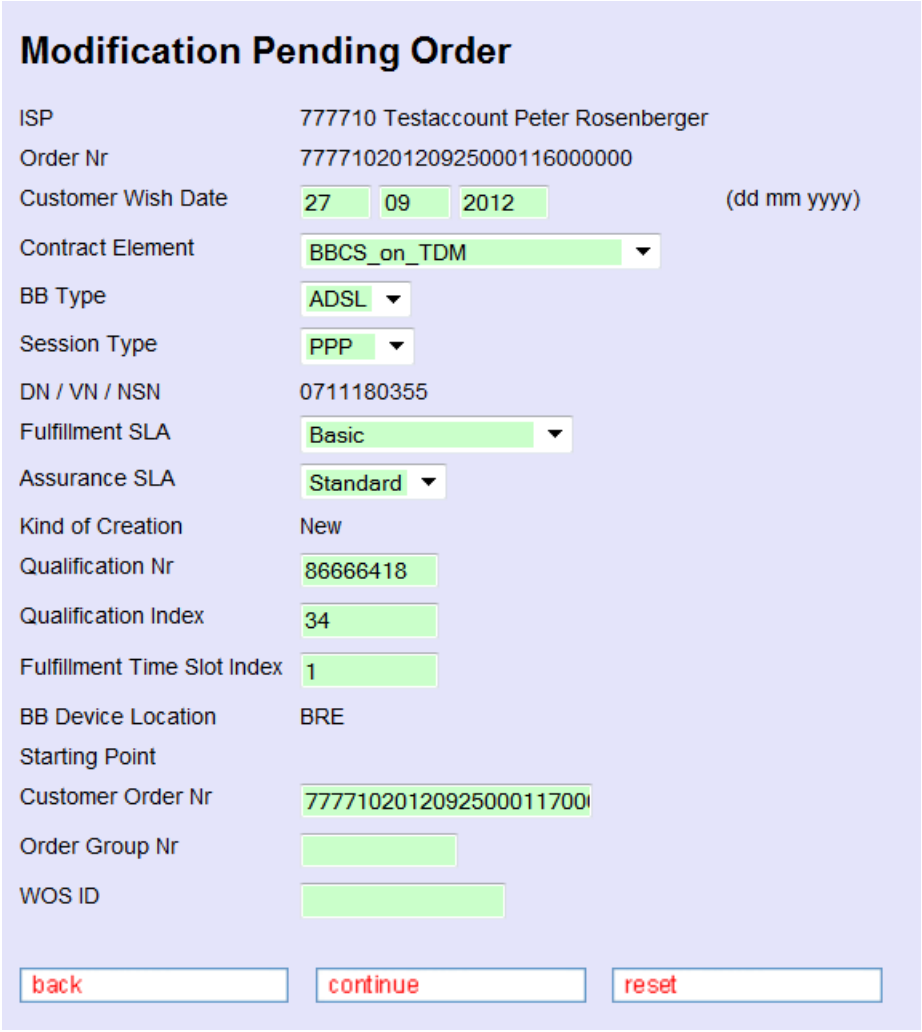

### 7.4.12.3 Button “Ask Address”

“Ask Address” is “Ask Swisscom”/clarification ticket of the type “Address Input (Autofill)”. If you cannot find the address in the drop-downs of ZIP/CITY, Street, House Nr and Building.

## 7.5 Modification Pending Order

### 7.5.1 Modification Pending Order screen 1

Used to modify a pending BBCS order of a customer belonging to the ISP and identified by a directory number.




For BB Type SDSL a new qualification is possible to change the Starting Point of the line.

#### 7.5.1.1 Allowed states

To modify a pending order it must be in one of the following states:

| States |
|---|
| ENTERED |
| HOLDING |
| PRE_REJECTED |
| CHECKED |
| PROCESSING |

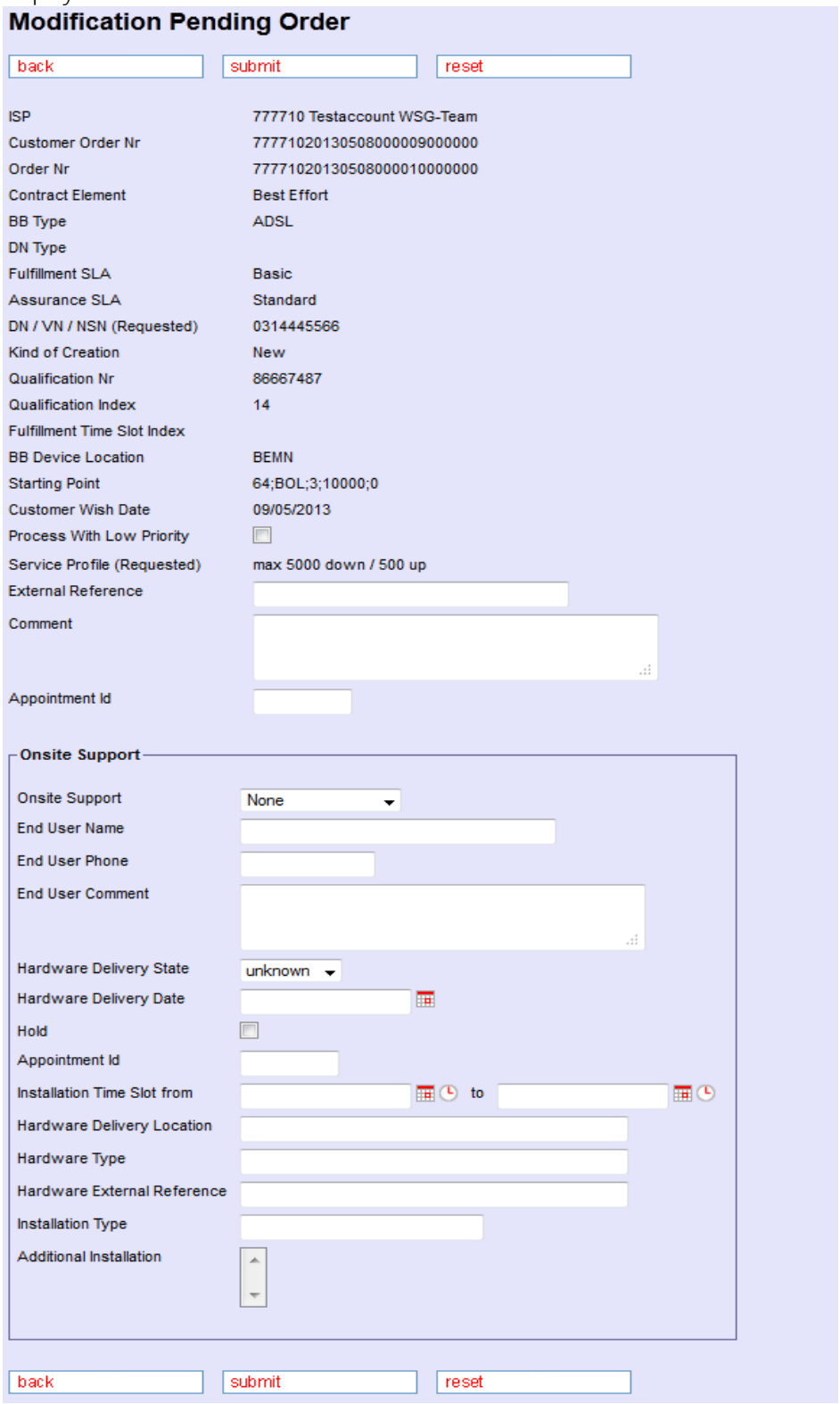
#### 7.5.1.2 Fields

The user has to fill out following attributes to modify a pending BBCS order:

| Name | Optional / Mandatory | Description |
|---|---|---|
| Customer Wish Date | M | Date on which the order will be entered. Default is current date. |
| Contract Element | M | The Contract Element (LOV). |
| BB Type | M | BB type (LOV) |
| Session Type | M | The Session Type (PPP or DHCP). |
| DN / VN / NSN | M | Active directory number (root number). |
| Fulfillment SLA | M | Fulfillment SLA (LOV) |
| Assurance SLA | M | Assurance SLA (LOV) |

### 7.5.2 Modification Pending Order screen 2

After submitting valid data on the "Modification Pending Order (part 1) screen the following screen will be displayed:



#### 7.5.2.1 Fields

The user has to fill out following attributes to modify a pending BBCS order:

| Name | Optional / Mandatory | Description |
|---|---|---|
| Speed Profile (Requested), BB Type | M | Supplied BB service speeds and BB-Type |
| CPE Owner | M | Who owns the equipment (LOV). |
| Process With Low Priority | O | Check to reduce the speed of the order processing |
| External Reference | O | Free text comment for extra ISP reference information |
| Comment | O | Free comment. |
| Appointment Id | O | Identification of an appointment |
| Delivery Notification | O | If checked a Delivery Notification is sent to the Special order notification e-mail (See:12.1.1.1 ISP Order Service Settings).<br>N.B. The field is invisible if the calculation of the notification returns a date in the past. |
| Onsite Support (only if SLA allows Onsite Support) | M | Type of Onsite Support (LOV). |
| End-user name (only if SLA allows Onsite Support) | O | Name of the end user. |
| End-user phone (only if SLA allows Onsite Support) | M | Phone to call back the end user. |
| End-user comment (only if SLA allows Onsite Support) | O | Comment concerning the end user and Onsite Support |
| Hardware Delivery State (only if SLA allows Onsite Support) | M | The Hardware Delivery State (LOV): unknown, pending, delivered. |
| Hardware Delivery Date (only if SLA allows Onsite Support) | O | The date when the ISP delivers the hardware. |
| Hold (only if SLA allows Onsite Support) | M | If checked the Installation Ticket is kept in Entered-State until the Hardware Delivery Date is reached. |
| Appointment Id (only if SLA allows Onsite Support) | O | Identification of a previously booked appointment |
| Installation from / to (only if SLA allows Onsite Support) | O | Installation from - to define an Installation time frame. |
| Hardware Delivery Location | | Location of Hardware Delivery |
| Hardware Type | O | Type of Hardware |

| Name | Optional / Mandatory | Description |
|---|---|---|
| Hardware External Reference | O | Reference (SAP order number) |
| Installation Type | O | Installation type |
| Additional Installation | O | Addition Installation |

### 7.5.3 Late Modify Pending

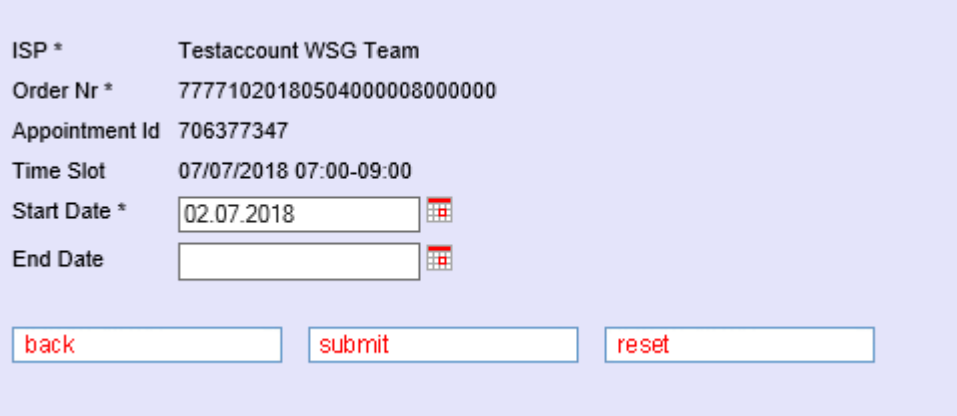
Allow to change the customer wish date in the late states ACCEPTED and EXECUTED, optionally verified by a qualification. For first way ISLK orders the fulfillment level may be raised or reduced late.

## 7.6 Reschedule Order

Reschedule of an appointment is possible for Create BBCS-F orders with non SLA Appointment until 3 days before the current appointment.

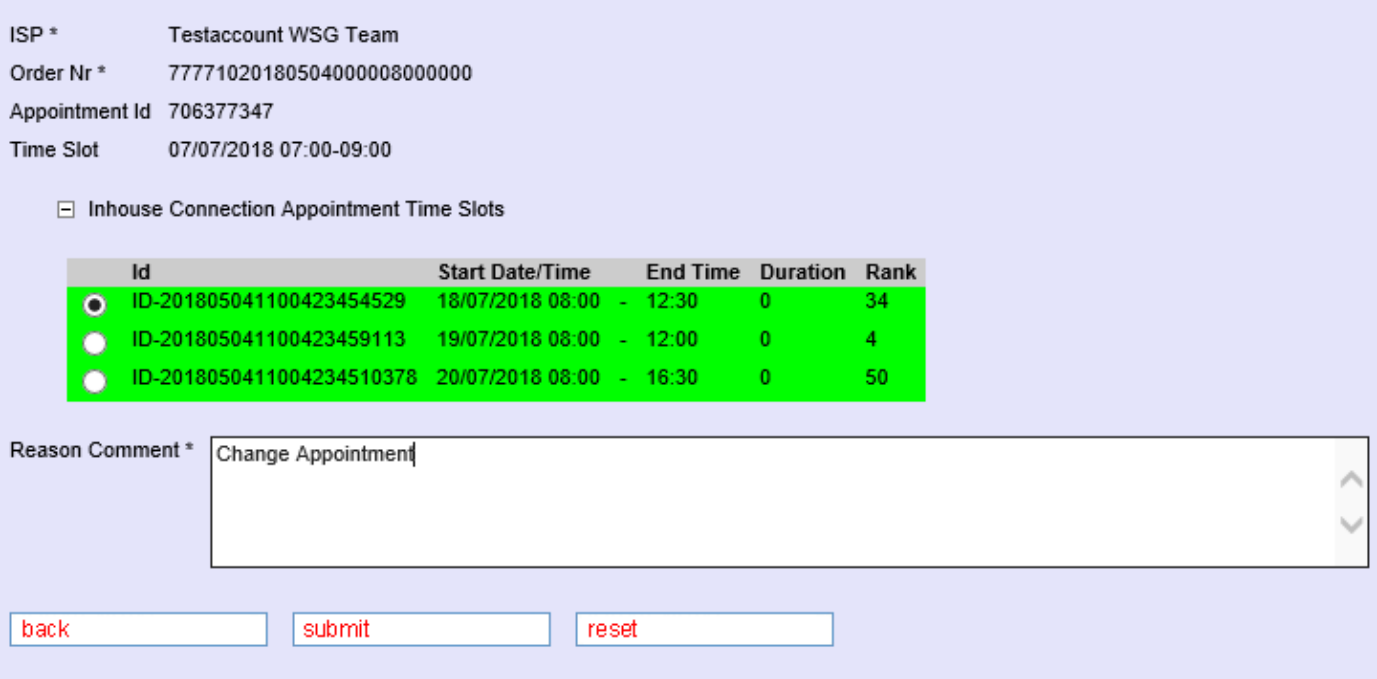
### 7.6.1 Select reschedule period

Select a start date after the cross connection time slot.




### 7.6.2 Select new time slot

Select a time slot and a reason comment for the appointment change.

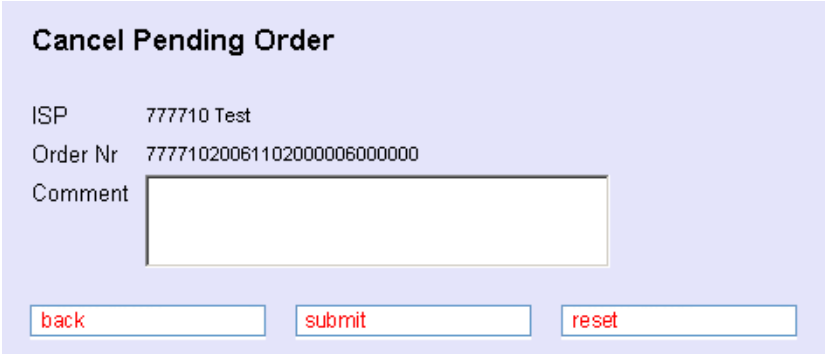



### 7.6.3 Book the rescheduled appointment

Book Inhouse Connection Appointment
Please wait ...
back

## 7.7 Cancel Pending Order

Used to cancel a pending BBCS order of a customer belonging to a certain ISP and identified by a directory number.




### 7.7.1.1 Allowed states

To cancel a pending order it must be in one of the following states:

| States |
|---|
| ENTERED |
| HOLDING |
| PRE_REJECTED |
| CHECKED |
| ACCEPTED |
| REJECTED |
| DELAYED |
| PLANNED |

After every forward step in the Swisscom back-end system is will no longer be possible to cancel the order!

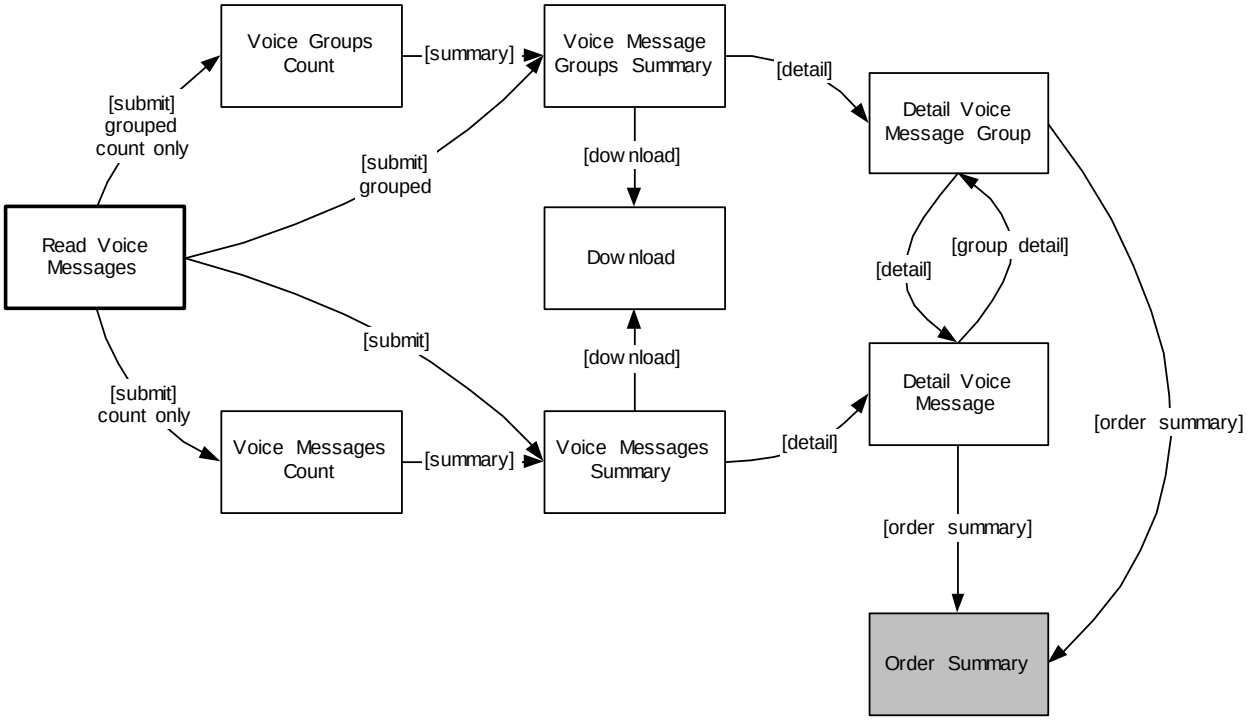
### 7.7.1.2 Fields

The user has to fill out following attributes to cancel a pending BBCS order:

| Name | Optional / Mandatory | Description |
|---|---|---|
| Comment | O | Free comment. |

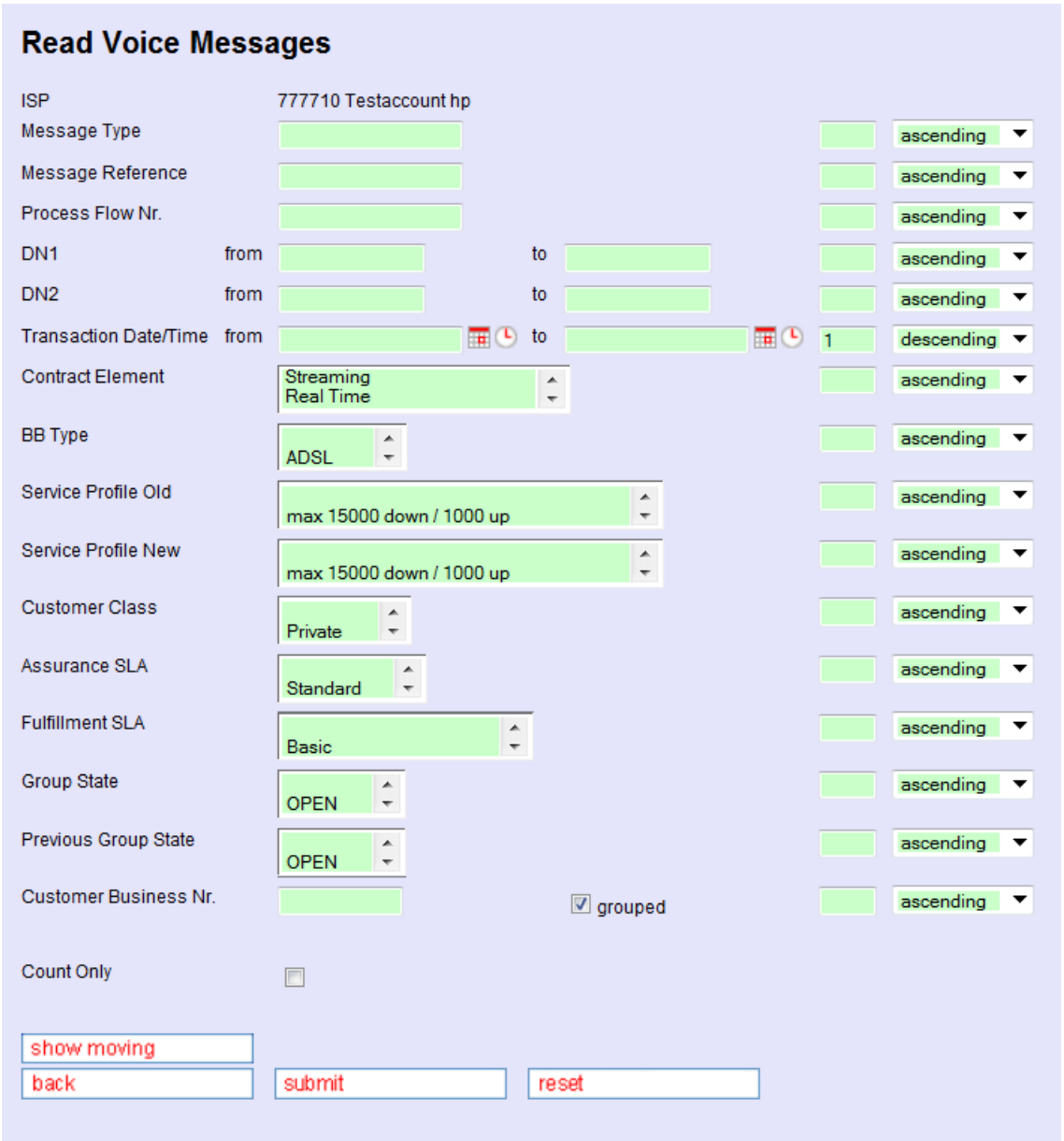
# 8 Voice Messages

This section addresses the voice message management. The flow chart depicted below illustrates the various navigation possibilities between the screens associated with the voice message management.



## 8.1 Read Voice Messages

The 'Read Voice Messages' screen will be used to handle the Voice Message. You can select the messages with any combination of the input fields. To get a good performance the user should type in all information that he knows, so it will get a good overview of the Voice Message summary screen.
NOTE: If the sort orders on the right are changed then these changes will stay in force for the session life of the browser!




### 8.1.1 Form Explanations

#### 8.1.1.1 "show moving"

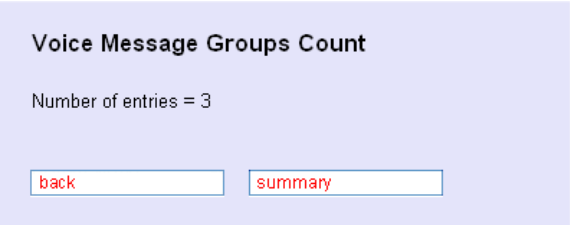
If clicked then voice messages of type 03, 04 and 15, i.e. all messages pertaining to a move will be grouped by “Customer Business Nr.”

#### 8.1.1.2 “grouped”

If clicked then the voice messages will be grouped by “Customer Business Nr.”, i.e. all messages that belong to one “business” will be grouped together.

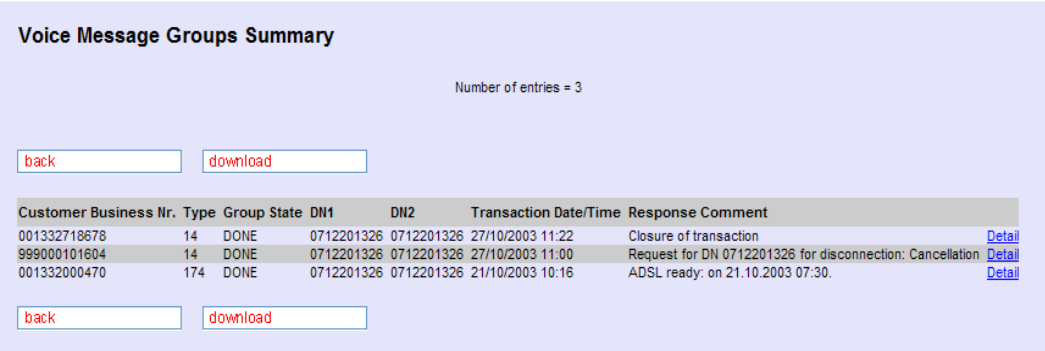
#### 8.1.1.3 “Count Only”

If checked, the query will be redirected to a search result count screen rather than to a summary screen directly. This feature enables the user to check the number of potential result records matching the selection criteria prior to view the summary, which can be very time consuming or even impossible (due to restrictions defined with system parameters) in case of vast amounts of resulting records. See a sample search result count screen below:




## 8.2 Voice Message Group Summary

After submitting the selection criteria (“grouped” flag checked) the user gets the “Voice Message Groups Summary” screen.



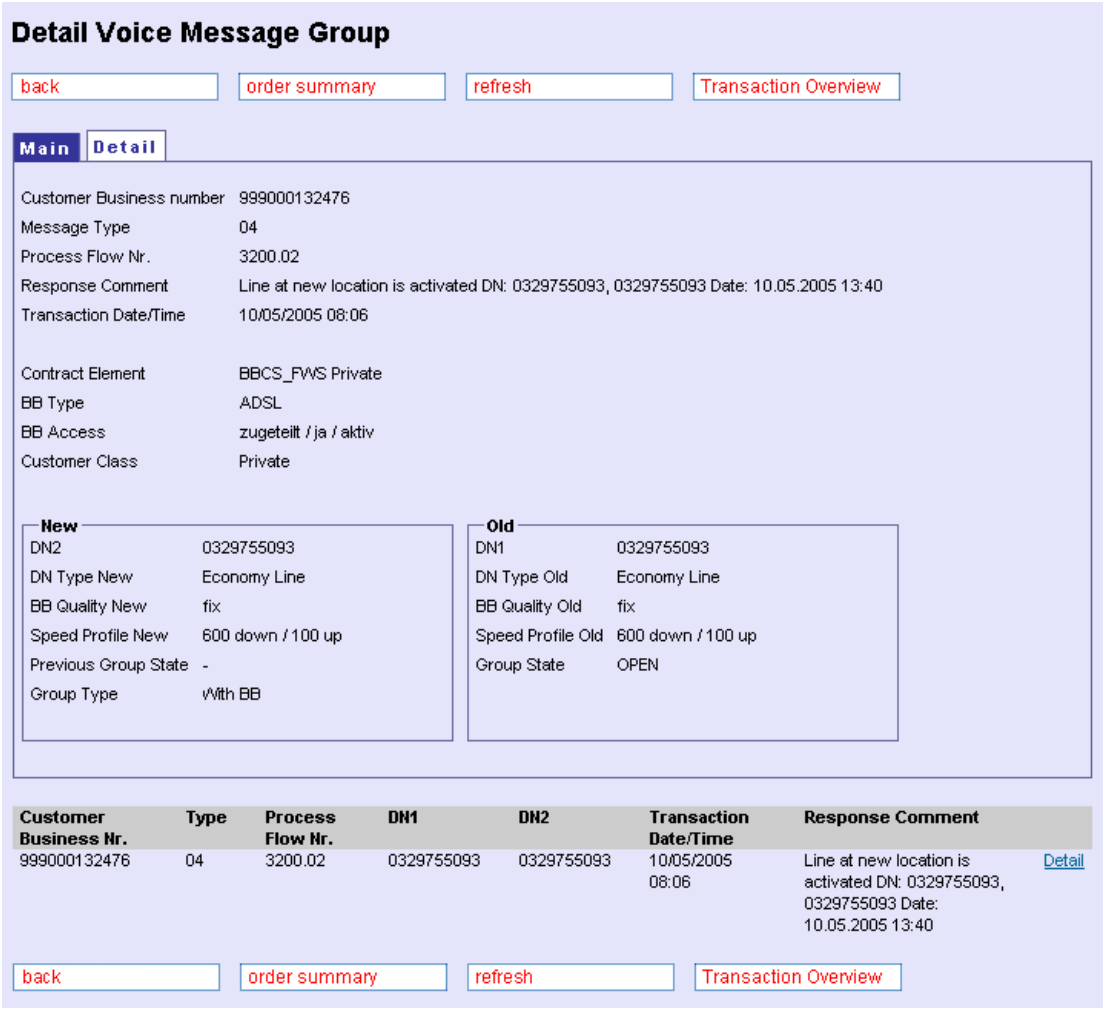

### 8.2.1 Download

The voice message groups summary can be downloaded by clicking the [download] button. The fields displayed in the downloaded report appear in the same order as the ‘Detail Voice Message’ screen (see below.)

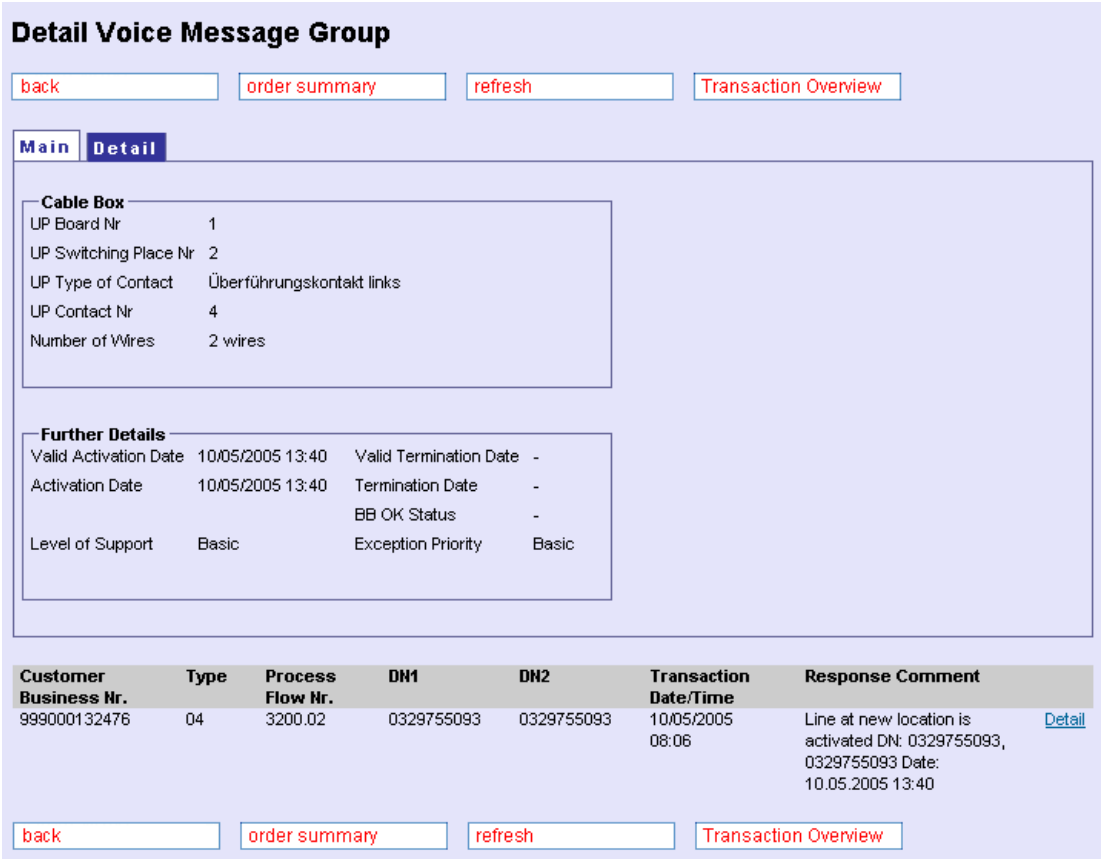
## 8.3 Detail Voice Messages Group

After selecting a voice message group with the "Detail" link, the voice message group detail will be displayed.

### 8.3.1 Main tab

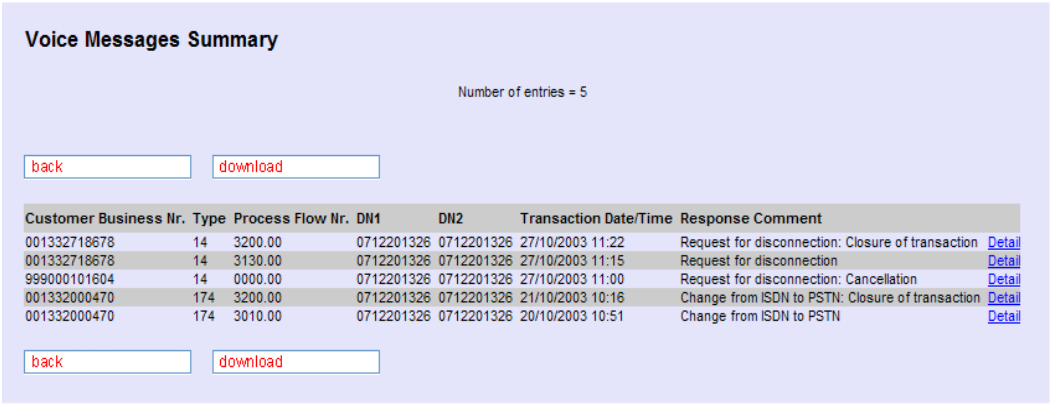



### 8.3.2 Detail Tab




## 8.4 Voice Messages summary

After selecting the Voice Messages the user gets the 'Voice Messages summary' screen.



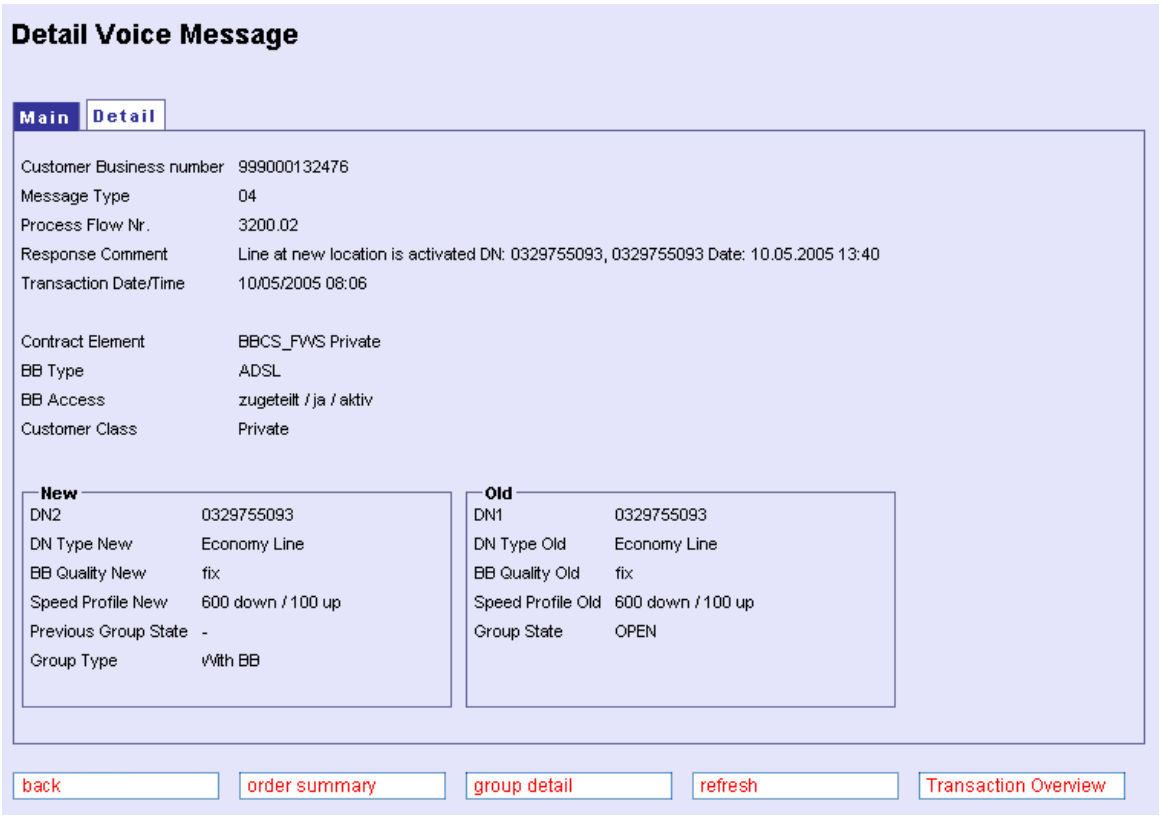

### 8.4.1 Download

The Voice Message summary can be downloaded by pressing either the 'download' button. The fields displayed in the downloaded report appear in the same order as the 'Detail Voice Message' screen (see below.)

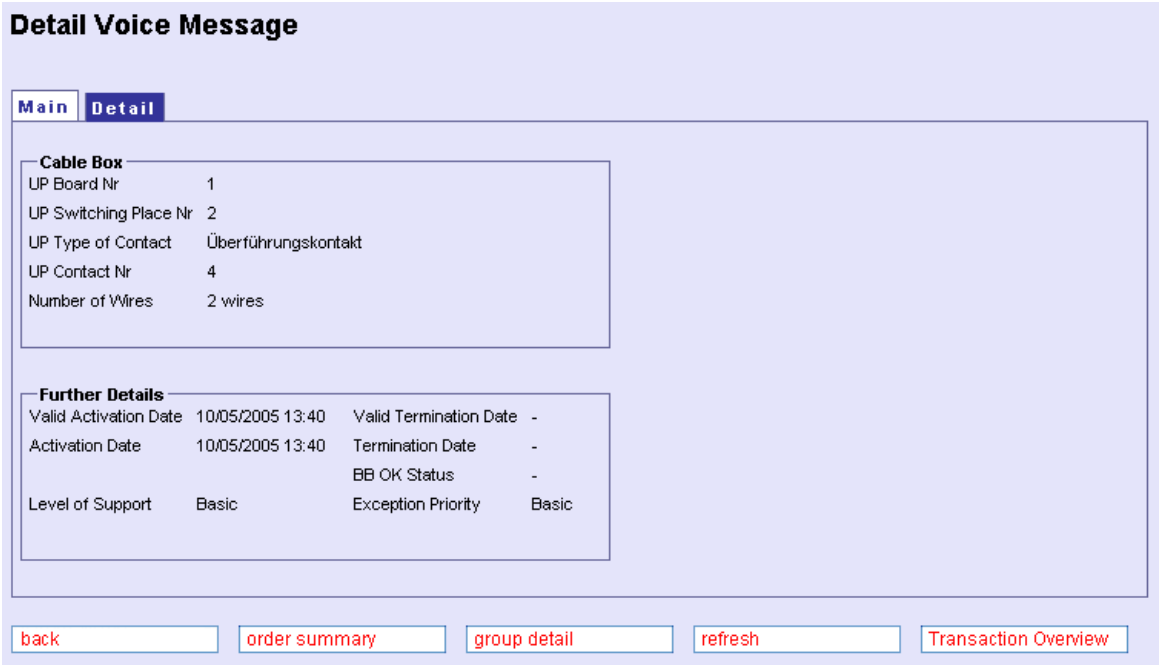
## 8.5 Detail Voice Message

After selecting a voice message with the "Detail" field, the 'Detail Voice Message will be displayed. Only valid buttons for the next possible steps are active.

### 8.5.1 Main tab



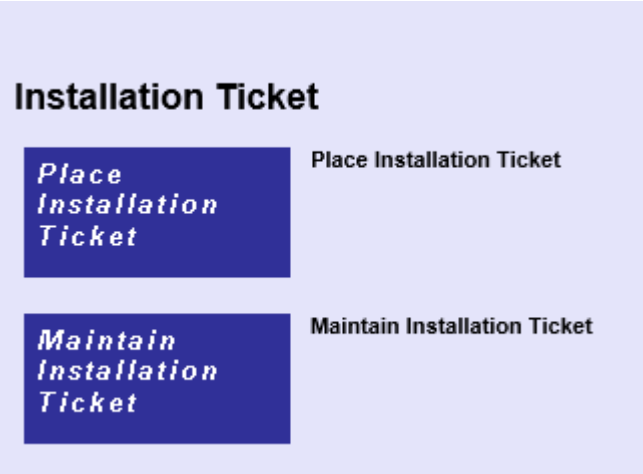
### 8.5.2 Detail tab




Clicking on the 'order summary' displays orders pertaining to the given voice message, see 7.3 Orders Summary

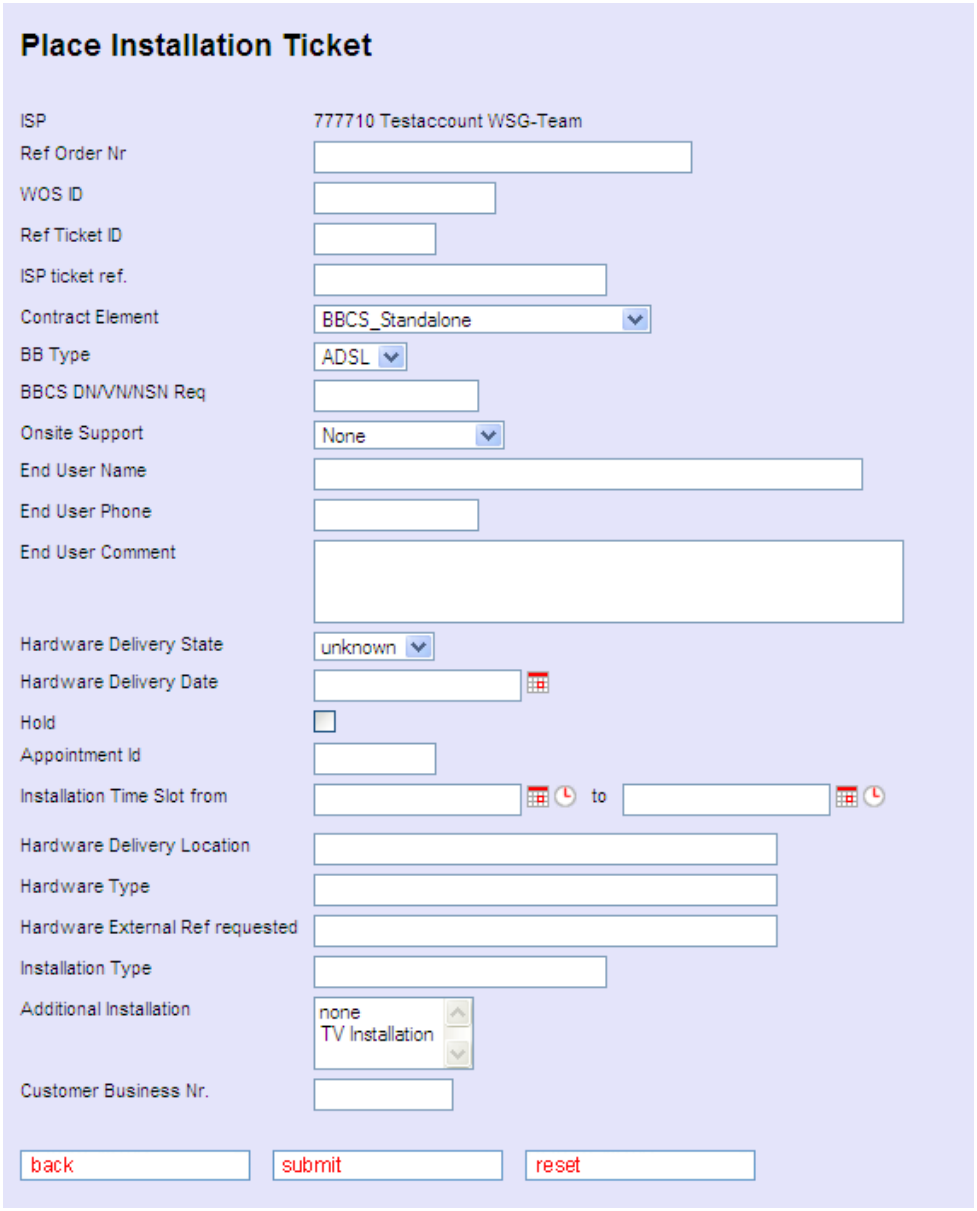
# 9 Installation Ticket

The Installation Ticket management area can be reached by clicking the [Installation Ticket] menu item in the navigation bar.



## 9.1 Place Installation Ticket

Clicking the [Place Installation Ticket] button in the Installation Ticket management area opens the entry screen.



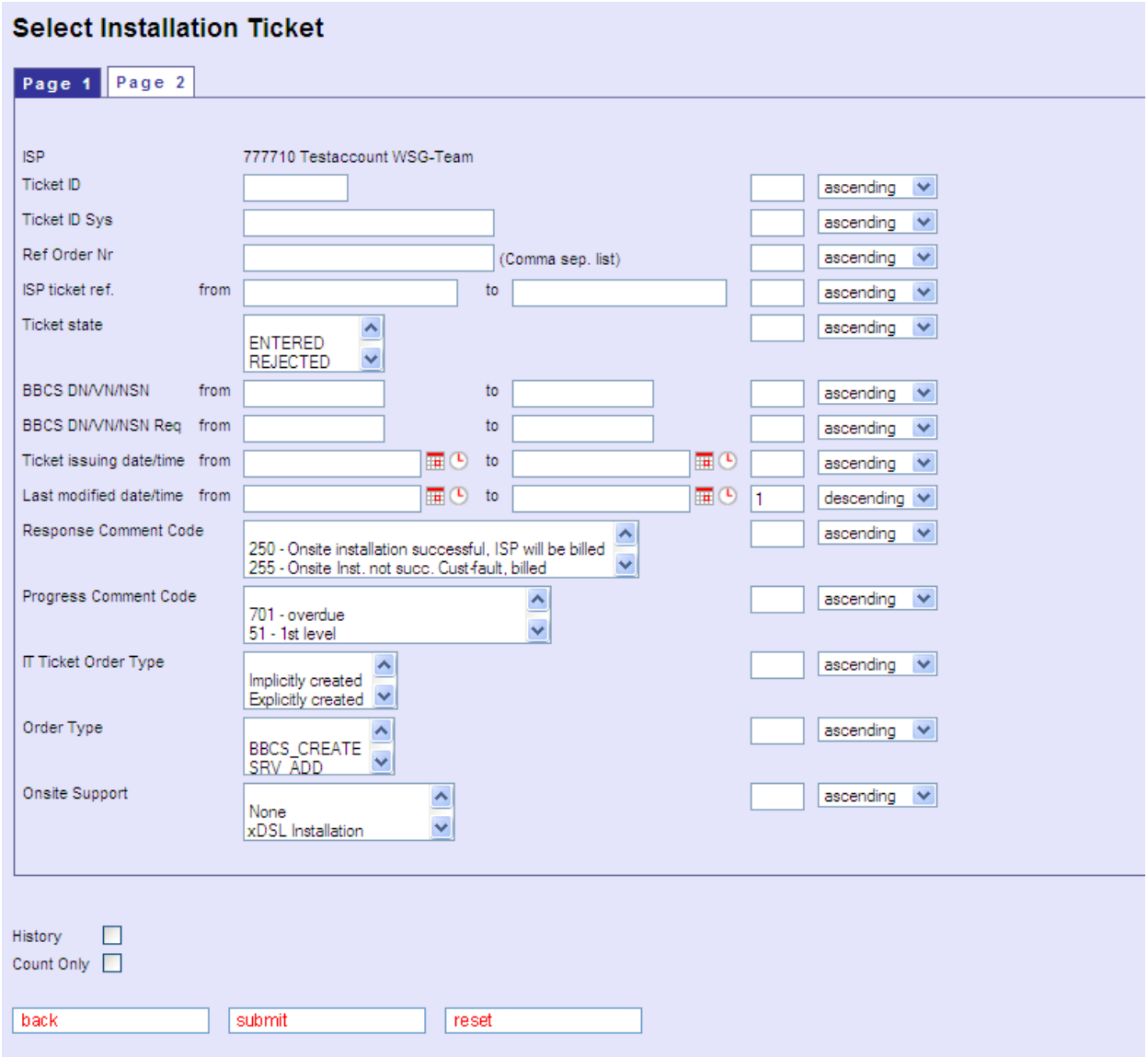

Record a Standalone Installation Ticket (without a reference to order or another Installation Ticket) direct from the menu,
Record an Installation Ticket in relation to an Order by entering this form from the Order Detail View with the Button Installation Ticket.
Record an Installation Ticket in relation to another Installation Ticket by entering this form from an Installation Ticket Detail View with the Button Installation Ticket.

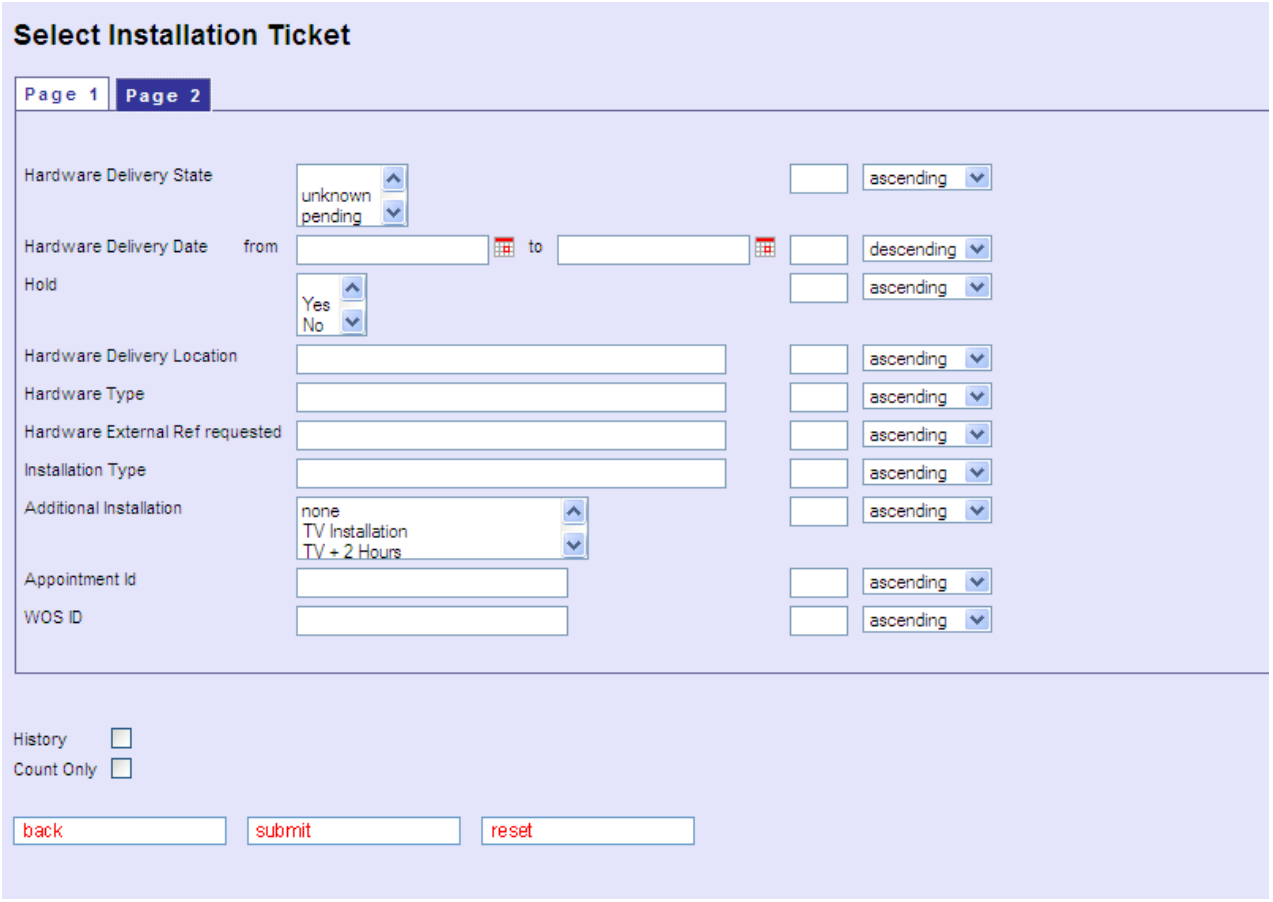
| Field Name | Optional / Mandatory | Description |
|---|---|---|
| ISP | M | Read only |
| Ref Order Nr | O | Reference to an Order. Do not fill in by hand but initiate this form from the order context and get the id filled from the context. |
| ISP ticket ref. | O | Reference to another Installation Ticket Do not fill in by hand but initiate this form from the Installation Ticket context and get the id filled from the context. |
| ISP ticket ref. | M | A unique Trouble Ticket reference chosen by the ISP |
| Contract Element | M | Contract Element to be installed |
| Customer Class | O | Customer Class |
| BBCS DN / VN / SN Req | M | Directory Number |
| End-user name | M | End user's contact name |
| End-user phone | M | End user's contact phone number |
| End-user comment | O | |
| Hardware Delivery State | M | The Hardware Delivery State (LOV): unknown, pending, delivered. |
| Hardware Delivery Date | O | The date when the ISP delivers the hardware. |
| Hold | M | If checked the Installation Ticket is kept in Entered-State until the Hardware Delivery Date is reached. |
| Installation from / to | O | Installation from - to define an Installation time frame. |
| Hardware Delivery Location | | Location of Hardware Delivery |
| Hardware Type | O | Type of Hardware |
| Hardware External Reference | O | Reference (SAP order number) |
| Installation Type | O | Installation type |
| Additional Installation | O | Additional Installation |
| Customer Business Nr. | O | |
| Promotion Code | O | |

After providing the installation ticket entry form with valid data and clicking the [submit] button the Installation Ticket Detail screen will be displayed. Please consult chapter 9.3 for more information about the Installation Ticket Detail screen.

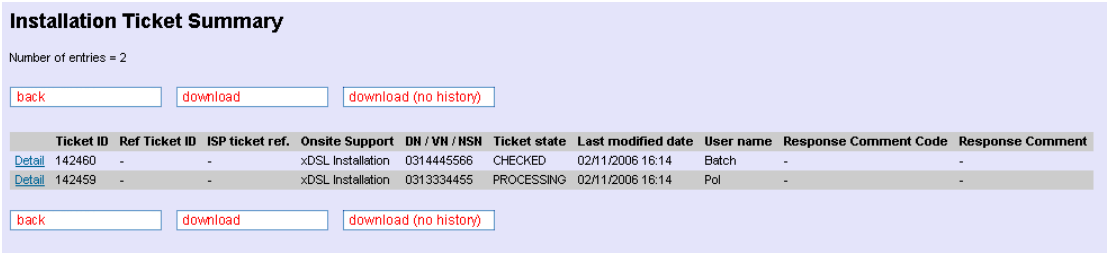
## 9.2 Maintain Installation Ticket

The installation tickets may be looked up in the WSG database through the Select Installation Ticket screen, which is accessible by clicking the [Maintain Installation Ticket] button in the Installation Ticket management area.






The Installation Ticket Summary screen lists all installation tickets matching the provided selection criteria and will be displayed after clicking the [submit] button.



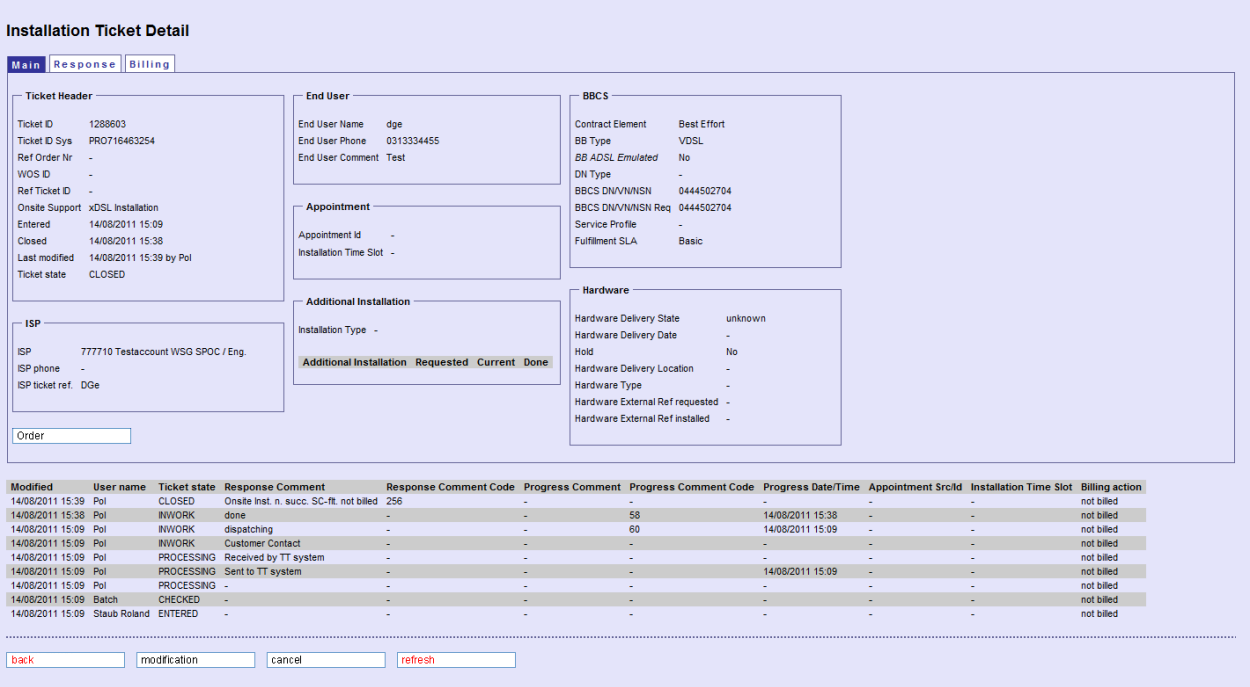

Clicking the Detail link on the left of the summary (= search result) entries leads the user to the Installation Ticket Detail screen. (See chapter 9.3)

## 9.3 Installation Ticket Detail

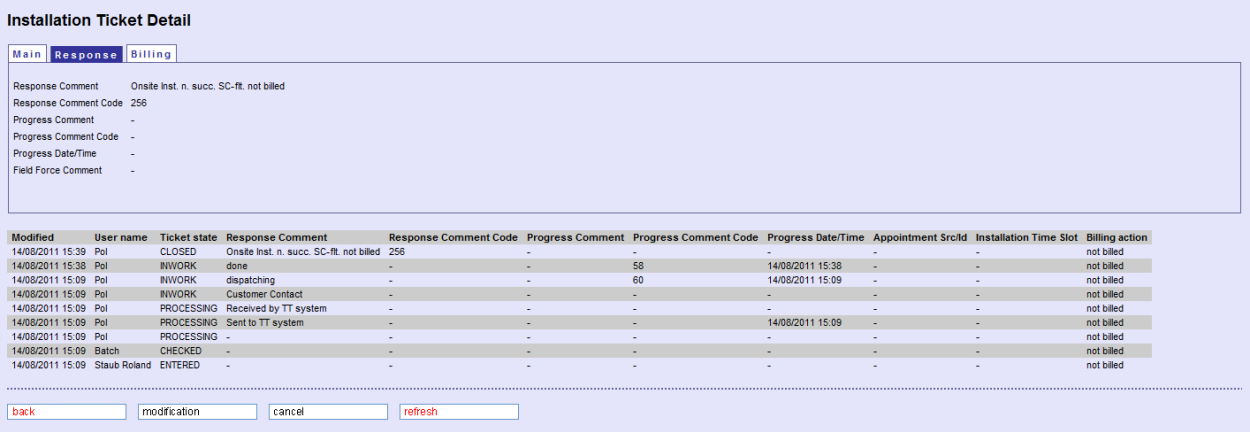
The Installation Ticket Detail screen consists of two main parts: The upper part shows the current state of the record and the lower part shows the record history in a tabular form.
The numerous fields making up the current installation ticket record are categorized and displayed as tabbed panes for readability reasons. There are four categories

- Main
- Response
- Billing

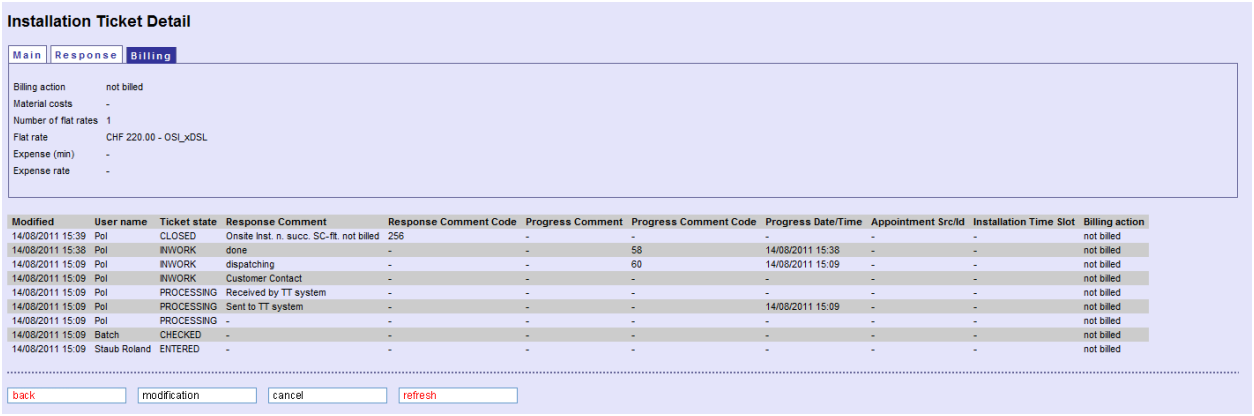
### 9.3.1 Main Tab




### 9.3.2 Response Tab

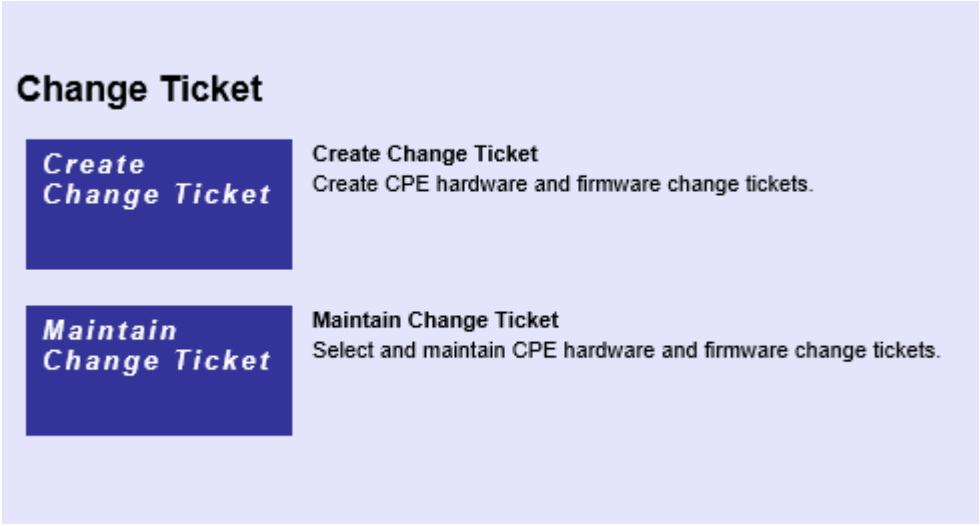


### 9.3.3 Billing Tab



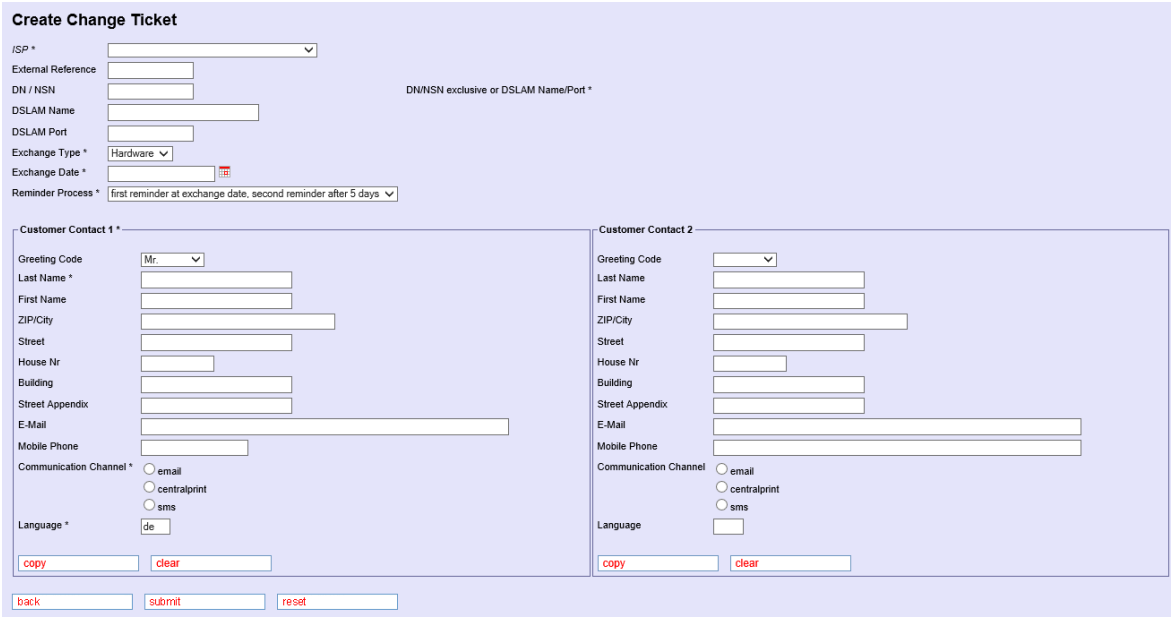
# 10 Change Ticket

The Change Ticket management area can be reached by clicking the [Change Ticket] menu item in the navigation bar.




## 10.1 Create Change Ticket

Clicking the [Create Change Ticket] button in the Change Ticket management area opens the entry screen.




Record a Change Ticket either with a DN / NSN or DSLAM Name and DSLAM Port.

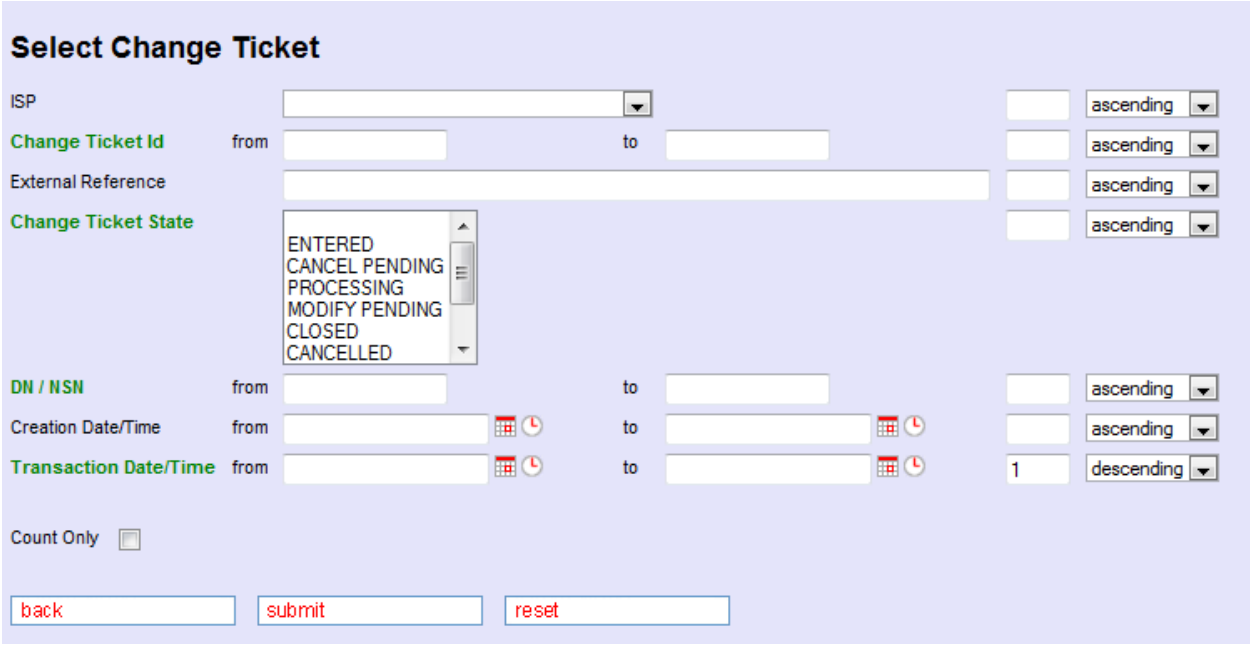
| Field Name | Optional / Mandatory | Description |
|---|---|---|
| ISP | M | An ISP for whom the change ticket was entered (field not available for ISP users). |
| External Reference | O | Free text comment for extra ISP reference information |
| DN / NSN | M / O | Active directory number (root number). Mandatory if no DSLAM Name and Port is given |
| DSLAM Name | M / O | DSLAM Name. Mandatory if no DN is given. If a DSLAM Name is entered DSLAM Port is mandatory too. |
| DSLAM Port | M / O | DSLAM Port. Mandatory if no DN is given. If a DSLAM Port is entered DSLAM Name is mandatory too. |
| Exchange Type | M | Kind of what has to be replaced |
| Exchange Date | M | |
| Reminder Process | M | |
| Greeting Code | M | Greeting Code |
| Last Name | M | |
| First Name | O | First Name |
| Street | O | Street |
| House Nr | O | House Nr |
| Building | O | Building |
| Street Appendix | O | Street Appendix |
| ZIP | O | ZIP for Autofill see 6.1.3.2 |
| City | O | City |
| E-Mail | O | Email |
| Mobile Phone | O | Mobile Phone Number |
| Communication Channel | M | How to communicate with the customer |
| Language | M | Language (de, en, fr etc.) |

Reminder Process indicates if only Customer Contact 1 or also Customer Contact 2 must be entered.
Each Customer Contact has mandatory fields. Greeting Code, Last Name, Communication Channel and language are mandatory.
There are two new buttons in each contact part. Copy copies the values from one part to the other and Clear removes all values from its part.

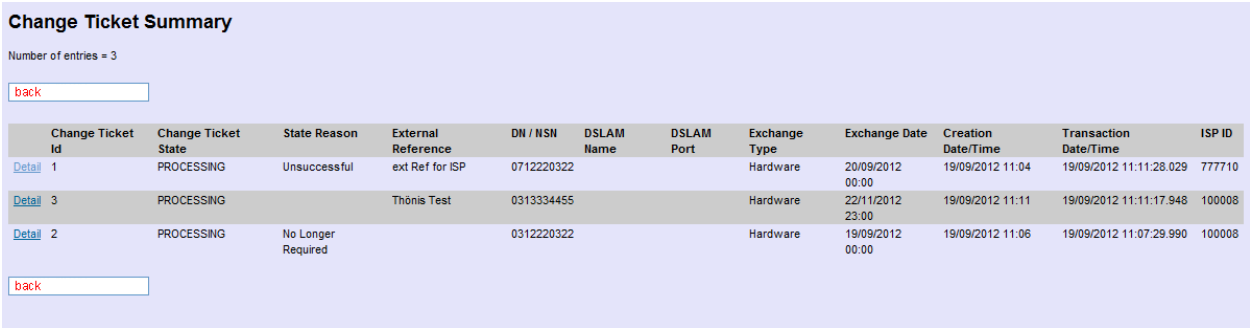
After providing the change ticket entry form with valid data and clicking the [submit] button the Change Ticket Detail screen will be displayed. Please consult chapter 10.3 for more information about the Change Ticket Detail screen.

## 10.2 Maintain Change Ticket

The change tickets may be looked up in the WSG database through the Select Change Ticket screen, which is accessible by clicking the [Maintain Change Ticket] button in the Change Ticket management area.



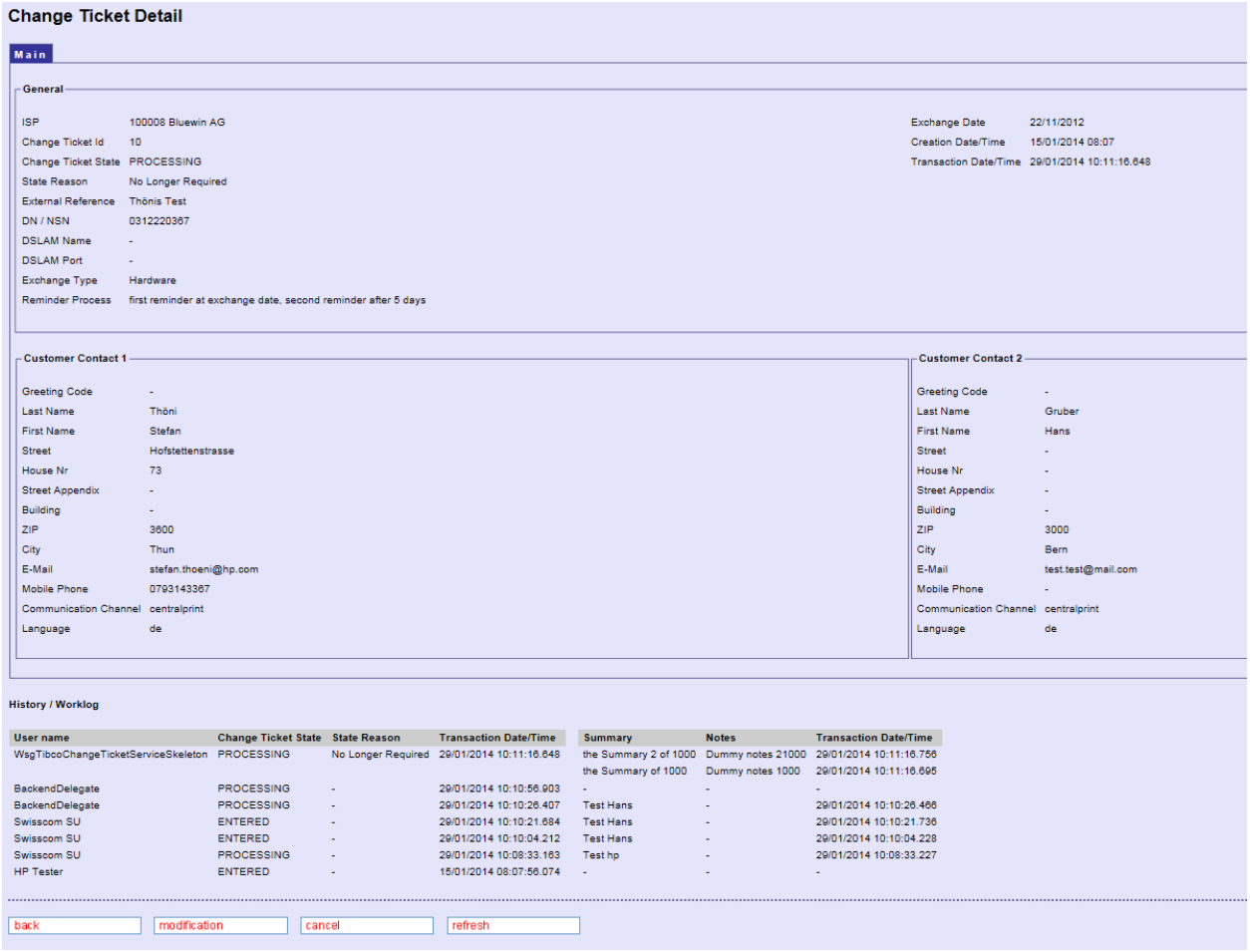

The Change Ticket Summary screen lists all change tickets matching the provided selection criteria and will be displayed after clicking the [submit] button.




Clicking the Detail link on the left of the summary (= search result) entries leads the user to the Change Ticket Detail screen. (See chapter 10.3)

## 10.3 Change Ticket Detail

The Change Ticket Detail screen consists of two main parts: The upper part shows the current state of the record and the lower part shows the record history in a tabular form.
The numerous fields making up the current change ticket record are displayed.



**Change Ticket Detail**

Main

**General**

| | | | |
|---|---|---|---|
| ISP | 100008 Bluewin AG | Exchange Date | 22/11/2012 |
| Change Ticket Id | 10 | Creation Date/Time | 15/01/2014 08:07 |
| Change Ticket State | PROCESSING | Transaction Date/Time | 29/01/2014 10:11:16.648 |
| State Reason | No Longer Required | | |
| External Reference | Thönis Test | | |
| DN / NSN | 0312220367 | | |
| DSLAM Name | - | | |
| DSLAM Port | - | | |
| Exchange Type | Hardware | | |
| Reminder Process | first reminder at exchange date, second reminder after 5 days | | |

**Customer Contact 1**

| | |
|---|---|
| Greeting Code | - |
| Last Name | Thöni |
| First Name | Stefan |
| Street | Hofstettenstrasse |
| House Nr | 73 |
| Street Appendix | - |
| Building | - |
| ZIP | 3600 |
| City | Thun |
| E-Mail | stefan.thoeni@hp.com |
| Mobile Phone | 0793143367 |
| Communication Channel | centralprint |
| Language | de |

**Customer Contact 2**

| | |
|---|---|
| Greeting Code | - |
| Last Name | Gruber |
| First Name | Hans |
| Street | - |
| House Nr | - |
| Street Appendix | - |
| Building | - |
| ZIP | 3000 |
| City | Bern |
| E-Mail | test.test@mail.com |
| Mobile Phone | - |
| Communication Channel | centralprint |
| Language | de |

**History / Worklog**

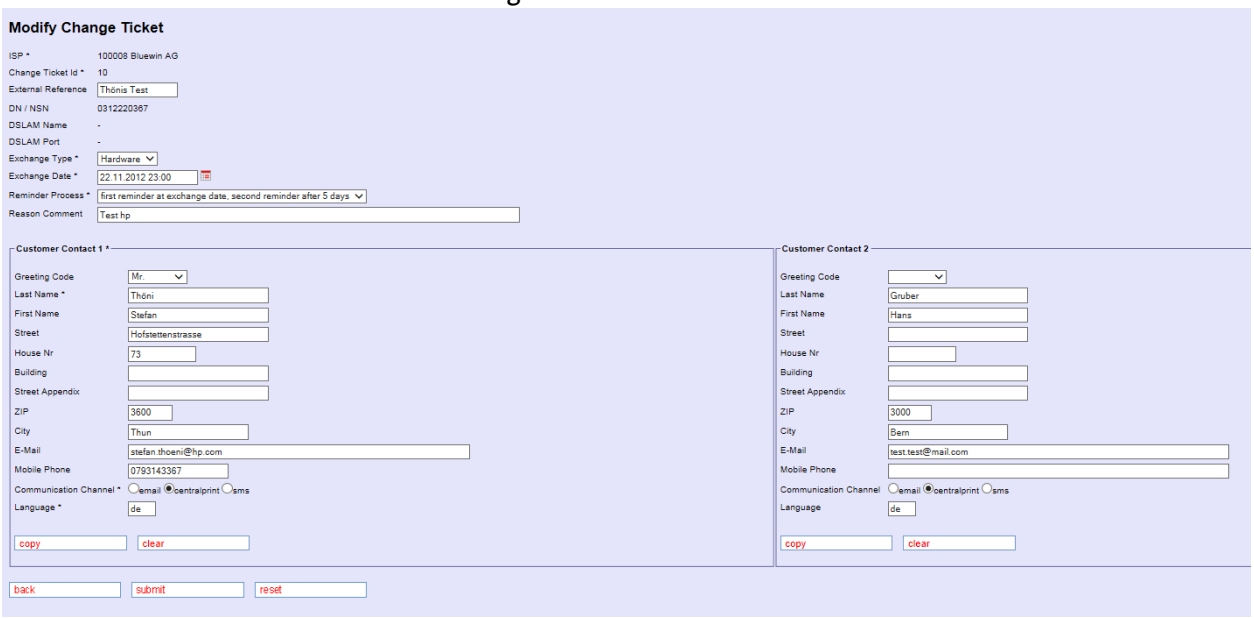
| User name | Change Ticket State | State Reason | Transaction Date/Time | Summary | Notes | Transaction Date/Time |
|---|---|---|---|---|---|---|
| WsgTibcoChangeTicketServiceSkeleton | PROCESSING | No Longer Required | 29/01/2014 10:11:16.648 | the Summary 2 of 1000 | Dummy notes 21000 | 29/01/2014 10:11:16.756 |
| | | | | the Summary of 1000 | Dummy notes 1000 | 29/01/2014 10:11:16.695 |
| BackendDelegate | PROCESSING | - | 29/01/2014 10:10:56.903 | - | - | - |
| BackendDelegate | PROCESSING | - | 29/01/2014 10:10:26.407 | Test Hans | - | 29/01/2014 10:10:26.466 |
| Swisscom SU | ENTERED | - | 29/01/2014 10:10:21.684 | Test Hans | - | 29/01/2014 10:10:21.736 |
| Swisscom SU | ENTERED | - | 29/01/2014 10:10:04.212 | Test Hans | - | 29/01/2014 10:10:04.228 |
| Swisscom SU | PROCESSING | - | 29/01/2014 10:08:33.163 | Test hp | - | 29/01/2014 10:08:33.227 |
| HP Tester | ENTERED | - | 15/01/2014 08:07:56.074 | - | - | - |

back | modification | cancel | refresh

## 10.4 Change Ticket buttons

### 10.4.1 Button “modification”

This button allows modification to the change ticket.

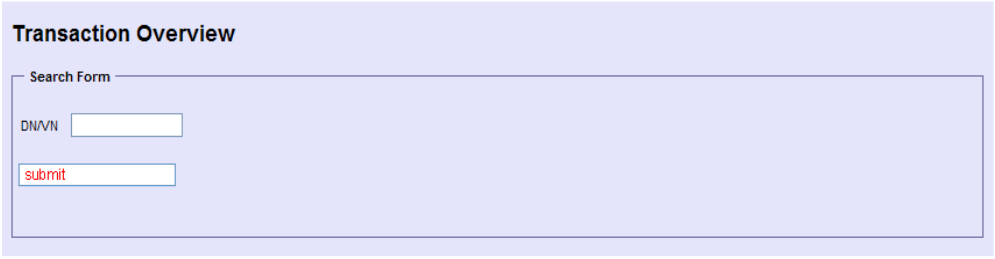



### 10.4.2 Button “cancel”

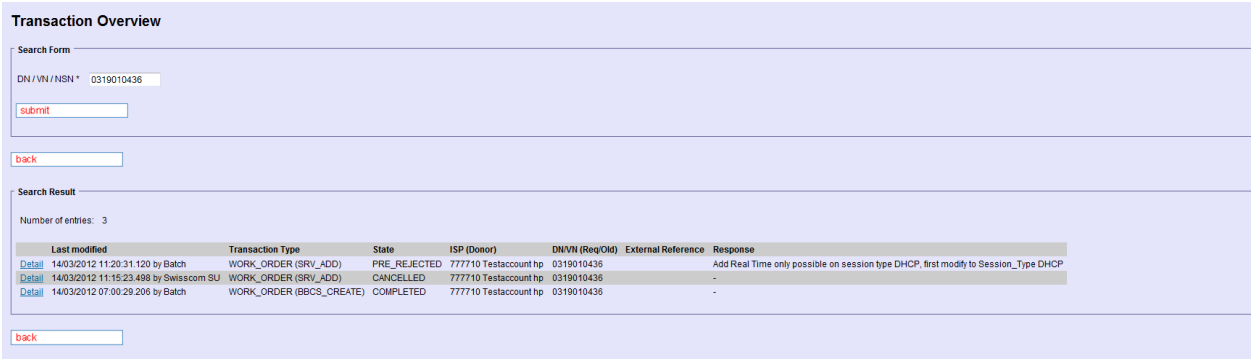
This button allows a cancel to the change ticket.

# 11 Transaction Overview

The transaction overview lists all transactions related to a given DN/VN in chronologically ordered form. It can be accessed by clicking the [Transact. Overview] menu item in the navigation bar.




The search result will be rendered upon providing a DN/VN and clicking the submit button.




| Field | Description |
|---|---|
| Last Modified | The timestamp of the last modification followed be the name of the author. |
| Transaction Type | The transaction type followed by the subtype in parenthesis if available. The following combinations of transaction type and subtype are possible:<br>• WORK_ORDER<br>  ○ BBCS_CREATE<br>  ○ BBCS_MODIFY<br>  ○ BBCS_DISCONNECT<br>  ○ BBCS_GETSTATUS<br>  ○ VOICE_GETSTATUS<br>  ○ ISP_CHANGE<br>  ○ GET_BUSINESS_LINES<br>  ○ ISP_CHANGE DONOR<br>  ○ GET_DSLAM_PORT_STATUS<br>• WORK_TICKET<br>  ○ INSTALLATION<br>• VOICE_MESSAGE<br>  ○ *Some numeric value*<br>• ACCESS_TICKET |
| State | The current transaction state (value range depends on transaction type). |
| ISP (Donor) | The ISP involved with the transaction. |

| | |
|---|---|
| | Special case: In case of an ISP_CHANGE transaction the donor ISP will appear in parenthesis. |
| DN/VN (Req/Old) | The DN/VN involved with the transaction.<br>Special case 1: If the requested DN/VN differs from the actual DN/VN it will be displayed in parenthesis.<br>Special case 2: The old DN/VN appears in parenthesis in case of a VOICE_MESSAGE transaction if the old DN/VN differs from the new DN/VN. |
| External Reference | Free text comment for extra ISP reference information |
| Response | The current transaction response. |

NOTE: The transaction overview can be accessed directly by clicking the [Transaction Overview] buttons in the "Order Detail" and the "Voice Message (Group) Detail" screens.

# 12 Admin Tasks

## 12.1 Admin Tasks for ISP Superuser

The Admin Tasks consists of just one function

- ISP Service Settings

### 12.1.1 ISP Service Settings

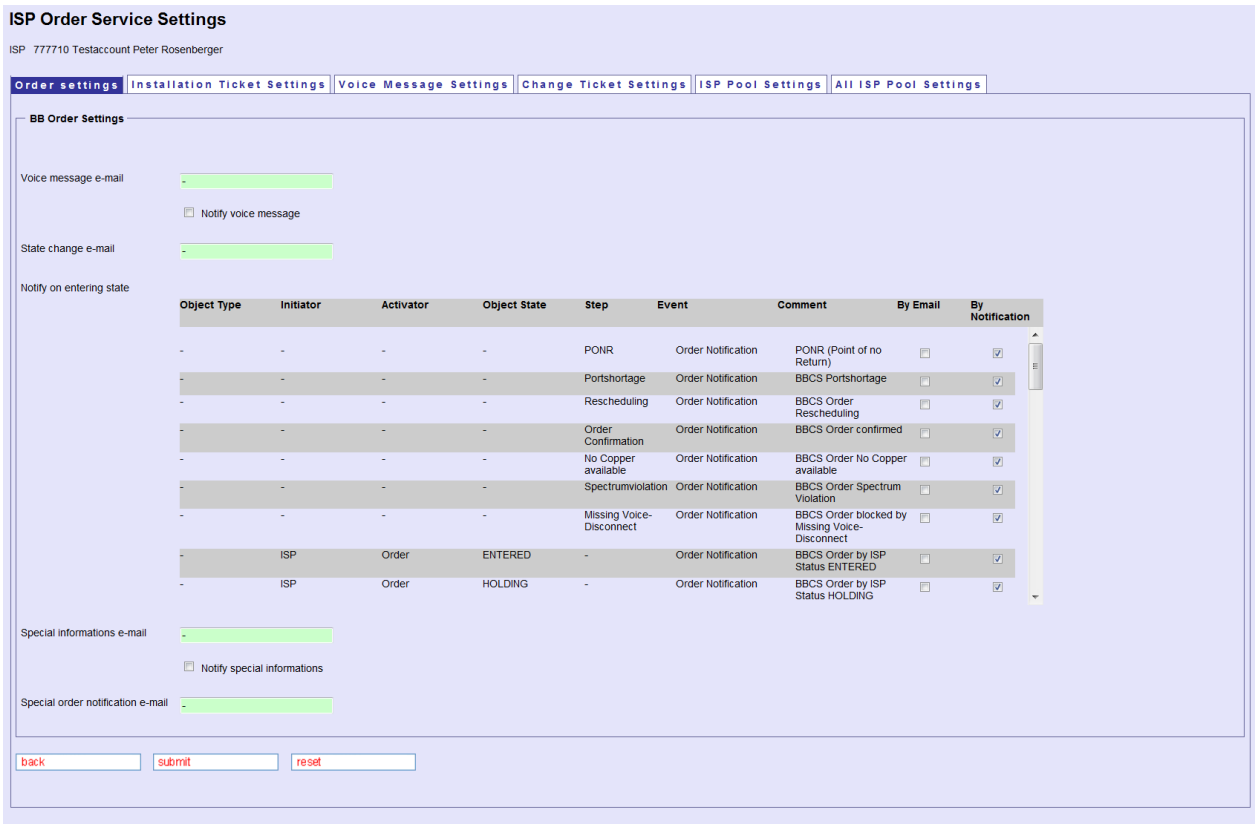
The ISP Superuser has a very limited ability. The sole functionality under this topic is to define two Email addresses for notifications of state changes and the arrival of voice responses. After selecting the 'ISP Settings' on the admin screen the 'ISP Order Service Settings' screen will be displayed, on which the Superuser can modify his data.

#### 12.1.1.1 ISP Order Service Settings

The Super User cans enable/disable various notifications for the ISP which will be sent by Email or can be retrieved by a WebService interface. Each time a status change occurs and the box is selected for the

new state, a mail will be sent to the ISP's "State Change Mail" address or a notification message will be generated in a message queue. For voice messages will be the "Voice Message Mail" address used.

**Attention**: be carefully in using this mail notification functionality. It can be, that a lot of mails will be created, and the E-Mail server of Swisscom or of the ISP could become overloaded!



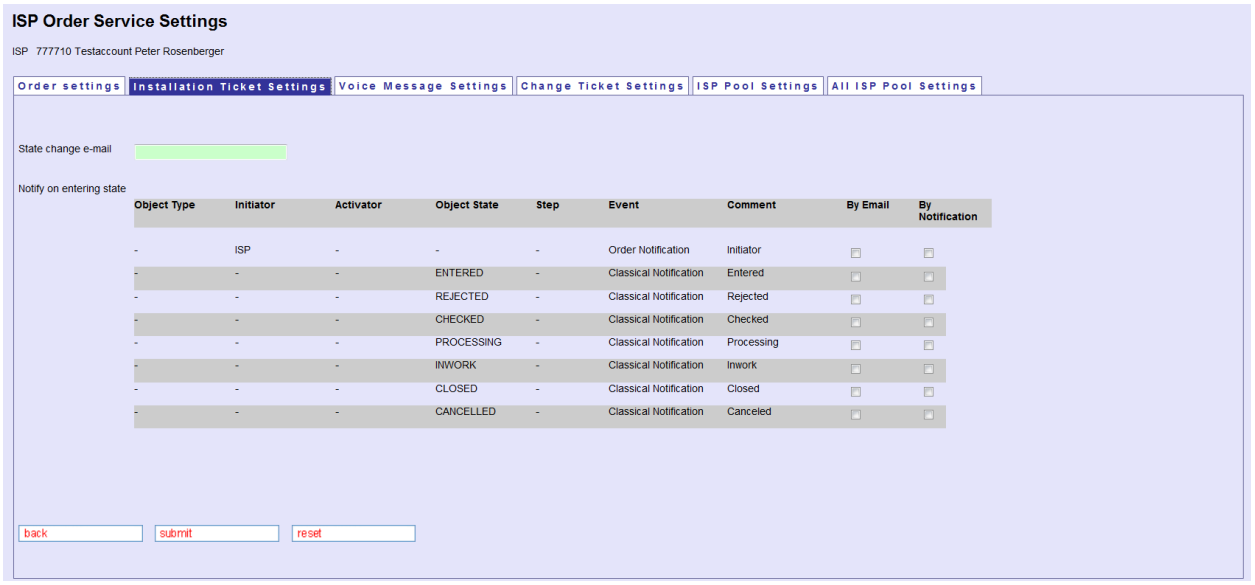

### 12.1.1.1.1 Fields

The Superuser can modify following attributes for BB Order settings:

| Name | Optional / Mandatory | Description |
|---|---|---|
| Voice Message Mail | M | Mail Address for the Voice Message Mails of the application |
| Notify Voice Message | O | If checked Voice Message notification Emails will be sent |
| State Change Mail | M | Mail Address for the State Change Mails of the application. |

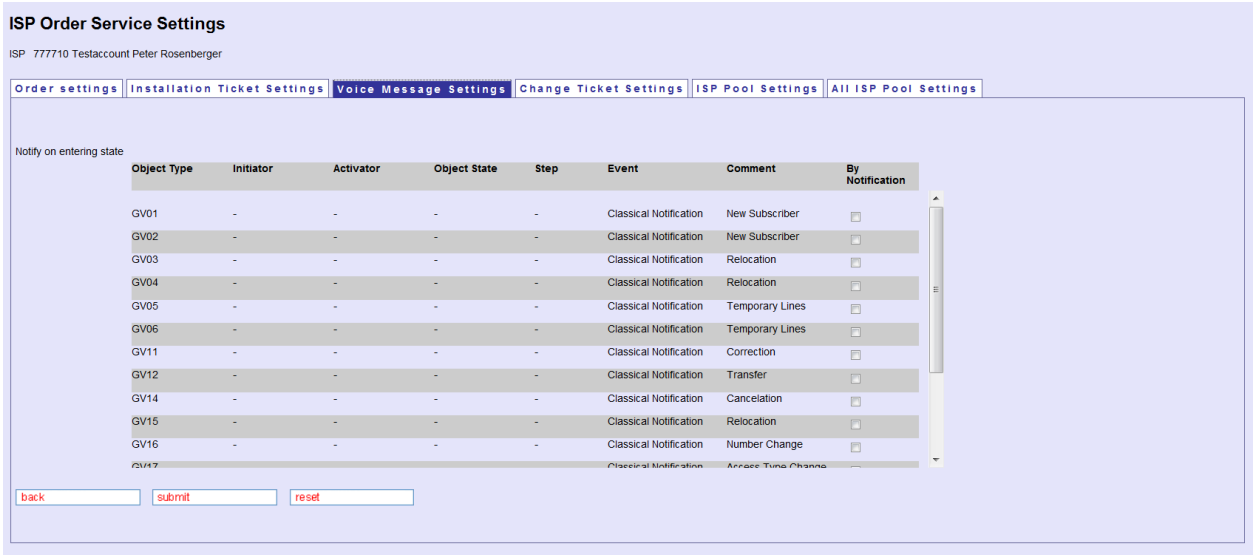
| | | |
|---|---|---|
| Notify On Entering State | O | Set of checkboxes indicating which state changes should trigger off an e-mail notification. |
| Special order notification e-mail | O | E-mail address for person designated to receive an order with Delivery Notification that is not reached an end state Preparation Days before planed date.<br>This E-mail address is also used to contact the old ISP when a disconnect order blocks a new create order of another ISP. |

### 12.1.1.2 ISP Installation Ticket Service Settings



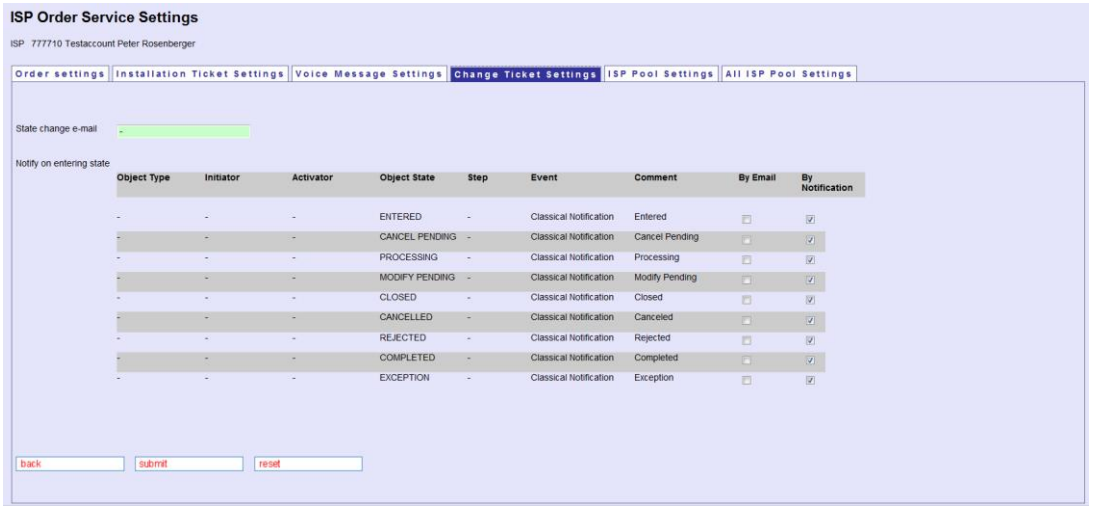

Here the ISP can request the notifications and emails on state change of Installation Tickets.

### 12.1.1.3 ISP Voice Message Settings



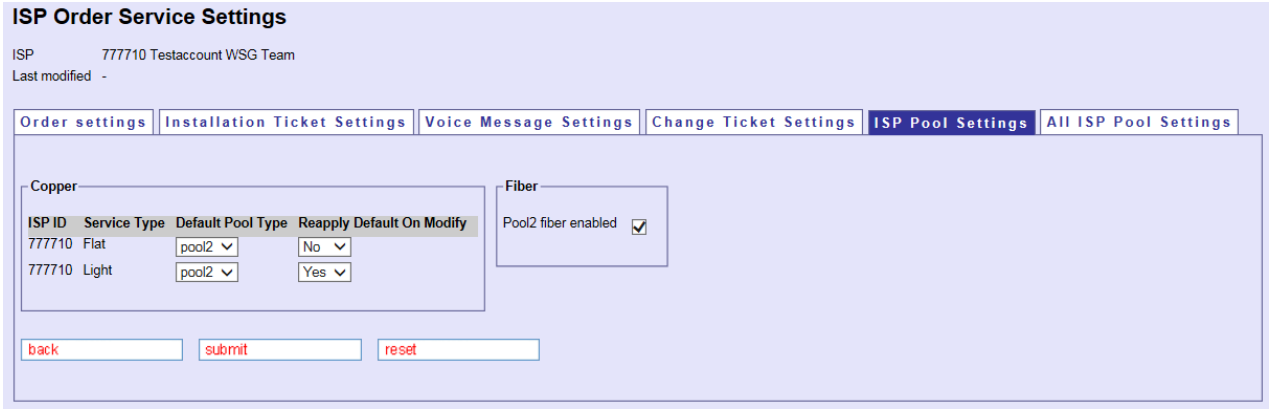

Here the ISP can request notification and emails on state change of Voice Messages.

### 12.1.1.4 ISP Change Ticket Service Settings




Here the ISP can request the notifications and emails on state change of Change Tickets.

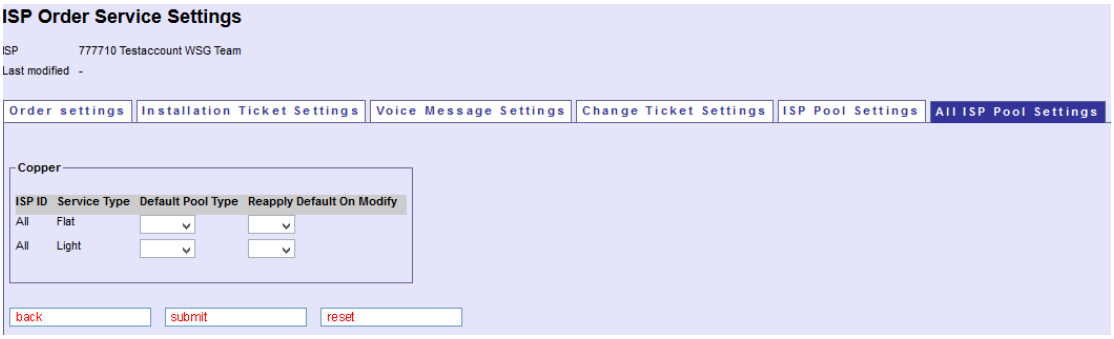
### 12.1.1.5 ISP Pool Service Settings




Copper-Box:
Here the ISP can set the “Default Pool Type” and if “on Modify” a request should reapply the default pool definitions. These definitions can be done separately for the two “Service Type” flat and light.

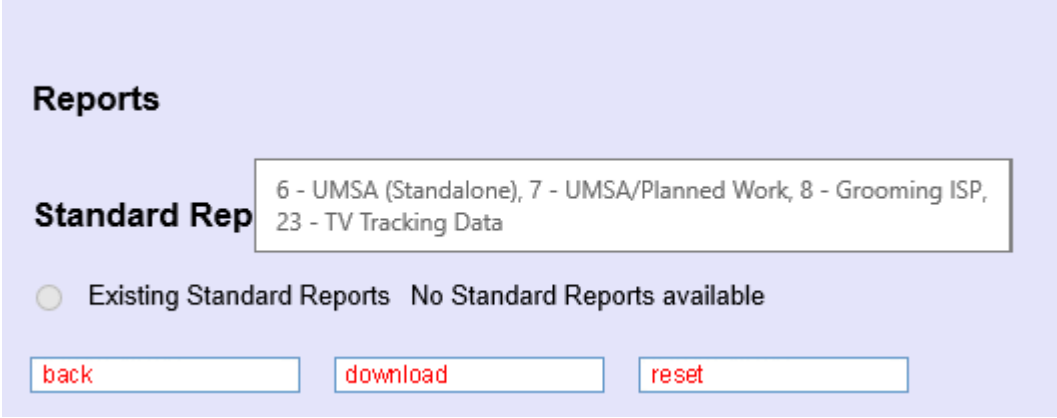
Fiber-Box:
Here the ISP can define if "pool2" is available for use in BBCS-F orders.

### 12.1.1.6 All Pool Service Settings




In this screen the ISP can just view the Copper default “Pool” values valid for all ISPs.

# 13 Reports

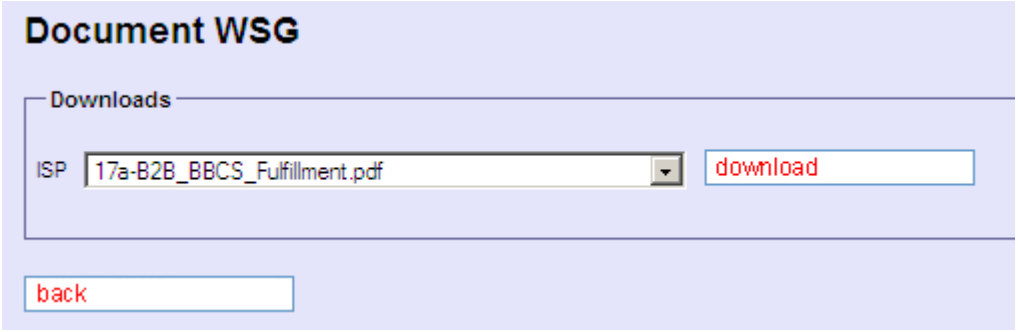



| File Type Id | Description |
|---|---|
| 6 | UMSA (Standalone) |
| 7 | UMSA/Planned Work |
| 8 | Grooming ISP |
| 23 | TV Tracking |

# 14 Documents

All public project documentation files are stored in a central place and can be downloaded by pressing the Documents button in the Service Navigation.

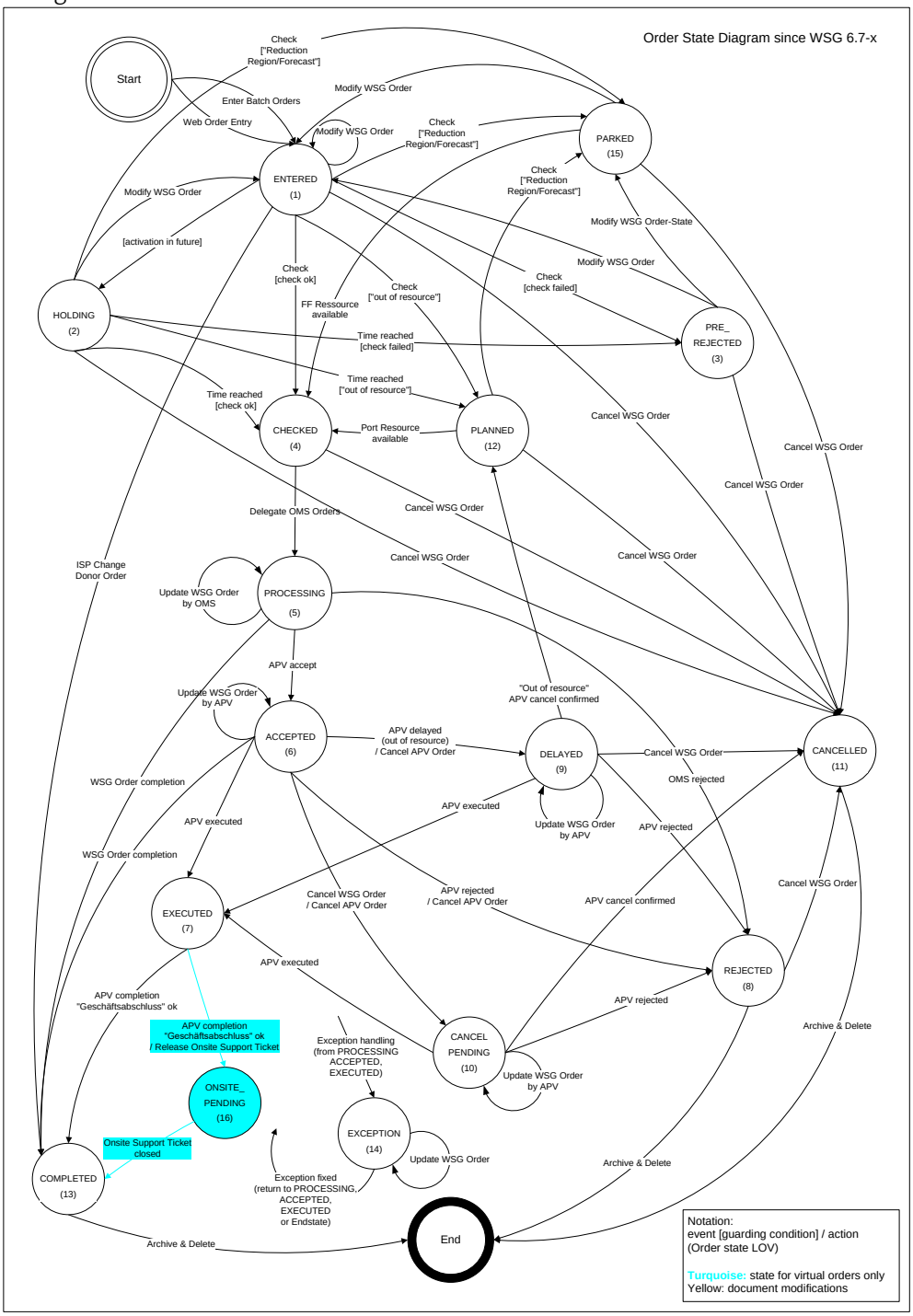
Page to choose the document:



# 15 Appendix

## 15.1 Order State Diagram

The following picture shows the states an order can pass through and the processes that cause the state changes.




## 15.2 Examples E-Mail Notification

### 15.2.1 Order State change to: Pre-Rejected

Reason: Service qualification was not successful

### 15.2.2 Order State change to: Rejected

Reason: BB-Service impossible