

## ISP BBCS Access (Fulfillment) User Manual

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## Checklist of changes

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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
48	09.07.2018	Peter Gurtner	Revision to Swisscom Release WSG 18.07
50	03.10.2018	Peter Gurtner	Revision to Swisscom Release WSG 18.10
51	02.11.2018	Peter Gurtner	Revision to Swisscom Release WSG 18.11
52	08.05.2019	Peter Gurtner	Revision to Swisscom Release WSG 19.05
53	02.10.2019	Daniel Gerber	Revision to Swisscom Release WSG 19.10
54	08.01.2020	Daniel Gerber	Revision to Swisscom Release WSG 20.01
55	09.03.2020	Bettina Rupp	Revision to Swisscom Release WSG 20.03
56	10.09.2020	Bettina Rupp	Revision to Swisscom Release WSG 20.09
57	08.10.2020	HPE	Revision to Swisscom Release WSG 20.10

## 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)
50	04.10.2018	H.Künzi	released for BBCS Release WSG18.10(Oct18)
51	06.11.2018	H.Künzi	released for BBCS Release WSG18.11(Nov18)
52	08.05.2019	H.Künzi	released for BBCS Release WSG19.05(Mai19)
53	03.10.2019	H.Künzi	released for BBCS Release WSG19.10(Oct19)
54	09.01.2020	H.Künzi	released for BBCS Release WSG20.01(Jan20)
55	09.03.2020	C.Graf	released for BBCS Release WSG 20.03(Mar20)
56	10.09.2020	HPE	released for BBCS Release WSG 20.09(Sep20)
57	08.10.2020	HPE	released for BBCS Release WSG 20.10(Oct20)

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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

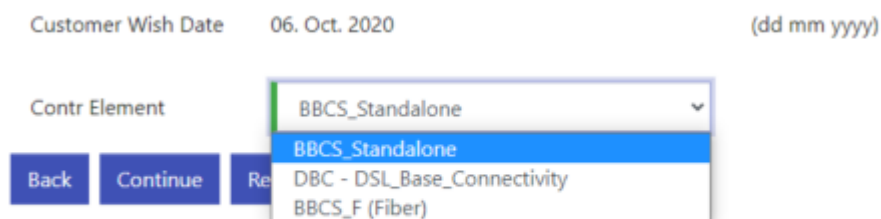
The application supports four languages (English, French, Italian, German), but is delivered in English only.

## 2 Validation and Navigation

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

### 2.1 List of Values (LOV)

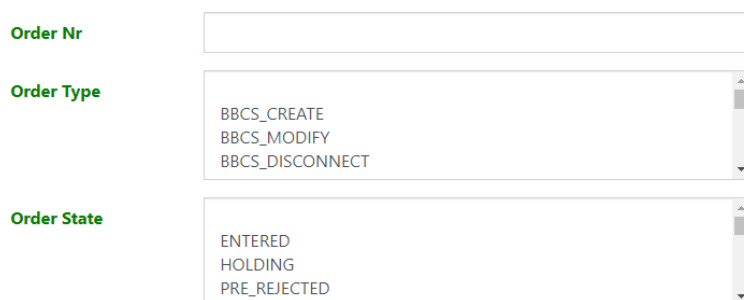
Some fields of the input screens are validated against a list-of-values. The user can press the little arrow beside the fields and select one of the values. See example:



The screenshot shows a form with the following elements:

- Customer Wish Date**: 06. Oct. 2020 (dd mm yyyy)
- Contr Element**: A dropdown menu with the following options:
  - BBCS\_Standalone (selected)
  - DBC - DSL\_Base\_Connectivity
  - BBCS\_F (Fiber)
- Navigation buttons**: Back, Continue, and Rejected.

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



The screenshot shows a form with the following elements:

- Order Nr**: A text input field.
- Order Type**: A multiple choice list with the following options:
  - BBCS\_CREATE
  - BBCS\_MODIFY
  - BBCS\_DISCONNECT
- Order State**: A multiple choice list with the following options:
  - ENTERED
  - HOLDING
  - PRE\_REJECTED

## 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:

Service Qualification

ISP

Contr Element

Base Products

Services

Add

Add all

Remove

Remove all

Best Effort

Streaming

Real Time

Best Effort on Fiber

Fulfillment SLA

BB Type

Fulfillment Wish Date

Synchronization with voice

☐

## 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

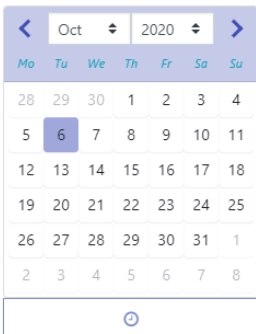
The following screenshot shows a sample date and date/time range definition:

Customer Wish Date	<input type="text"/>		<input type="text"/>	
Estimated Due Date/Time Start	<input type="text"/>		<input type="text"/>	


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 field opens the date picker widget:



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



↑

16

:

↑

00

:

↑

53

↓

↓

↓

## 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

descending

ascending

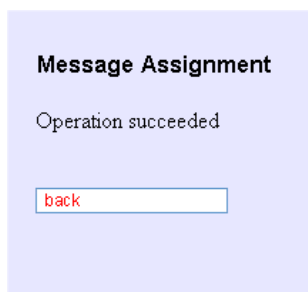
## 2.5 Error handling

On Angular GUI, Submit button is inactive if mandatory fields are not completed:

Submit

## 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:

Services   Contact   Help   Logout   RO User ISP

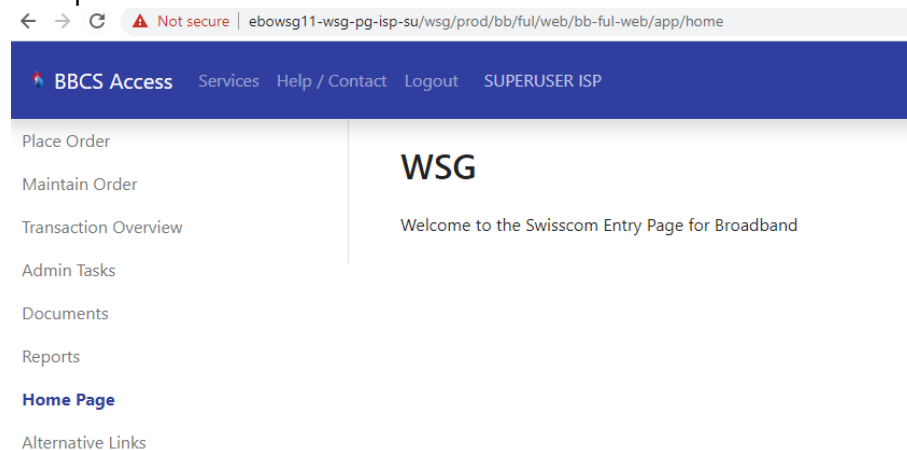


### **WSG BBCS Orders**



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.

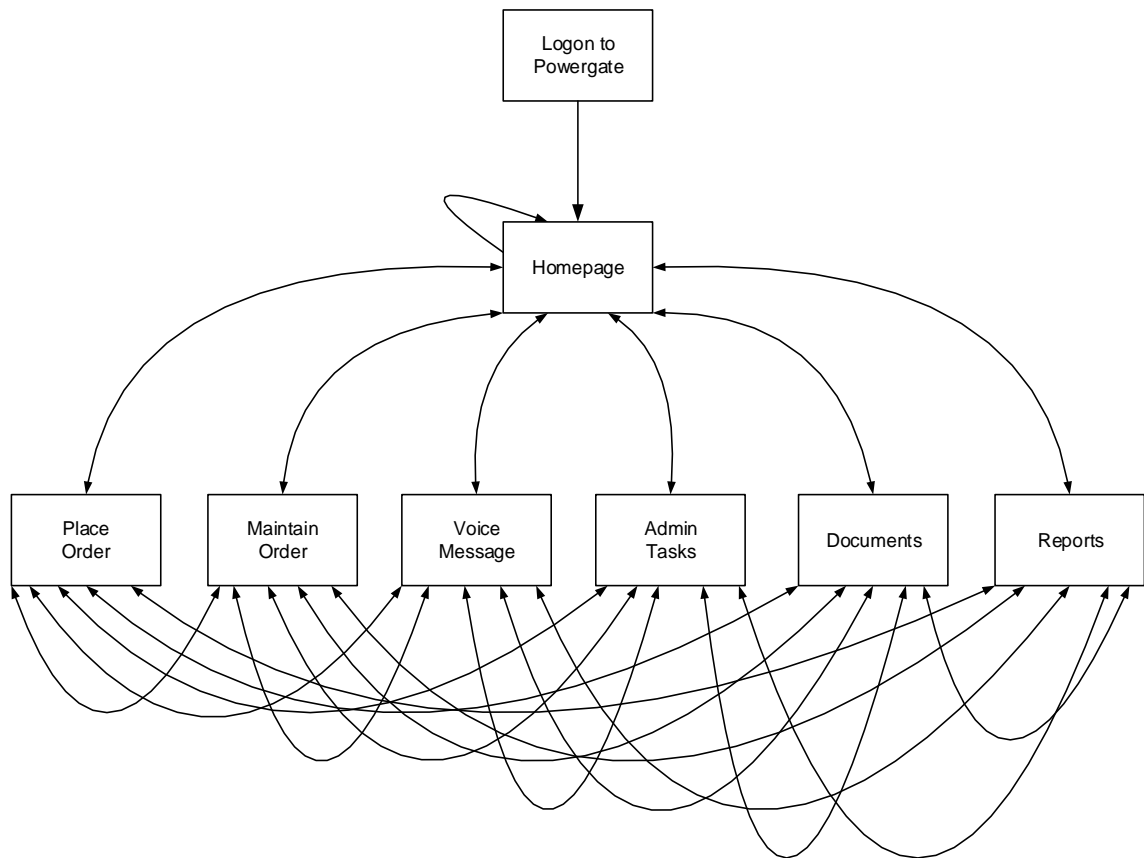
As Superuser:



## 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.





## 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:

<b>Back</b>	Go back to the previous screen
<b>Reset</b>	Reset all of the fields to their original values
<b>Basis Creation</b>	Go forward to the appropriate create screen
<b>Submit</b>	Submit input data for processing
<b>Cancel</b>	Invoke the functionality to cancel an order
<b>Refresh</b>	Refresh a Detail screen to display the latest status
<b>Modification</b>	Go forward to the appropriate modify order screen
<b>Download</b>	Download the selected document
<b>Voice Messages</b>	View APV responses relating to the pending Order
<b>Continue</b>	Continue to the next screen in the sequence

There are two different button states: active and inactive.

<b>Modification</b>	Active
---------------------	--------

Modification

Inactive

### 3 Login

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

## 4 Principals

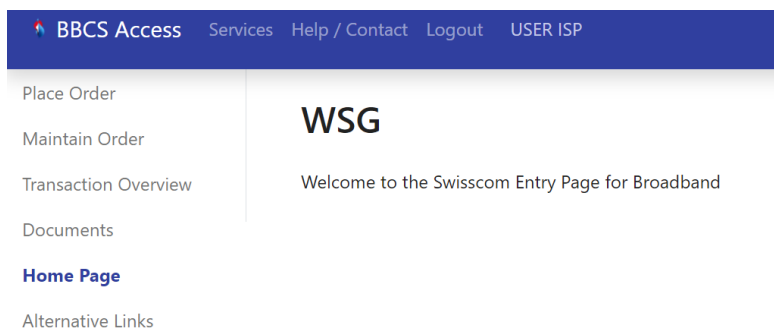
After login via Powergate you can see the following menus on the left side

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

### Place Order

<b>Service Qualification</b> Test of telephone or address location on BBCS feasibility	<b>Service Availability Qualification</b> Overview and service availability qualification by BB and DN type	<b>Basis Creation</b> Order a BBCS Access
<b>Basis Modification</b> Change an existing BBCS Access	<b>Basis Disconnection</b> Disconnect a BBCS Access	<b>Change ISP</b> Change ISP of an existing service
<b>Service Status</b> Test the status of a BBCS	<b>Look-up Predecessors</b> Find predecessors by phone number or address with last name or company name	<b>Add Service</b> Add a service to an existing BBCS
<b>Change Service</b> Change a service from a BBCS	<b>Reduce Service</b> Remove a service from a BBCS	<b>Handle DDI</b> Configure BBCS for ISDN PABX with DDI

**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

[BBCS Access](#)
[Services](#)
[Help / Contact](#)
[Logout](#)
[USER ISP](#)

**Place Order**  
Maintain Order  
Transaction Overview  
Documents  
Home Page  
Alternative Links

### Service Qualification

ISP 777710 - Testaccount WSG Team

Contr Element

Base Products BBCS\_Standalone

Add  
Add all  
Remove  
Remove all

Best Effort  
Streaming  
Real Time  
Best Effort on Fiber

Fulfillment SLA Basic

BB Type ADSL\_VDSL

Fulfillment Wish Date  ☐ Synchronization with voice ☐

Has ONP ☐

Business Type New

Appointment Id  Appointment Date/Time  ☐

Dn Type  Ext Ref

Line State active Customer Location Id

New Loop ☐ Return Speed at NOK ☐

**Qualification By Number**  
DN / VN / NSN  (0314445566)

**Qualification By Address**  
ZIP/City   
Street   
House Nr   
Building   
Last Name   
First Name

**Qualification By Starting Point**  
Tax Region   
Access Net   
Unit Type   
Unit Number   
SSE   
Contact Type   
Contact Number

**Qualification By LLID**  
LLID

**Qualification By Socket**  
Socket Id  Socket Id or Cooperation Id   
Cooperation Id   
Plug Nr

**Qualification By Binding Id**  
Binding Id

**Qualification By Location Id**  
Location Id



### 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	Fulfillment 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   Preorder   Tech Change).  Choose "Product Change" only if you want to change the Base-CE. Note: At the moment only product changes from TAL to BBCS_Standalone or vice versa is supported. Note: At the moment only tech changes from BBCS-F BX to BBCS-F XGS-PON or vice versa are supported. Such Fiber tech changes need to be submitted with OrderType "CREATE" and Business Type "Tech Change". Note: ISP Changes with implicit tech change from BBCS-F BX to BBCS-F XGS-PON or vice versa need to be submitted with OrderType "CREATE" and Business Type "Isp Change".
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)

Name	Optional / Mandatory	Description
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).

Qualification By Number

DN / VN / NSN  
(0314445566)

#### 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.

Qualification By Address

ZIP/City

Street

House Nr

Building

Last Name

First Name

### 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

Qualification By Address

ZIP/City

Street

House Nr

Building

Last Name

First Name

**1306 Dailens**

3063 Ittigen

3065 Bolligen

3066 Stettlen

3067 Boll

3068 Utzigen

3306 Etzelkofen

5306 Tegerfelden

7306 Fläsch

8306 Brüttisellen

**Qualification By Address**

ZIP/City	3063 Ittigen
Street	berns
House Nr	Bernstr.
Building	
Last Name	
First Name	

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

**Qualification By Starting Point**

Tax Region	64
Access Net	BRE
Unit Type	1
Unit Number	444
SSE	3
Contact Type	2
Contact Number	333

##### 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).

Qualification By LLID

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.

Qualification By Socket

Socket Id

Cooperation Id

Plug Nr

Socket Id or Cooperation Id

#### 6.1.6.1 Specific Input Fields

Name	Optional / Mandatory	Description
Socket Id or Cooperation Id	M	Either enter Socket Id or Cooperation Id  Socket Id validation: Type-A: SWISSCOM identification in format A.nnn.nnn.nnn Type-B: BAKOM identification ion the format x.nnn.nnn.nnn.c (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.

Qualification By Binding Id

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 know 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.

Qualification By Location Id

Location Id

#### 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 Streaming Real Time
Fulfillment SLA	Basic
BB Type	ADSL, VDSL
Fulfillment Wish Date	06. Oct. 2020
Line State	active
DN / VN / NSN	0314445566

##### Responses

Qualification Nr	147203390
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	BEMN

Site	-
------	---

Site Category	-
Available Technology Type	-
DSLAM Name	-
Dslam Type	-
BB Logical Port	-
BB Port Line Type	ana
Vendor	Huawei
Line State	-
LLID	-
LLID Activation Date	-
LLID Disconnection Date	-
Qualif Result Detail	135 BB Type is not contracted

#### Starting Point 64 BOL 3 10000 1

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

#### Address

Building	Chalet
Street	Schönstrasse
House Nr	1a
ZIP	307400
City	Kemmeribodenbad

#### CPE Info

CPE Name	-			
Dslam Type Allowed	Technology	Dslam Type Allowed		
	ADSL	ASAM		
	VDSL2	ISAM, CAN		
Capability	Technology Type	Capability Overall	Capability Hardware	Capability Firmware
CPE Comment	-			

#### Contr Element

##### BBCS\_Standalone

	Speed	Technology Type
Current Access Speed	-	-
Max. Access Speed	-	-
Current Dn Type	-	
Average Flag	No	
Billing Zone	-	
Jumper Action	-	



OSI Recommendation	-
Potential Available	-
Reason of Potential	1000 - outstanding upgrooming 1002 - old CPE Hardware
Technology Type	-
PSD Class	-
Interleave Mode	-
Vectorized	-
Port Available	-
Copper Available	-
WARP Port Available	-
Swisscom Ready	No

Best Effort

BB Type VDSL

Contr Element BBCS\_Standalone, Streaming, Real Time, Best Effort

Qualif Result State ok

DN Office 64BOL

BB Device Location BEMN

Site	BOLS
Site Category	RUS
Available Technology Type	VDSL2, VDSL Vectoring

DSLAM Name	-
Dslam Type	-
BB Logical Port	-
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.

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	-

Site Development - - 22 /13

Nr of Utilisation Units	-
Nr of Basic Connectivities	-
Fully Developed	-

Nr of Lines Total 22  
 Nr of Lines Usable 13

#### Address

Building Chalet  
 Street Schönstrasse  
 House Nr 1a  
 ZIP 307400  
 City Kemmeribodenbad

#### CPE Info

CPE Name Motorola 7347-44 POTS rel:7.9

Dslam Type Allowed	Technology	Dslam Type Allowed
	ADSL	ASAM
	VDSL2	ISAM, CAN

Capability	Technology Type	Capability Overall	Capability Hardware	Capability Firmware
------------	-----------------	--------------------	---------------------	---------------------

CPE Comment Das ist ein Kommentar für CPE Info

#### Contr Element

##### BBCS\_Standalone

		Speed	Technology Type
Current Access Speed		5M down / 500k up	-
Max. Access Speed		50M down / 10M up	VDSL2
Current Dn Type	Netservices number		
Average Flag	Yes		
Billing Zone	-		
Jumper Action	Y		
OSI Recommendation	[LOV ENTRY FOR VALUE 6 N/A]		
Potential Available	1		
Reason of Potential	1000 - outstanding upgrooming 1002 - old CPE Hardware		
Technology Type	VDSL2		
PSD Class	Spec_VDSL2_12a		
Interleave Mode	Interleave Medium		
Vectorized	-		
Port Available	Yes		
Copper Available	No	Upgrade plan date	11. Nov. 2015
WARP Port Available	No	Upgrade plan date	11. Dec. 2015
Swisscom Ready	No		

#### Best Effort

##### Speed Profile Nr

Qualification Index	Speed Profile Nr	Used Access Speed	Effective Speed	BB Number Of Wires
○ 36	max 2M down / 400k up	5M-30M down / 500k-10M up	2M down / 400k up	2
○ 37	max 2M down / 2M up	5M-30M down / 500k-10M up	2M down / 2M up	2

○ 38	max 5M down / 1M up	5M-30M down / 500k-10M up	5M down / 1M up	2
○ 39	max 5M down / 5M up	5M-30M down / 500k-10M up	5M down / 5M up	2
○ 40	max 10M down / 2M up	5M-30M down / 500k-10M up	10M down / 2M up	2
○ 41	max 10M down / 10M up	5M-30M down / 500k-10M up	10M down / 10M up	2
○ 42	max 20M down / 4M up	5M-30M down / 500k-10M up	20M down / 4M up	2
○ 43	max 20M down / 20M up	5M-30M down / 500k-10M up	20M down / 10M up	2
○ 44	max 25M down / 5M up	5M-30M down / 500k-10M up	25M down / 5M up	2
○ 45	max 25M down / 25M up	5M-30M down / 500k-10M up	25M down / 10M up	2
○ 46	max 50M down / 10M up	5M-30M down / 500k-10M up	30M down / 10M up	2
○ 47	max 50M down / 50M up	5M-30M down / 500k-10M up	30M down / 10M up	2
○ 48	max 100M down / 20M up	5M-30M down / 500k-10M up	30M down / 10M up	2
○ 49	max 100M down / 100M up	5M-30M down / 500k-10M up	30M down / 10M up	2
○ 50	max 200M down / 40M up	5M-30M down / 500k-10M up	30M down / 10M up	2
○ 51	max 200M down / 200M up	5M-30M down / 500k-10M up	30M down / 10M up	2
○ 52	max 250M down / 50M up	5M-30M down / 500k-10M up	30M down / 10M up	2
○ 53	max 300M down / 60M up	5M-30M down / 500k-10M up	30M down / 10M up	2
○ 54	max 500M down / 100M up	5M-30M down / 500k-10M up	30M down / 10M up	2
55	ENABLING	5M-30M down / 500k-10M 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	11. Oct. 2020 07:02	11. Oct. 2020 11:02
○ 2	12. Oct. 2020 07:02	12. Oct. 2020 11:02
○ 3	13. Oct. 2020 07:02	13. Oct. 2020 11:02
○ 4	14. Oct. 2020 07:02	14. Oct. 2020 11:02
○ 5	15. Oct. 2020 07:02	15. Oct. 2020 11:02

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[Basis Creation](#)
[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 Developed
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 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.

**Service Qualification Result**

**Qualification by Number**

**Request**

ISP                    777710 TEST  
  
Contract Element   BBCS\_Standard Private  
BB Type             ADSL  
DN Type  
DN / VN / SN       0315556644

**Responses**

ADSL    Equipement not found

#### 6.1.10 Service Qualification Result for Fiber

## Service Qualification Result

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### Request

ISP	777710 - Testaccount WSG Team
Contr Element	BBCS_F (Fiber) Best Effort on Fiber
Fulfillment SLA	Basic
BB Type	Fiber
Fulfillment Wish Date	20. Oct. 2020
Business Type	New
Socket Id	A.256.456.333

### Responses

Qualification Nr	147203410
Basis Contract Element	BBCS_F (Fiber)
BB Type	XGS-PON

Location Id 999966  
 Qualif Result State ok

#### Address

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

DN Office 65XAF

BB Device Location DEVLOC

Site Development 61% Yes

Nr of Utilisation Units	13
Nr of Basic Connectivities	8
Fully Developed	Yes
Quantity of Built OTO	6
OTO Penetration Rate	55%
Calculated Plug Nr	1

#### List of Sockets

Flat Id	-
Flat Memo	-
Socket Id	A.256.456.333
Cooperation Id	P_A.256.456.333

#### Plug Nr 1

Plug Nr	1
Fiber Line State	AVAILABLE
OTO State	NO INHOUSE INSTALLATION



Port State	Connected
Is Active	Y
Remark	-
Jumper Action	Y
Basis Contract Element	FBC
ISP	-
Patch Type	-
NSN	-

#### Speeds

	Qualification Index	Calculated max Access Speed	Current Access Speed	Service Profile	Effective Speed
<input type="radio"/>	2	10G down / 10G up	10G down / 10G up	2M down / 400k up	2M down / 400k up
<input type="radio"/>	3	10G down / 10G up	10G down / 10G up	2M down / 2M up	2M down / 2M up
<input type="radio"/>	4	10G down / 10G up	10G down / 10G up	5M down / 1M up	5M down / 1M up
<input type="radio"/>	5	10G down / 10G up	10G down / 10G up	5M down / 5M up	5M down / 5M up
<input type="radio"/>	6	10G down / 10G up	10G down / 10G up	10M down / 2M up	10M down / 2M up
<input type="radio"/>	7	10G down / 10G up	10G down / 10G up	10M down / 10M up	10M down / 10M up
<input type="radio"/>	8	10G down / 10G up	10G down / 10G up	20M down / 4M up	20M down / 4M up
<input type="radio"/>	9	10G down / 10G up	10G down / 10G up	20M down / 20M up	20M down / 20M up
<input type="radio"/>	10	10G down / 10G up	10G down / 10G up	25M down / 5M up	25M down / 5M up
<input type="radio"/>	11	10G down / 10G up	10G down / 10G up	25M down / 25M up	25M down / 25M up
<input type="radio"/>	12	10G down / 10G up	10G down / 10G up	50M down / 10M up	50M down / 10M up
<input type="radio"/>	13	10G down / 10G up	10G down / 10G up	50M down / 50M up	50M down / 50M up
<input type="radio"/>	14	10G down / 10G up	10G down / 10G up	100M down / 20M up	100M down / 20M up
<input type="radio"/>	15	10G down / 10G up	10G down / 10G up	100M down / 100M up	100M down / 100M up
<input type="radio"/>	16	10G down / 10G up	10G down / 10G up	200M down / 40M up	200M down / 40M up
<input type="radio"/>	17	10G down / 10G up	10G down / 10G up	200M down / 200M up	200M down / 200M up
<input type="radio"/>	18	10G down / 10G up	10G down / 10G up	250M down / 50M up	250M down / 50M up
<input type="radio"/>	19	10G down / 10G up	10G down / 10G up	250M down / 250M up	250M down / 250M up
<input type="radio"/>	20	10G down / 10G up	10G down / 10G up	300M down / 60M up	300M down / 60M up
<input type="radio"/>	21	10G down / 10G up	10G down / 10G up	300M down / 300M up	300M down / 300M up
<input type="radio"/>	22	10G down / 10G up	10G down / 10G up	500M down / 100M up	500M down / 100M up
<input type="radio"/>	23	10G down / 10G up	10G down / 10G up	500M down / 500M up	500M down / 500M up
<input type="radio"/>	24	10G down / 10G up	10G down / 10G up	1G down / 200M up	1G down / 200M up
<input type="radio"/>	25	10G down / 10G up	10G down / 10G up	1G down / 1G up	1G down / 1G up
<input type="radio"/>	26	10G down / 10G up	10G down / 10G up	2.5G down / 500M up	2.5G down / 500M up
<input type="radio"/>	27	10G down / 10G up	10G down / 10G up	2.5G down / 2.5G up	2.5G down / 2.5G up
<input type="radio"/>	28	10G down / 10G up	10G down / 10G up	5G down / 1G up	5G down / 1G up
<input type="radio"/>	29	10G down / 10G up	10G down / 10G up	5G down / 5G up	5G down / 5G up
<input type="radio"/>	30	10G down / 10G up	10G down / 10G up	10G down / 2G up	10G down / 2G up
<input type="radio"/>	31	10G down / 10G up	10G down / 10G up	10G down / 10G up	10G down / 10G up

#### Fulfillment Time Slot

	Index	Start Date/Time	End Time
<input type="radio"/>	1	12. Oct. 2020 09:01	13:01

#### Inhouse Connection Appointment Time Slots

Id	Start Date/Time	End Time	Duration	Rank
TimeSlot_1601989530427	13. Oct. 2020 13:30	17:30	240	82
TimeSlot_1601989530428	14. Oct. 2020 15:30	17:30	120	16
TimeSlot_1601989530429	15. Oct. 2020 08:00	10:00	120	36
TimeSlot_1601989530430	16. Oct. 2020 10:00	12:00	120	49
TimeSlot_1601989530431	17. Oct. 2020 13:30	17:30	240	94
TimeSlot_1601989530432	18. Oct. 2020 15:30	17:30	120	34
TimeSlot_1601989530433	19. Oct. 2020 15:30	17:30	120	58
TimeSlot_1601989530434	20. Oct. 2020 13:30	17:30	240	14
TimeSlot_1601989530435	21. Oct. 2020 08:00	10:00	120	54
TimeSlot_1601989530436	22. Oct. 2020 08:00	10:00	120	15

#### Plug Nr 2

Plug Nr	2
Fiber Line State	AVAILABLE
OTO State	NO INHOUSE INSTALLATION
Port State	Connected
Is Active	Y
Remark	-
Jumper Action	Y
Basis Contract Element	FBC
ISP	-
Patch Type	-
NSN	-

#### Speeds

Qualification Index	Calculated max Access Speed	Current Access Speed	Service Profile	Effective Speed
65	10G down / 10G up	10G down / 10G up	2M down / 400k up	2M down / 400k up
66	10G down / 10G up	10G down / 10G up	2M down / 2M up	2M down / 2M up
67	10G down / 10G up	10G down / 10G up	5M down / 1M up	5M down / 1M up
68	10G down / 10G up	10G down / 10G up	5M down / 5M up	5M down / 5M up
69	10G down / 10G up	10G down / 10G up	10M down / 2M up	10M down / 2M up
70	10G down / 10G up	10G down / 10G up	10M down / 10M up	10M down / 10M up
71	10G down / 10G up	10G down / 10G up	20M down / 4M up	20M down / 4M up
72	10G down / 10G up	10G down / 10G up	20M down / 20M up	20M down / 20M up
73	10G down / 10G up	10G down / 10G up	25M down / 5M up	25M down / 5M up
74	10G down / 10G up	10G down / 10G up	25M down / 25M up	25M down / 25M up
75	10G down / 10G up	10G down / 10G up	50M down / 10M up	50M down / 10M up
76	10G down / 10G up	10G down / 10G up	50M down / 50M up	50M down / 50M up
77	10G down / 10G up	10G down / 10G up	100M down / 20M up	100M down / 20M up
78	10G down / 10G up	10G down / 10G up	100M down / 100M up	100M down / 100M up
79	10G down / 10G up	10G down / 10G up	200M down / 40M up	200M down / 40M up
80	10G down / 10G up	10G down / 10G up	200M down / 200M up	200M down / 200M up
81	10G down / 10G up	10G down / 10G up	250M down / 50M up	250M down / 50M up
82	10G down / 10G up	10G down / 10G up	250M down / 250M up	250M down / 250M up
83	10G down / 10G up	10G down / 10G up	300M down / 60M up	300M down / 60M up
84	10G down / 10G up	10G down / 10G up	300M down / 300M up	300M down / 300M up
85	10G down / 10G up	10G down / 10G up	500M down / 100M up	500M down / 100M up

○ 86	10G down / 10G up	10G down / 10G up	500M down / 500M up	500M down / 500M up
○ 87	10G down / 10G up	10G down / 10G up	1G down / 200M up	1G down / 200M up
○ 88	10G down / 10G up	10G down / 10G up	1G down / 1G up	1G down / 1G up
○ 89	10G down / 10G up	10G down / 10G up	2.5G down / 500M up	2.5G down / 500M up
○ 90	10G down / 10G up	10G down / 10G up	2.5G down / 2.5G up	2.5G down / 2.5G up
○ 91	10G down / 10G up	10G down / 10G up	5G down / 1G up	5G down / 1G up
○ 92	10G down / 10G up	10G down / 10G up	5G down / 5G up	5G down / 5G up
○ 93	10G down / 10G up	10G down / 10G up	10G down / 2G up	10G down / 2G up
○ 94	10G down / 10G up	10G down / 10G up	10G down / 10G up	10G down / 10G up

#### Fulfillment Time Slot

	Index	Start Date/Time	End Time
○	1	12. Oct. 2020 09:01	13:01

#### Inhouse Connection Appointment Time Slots

	Id	Start Date/Time	End Time	Duration	Rank
●	TimeSlot_1601989530427	13. Oct. 2020 13:30	17:30	240	82
●	TimeSlot_1601989530428	14. Oct. 2020 15:30	17:30	120	16
●	TimeSlot_1601989530429	15. Oct. 2020 08:00	10:00	120	36
●	TimeSlot_1601989530430	16. Oct. 2020 10:00	12:00	120	49
●	TimeSlot_1601989530431	17. Oct. 2020 13:30	17:30	240	94
●	TimeSlot_1601989530432	18. Oct. 2020 15:30	17:30	120	34
●	TimeSlot_1601989530433	19. Oct. 2020 15:30	17:30	120	58
●	TimeSlot_1601989530434	20. Oct. 2020 13:30	17:30	240	14
●	TimeSlot_1601989530435	21. Oct. 2020 08:00	10:00	120	54
●	TimeSlot_1601989530436	22. Oct. 2020 08:00	10:00	120	15

#### Plug Nr 3

Plug Nr	3
Fiber Line State	AVAILABLE
OTO State	NO INHOUSE INSTALLATION
Port State	Connected
Is Active	Y
Remark	-
Jumper Action	Y
Basis Contract Element	FBC
ISP	-
Patch Type	-
NSN	-

#### Speeds

	Qualification Index	Calculated max Access Speed	Current Access Speed	Service Profile	Effective Speed
○	128	10G down / 10G up	10G down / 10G up	2M down / 400k up	2M down / 400k up
○	129	10G down / 10G up	10G down / 10G up	2M down / 2M up	2M down / 2M up
○	130	10G down / 10G up	10G down / 10G up	5M down / 1M up	5M down / 1M up
○	131	10G down / 10G up	10G down / 10G up	5M down / 5M up	5M down / 5M up

○ 132	10G down / 10G up	10G down / 10G up	10M down / 2M up	10M down / 2M up
○ 133	10G down / 10G up	10G down / 10G up	10M down / 10M up	10M down / 10M up
○ 134	10G down / 10G up	10G down / 10G up	20M down / 4M up	20M down / 4M up
○ 135	10G down / 10G up	10G down / 10G up	20M down / 20M up	20M down / 20M up
○ 136	10G down / 10G up	10G down / 10G up	25M down / 5M up	25M down / 5M up
○ 137	10G down / 10G up	10G down / 10G up	25M down / 25M up	25M down / 25M up
○ 138	10G down / 10G up	10G down / 10G up	50M down / 10M up	50M down / 10M up
○ 139	10G down / 10G up	10G down / 10G up	50M down / 50M up	50M down / 50M up
○ 140	10G down / 10G up	10G down / 10G up	100M down / 20M up	100M down / 20M up
○ 141	10G down / 10G up	10G down / 10G up	100M down / 100M up	100M down / 100M up
○ 142	10G down / 10G up	10G down / 10G up	200M down / 40M up	200M down / 40M up
○ 143	10G down / 10G up	10G down / 10G up	200M down / 200M up	200M down / 200M up
○ 144	10G down / 10G up	10G down / 10G up	250M down / 50M up	250M down / 50M up
○ 145	10G down / 10G up	10G down / 10G up	250M down / 250M up	250M down / 250M up
○ 146	10G down / 10G up	10G down / 10G up	300M down / 60M up	300M down / 60M up
○ 147	10G down / 10G up	10G down / 10G up	300M down / 300M up	300M down / 300M up
○ 148	10G down / 10G up	10G down / 10G up	500M down / 100M up	500M down / 100M up
○ 149	10G down / 10G up	10G down / 10G up	500M down / 500M up	500M down / 500M up
○ 150	10G down / 10G up	10G down / 10G up	1G down / 200M up	1G down / 200M up
○ 151	10G down / 10G up	10G down / 10G up	1G down / 1G up	1G down / 1G up
○ 152	10G down / 10G up	10G down / 10G up	2.5G down / 500M up	2.5G down / 500M up
○ 153	10G down / 10G up	10G down / 10G up	2.5G down / 2.5G up	2.5G down / 2.5G up
○ 154	10G down / 10G up	10G down / 10G up	5G down / 1G up	5G down / 1G up
○ 155	10G down / 10G up	10G down / 10G up	5G down / 5G up	5G down / 5G up
○ 156	10G down / 10G up	10G down / 10G up	10G down / 2G up	10G down / 2G up
○ 157	10G down / 10G up	10G down / 10G up	10G down / 10G up	10G down / 10G up

**Fulfillment Time Slot**

Index	Start Date/Time	End Time
○ 1	12. Oct. 2020 09:01	13:01

**Inhouse Connection Appointment Time Slots**

Id	Start Date/Time	End Time	Duration	Rank
• TimeSlot_1601989530427	13. Oct. 2020 13:30	17:30	240	82
• TimeSlot_1601989530428	14. Oct. 2020 15:30	17:30	120	16
• TimeSlot_1601989530429	15. Oct. 2020 08:00	10:00	120	36
• TimeSlot_1601989530430	16. Oct. 2020 10:00	12:00	120	49
• TimeSlot_1601989530431	17. Oct. 2020 13:30	17:30	240	94
• TimeSlot_1601989530432	18. Oct. 2020 15:30	17:30	120	34
• TimeSlot_1601989530433	19. Oct. 2020 15:30	17:30	120	58
• TimeSlot_1601989530434	20. Oct. 2020 13:30	17:30	240	14
• TimeSlot_1601989530435	21. Oct. 2020 08:00	10:00	120	54
• TimeSlot_1601989530436	22. Oct. 2020 08:00	10:00	120	15

**Plug Nr 4**

Plug Nr	4
Fiber Line State	AVAILABLE

OTO State	NO INHOUSE INSTALLATION
Port State	Connected
Is Active	Y
Remark	-
Jumper Action	Y
Basis Contract Element	FBC
ISP	-
Patch Type	-
NSN	-

#### Speeds

	Qualification Index	Calculated max Access Speed	Current Access Speed	Service Profile	Effective Speed
<input type="radio"/>	191	10G down / 10G up	10G down / 10G up	2M down / 400k up	2M down / 400k up
<input type="radio"/>	192	10G down / 10G up	10G down / 10G up	2M down / 2M up	2M down / 2M up
<input type="radio"/>	193	10G down / 10G up	10G down / 10G up	5M down / 1M up	5M down / 1M up
<input type="radio"/>	194	10G down / 10G up	10G down / 10G up	5M down / 5M up	5M down / 5M up
<input type="radio"/>	195	10G down / 10G up	10G down / 10G up	10M down / 2M up	10M down / 2M up
<input type="radio"/>	196	10G down / 10G up	10G down / 10G up	10M down / 10M up	10M down / 10M up
<input type="radio"/>	197	10G down / 10G up	10G down / 10G up	20M down / 4M up	20M down / 4M up
<input type="radio"/>	198	10G down / 10G up	10G down / 10G up	20M down / 20M up	20M down / 20M up
<input type="radio"/>	199	10G down / 10G up	10G down / 10G up	25M down / 5M up	25M down / 5M up
<input type="radio"/>	200	10G down / 10G up	10G down / 10G up	25M down / 25M up	25M down / 25M up
<input type="radio"/>	201	10G down / 10G up	10G down / 10G up	50M down / 10M up	50M down / 10M up
<input type="radio"/>	202	10G down / 10G up	10G down / 10G up	50M down / 50M up	50M down / 50M up
<input type="radio"/>	203	10G down / 10G up	10G down / 10G up	100M down / 20M up	100M down / 20M up
<input type="radio"/>	204	10G down / 10G up	10G down / 10G up	100M down / 100M up	100M down / 100M up
<input type="radio"/>	205	10G down / 10G up	10G down / 10G up	200M down / 40M up	200M down / 40M up
<input type="radio"/>	206	10G down / 10G up	10G down / 10G up	200M down / 200M up	200M down / 200M up
<input type="radio"/>	207	10G down / 10G up	10G down / 10G up	250M down / 50M up	250M down / 50M up
<input type="radio"/>	208	10G down / 10G up	10G down / 10G up	250M down / 250M up	250M down / 250M up
<input type="radio"/>	209	10G down / 10G up	10G down / 10G up	300M down / 60M up	300M down / 60M up
<input type="radio"/>	210	10G down / 10G up	10G down / 10G up	300M down / 300M up	300M down / 300M up
<input type="radio"/>	211	10G down / 10G up	10G down / 10G up	500M down / 100M up	500M down / 100M up
<input type="radio"/>	212	10G down / 10G up	10G down / 10G up	500M down / 500M up	500M down / 500M up
<input type="radio"/>	213	10G down / 10G up	10G down / 10G up	1G down / 200M up	1G down / 200M up
<input type="radio"/>	214	10G down / 10G up	10G down / 10G up	1G down / 1G up	1G down / 1G up
<input type="radio"/>	215	10G down / 10G up	10G down / 10G up	2.5G down / 500M up	2.5G down / 500M up
<input type="radio"/>	216	10G down / 10G up	10G down / 10G up	2.5G down / 2.5G up	2.5G down / 2.5G up
<input type="radio"/>	217	10G down / 10G up	10G down / 10G up	5G down / 1G up	5G down / 1G up
<input type="radio"/>	218	10G down / 10G up	10G down / 10G up	5G down / 5G up	5G down / 5G up
<input type="radio"/>	219	10G down / 10G up	10G down / 10G up	10G down / 2G up	10G down / 2G up
<input type="radio"/>	220	10G down / 10G up	10G down / 10G up	10G down / 10G up	10G down / 10G up

#### Fulfillment Time Slot

	Index	Start Date/Time	End Time
<input checked="" type="radio"/>	1	12. Oct. 2020 09:01	13:01

#### Inhouse Connection Appointment Time Slots

TimeSlot_1601989530428	14. Oct. 2020 15:30	17:30	120	16
TimeSlot_1601989530429	15. Oct. 2020 08:00	10:00	120	36
TimeSlot_1601989530430	16. Oct. 2020 10:00	12:00	120	49
TimeSlot_1601989530431	17. Oct. 2020 13:30	17:30	240	94
TimeSlot_1601989530432	18. Oct. 2020 15:30	17:30	120	34
TimeSlot_1601989530433	19. Oct. 2020 15:30	17:30	120	58
TimeSlot_1601989530434	20. Oct. 2020 13:30	17:30	240	14
TimeSlot_1601989530435	21. Oct. 2020 08:00	10:00	120	54
TimeSlot_1601989530436	22. Oct. 2020 08:00	10:00	120	15

#### List of Building Entry Points

Location Id (BEP)	9999999	BEP State	CONNECTED	Business State	4 - BEP Ready
Street	TibcoSimulator-00aÄr-Strasse	Availability 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	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	01. Oct. 2020 16:05	EventReason 1 EventReason	F 1	T 1	1
	2 - ValidityClassException	21. Sep. 2020 16:05	EventReason 2 EventReason	F 2	T 2	2
	2 - ValidityClassException	06. Sep. 2020 16:05	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.
Site Development	61% = Ration BC/Units, Yes = Is Fully Developed, 6/55 = #OTO/OTO Penetration Rate
Nr of Utilisation Units	Number of units
Nr of Basic Connectivities	Number of connected units
Fully Developed	Yes in case of "FBC – Vollerschliessung" (GVE-Flag = true)
Quantity of Build OTO	Number of built OTO
OTO Penetration Rate	#OTO/#units in %
Calculated Plug Nr	plug number calculated in real time based on which OTO plug has the biggest amount of Fiber Access RFS with Right of Use "Swisscom" in a single Served Location.
List of Sockets	One or more sockets
Flat Id	Flat Identification
Socket Id	Socket Id
Cooperation Id	ISP specific socket identification

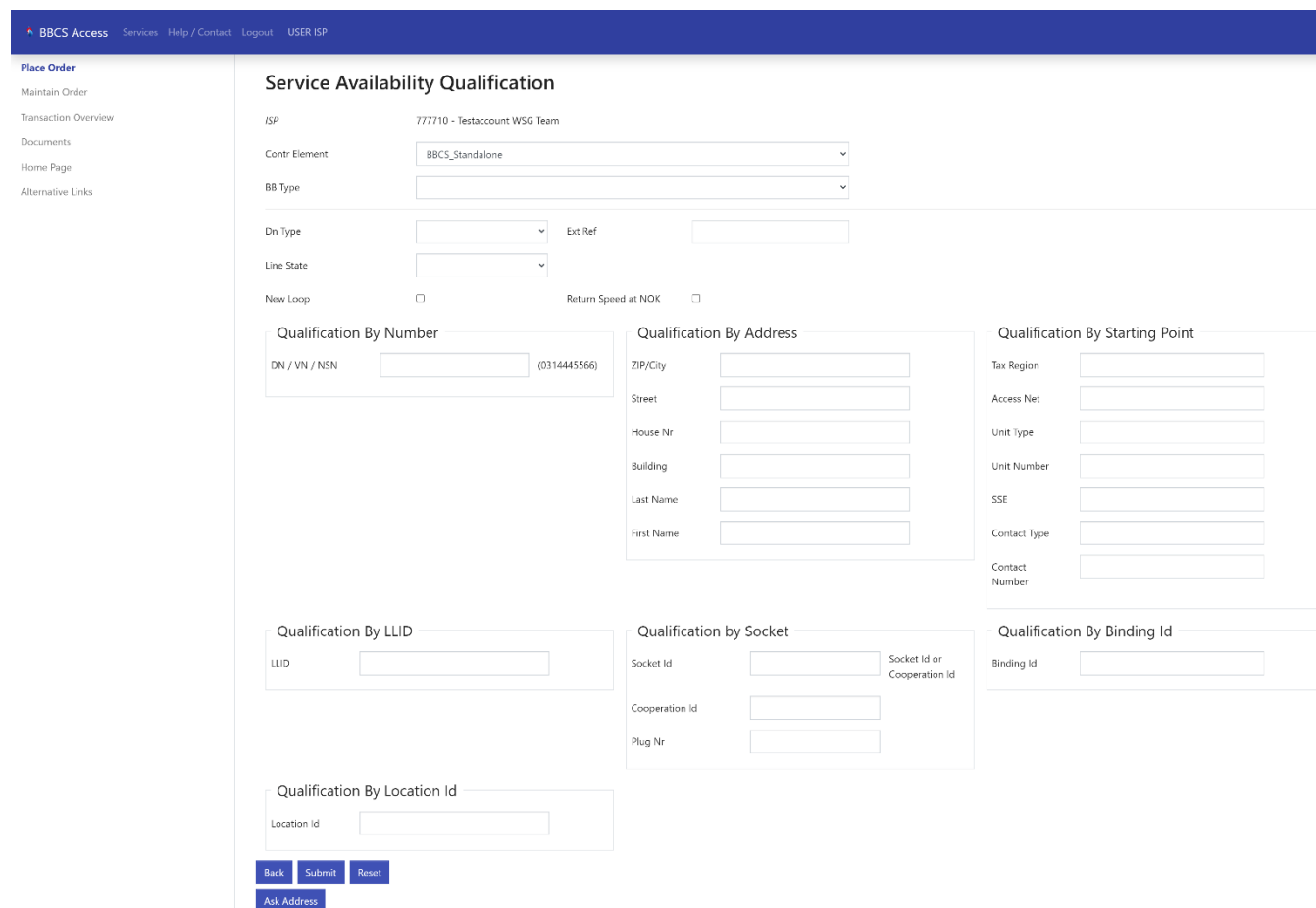
Plugs	Zero or more plugs
Plug Nr	Plug number
AccessId	AccessId
Access Protocol	Access Protocol: BX
Fiber Line State	State of fiber line state; possible values are CONNCETED or AVAILABLE or PLANNED
OTO State	State at the socket; same values as "Fiber Line State"
Is Active	Is Active
Remark	
Jumper Action	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. 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

Name	Optional / Mandatory	Description
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
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  Socket Id validation: Type-A: SWISSCOM identification in format A.nnn.nnn.nnn Type-B: BAKOM identification ion the format x.nnn.nnn.nnn.c (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

Request

ISP

777710 - Testaccount WSG Team

Contr Element

BBCS\_Standalone

BB Type

ADSL\_VDSL

DN / VN / NSN

0314445566

Economy Line

Quali Result State

ok

DN Office

64BOL

BB Device Location

BEMN

• Site

BOLS

• Site Category

RUS

• Available Technology Type

-

• DSLAM Name

-

• Dslam Type

-

• BB Port Nr

-

• BB Port Line Type

ana

• Vendor

Huawei

• DN (STNR)

0314445566

• Line State

active

• LLID

0030314445566

• LLID Activation Date

-

• LLID Disconnection Date

-

Starting Point

• Tax Region

64

• Access Net

BOL

• Unit Type

UP

• Unit Number

10000

• SSE

1

• Contact Type

UPK

• Contact Number

62

• Up Preparation

-

Address

• Street

Schönstrasse

• House Nr

1a

• Building

Chalet

• ZIP

307400

• City

Kemmeribodenbad

• Additional City

Züri West

Access

Speed

Technology Type

• Current Access Speed

5M down / 500k up

-

• Max. Access Speed

7M down / 600k up

-

ADSL

• BB Number Of Wires	2
• Average Flag	1
• Billing Zone	-
• Jumper Action	Yes
• BBR Recommendation	-
• Potential Available	1
• Reason of Potential	1000 - outstanding upgrooming 1002 - old CPE Hardware
• Technology Type	-
• PSD Class	Spec_VDSL2_12a
• Interleave Mode	Interleave Medium
• Vectorized	No
• Port Available	Yes
• Copper Available	No Upgrade plan date 22. Aug. 2012
• WARP Port Available	-
• Swisscom Ready	No

#### CPE Info

• CPE Name	Motorola 7347-44 POTS rel.7.9	
• Dslam Type Allowed	<b>Technology</b>	<b>Dslam Type Allowed</b>
	VDSL2	ISAM, CAN
	ADSL	ASAM
• Capability	-	
• Comment	Das ist ein Kommentar für CPE Info	

[Comment Q00 - This telephone line is suitable for xDSL](#)

Contr Element	Speed Profile Nr
Best Effort	max 2M down / 400k up max 5M down / 1M up max 10M down / 2M up max 20M down / 4M up
Real Time	ENABLING

Quali Result State ok

[DN Office](#) 64BOL

[BB Device Location](#) BEMN

• Site	BOLS
• Site Category	RUS
• Available Technology Type	VDSL2, VDSL Vectoring,
• DSLAM Name	-
• Dslam Type	-
• BB Port Nr	-
• BB Port Line Type	ana
• Vendor	Huawei
• DN (STNR)	0314445566
• Line State	active
• LLID	0030314445566

- LLID Disconnection Date -

#### Starting Point

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

#### Address

- Street Schönstrasse
- House Nr 1a
- Building Chalet
- ZIP 307400
- City Kemmeribodenbad
- Additional City Züri West

#### Access

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

#### VDSL

- BB Number Of Wires 2
- Average Flag 1
- Billing Zone -
- Jumper Action Yes
- BBR Recommendation [LOV ENTRY FOR VALUE 6 N/A]
- Potential Available 1
- Reason of Potential 1000 - outstanding upgrooming  
1002 - old CPE Hardware
- Technology Type VDSL2
- PSD Class Spec\_VDSL2\_12a
- Interleave Mode Interleave Medium
- Vectorized No
- Port Available Yes
- Copper Available No Upgrade plan date 11. Nov. 2015
- WARP Port Available No Upgrade plan date 11. Dec. 2015
- Swisscom Ready No

#### CPE Info

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

Technology	Dslam Type Allowed
VDSL2	ISAM, CAN
ADSL	ASAM
- Capability -
- 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 / 400k up max 2M down / 2M up max 5M down / 1M up max 5M down / 5M up max 10M down / 2M up max 10M down / 10M up max 20M down / 4M up max 20M down / 20M up max 25M down / 5M up max 25M down / 25M up max 50M down / 10M up max 50M down / 50M up max 100M down / 20M up max 100M down / 100M up max 200M down / 40M up max 200M down / 200M up max 250M down / 50M up max 300M down / 60M up max 500M down / 100M up
Streaming	ENABLING
Real Time	ENABLING

[Back](#)
[Ask Swisscom](#)

### 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 Developed
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 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.

[BBCS Access](#)
[Services](#)
[Help / Contact](#)
[Logout](#)
[USER ISP](#)

[Place Order](#)
[Maintain Order](#)
[Transaction Overview](#)
[Documents](#)
[Home Page](#)
[Alternative Links](#)

### Service Availability Qualification Result

**Request**  
ISP: 777710 - Testaccount WSG Team  
Contr Element: BBCS\_F (Fiber)  
BB Type: BX  
City: Test1

**Netservices number**

Comment: List of addresses is not complete

	Location Id	Street	House Nr	Building	ZIP	City
Qualify	9999970		-	-	-	Addr with empty Strings
Qualify	9999971	Grünstrasse	11	-	3000	Bern
Qualify	9999972	Grünstrasse	12	Fabrik 2	3000	Bern
Qualify	9999973	Grünstrasse	13	-	3000	Bern
Qualify	9999974	Grünstrasse	14	-	3000	Bern
Qualify	9999975	Grünstrasse	15	-	3000	Bern
Qualify	9999976	Grünstrasse	16	-	3000	Bern
Qualify	9999977	Grünstrasse	17	-	3000	Bern
Qualify	9999978	Grünstrasse	18	-	3000	Bern
Qualify	9999979	Grünstrasse	19	-	3000	Bern
Qualify	9999980	Grünstrasse	20	-	3000	Bern
Qualify	9999981	Grünstrasse	21	-	3000	Bern
Qualify	9999982	Grünstrasse	22	-	3000	Bern
Qualify	9999983	Grünstrasse	23	-	3000	Bern
Qualify	9999984	Grünstrasse	24	-	3000	Bern
Qualify	9999985	Grünstrasse	25	-	3000	Bern
Qualify	9999986	Grünstrasse	26	-	3000	Bern
Qualify	9999987	Grünstrasse	27	-	3000	Bern
Qualify	9999988	Grünstrasse	28	-	3000	Bern
Qualify	9999989	Grünstrasse	29	-	3000	Bern

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[Qualify PreOrder](#)
[Ask Swisscom](#)

#### 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
House Nr	Number of House
ZIP	ZIP Code

Name	Description
City	Name of City

#### 6.2.4.2 Socket List

##### Service Availability Qualification Result

Request	
ISP	777710 - Testaccount WSG Team
Contr Element	BBCS_F (Fiber)
Street	Bahnhofstrasse
House Nr	1
ZIP	3063
City	Ittigen

Netservices number	
Quali Result State	ok
Location Id(OTO, Customer) 8001627	
Street	Bahnhofstrasse
House Nr	1
Building	Fabrik 0
ZIP	3063
City	Ittigen
Site Development 61% Yes	
• Nr of Utilisation Units	13
• Nr of Basic Connectivities	8
• Fully Developed	Yes
• Quantity of Built OTO	6
• OTO Penetration Rate	55%
• Calculated Plug Nr	1

List of Sockets

**Fiber**

Socket Id            A.230.944.478  
 Cooperation Id    P\_A.230.944.478  
 First Inhouse Installation   -  
 Flat Id            -  
 Flat Memo        -

Plug Nr	1	Fiber Line State	AVAILABLE	OTO State	NO INHOUSE INSTALLATION
Plug Nr	2	Fiber Line State	AVAILABLE	OTO State	NO INHOUSE INSTALLATION
Plug Nr	3	Fiber Line State	AVAILABLE	OTO State	NO INHOUSE INSTALLATION
Plug Nr	4	Fiber Line State	AVAILABLE	OTO State	NO INHOUSE INSTALLATION

Socket Id            A.231.944.478  
 Cooperation Id    P\_A.231.944.478  
 First Inhouse Installation   -  
 Flat Id            -  
 Flat Memo        -

Plug Nr	1	Fiber Line State	AVAILABLE	OTO State	NO INHOUSE INSTALLATION
Plug Nr	2	Fiber Line State	AVAILABLE	OTO State	NO INHOUSE INSTALLATION
Plug Nr	3	Fiber Line State	AVAILABLE	OTO State	NO INHOUSE INSTALLATION
Plug Nr	4	Fiber Line State	AVAILABLE	OTO State	NO INHOUSE INSTALLATION

Socket Id            A.232.944.478  
 Cooperation Id    P\_A.232.944.478  
 First Inhouse Installation   -  
 Flat Id            -  
 Flat Memo        -

Plug Nr	1	Fiber Line State	AVAILABLE	OTO State	NO INHOUSE INSTALLATION
Plug Nr	2	Fiber Line State	AVAILABLE	OTO State	NO INHOUSE INSTALLATION
Plug Nr	3	Fiber Line State	AVAILABLE	OTO State	NO INHOUSE INSTALLATION
Plug Nr	4	Fiber Line State	AVAILABLE	OTO State	NO INHOUSE INSTALLATION

Socket Id            A.239.999.555  
 Cooperation Id    -  
 First Inhouse Installation   -  
 Flat Id            -  
 Flat Memo        NO INHOUSE INSTALLATION OTO for LIS by LOC (SAQ)  
 Fiber Line State    AVAILABLE  
 OTO State        NO INHOUSE INSTALLATION  
 Availability Date   -

Comment

List of Building Entry Points

Location Id (BEP)   9999999    BEP State    CONNECTED

Street	TibcoSimulator-Güß&Ei-Strasse	Availability 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	1000000	Initial Mounting Shaft Capacity	available
City	Bern	BEP Site Category	standard	BEP Builder	KDPA

Events	Event Type	Event Time Stamp	Event Reason	From	To	Sequence Number
	1 - TargetDateChange	01. Oct. 2020 17:21	EventReason 1 EventReason	F 1	T 1	1
	2 - ValidityClassException	21. Sep. 2020 17:21	EventReason 2 EventReason	F 2	T 2	2
	2 - ValidityClassException	06. Sep. 2020 17:21	EventReason 3 EventReason	F 3	T 3	3

Available Technology	BB Type	Planned Date
	BX	-

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[Ask Swisscom](#)

Options:

Do a Service Qualification for Socket and Plug Nr by clicking the preferred Plug Nr under the preferred Socked Id or Service Qualificaion 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
Site Development	61% = Ration BC/Units, Yes = Is Fully Developed
Nr of Utilisation Units	Number of units
Nr of Basic Connectivities	Number of connected units
Fully Developed	Yes in case of "FBC – Vollerschliessung" (GVE-Flag = true)
Quantity of Build OTO	Number of built OTO
OTO Penetration Rate	#OTO/#units in %
Calculated Plug Nr	plug number calculated in real time based on which OTO plug has the biggest amount of Fiber Access RFS with Right of Use "Swisscom" in a single Served Location. E.g., if we have 10 oto with 8 SCS Fiber RFS on plug 2, and 2 SCS Fiber RFS on plug 1, the SCS Plug Number will be = 2
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.

Name	Description
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)
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
Available Technology	
BB Type	Possible values are: "BX", "XGS-PON"

Name	Description
Planned Date	When the technology (BB Type) is available for provisioning.



## 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.

### Look-up Predecessor

By
☒ Phone Nr
☐ Address

Phone

Last Name

First Name

Company Name

ZIP/City

Street

House Nr

Building

Location Id

#### 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

#### Look-up Predecessor

By
☐ Phone Nr
☒ Address

Phone

Last Name

First Name

Company Name

ZIP/City

Street

House Nr

Building

Location Id

#### 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. Fiber or copper lines are shown.

BBCS Access Services Help / Contact Logout USER ISP																	
Place Order																	
Maintain Order																	
Transaction Overview																	
Documents																	
Home Page																	
Alternative Links																	
Look-up Predecessor Summary																	
Qualify	DN/VN/RSN	Socket Id	Plug Nr	Phone Nr	Location Id	Last Name	First Name	Company Name	Street	House Nr	Building	Zip	City	Additional City	LLID	Visibility	Last Modified Date
Qualify	072124567	-	-	031330710	66209020	LastName-107-0LineAs	FirstName-107-0LineAs	-	Thurstasse	662	Garage	3000	Bern	Add City	333002	Yes	04. Oct. 2020
Qualify	072124567	-	-	031330711	66209020	LastName-107-1LineAs	FirstName-107-1LineAs	-	Thurstasse	662	Garage	3000	Bern	Add City	333002	Yes	04. Oct. 2020
Qualify	072124567	-	-	031330712	66209020	LastName-107-2LineAs	FirstName-107-2LineAs	-	Thurstasse	662	Garage	3000	Bern	Add City	333002	Yes	04. Oct. 2020
Qualify	072124567	-	-	031330713	66209020	LastName-107-3LineAs	FirstName-107-3LineAs	-	Thurstasse	662	Garage	3000	Bern	Add City	333002	Yes	04. Oct. 2020
Qualify	072124567	-	-	031330714	66209020	LastName-107-4LineAs	FirstName-107-4LineAs	-	Thurstasse	662	Garage	3000	Bern	Add City	333002	Yes	04. Oct. 2020
Qualify	072124567	-	-	031330715	66209020	LastName-107-5LineAs	FirstName-107-5LineAs	-	Thurstasse	662	Garage	3000	Bern	Add City	333002	Yes	04. Oct. 2020
Qualify	072124567	-	-	031330716	66209020	LastName-107-6LineAs	FirstName-107-6LineAs	-	Thurstasse	662	Garage	3000	Bern	Add City	333002	Yes	04. Oct. 2020
Qualify	072124567	-	-	031330717	66209020	LastName-107-7LineAs	FirstName-107-7LineAs	-	Thurstasse	662	Garage	3000	Bern	Add City	333002	Yes	04. Oct. 2020
Qualify	072124567	-	-	031330718	66209020	LastName-107-8LineAs	FirstName-107-8LineAs	-	Thurstasse	662	Garage	3000	Bern	Add City	333002	Yes	04. Oct. 2020
Qualify	072124567	-	-	031330719	66209020	LastName-107-9LineAs	FirstName-107-9LineAs	-	Thurstasse	662	Garage	3000	Bern	Add City	333002	Yes	04. Oct. 2020
Qualify	-	A.000.912.320	4	031330210	66209020	LastName-1-0LineAs	FirstName-1-0LineAs	-	OTO A.000.912.320 street	14b	Gernthaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04. Oct. 2020
Qualify	-	A.000.912.320	4	031330211	66209020	LastName-1-1LineAs	FirstName-1-1LineAs	-	OTO A.000.912.320 street	14b	Gernthaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04. Oct. 2020
Qualify	-	A.000.912.320	3	031330212	66209020	LastName-1-2LineAs	FirstName-1-2LineAs	-	OTO A.000.912.320 street	14b	Gernthaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04. Oct. 2020
Qualify	-	A.000.912.320	3	031330213	66209020	LastName-1-3LineAs	FirstName-1-3LineAs	-	OTO A.000.912.320 street	14b	Gernthaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04. Oct. 2020
Qualify	-	A.000.912.320	3	031330214	66209020	LastName-1-4LineAs	FirstName-1-4LineAs	-	OTO A.000.912.320 street	14b	Gernthaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04. Oct. 2020
Qualify	-	A.000.912.320	3	031330215	66209020	LastName-1-5LineAs	FirstName-1-5LineAs	-	OTO A.000.912.320 street	14b	Gernthaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04. Oct. 2020
Qualify	-	A.000.912.320	3	031330216	66209020	LastName-1-6LineAs	FirstName-1-6LineAs	-	OTO A.000.912.320 street	14b	Gernthaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04. Oct. 2020
Qualify	-	A.000.912.320	3	031330217	66209020	LastName-1-7LineAs	FirstName-1-7LineAs	-	OTO A.000.912.320 street	14b	Gernthaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04. Oct. 2020
Qualify	-	A.000.912.320	3	031330218	66209020	LastName-1-8LineAs	FirstName-1-8LineAs	-	OTO A.000.912.320 street	14b	Gernthaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04. Oct. 2020
Qualify	-	A.000.912.320	3	031330219	66209020	LastName-1-9LineAs	FirstName-1-9LineAs	-	OTO A.000.912.320 street	14b	Gernthaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04. Oct. 2020
Qualify	-	A.000.912.320	3	031330220	66209020	LastName-1-10LineAs	FirstName-1-10LineAs	-	OTO A.000.912.320 street	14b	Gernthaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04. Oct. 2020
Qualify	-	A.000.912.320	3	031330221	66209020	LastName-1-11LineAs	FirstName-1-11LineAs	-	OTO A.000.912.320 street	14b	Gernthaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04. Oct. 2020
Qualify	-	A.000.912.320	3	031330222	66209020	LastName-1-12LineAs	FirstName-1-12LineAs	-	OTO A.000.912.320 street	14b	Gernthaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04. Oct. 2020
Qualify	-	A.000.912.320	3	031330223	66209020	LastName-1-13LineAs	FirstName-1-13LineAs	-	OTO A.000.912.320 street	14b	Gernthaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04. Oct. 2020
Qualify	-	A.000.912.320	3	031330224	66209020	LastName-1-14LineAs	FirstName-1-14LineAs	-	OTO A.000.912.320 street	14b	Gernthaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04. Oct. 2020
Qualify	-	A.000.912.320	3	031330225	66209020	LastName-1-15LineAs	FirstName-1-15LineAs	-	OTO A.000.912.320 street	14b	Gernthaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04. Oct. 2020
Qualify	-	A.000.912.320	3	031330226	66209020	LastName-1-16LineAs	FirstName-1-16LineAs	-	OTO A.000.912.320 street	14b	Gernthaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04. Oct. 2020
Qualify	-	A.000.912.320	3	031330227	66209020	LastName-1-17LineAs	FirstName-1-17LineAs	-	OTO A.000.912.320 street	14b	Gernthaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04. Oct. 2020
Qualify	-	A.000.912.320	3	031330228	66209020	LastName-1-18LineAs	FirstName-1-18LineAs	-	OTO A.000.912.320 street	14b	Gernthaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04. Oct. 2020
Qualify	-	A.000.912.320	3	031330229	66209020	LastName-1-19LineAs	FirstName-1-19LineAs	-	OTO A.000.912.320 street	14b	Gernthaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04. Oct. 2020
Qualify	-	A.000.912.320	3	031330230	66209020	LastName-1-20LineAs	FirstName-1-20LineAs	-	OTO A.000.912.320 street	14b	Gernthaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04. Oct. 2020

### 6.3.4 Look-up Predecessor Summary- multiple 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
<a href="#">Look-up Predecessor</a>	40029291	Meisenweg	12	-	3063	Ittigen	-
<a href="#">Look-up Predecessor</a>	40029292	Meisenweg	14	Alpenblick	3063	Ittigen	-
<a href="#">Look-up Predecessor</a>	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:

### Basis Creation

ISP 777710 - Testaccount WSG Team

Customer Wish Date   (dd mm yyyy)

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

### Basis Creation

ISP 777710 - Testaccount WSG Team

Customer Wish Date 06. Oct. 2020 (dd mm yyyy)

Contr Element  ▼

### Select BB Type, Session Type, Kind of Creation:

[BBCS Access](#)
[Services](#)
[Help / Contact](#)
[Logout](#)
[USER ISP](#)

**Place Order**  
[Maintain Order](#)  
[Transaction Overview](#)  
[Documents](#)  
[Home Page](#)  
[Alternative Links](#)

#### Basis Creation

ISP: 777710 - Testaccount WSG Team

Customer Wish Date: 11. Oct. 2020 (dd mm yyyy)

Contr Element: BBCS Standalone

BB Type: VDSL

Session Type:

DN / VN / NSN:  (0314445566)

Fulfillment SLA:

Assurance SLA:

Creation Type:

Customer Order Nr:

Order Group Nr:

WOS ID:

Qualification Nr:

Qualification Index:

Fulfillment Time Slot Index:

Inhouse Connection Time Slot Id:

BB Device Location: BOL

Starting Point: 64:BOL:3:10000:1

#### 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 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.
MAC Address	O	This element only exists, if the Order is XGS PON or Creation Typ = Preorder
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

		<p>“Synchronisation with voice”: to start a chain of events and checks to synchronise the ADSL connection with its voice counterpart.</p> <p>“Preorder”: identifies a Basis Create and a Add Services as a preorder</p> <p>“ISP Change”: if qualification is done with ISP Change, then use this creation type</p>
Qualification Nr	M	Number of Qualification by Number
Fulfillment Time Slot Index	M	For fiber the fulfillment 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 Copper Screen

Service Creation second screen for BB Type is VDSL.

BBCS Access
Services
Help / Contact
Logout
USER ISP

Place Order  
Maintain Order  
Transaction Overview  
Documents  
Home Page  
Alternative Links

### Basis Creation

ISP: 777710 - Testaccount WSG Team

Contr Element: BBCS\_Standalone

BB Type: VDSL

Dn Type: Economy Line

Session Type: DHCP

Self Install:

Sf Exept Prio: Basic

Level Of Supp: Standard

DN / VN / NSN (Requested):

Creation Type: New

Qualification Nr: 147116092

Qualification Index: 18

BB Device Location: BOL

Starting Point: 64:BOL3;10000;1

Fulfillment Time Slot Index: 1

Customer Wish Date: 11. Oct. 2020

Process With Low Priority: ☐

External Reference:

Comment:

Appointment Id:

Pool Type:

Modem Owner:

Current Customer (for predecessor info)
Last Name: 
First Name: 
Company Name: 
Phone: 
Visibility: ☐

Back
Add Service
Reset

### 6.4.2.2 Second Fiber Screen

Here a Basis Creation second screen for the Contract Element BBCS\_F:

## Basis Creation

ISP	777710 - Testaccount WSG Team
Contr Element	BBCS_F (Fiber)
BB Type	BX
Dn Type	-
Session Type	DHCP
Sf Exept Prio	Basic
Level Of Supp	Standard
DN / VN / NSN (Requested)	
Creation Type	New
Qualification Nr	147116113
Qualification Index	3
BB Device Location	DEVLOC
Fulfillment Time Slot Index	1
Customer Wish Date	27. Oct. 2020
Process With Low Priority	<input type="checkbox"/>
External Reference	<input type="text"/>
Comment	<input type="text"/>
Appointment Id	<input type="text"/>
Pool Type	pool1 <input type="button" value="v"/>
Modem Owner	Unknown <input type="button" value="v"/>

### Current Customer (for predecessor info)

Last Name	<input type="text"/>
First Name	<input type="text"/>
Company Name	<input type="text"/>
Phone	<input type="text"/>
Visibility	<input type="checkbox"/>



### 6.4.2.3 Fiber Inhouse Screen

If a BBCS\_F needs a First Inhouse Installation, a new screen will appear “Inhouse Installation Request”

## Inhouse Installation Request

Order Type	Contr Element	BB Type	Speed Profile
BBCS_CREATE	BBCS_F (Fiber)	BX	-

### Contact Address

ZIP/City

Street

House Nr

Building

Last Name

First Name

E-Mail

Phone

Phone 2

Language

Address Comment

Earliest Customer Contact

Installation Notes

Move To Same Address ☐

Back
Add Service
Reset

Ask Address

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 +R_ADSL++ means that a ASAM Port should be reserved +R_VDSL++ means that a ISAM Port should be reserved +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). 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	O	The VOBB phone number
Visibility	O	LVG Visibility Flag
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".

#### Basis Creation

ISP	777710 - Testaccount WSG Team		
Customer Wish Date	11. Oct. 2020	(dd mm yyyy)	
Contr Element	BBCS_Standalone		
BB Type	ADSL		
Session Type	<div style="border: 1px solid #ccc; padding: 2px;">DHCP</div>		
DN / VN / NSN	<div style="border: 1px solid #ccc; padding: 2px;"></div>		(0314445566)
Fulfillment SLA	<div style="border: 1px solid #ccc; padding: 2px;">Basic</div>		
Assurance SLA	<div style="border: 1px solid #ccc; padding: 2px;">Standard</div>		
Creation Type	<div style="border: 1px solid #ccc; padding: 2px; border-bottom: 2px solid #000;">Preorder</div>		
Customer Order Nr	<div style="border: 1px solid #ccc; padding: 2px;"></div>		
Order Group Nr	<div style="border: 1px solid #ccc; padding: 2px;"></div>		
WOS ID	<div style="border: 1px solid #ccc; padding: 2px;"></div>		
Qualification Nr	<div style="border: 1px solid #ccc; padding: 2px;">147203430</div>		
Qualification Index	<div style="border: 1px solid #ccc; padding: 2px;">40</div>		
Fulfillment Time Slot Index	<div style="border: 1px solid #ccc; padding: 2px;">1</div>		
Inhouse Connection Time Slot Id	<div style="border: 1px solid #ccc; padding: 2px;"></div>		
BB Device Location	BOL		
Starting Point	64:BOL:3;10000;1		

Back
Continue
Reset

Continue with second from Basis Creation and add the service „Best Effort“ to add the service 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

### Basis Modification

ISP 777710 - Testaccount WSG Team

by DN/VN/NSN

DN / VN / NSN

0711180355

(0314445566)

Back

Continue

Reset


Select Customer Wish Date

### Basis Modification

ISP 777710 - Testaccount WSG Team

Customer Wish Date 

06. Oct. 2020

 (dd mm yyyy)

Back

Continue

Reset

Select BB Type and other data

## Basis Modification

ISP	777710 - Testaccount WSG Team	
Customer Wish Date	08. Oct. 2020	(dd mm yyyy)
Contr Element	BBCS_Standalone	
BB Type	VDSL	
Session Type	DHCP	
DN / VN / NSN	0108542092	(0314445566)
Fulfillment SLA	Basic	
Assurance SLA	Standard	
Creation Type	New	
Customer Order Nr		
Order Group Nr		
WOS ID		
Qualification Nr	147116152	
Qualification Index	18	
Fulfillment Time Slot Index	1	
BB Device Location	BOL	
Starting Point	64;BOL;3;10000;1	

[Back](#)
[Continue](#)
[Reset](#)

### 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 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 “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)

#### Basis Modification

ISP	777710 - Testaccount WSG Team
Contr Element	BBCS_Standalone
BB Type	VDSL
Dn Type	Economy Line
Session Type	DHCP
Self Install	<input type="text" value="Y"/>
Sf Exeprt Prio	Basic
Level Of Supp	Standard
DN / VN / NSN (Requested)	0108542092
Creation Type	New
Qualification Nr	147116152
Customer Wish Date	08. Oct. 2020
Process With Low Priority	<input type="checkbox"/>
External Reference	<input type="text"/>
Comment	<input type="text"/>
Appointment Id	<input type="text"/>
Pool Type	<input type="text" value="pool1"/>
Modem Owner	<input type="text" value="Unknown"/>

#### Current Customer (for predecessor info)

Last Name	<input type="text"/>
First Name	<input type="text"/>
Company Name	<input type="text"/>
Phone	<input type="text"/>
Visibility	<input type="checkbox"/>

[Back](#)
[Submit](#)
[Add Service](#)
[Change Service](#)
[Reset](#)

### 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 +R_ADSL++ means that a ASAM Port should be reserved +R_VDSL++ means that a ISAM Port should be reserved +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). 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	O	The VOBB phone number
Visibility	O	LVG Visibility Flag
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.

### Basis Disconnection

ISP 777710 - Testaccount WSG Team

by DN/VN/NSN

DN / VN / NSN  (0314445566)

[Back](#)

[Continue](#)

[Reset](#)

### Basis Disconnection

ISP 777710 - Testaccount WSG Team

Basis Contract Element BBCS\_Standalone

DN / VN / NSN  (0314445566)

Customer Wish Date   (dd mm yyyy)

Creation Type

External Reference

Comment

Delivery Notification ☐

Customer Order Nr

Order Group Nr

WOS ID

Process With Low Priority ☐

[Back](#)

[Submit](#)

[Reset](#)

### 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. “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). 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 (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.

### Service Status

ISP 777710 - Testaccount WSG Team

by DN/VN/NSN

DN / VN / NSN

0712253011

(0314445566)

by Socket

Socket Id

Socket Id or Cooperation Id

Cooperation Id

Plug Nr

Back

Submit

Reset

### 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.

### Handle DDI Service Qualification

ISP 777710 - Testaccount WSG Team

BBCS STNR/DDI  (0314445566) [Get Business Line Identity](#)

BBCS VN  (0314445566)

#### 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:

**Get Business Line Identity**

Invalid Input

Message STNR\_DDI is missing

Field BBSC STNR/DDI

[back](#)

#### 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:

### PABX Summary

ISP

100100 Documentation

BBCS STNR/DDI

0314445566

Number of entries = 0

VN	UP Board Nr	UP Switching Place Nr	UP Type of Contact	UP Contact Nr	BB Info
Waiting for results (this may take a few minutes) - please be patient . . . <span style="color: red;">this screen will refresh automatically</span>					

Service Creation

Service Modification

Service Disconnection

Service Qualification

Service Status

Change ISP

back

refresh

#### 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:

### PABX Summary

**ISP**                      777710 Testaccount Peter Rosenberger

**BBCS STNR/DDI**    0313902525 / 0711180355

Number of entries = 5

VN	UP Board Nr	UP Switching Place Nr	UP Type of Contact	UP Contact Nr	BB Info
<input checked="" type="radio"/> 0311390251	4	17	UPK	1	
<input type="radio"/> 0311390252	4	17	UPK	2	BBCS Service already exists!
<input type="radio"/> 0311390253	4	17	UPK	3	BBCS Service already exists!
<input type="radio"/> 0311390254	4	17	UPK	3	
<input type="radio"/> 0311390255	5	17	UPK	3	

Basis Creation

Basis Modification

Basis Disconnection

Service Qualification

Service Status

Change ISP

back

refresh

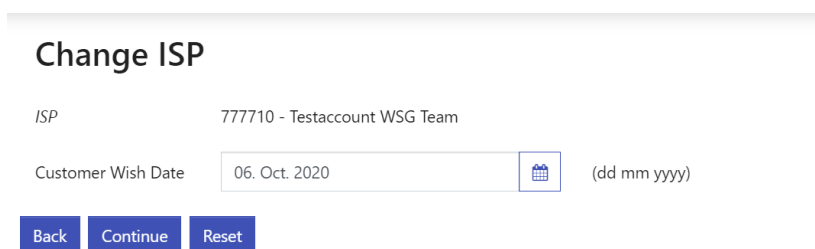
## 6.9 Change ISP

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

### 6.9.1 First screen

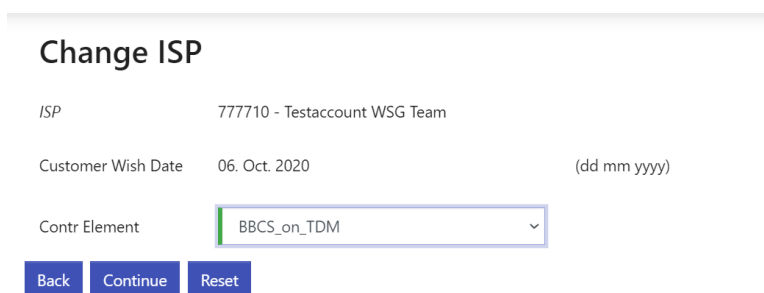
Drill down the first screen of Change ISP (in 3 Steps).

Select Customer Wish Date:



The screenshot shows the 'Change ISP' title at the top. Below it, the ISP is listed as '777710 - Testaccount WSG Team'. The 'Customer Wish Date' is set to '06. Oct. 2020' with a calendar icon and the format '(dd mm yyyy)'. At the bottom are three buttons: 'Back', 'Continue', and 'Reset'.

Select Contract Element



The screenshot shows the 'Change ISP' title. The ISP remains '777710 - Testaccount WSG Team'. The 'Customer Wish Date' is '06. Oct. 2020' with the format '(dd mm yyyy)'. The 'Contr Element' is a dropdown menu currently showing 'BBCS\_on\_TDM'. At the bottom are three buttons: 'Back', 'Continue', and 'Reset'.



Select other parameters (Copper):

### Change ISP

ISP	777710 - Testaccount WSG Team	
Customer Wish Date	11. Oct. 2020	(dd mm yyyy)
Contr Element	BBCS_Standalone	
BB Type	ADSL	
Session Type	PPP ▼	
DN / VN / NSN	0106000028	(0314445566)
Fulfillment SLA	Basic ▼	
Assurance SLA	Standard ▼	
Creation Type	New ▼	
Customer Order Nr	<input type="text"/>	
Order Group Nr	<input type="text"/>	
WOS ID	<input type="text"/>	
Qualification Nr	147116172	
Qualification Index	40	
Fulfillment Time Slot Index	1	
BB Device Location	BOL	
Starting Point	64;BOL;3;10000;1	

Select other parameters (Fiber):

### Change ISP

ISP	777710 - Testaccount WSG Team	
Customer Wish Date	21. Oct. 2020	(dd mm yyyy)
Contr Element	BBCS_F (Fiber)	
BB Type	BX	
Session Type	ppp ▼	
Socket Id	A.000.210.486	Socket Id or Cooperation Id or DN / VN / NSN *
Cooperation Id		
Plug Nr	2	
DN / VN / NSN	0108903487	(0314445566)
Fulfillment SLA	Basic ▼	
Assurance SLA	Standard ▼	
Creation Type	New ▼	
Customer Order Nr		
Order Group Nr		
WOS ID		
Qualification Nr	147203692	
Qualification Index	3	
Fulfillment Time Slot Index	1	
BB Device Location	DEVLOC	

[Back](#)
[Continue](#)
[Reset](#)

### 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 <sup>1)</sup>	Socket Id aka OTO Id (Fiber Only)
Cooperation Id	O/M <sup>1)</sup>	Cooperation Id (Fiber Only)
Plug Nr	O/M <sup>1)</sup>	Plug Nr (Fiber only) Mandatory with Socket Id or Cooperation Id
DN / VN / NSN	M	Directory number of the existing service
MAC Address	O	This element only exists, if the Order is XGS PON or Creation Typ = Preorder
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)

<sup>1)</sup> 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

### Change ISP (2)

ISP 777710 - Testaccount WSG Team

Contr Element BBCS, Standalone

BB Type ADSL

Session Type PPP

Sf Exept Prio Basic

Level Of Supp Standard

DN / VN / NSN (Requested) 0106000028

Creation Type New

Qualification Nr 147116172

Qualification Index 40

BB Device Location BOL

Starting Point 64;BOL;3;10000;1

Customer Wish Date 11. Oct. 2020

Process With Low Priority ☐

ONP Number

External Reference

Comment

Appointment Id

Pool Type

Modem Owner Unknown

Current Customer (for predecessor info)

Last Name

First Name

Company Name

Phone

Visibility ☐

Back

Add Service

Reset

### 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)

Name	Optional / Mandatory	Description
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 +R_ADSL++ means that a ASAM Port should be reserved +R_VDSL++ means that a ISAM Port should be reserved +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). 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	O	The VOBB phone number
Visibility	O	LVG Visibility Flag
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.
Hardware Delivery Location		Location of Hardware Delivery
Hardware Type	O	Type of Hardware
Hardware External Reference	O	Reference (SAP order number)

Name	Optional / Mandatory	Description
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

#### Add Service

ISP	777710 - Testaccount WSG Team	
Basis Contract Element	BBCS_Standalone	
BB Type	VDSL	
Customer Wish Date	<input type="text" value="07. Oct. 2020"/> 	(dd mm yyyy)
Fulfillment SLA	<input type="text" value="Basic"/>	
Assurance SLA	<input type="text" value="Standard"/>	
DN / VN / NSN	<input type="text" value="0108016023"/>	(0314445566)
Qualification Nr	<input type="text"/>	
Creation Type	<input type="text" value="New"/>	
Customer Order Nr	<input type="text"/>	
Order Group Nr	<input type="text"/>	
WOS ID	<input type="text"/>	

#### 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).

Name	Optional / Mandatory	Description
DN / VN / NSN	M	Active directory number (root number).
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.

#### Select Services (SRV\_ADD)

Order Type	Contr Element	BB Type	Speed Profile
BBCS_CREATE	BBCS_Standalone	ADSL	-

Best Effort

Streaming

Real Time

Back

Continue

Cancel

Reset

### 6.10.3 Add Service specific data

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

## Add Service

Order Type	Contr Element	BB Type	Speed Profile
BBCS_CREATE	BBCS_Standalone	ADSL	-
-	Best Effort	-	-

ISP 777710 - Testaccount WSG Team

Contr Element Best Effort

Sf Exeprt Prio Basic

Level Of Supp Standard

DN / VN / NSN  
(Requested)

Creation Type New

Customer Wish Date 11. Oct. 2020

Process With Low  
Priority ☐

Speed Profile Nr max 2M down / 400k up

External Reference

Comment

Appointment Id

### 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. 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

### Change Service

ISP 777710 - Testaccount WSG Team

by DN/VN/NSN

DN / VN / NSN  (0314445566)


---

### Change Service

ISP 777710 - Testaccount WSG Team

Basis Contract Element BBSC\_Standalone

BB Type ADSL

Customer Wish Date   (dd mm yyyy)

Fulfillment SLA

Assurance SLA

DN / VN / NSN  (0314445566)

Qualification Nr

Creation Type

Customer Order Nr

Order Group Nr

WOS ID

### 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 acquired (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)
DN / VN / SN	M	Directory number to create the new service 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. "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 (to synchronize a TDM-Voice order and a BBCS order)

### 6.11.2 Select Services

Select one or more services to change.

### Select Services (SRV\_CHANGE)

Best Effort

Streaming

Real Time

Back

Continue

Cancel

Reset

### 6.11.3 Service specific data

## Change Service

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

Back
Submit
Cancel
Reset

ISP: 777710 - Testaccount WSG Team

Contr Element: Best Effort

Sf Exept Prio: Basic

Level Of Supp: Standard

DN / VN / NSN (Requested): 0106000047

Creation Type: New

Customer Wish Date: 06. Oct. 2020

Process With Low Priority: ☐

Service Profile (Requested), BB Type:

Speed Profile Nr	Service Speed Range	ADSL
<input checked="" type="radio"/> Active Service Profile (no change)		
<input type="radio"/> max 2M down / 400k up	max2000_400	Y
<input type="radio"/> max 5M down / 1M up	max5000_1000	Y
<input type="radio"/> max 10M down / 2M up	max10000_2000	Y
<input type="radio"/> max 20M down / 4M up	max20000_4000	Y

External Reference:

Comment:

Appointment Id:

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).

Name	Optional / Mandatory	Description
		"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. 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
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).

### Reduce Service

ISP 777710 - Testaccount WSG Team

by DN/VN/NSN


DN / VN / NSN  (0314445566)

Select Customer Wish Date:

### Reduce Service

ISP 777710 - Testaccount WSG Team

Basis Contract Element BBCS\_Standalone

Customer Wish Date   (dd mm yyyy)

Select Contract Element

### Reduce Service

ISP 777710 - Testaccount WSG Team

Basis Contract Element BBCS\_Standalone

Customer Wish Date 06. Oct. 2020 (dd mm yyyy)

Contr Element  ▼

Select the number:

## Reduce Service

ISP	777710 - Testaccount WSG Team	
Basis Contract Element	BBCS_Standalone	
Customer Wish Date	06. Oct. 2020	(dd mm yyyy)
Contr Element	Best Effort	
DN / VN / NSN	<input type="text" value="0108203182"/>	(0314445566)
External Reference	<input type="text"/>	
Comment	<input type="text"/>	
Creation Type	<input type="text" value="New"/>	
Process With Low Priority	<input type="checkbox"/>	

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. "Promotion": the creation will be done manually "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

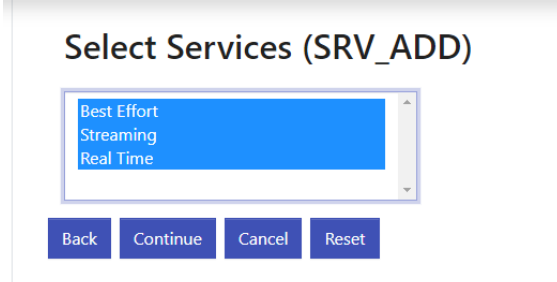
### 6.13 Compound

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)

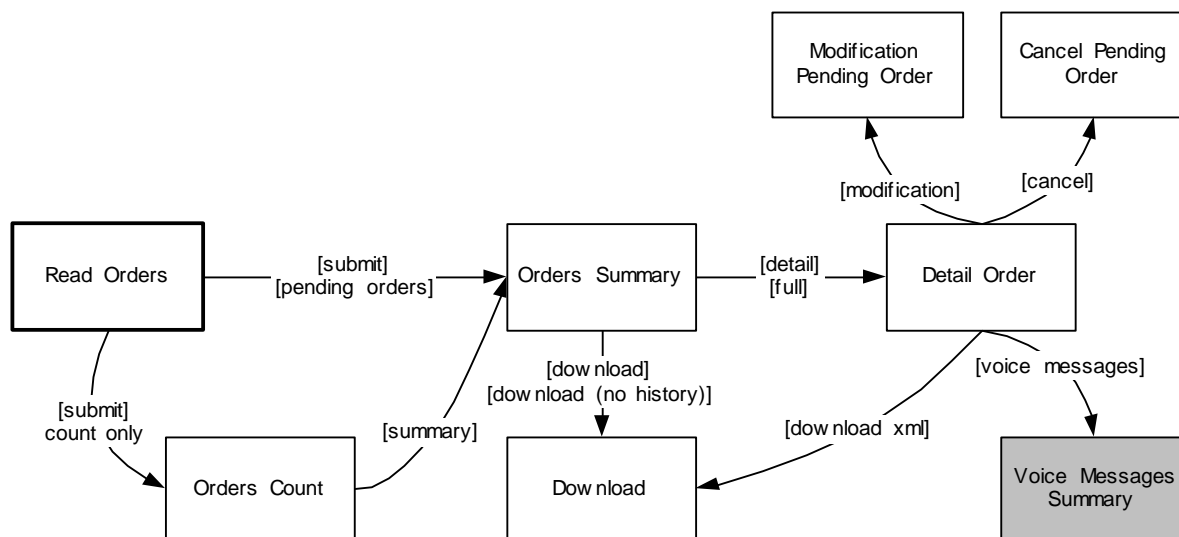
### 6.13.3 Fields

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

## Read Orders

[Back](#)
[Submit](#)
[Reset](#)
[Advanced](#)
[Advanced History](#)

[Page 1](#)
[Page 2](#)
[Page 3](#)

ISP 777710 - Testaccount WSG Team

Customer Order Nr	<input type="text"/>
Order Group Nr	<input type="text"/>
WOS ID	<input type="text"/>
Order Nr	<input type="text"/>
Order Type	<input type="text" value="BBCS_CREATE"/> <input type="text" value="BBCS_MODIFY"/> <input type="text" value="BBCS_DISCONNECT"/>
Order State	<input type="text" value="ENTERED"/> <input type="text" value="HOLDING"/> <input type="text" value="PRE_REJECTED"/>
DN / VN / NSN	<input type="text"/>
DN / VN / NSN (Requested)	<input type="text"/>
Socket Id	<input type="text"/>
Customer Wish Date	<input type="text"/> 
Estimated Due Date/Time Start	<input type="text"/> 
Transaction Timestamp	<input type="text"/> 
Search Category	<input type="text"/> 
Contr Element	<input type="text" value="BBCS_Standalone"/> <input type="text" value="BBCS_on_TDM"/> <input type="text" value="DBC - DSL_Base_Connectivity"/>
BB Type	<input type="text" value="ADSL"/> <input type="text" value="VDSL"/> <input type="text" value="SDSL"/>
Service Profile (Requested)	<input type="text" value="300k down / 100k up"/> <input type="text" value="300k down / 300k up"/> <input type="text" value="max 500k down / 100k up"/>
History	<input type="checkbox"/>
Count Only	<input type="checkbox"/>
Tree View	<input checked="" type="checkbox"/>

[Back](#)
[Submit](#)
[Reset](#)
[Advanced](#)
[Advanced History](#)

### 7.1.2 Tab Page 2

## Read Orders

[Back](#)
[Submit](#)
[Reset](#)
[Advanced](#)
[Advanced History](#)

Page 1
Page 2
Page 3

New ISP (Receiver)

CPE Owner

Unknown
Swisscom
Admin ISP

Creation Type

New
Promotion
Synchronisation with voice

Dn Type

Economy Line
Multi Line
Multi Line (MSN)

Dn Office

BB Device Location

Region

West
Central
East

Op Status

Open Pipe NA Max
Open Pipe Manual
Open Pipe Security

External Reference

Internal Reference

ISP-driven ORDER
VOICE-driven ORDER
net-driven PortRelocate ORDER

Assurance SLA

Standard
Intermediate
Plus

Fulfillment SLA

Basic
Premium
Express - billed to ISP

Onsite Support

None
xDSL Installation
Splitter Installation

History

☐

Count Only

☐

Tree View

☒

[Back](#)
[Submit](#)
[Reset](#)
[Advanced](#)
[Advanced History](#)

### 7.1.3 Tab Page 3

## Read Orders

[Back](#)
[Submit](#)
[Reset](#)
[Advanced](#)
[Advanced History](#)

Page 1
Page 2
**Page 3**

Self Install

Y  
N

Delivery Notification

Yes  
No

Message Type

(Comma sep. list)

Appointment Id

Appointment Date/Time

Vectorized

Yes  
No

DSLAM Name

Activation Code

History

☐

Count Only

☐

Tree View

☒

[Back](#)
[Submit](#)
[Reset](#)
[Advanced](#)
[Advanced History](#)

#### 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"

Name	Description
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

Name	Description
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	The Order, according to which the attributes are sorted.
Sort Order (LOV)	“Ascending” “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.

### Read Orders - Advanced Search 1/2

Available Fields

Access Profile  
Access Profile Southbound  
Access Profile Type  
Access Speed Changed  
Access Speed Requested  
Activation Code  
Address Location  
BB Access  
BB Device Location Old  
BB Number Of Wires  
BB PSD Class Requested

Select All >>

Add >>

<< Remove

Selected Fields

Appointment Id  
BB ADSL Emulated  
BB Device Location  
BB Type  
Contr Element  
Creation Type  
**Customer Order Nr**  
Customer Wish Date  
**DN (Requested)**  
**DN / VN / NSN**  
**DN Office**

<< Select All

Priority

Up  
Down

Back

Continue

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

[BBCS Access](#)
[Services](#)
[Help / Contact](#)
[Logout](#)
[USER ISP](#)

[Place Order](#)
[Maintain Order](#)
[Transaction Overview](#)
[Documents](#)
[Home Page](#)
[Alternative Links](#)

### Read Orders - Advanced Search 2/2

Appointment Id		
BB ADSL Emulated	<input type="button" value="No"/> <input type="button" value="Yes"/>	
BB Device Location	from	to
BB Type	<input type="button" value="ADSL"/> <input type="button" value="VDSL"/> <input type="button" value="SDSL"/>	
Contr. Element	<input type="button" value="BBCS_Standalone"/> <input type="button" value="BBCS_on_TDM"/> <input type="button" value="DBC - DSL_Base_Connectivity"/>	
Creation Type	<input type="button" value="New"/> <input type="button" value="Promotion"/> <input type="button" value="Synchronisation with voice"/>	
Customer Order Nr		
Customer Wish Date	<input type="button" value="from"/> <input type="button" value="to"/>	
DN (Requested)	from	to
DN / VN / MSN	from	to
DN Office		
Dn Type	<input type="button" value="Economy Line"/> <input type="button" value="Multi Line"/> <input type="button" value="Multi Line (MSN)"/>	
Dslam Type	<input type="button" value="ASAM"/> <input type="button" value="ISAM"/> <input type="button" value="CAN"/>	
Estimated Due Date/Time Start	<input type="button" value="from"/> <input type="button" value="to"/>	
External Reference		
ISP	<input type="button" value=""/>	
Level Of Supp	<input type="button" value="Standard"/> <input type="button" value="Intermediate"/> <input type="button" value="Plus"/>	
Modem Owner	<input type="button" value="Unknown"/> <input type="button" value="Swisscom"/> <input type="button" value="Admin ISP"/>	
Op Status	<input type="button" value=""/>	
Order Nr	from	to
Order State	<input type="button" value="ENTERED"/> <input type="button" value="HOLDING"/> <input type="button" value="PRE_REJECTED"/>	
Order Type	<input type="button" value="BBCS_CREATE"/> <input type="button" value="BBCS_MODIFY"/> <input type="button" value="BBCS_DISCONNECT"/>	
Region	<input type="button" value=""/>	
Self Install	<input type="button" value="Y"/> <input type="button" value="N"/>	
Service Profile (Requested)	<input type="button" value="300k down / 100k up"/> <input type="button" value="300k down / 300k up"/> <input type="button" value="max 500k down / 100k up"/>	
Session Type	<input type="button" value="ppp"/> <input type="button" value="DHCP"/>	
Sf Exept Prio	<input type="button" value="Basic"/> <input type="button" value="Premium"/> <input type="button" value="Express - billed to ISP"/>	
Socket Id		
Speed Profile Nr	<input type="button" value="300k down / 100k up"/> <input type="button" value="300k down / 300k up"/> <input type="button" value="max 500k down / 100k up"/>	
Transaction Timestamp	<input type="button" value="from"/> <input type="button" value="to"/>	
WOS ID	from	to
Count Only	<input type="checkbox"/>	
Tree View	<input checked="" type="checkbox"/>	



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 = 41															
+	-	Order Nr	Order Type	Business 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	Tern
	<a href="#">detail</a>	77771020201006000112000000	BBCS_GETSTATUS	-	COMPLETED	0108203182	06. Oct. 2020	06. Oct. 2020 01:00	06. Oct. 2020 01:00	06. Oct. 2020 18:17:16.000	BBCS_Standalone	VDSL	Netservices number	DHCP	@FV
	<a href="#">detail</a>	77771020201006000105000000	BBCS_GETSTATUS	-	COMPLETED	0106000047	06. Oct. 2020	06. Oct. 2020 01:00	06. Oct. 2020 01:00	06. Oct. 2020 18:10:46.000	BBCS_Standalone	ADSL	Netservices number	DHCP	@FV
	<a href="#">detail</a>	77771020201006000092000000	BBCS_GETSTATUS	-	COMPLETED	0106000047	06. Oct. 2020	06. Oct. 2020 01:00	06. Oct. 2020 01:00	06. Oct. 2020 18:04:32.000	BBCS_Standalone	ADSL	Netservices number	DHCP	@FV
	<a href="#">detail</a>	77771020201006000088000000	BBCS_GETSTATUS	-	COMPLETED	0106000047	06. Oct. 2020	06. Oct. 2020 01:00	06. Oct. 2020 01:00	06. Oct. 2020 17:55:49.000	BBCS_Standalone	ADSL	Netservices number	DHCP	@FV
	<a href="#">detail</a>	77771020201006000068000000	BBCS_CREATE	New	COMPLETED	0106000092	27. Oct. 2020	11. Oct. 2020 09:01	11. Oct. 2020 11:01	06. Oct. 2020 17:45:06.098	BBCS_F (Fiber)	BX	Netservices number	DHCP	@FV
	<a href="#">detail</a>	77771020201006000078000000	SRV_ADD	-	HOLDING	0106000028	11. Oct. 2020	11. Oct. 2020 01:00	11. Oct. 2020 18:00	06. Oct. 2020 17:43:07.711	Best Effort	-	-	-	-
	<a href="#">detail</a>	77771020201006000076000000	ISP_CHANGE	ISP Change	PRE_REJECTED	0106000028	11. Oct. 2020	11. Oct. 2020 07:00	11. Oct. 2020 11:00	06. Oct. 2020 17:43:07.192	BBCS_Standalone	ADSL	-	PPP	@ISF

#### 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:

[BBCS Access](#)
[Services](#)
[Help / Contact](#)
[Logout](#)
[USER ISP](#)

[Place Order](#)
  
[Maintain Order](#)
  
[Transaction Overview](#)
  
[Documents](#)
  
[Home Page](#)
  
[Alternative Links](#)

### Detail Order

[Main](#)
[CPE Info](#)
[Predecessor Info](#)

**Order Info**

Order Type	BBCS_CREATE
Order State	ENTERED
Business Type	New
Creation Type	New
Response	-
SF Exempt Prio	Basic

**DN Info**

DN / VN / NSN (Requested)	0108203182
DN (STNR) / VN / NSN	0106000093
STNR DDI	-
Dn Type	-

**Qualified Endpoint**

DN Office	64BOL
BB Device Location	BOL
Site	BOLS
Site Category	RUS
Available Technology Type	-
DSLAM Name	-
Dslam Type	-
Technology Type	-
Vectorized	-

**ISP / Order Nr Info**

ISP	777710 - Testaccount WSG Team
Customer Order Nr	77771020201006000115000000
Order Nr	77771020201006000114000000
Order Group Nr	-

**Date Info**

Customer Wish Date	08. Oct. 2020
Estimated Due Date/Time Start	08. Oct. 2020 07:00
Estimated Due Date/Time End	08. Oct. 2020 15:00
Termination Date	-

**WOS ID**

WOS ID (Requested)	-
WOS ID	-

**Qualification Info**

Qualification Nr	147116212
Qualification Index	40
Fulfillment Time Slot Index	1

**References**

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

**Layer 1/ Basis**

Contr Element	BBCS_Standalone	Level of Supp	Standard
---------------	-----------------	---------------	----------

**Layer 2 (NPA/TIBCO)**

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

**Layer 2 (APV) / 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 (LQS) / Address / Starting Point**

Region	Central
Billing Zone	-
Street, Nr, Building	Schönstrasse, 1a, Chalet
ZIP, City	307400, Kemmeribodenbad
Starting Point	64BOL3:10000:1
Contact Type	-
Contact Number	-
BB Number Of Wires	2
Reason of Potential	1002 - old CPE Hardware 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	-	Delivery Notification	No

**Comment**

Last Comment	-
--------------	---

### History

#	User Name	Order State	DN (STNR) / VN / NSN	Response	Transaction Date / Time	BB Type	Speed Profile Nr	Responsible User	Kind Of Problem	Responsible User Comment	Comment	Customer Wish Date	Estimated Due Date / Time Start	Estimated Due Date / Time End
<a href="#">Detail</a>	USER ISP	ENTERED	0106000093	-	06. Oct. 2020 19:24:40.301	ADSL	-	-	-	-	-	06. Oct. 2020	08. Oct. 2020 07:00:00	08. Oct. 2020 15:00:00

[Voice Messages](#)
[Transaction Overview](#)
[Installation Ticket](#)
[Qualification History](#)
[Ask Swisscom](#)

[Back](#)
[Modification](#)
[Reschedule](#)
[Cancel](#)
[Refresh](#)

### 7.4.1.2 Example of an Service Order

BBCS Access
Services
Help / Contact
Logout
USER ISP

Place Order  
**Maintain Order**  
Transaction Overview  
Documents  
Home Page  
Alternative Links

### Detail Order

Main
CPE Info

**Order Info**

Order Type	SRV_ADD
Order State	ENTERED
Business Type	-
Creation Type	New
Response	-
SF Exept Prio	Basic

**ISP / Order Nr Info**

ISP	777710 - Testaccount WSG Team
Customer Order Nr	77771020201006000126000000
Order Nr	77771020201006000125000000
Order Group Nr	-

**WOS ID**

WOS ID (Requested)	-
WOS ID	-

**DN Info**

DN / VN / NSN (Requested)	0108203182
DN (STNR) / VN / NSN	0108203182
STNR DDI	-
Dn Type	-

**Date Info**

Customer Wish Date	06. Oct. 2020
Estimated Due Date/Time Start	06. Oct. 2020 19:00
Estimated Due Date/Time End	06. Oct. 2020 21:00
Termination Date	-

**Qualification Info**

Qualification Nr	-
Qualification Index	-
Fulfillment Time Slot Index	-

**Qualified Endpoint**

DN Office	-
BB Device Location	-
Site	-
Site Category	-
Available Technology Type	-
DSLAM Name	-
Dslam Type	-
Technology Type	-
Vectorized	-

**References**

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

**Layer 3 (SPT)/ Service**

Contr Element	Best Effort	Level of Supp	Standard
Speed Profile Nr	max 2M down / 400k up	Effective Speed	-

**Layer 2 (NPA/TIBCO)**

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

**Layer 2 (APV) / Cable Box**

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

**Layer 2 (LQS) / Address / Starting Point**

Region	-
Billing Zone	-
Street, Nr, Building	-
ZIP, City	-
Starting Point	-
Contact Type	-
Contact Number	-
BB Number Of Wires	2
Reason of Potential	-

**Further Details**

Appointment Id	-	Appointment Date/Time	-	Modem Owner	-
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	Responsible User	Kind Of Problem	Responsible User Comment	Comment	Customer Wish Date	Estimated Due Date / Time Start	Estimated Due Date / Time End
<a href="#">Detail</a>	USER ISP	ENTERED	0108203182	-	06. Oct. 2020 19:27:08.709	-	max 2M down / 400k up	-	-	-	-	06. Oct. 2020	06. Oct. 2020 19:00:00	06. Oct. 2020 21:00:00

Voice Messages
Transaction Overview
Installation Ticket
Qualification History
Ask Swisscom

Back
Modification
Reschedule
Cancel
Refresh

### 7.4.1.3 Example of an Fiber Access Order

BBCS Access
Services
Help / Contact
Logout
USER ISP

Place Order
  
Maintain Order
  
Transaction Overview
  
Documents
  
Home Page
  
Alternative Links

### Detail Order

Main
CPE Info
Inhouse Installation
Predecessor Info

**Order Info**

Order Type	BBCS_CREATE
Order State	ENTERED
Business Type	New
Creation Type	New
Response	-
SF Exempt Prio	Basic

**DN Info**

DN / VN / NSN (Requested)	0106000094
DN (STNR) / VN / NSN	0106000094
STNR DDI	-
Dn Type	-

**Qualified Endpoint**

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

**ISP / Order Nr Info**

ISP	777710 - Testaccount WSG Team
Customer Order Nr	77771020201006000131000000
Order Nr	77771020201006000130000000
Order Group Nr	-

**WOS ID**

WOS ID (Requested)	-
WOS ID	-

**Date Info**

Customer Wish Date	19. Oct. 2020
Estimated Due Date/Time Start	11. Oct. 2020 09:01
Estimated Due Date/Time End	11. Oct. 2020 11:01
Earliest Start Date	-
Termination Date	-

**Qualification Info**

Qualification Nr	147116234
Qualification Index	3
Fulfillment Time Slot Index	1

**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	A_959.444.255
Cooperation Id	P_A_959.444.255
Plug Nr	1

**Layer 2 (NPA/TIBCO)**

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

**Layer 2 (APV) / 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 (LQS) / Address / Starting Point**

Region	-
Billing Zone	FIBER_Default_Billing_Zone
Street, Nr, Building	TibcoSimulator-65AÄr-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	2464115B	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	Responsible User	Kind Of Problem	Responsible User Comment	Comment	Customer Wish Date	Estimated Due Date / Time Start	Estimated Due Date / Time End
Detail	USER ISP	ENTERED	0106000094	-	06. Oct. 2020 18:30:00.427	BX	-	-	-	-	-	19. Oct. 2020	11. Oct. 2020 09:01:00	11. Oct. 2020 11:01:00

Voice Messages
Transaction Overview
Installation Ticket
Qualification History
Ask Swisscom

Back
Modification
Reschedule
Cancel
Refresh

## Changes

Rel.	CR	Description
17.10	SO 4128	Earliest Start Date

### 7.4.1.4 Example of a Preorder

BBCS Access
Services
Help / Contact
Logout
USER ISP

Place Order
  
Maintain Order
  
Transaction Overview
  
Documents
  
Home Page
  
Alternative Links

### Detail Order

Main
CPE Info
Predecessor Info

**Order Info**

Order Type	BBCS_CREATE
Order State	ENTERED
Business Type	PreOrder
Creation Type	Preorder
Response	-
SF Exept Prio	Basic
Activation Code	000143

**DN Info**

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

**Qualified Endpoint**

DN Office	64BOL
BB Device Location	BOL
Site	BOLS
Site Category	RUS
Available Technology Type	-
DSLAM Name	-
Dslam Type	-
Technology Type	-
Vectorized	-

**ISP / Order Nr Info**

ISP	777710 - Testaccount WSG Team
Customer Order Nr	77771020201006000137000000
Order Nr	77771020201006000136000000
Order Group Nr	-

**WOS ID**

WOS ID (Requested)	-
WOS ID	-

**References**

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

**Layer 1/ Basis**

Contr Element	BBCS_Standalone	Level of Supp	Standard
---------------	-----------------	---------------	----------

**Layer 2 (NPA/TIBCO)**

BB Type	ADSL
Session Type	DHCP
Termination	@FW5
Interleave Mode	-
Pool Type	pool1
Access Profile	-
Access Speed Changed	-
Op Status	Open Pipe Manual
DSLAM Type Restriction	-
Mandatory Emu	No

**Layer 2 (APV) / 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 (LQS) / Address / Starting Point**

Region	Central
Billing Zone	-
Street, Nr, Building	Schönstrasse, 1a, Chalet
ZIP, City	307400, Kemmeribodenbad
Starting Point	64BOL:3;10000;1
Contact Type	-
Contact Number	-
BB Number Of Wires	2
Reason of Potential	1002 - old CPE Hardware 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	-	Delivery Notification	No

**Comment**

Last Comment	-
--------------	---

**History**

#	User Name	Order State	DN (STNR) / VN / NSN	Response	Transaction Date / Time	BB Type	Speed Profile Nr	Responsible User	Kind Of Problem	Responsible User Comment	Comment	Customer Wish Date	Estimated Due Date / Time Start	Estimated Due Date / Time End
Detail	USER ISP	ENTERED	-	-	05. Oct. 2020 18:36:00.143	ADSL	-	-	-	-	-	11. Oct. 2020	11. Oct. 2020 07:00:00	11. Oct. 2020 11:00:00

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

Back
Modification
Reschedule
Cancel
Refresh

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

### 7.4.1.5 Example of ISP Change Donor Order

#### Detail Order

Main	
<b>Order Info</b>	
Order Type	ISP_CHANGE DONOR
Order State	COMPLETED
Business Type	-
Creation Type	New
Response	-
Sf Exept Prio	Basic
<b>ISP / Order Nr Info</b>	
ISP	777710 - Testaccount WSG Team
Customer Order Nr	77771020200623000093000000
<b>DN Info</b>	
DN / VN / NSN (Requested)	-
DN (STNR) / VN / NSN	0106151621
STNR DDI	-
Dn Type	Netservices number
<b>Date Info</b>	
Customer Wish Date	23. Jun. 2020
Estimated Due Date/Time Start	23. Jun. 2020 18:00
Estimated Due Date/Time End	23. Jun. 2020 20:00
Termination Date	-

### 7.4.2 CPE Info Tab

Main		CPE Info		Predecessor Info									
<b>CPE Info</b>													
CPE Name	Motorola 7347-44 POTS rel.7.9												
Dslam Type Allowed	<table border="1"> <thead> <tr> <th>Technology</th> <th>Dslam Type</th> </tr> </thead> <tbody> <tr> <td>ADSL</td> <td>ASAM</td> </tr> <tr> <td>VDSL2</td> <td>ISAM, CAN</td> </tr> </tbody> </table>					Technology	Dslam Type	ADSL	ASAM	VDSL2	ISAM, CAN		
Technology	Dslam Type												
ADSL	ASAM												
VDSL2	ISAM, CAN												
Capability	<table border="1"> <thead> <tr> <th>Technology Type</th> <th>Capability Overall</th> <th>Capability Hardware</th> <th>Capability Firmware</th> </tr> </thead> <tbody> <tr> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>					Technology Type	Capability Overall	Capability Hardware	Capability Firmware	-	-	-	-
Technology Type	Capability Overall	Capability Hardware	Capability Firmware										
-	-	-	-										
CPE Comment	Das ist ein Kommentar für CPE Info												

### 7.4.3 Predecessor Info Tab

## Detail Order

[Main](#)
[CPE Info](#)
[Predecessor Info](#)

### Current Customer (for predecessor info)

Last Name	Last 3
First Name	First 3
Company Name	-
Phone	0317654323
Visibility	Yes

18.10	WP-1739 - LVG Core	LVG Visibility Flag
-------	-----------------------	---------------------

### 7.4.4 Missing Disconnect Info Tab

## Detail Order

[Main](#)
[Virtual Order](#)
[Internal](#)
[Order Tracking](#)
[CPE Info](#)
[Predecessor Info](#)
[Missing Disconnect Info](#)

Disconnect Needed	Yes
Disconnect Missing	Yes
DN / VN / NSN	0108891951
ISP	777710 - Testaccount WSG Team
Disconnect Date	-

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”

**Detail Order**

Main CPE Info **Inhouse Installation** Predecessor Info

**Inhouse Connection Data**

Processing Step	-
Processing Step Date	-
First Inhouse Installation	No
Installation Notes	-
Earliest Customer Contact	-
Move to same Address	-

**Appointment Data**

Appointment Id	55612865
Appointment Start Date/Time	14. Oct. 2020 13:30
Appointment End Date/Time	14. Oct. 2020 15:30
SLA Appointment Start Date/Time	-
SLA Appointment End Date/Time	-

**Contact Address**

Last Name	test
First Name	-
Street	-
House Nr	-
Building	-
Zip	-
City	-
Additional City	-
Email	-
Phone	0721234567
Phone2	-
Language	-
Address Comment	-

**Fulfillment SLA**

Fulfillment SLA	Basic
Appointment out of SLA	-
Appointment Reason for out of SLA	-
Comment for out of SLA	-

**OTO Data**

OTO Id	A.256.456.343	Flat Memo	-
OTO Type	-	Flat id	-

**Inventory Data**

Partner Label	-	Inventory Inhouse Cable Length	-
Inventory Installation Datetime	-	Inventory Comment	-

**Work Info**

Work Info	-
Work Info Comment	-

**Report Data**

Completion	-
Completion Comment	-

## 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	Responsible User	Kind Of Problem	Responsible User Comment	Comment	Customer Wish Date	Estimated Due Date / Time Start	Estimated Due Date / Time End
<a href="#">Detail</a>	Batch	COMPLETED	0108203182	-	06. Oct. 2020 18:29:45.804	VDSL	max 2M down / 400k up	-	-	-	-	06. Oct. 2020	06. Oct. 2020 19:00:00	06. Oct. 2020 21:00:00
<a href="#">Detail</a>	Pol	EXECUTED	0108203182	-	06. Oct. 2020 18:29:16.618	VDSL	max 2M down / 400k up	-	-	-	-	06. Oct. 2020	06. Oct. 2020 19:00:00	06. Oct. 2020 21:00:00
<a href="#">Detail</a>	cope	EXECUTED	0108203182	-	06. Oct. 2020 18:29:15.607	VDSL	max 2M down / 400k up	-	-	-	-	06. Oct. 2020	06. Oct. 2020 19:00:00	06. Oct. 2020 21:00:00
<a href="#">Detail</a>	Pol	ACCEPTED	0108203182	-	06. Oct. 2020 18:29:12.702	VDSL	max 2M down / 400k up	-	-	-	-	06. Oct. 2020	06. Oct. 2020 19:00:00	06. Oct. 2020 21:00:00
<a href="#">Detail</a>	cope	ACCEPTED	0108203182	-	06. Oct. 2020 18:28:46.967	VDSL	max 2M down / 400k up	-	-	-	-	06. Oct. 2020	06. Oct. 2020 19:00:00	06. Oct. 2020 21:00:00
<a href="#">Detail</a>	Pol	PROCESSING	0108203182	-	06. Oct. 2020 18:28:45.873	VDSL	max 2M down / 400k up	-	-	-	-	06. Oct. 2020	06. Oct. 2020 19:00:00	06. Oct. 2020 21:00:00
<a href="#">Detail</a>	Batch	CHECKED	0108203182	-	06. Oct. 2020 18:28:45.514	VDSL	max 2M down / 400k up	-	-	-	-	06. Oct. 2020	06. Oct. 2020 19:00:00	06. Oct. 2020 21:00:00
<a href="#">Detail</a>	USER ISP	ENTERED	0108203182	-	06. Oct. 2020 18:27:08.709	-	max 2M down / 400k up	-	-	-	-	06. Oct. 2020	06. Oct. 2020 19:00:00	06. Oct. 2020 21:00:00

Follow the Detail link the history details.

[BBCS Access](#)
[Services](#)
[Help / Contact](#)
[Logout](#)
[USER ISP](#)

[Place Order](#)
[Maintain Order](#)
[Transaction Overview](#)
[Documents](#)
[Home Page](#)
[Alternative Links](#)

### Detail Order History

**Order Info**

<b>Order Type</b>	SRV_ADD
<b>Order State</b>	ACCEPTED
Business Type	-
Creation Type	New
Response	-
Sf Except Prio	Basic

**ISP / Order Nr Info**

ISP	777710 - Testaccount WSG Team
Customer Order Nr	77771020201006000126000000
Order Nr	77771020201006000125000000
Order Group Nr	-

**WOS ID**

WOS ID (Requested)	-
WOS ID	-

**DN Info**

DN / VN / NSN (Requested)	0108203182
DN (STNR) / VN / NSN	0108203182
STNR DDI	-
Dn Type	Netservices number

**Qualified Endpoint**

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

**Date Info**

Customer Wish Date	06. Oct. 2020
Estimated Due Date/Time Start	06. Oct. 2020 19:00
Estimated Due Date/Time End	06. Oct. 2020 21:00
Termination Date	-

**Qualification Info**

Qualification Nr	147116233
Qualification Index	-
Fulfillment Time Slot Index	-

**References**

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

**Layer 3 (SPT)/ Service**

Contr Element	Best Effort	Level of Supp	Standard
Speed Profile Nr	max 2M down / 400k up	Effective Speed	-

**Layer 2 (NPA/TIBCO)**

BB Type	VDSL
Session Type	DHCP
Termination	@FWS
Interleave Mode	Interleave Medium
Pool Type	-
Access Profile	50M down / 10M up
Access Speed Changed	-
Op Status	Open Pipe Manual
DSLAM Type Restriction	-
Mandatory Emu	-

**Layer 2 (APV) / 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 (LQS) / 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 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	-	Delivery Notification	No

**Comment**

Last Comment	-
--------------	---

Back

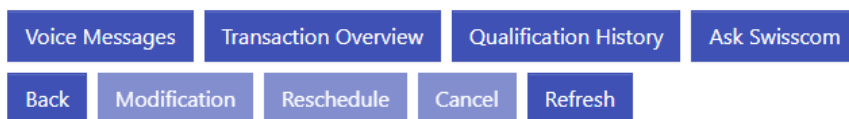
### 7.4.7 Buttons

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)

[Voice Messages](#)
[Transaction Overview](#)
[Installation Ticket](#)
[Qualification History](#)
[Ask Swisscom](#)

[Back](#)
[Modification](#)
[Reschedule](#)
[Cancel](#)
[Refresh](#)

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 for more details.

#### 7.4.7.7 Button “Qualification History”

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

Qualification History Summary

Number of entries = 1

↕ Qualification Nr	↕ Req.	↕ DN (STNR)	↕ LLID	↕ Dn Type Requested	↕ Dn Type	↕ Sf Exept Prio	↕ DN Office	↕ BB Device Location	↕ Jumper Action	↕ LQS Result	↕ Transaction Date/Time
<a href="#">Detail</a>	147203713	Yes	-	-	-	Basic	65XAF	DEVLOC	-	-	07. Oct. 2020 16:46:5

Back

After clicking on the [Detail](#) link you get the screen with the qualification details.

[BBCS Access](#)
[Services](#)
[Help / Contact](#)
[Logout](#)
[USER ISP](#)

[Place Order](#)
[Maintain Order](#)
[Transaction Overview](#)
[Documents](#)
[Home Page](#)
[Alternative Links](#)

### Qualification History Detail

#### Detail

Qualification Log Id	67996853
Order Nr	77771020201007000158000000
Virtual Order Id	77771020201007000158000000
Group Id	-
Qualif By	Qualification by Socket
Transaction Date/Time	07. Oct. 2020 16:46:55

#### Request

Qualification Nr	147203713
Qualification Index	3
ISP ID	777710
DN / VN / NSN	-
LLID	-
Last Name	-
First Name	-
Street	-
House Nr	-
Building	-
ZIP	-
City	-
Location Id	-
Tax Region	-
Access Net	-
Unit Number	-
Unit Type	-
SSE	-
Contact Number	-
Contact Type	-
Binding Id	-
M1400	-
Dn Type	Netservices number
BB Type	Fiber
Sf Exeprt Prio	Basic
Fulfillment Wish Date	21. Oct. 2020 00:00:00
Customer Class	-
Contr Element	BBCS_F (Fiber)
Speed Profile Nr	-
Voice Speed Downgrade	-
Get NA Result	-
Line State	-
Ext Ref	-
Socket Id	A.256.456.343
Cooperation Id	-
Socket Label	-
Plug Nr	-
Has ONP	-
Business Type	New
Appointment Id	-
Appointment Date/Time	-
POA FA Id	-
Return Speed at NOK	-
Customer Location Id	-
G-OTO Only	-

#### Response

Qualification Nr	147203713
Req.	Yes
DN (STNR)	-
LLID	-
Dn Type	-
BB Number Of Wires	-
Speed Profile Nr	2M down / 400k up
Available Speeds	-
Technology Type	-
DN Office	65XAF
BB Device Location	DEVLOC
Site	-
Site Category	-
Available Technology Type	-
Vectorized	-
BB Psd Class	-
Interleave Mode	-
Jumper Action	-
LQS Result	-
Message LQS	-
Message Qualification	000
Reason Comment	-
Socket Id	A.256.456.343
Plug Nr	-
CPE Name	-
Capability	-
Nr of Utilisation Units	13
Nr of Basic Connectivities	8
Fully Developed	Yes
Nr of Lines Total	-
Nr of Lines Usable	-
BB Port Line Type	-
Vendor	-

Back

#### 7.4.7.8 Button “Ask Swisscom”

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

##### 7.4.7.8.1 Add Problem Description and Notes

Ask Swisscom

BBCS-Order77771020201006000125000000

Problem Description

Problem Notes

External Reference

Back

Reset

Submit

##### 7.4.7.8.1.1 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

#### 7.4.7.8.2 Preview for Submit

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

### Ask Swisscom

**Preview for Submit**

ISP	777710 Testaccount WSG Team
BBCS-Order	77771020180122000016000000
Contr Element	BBCS_Standalone
Order Type	BBCS_CREATE
Order State	HOLDING
Problem description	Why this order is on HOLDING
Problem Notes	-
External Reference	

When pressing "submit" your inquiry will automatically be sent to Swisscom First-Level-Support

#### 7.4.7.8.3 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.

### Ask Swisscom

**Clarificaiton Ticket Created**

ISP	777710 Testaccount WSG Team
BBCS-Order	77771020180122000016000000
Ticket ID	14584

On Angular:

Successfully created clarification ticket with id 14728

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

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

### Ask Swisscom

Operation failed

<b>Message</b>	<p>An inquiry or clarification ticket to Swisscom was already sent. This feature can only be used once per order/ticket etc.</p> <p>Ticket Id = 15041</p>
----------------	---

#### 7.4.7.9 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.

### Ask Swisscom

**BBCS-Order** 77771020201007000158000000






Problem Description	
Problem Notes	
External Reference	

## 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.

### Modification Pending Order

ISP	777710 - Testaccount WSG Team
Order Nr	77771020201006000145000000
Customer Wish Date	08. Oct. 2020 
Contr Element	Best Effort 
DN / VN / NSN	0106000095
Fulfillment SLA	Basic 
Assurance SLA	Standard 
Creation Type	New 
Qualification Nr	147116272
Qualification Index	40
Fulfillment Time Slot Index	
BB Device Location	BOL
Starting Point	-
Customer Order Nr	77771020201006000144000000
Order Group Nr	
WOS ID	

Back
Continue
Reset

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).
MAC Address	O	This element only exists, if the Order is XGS PON or Creation Typ = Preorder
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:

### Modification Pending Order

ISP	777710 - Testaccount WSG Team
Customer Order Nr	77771020201006000144000000
Order Nr	77771020201006000145000000
Contr Element	Best Effort
BB Type	ADSL
Dn Type	Economy Line
Sf Exept Prio	Basic
Level Of Supp	Standard
DN / VN / NSN (Requested)	0106000095
Creation Type	New
Qualification Nr	147116272
Qualification Index	40
Fulfillment Time Slot Index	-
BB Device Location	BOL
Starting Point	64 ; BOL ; 3 ; 10000 ; 1
Customer Wish Date	08. Oct. 2020
Process With Low Priority	<input type="checkbox"/>
Service Profile (Requested)	max 2M down / 400k up
External Reference	<input type="text"/>
Comment	<input type="text"/>
Appointment Id	<input type="text"/>

#### 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).

Name	Optional / Mandatory	Description
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). 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
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.

### Modification Pending Order



ISP	777710 - Testaccount WSG Team
Order Nr	77771020201007000164000000
Customer Wish Date	<input type="text" value="07. Oct. 2020"/> 
Contr Element	<input type="text" value="BBCS_Standalone"/> ▼
BB Type	<input type="text" value="ADSL"/> ▼
Session Type	<input type="text" value="DHCP"/> ▼
DN / VN / NSN	0106152119
Fulfillment SLA	<input type="text" value="Basic"/> ▼
Assurance SLA	<input type="text" value="Standard"/> ▼
Creation Type	<input type="text" value="New"/> ▼
Qualification Nr	<input type="text" value="147203716"/>
Qualification Index	<input type="text" value="36"/>
Fulfillment Time Slot Index	<input type="text" value="1"/>
BB Device Location	DELOC
Starting Point	64 ; BOL ; 3 ; 10000 ; 1
Customer Order Nr	<input type="text" value="77771020201007000165000000"/>
Order Group Nr	<input type="text"/>
WOS ID	<input type="text"/>

## 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.

ISP *	Testaccount WSG Team		
Order Nr *	77771020180504000008000000		
Appointment Id	706377347		
Time Slot	07/07/2018 07:00-09:00		
Start Date *	<input type="text" value="02.07.2018"/>		
End Date	<input type="text"/>		

### 7.6.2 Select new time slot

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

ISP *	Testaccount WSG Team		
Order Nr *	77771020180504000008000000		
Appointment Id	706377347		
Time Slot	07/07/2018 07:00-09:00		

☐ Inhouse Connection Appointment Time Slots

	Id	Start Date/Time	End Time	Duration	Rank
<input checked="" type="radio"/>	ID-201805041100423454529	18/07/2018 08:00	- 12:30	0	34
<input type="radio"/>	ID-201805041100423459113	19/07/2018 08:00	- 12:00	0	4
<input type="radio"/>	ID-2018050411004234510378	20/07/2018 08:00	- 16:30	0	50

Reason Comment \*

### 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.

**Cancel Pending Order**

ISP

777710 - Testaccount WSG Team

Order Nr

77771020201006000076000000

Comment

Back

Submit

Reset

### 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 it will no longer be possible to cancel the order!

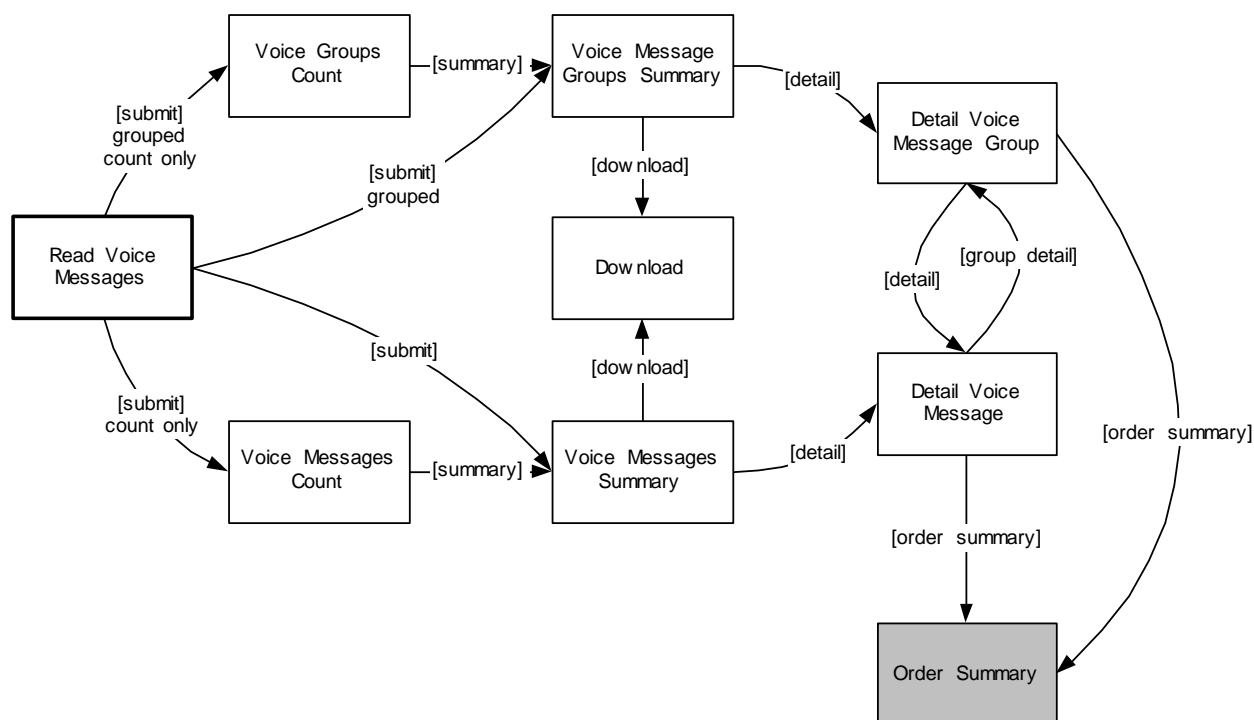
### 7.7.1.2 Fields

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!

### Read Voice Messages

ISP

777710 Testaccount hp

Message Type

ascending ▼

Message Reference

ascending ▼

Process Flow Nr.

ascending ▼

DN1

from

to

ascending ▼

DN2

from

to

ascending ▼

Transaction Date/Time

from

to

1

descending ▼

Contract Element

Streaming  
Real Time

ascending ▼

BB Type

ADSL

ascending ▼

Service Profile Old

max 15000 down / 1000 up

ascending ▼

Service Profile New

max 15000 down / 1000 up

ascending ▼

Customer Class

Private

ascending ▼

Assurance SLA

Standard

ascending ▼

Fulfillment SLA

Basic

ascending ▼

Group State

OPEN

ascending ▼

Previous Group State

OPEN

ascending ▼

Customer Business Nr.

☒ grouped

ascending ▼

Count Only

☐

show moving

back

submit

reset

### 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:

**Voice Message Groups Count**

Number of entries = 3

back
summary

### 8.2 Voice Message Group Summary

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

**Voice Message Groups Summary**

Number of entries = 3

back
download

Customer Business Nr.	Type	Group State	DN1	DN2	Transaction Date/Time	Response Comment	
001332718678	14	DONE	0712201326	0712201326	27/10/2003 11:22	Closure of transaction	<a href="#">Detail</a>
999000101604	14	DONE	0712201326	0712201326	27/10/2003 11:00	Request for DN 0712201326 for disconnection: Cancellation	<a href="#">Detail</a>
001332000470	174	DONE	0712201326	0712201326	21/10/2003 10:16	ADSL ready: on 21.10.2003 07:30.	<a href="#">Detail</a>

back
download

#### 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

### Detail Voice Message Group

[back](#)
[order summary](#)
[refresh](#)
[Transaction Overview](#)

Main
Detail

Customer Business number 999000132476

Message Type 04

Process Flow Nr. 3200.02

Response Comment Line at new location is activated DN: 0329755093, 0329755093 Date: 10.05.2005 13:40

Transaction Date/Time 10/05/2005 08:06

Contract Element BBBS\_FWS Private

BB Type ADSL

BB Access zugeteilt / ja / aktiv

Customer Class Private

**New**

DN2	0329755093
DN Type New	Economy Line
BB Quality New	fix
Speed Profile New	600 down / 100 up
Previous Group State	-
Group Type	With BB

**Old**

DN1	0329755093
DN Type Old	Economy Line
BB Quality Old	fix
Speed Profile Old	600 down / 100 up
Group State	OPEN

Customer Business Nr.	Type	Process Flow Nr.	DN1	DN2	Transaction Date/Time	Response Comment	
999000132476	04	3200.02	0329755093	0329755093	10/05/2005 08:06	Line at new location is activated DN: 0329755093, 0329755093 Date: 10.05.2005 13:40	<a href="#">Detail</a>

[back](#)
[order summary](#)
[refresh](#)
[Transaction Overview](#)

#### 8.3.2 Detail Tab

### Detail Voice Message Group

[back](#)
[order summary](#)
[refresh](#)
[Transaction Overview](#)

**Main** | **Detail**

**Cable Box**

UP Board Nr 1

UP Switching Place Nr 2

UP Type of Contact Überführungskontakt links

UP Contact Nr 4

Number of Wires 2 wires

**Further Details**

Valid Activation Date 10/05/2005 13:40 Valid Termination Date -

Activation Date 10/05/2005 13:40 Termination Date -

BB OK Status -

Level of Support Basic Exception Priority Basic

Customer Business Nr.	Type	Process Flow Nr.	DN1	DN2	Transaction Date/Time	Response Comment
999000132476	04	3200.02	0329755093	0329755093	10/05/2005 08:06	Line at new location is activated DN: 0329755093, 0329755093 Date: 10.05.2005 13:40 <a href="#">Detail</a>

[back](#)
[order summary](#)
[refresh](#)
[Transaction Overview](#)

## 8.4 Voice Messages summary

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

### Voice Messages Summary

Number of entries = 5

[back](#)
[download](#)

Customer Business Nr.	Type	Process Flow Nr.	DN1	DN2	Transaction Date/Time	Response Comment
001332718678	14	3200.00	0712201326	0712201326	27/10/2003 11:22	Request for disconnection: Closure of transaction <a href="#">Detail</a>
001332718678	14	3130.00	0712201326	0712201326	27/10/2003 11:15	Request for disconnection <a href="#">Detail</a>
999000101604	14	0000.00	0712201326	0712201326	27/10/2003 11:00	Request for disconnection: Cancellation <a href="#">Detail</a>
001332000470	174	3200.00	0712201326	0712201326	21/10/2003 10:16	Change from ISDN to PSTN: Closure of transaction <a href="#">Detail</a>
001332000470	174	3010.00	0712201326	0712201326	20/10/2003 10:51	Change from ISDN to PSTN <a href="#">Detail</a>

[back](#)
[download](#)

### 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

### Detail Voice Message

Main

Detail

Customer Business number

999000132476

Message Type

04

Process Flow Nr.

3200.02

Response Comment

Line at new location is activated DN: 0329755093, 0329755093 Date: 10.05.2005 13:40

Transaction Date/Time

10/05/2005 08:06

Contract Element

BBCS\_FWS Private

BB Type

ADSL

BB Access

zugeteilt / ja / aktiv

Customer Class

Private

New

DN2

0329755093

DN Type New

Economy Line

BB Quality New

fix

Speed Profile New

600 down / 100 up

Previous Group State

-

Group Type

With BB

Old

DN1

0329755093

DN Type Old

Economy Line

BB Quality Old

fix

Speed Profile Old

600 down / 100 up

Group State

OPEN

back

order summary

group detail

refresh

Transaction Overview

### 8.5.2 Detail tab

#### Detail Voice Message

Main
Detail

**Cable Box**

UP Board Nr	1
UP Switching Place Nr	2
UP Type of Contact	Überführungskontakt
UP Contact Nr	4
Number of Wires	2 wires

**Further Details**

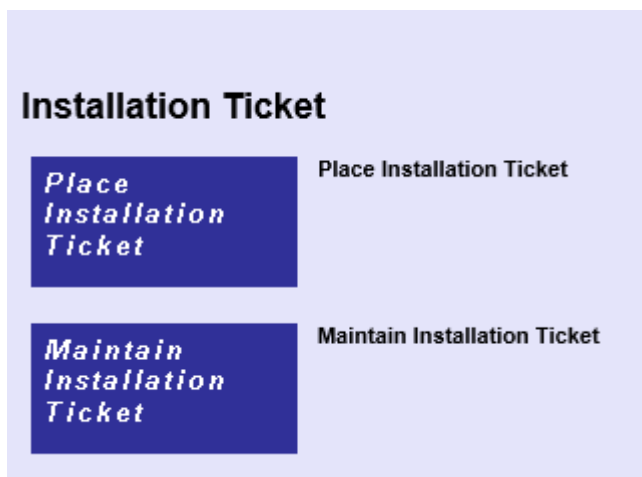
Valid Activation Date	10/05/2005 13:40	Valid Termination Date	-
Activation Date	10/05/2005 13:40	Termination Date	-
		BB OK Status	-
Level of Support	Basic	Exception Priority	Basic

back
order summary
group detail
refresh
Transaction Overview

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.

### Place Installation Ticket

ISP	777710 Testaccount WSG-Team
Ref Order Nr	<input type="text"/>
WOS ID	<input type="text"/>
Ref Ticket ID	<input type="text"/>
ISP ticket ref.	<input type="text"/>
Contract Element	BBCS_Standalone
BB Type	ADSL
BBCS DN/VN/NSN Req	<input type="text"/>
Onsite Support	None
End User Name	<input type="text"/>
End User Phone	<input type="text"/>
End User Comment	<input type="text"/>
Hardware Delivery State	unknown
Hardware Delivery Date	<input type="text"/>
Hold	<input type="checkbox"/>
Appointment Id	<input type="text"/>
Installation Time Slot from	<input type="text"/> to <input type="text"/>
Hardware Delivery Location	<input type="text"/>
Hardware Type	<input type="text"/>
Hardware External Ref requested	<input type="text"/>
Installation Type	<input type="text"/>
Additional Installation	<div>none</div> <div>TV Installation</div>
Customer Business Nr.	<input type="text"/>

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.

### Select Installation Ticket

Page 1
Page 2

ISP	777710 Testaccount WSG-Team							
Ticket ID	<input type="text"/>			<input type="text"/>		ascending	▼	
Ticket ID Sys	<input type="text"/>			<input type="text"/>		ascending	▼	
Ref Order Nr	<input type="text"/>	(Comma sep. list)		<input type="text"/>		ascending	▼	
ISP ticket ref.	from <input type="text"/>	to <input type="text"/>		<input type="text"/>		ascending	▼	
Ticket state	<div style="border: 1px solid #add8e6; padding: 2px; display: inline-block;"> ENTERED  REJECTED </div>			<input type="text"/>		ascending	▼	
BBCS DN/VN/NSN	from <input type="text"/>	to <input type="text"/>		<input type="text"/>		ascending	▼	
BBCS DN/VN/NSN Req	from <input type="text"/>	to <input type="text"/>		<input type="text"/>		ascending	▼	
Ticket issuing date/time	from <input type="text"/>	to <input type="text"/>		<input type="text"/>		ascending	▼	
Last modified date/time	from <input type="text"/>	to <input type="text"/>		<input type="text"/>	1	descending	▼	
Response Comment Code	<div style="border: 1px solid #add8e6; padding: 2px; display: inline-block;"> 250 - Onsite installation successful, ISP will be billed  255 - Onsite Inst. not succ. Cust-fault, billed </div>			<input type="text"/>		ascending	▼	
Progress Comment Code	<div style="border: 1px solid #add8e6; padding: 2px; display: inline-block;"> 701 - overdue  51 - 1st level </div>			<input type="text"/>		ascending	▼	
IT Ticket Order Type	<div style="border: 1px solid #add8e6; padding: 2px; display: inline-block;"> Implicitly created  Explicitly created </div>			<input type="text"/>		ascending	▼	
Order Type	<div style="border: 1px solid #add8e6; padding: 2px; display: inline-block;"> BBCS_CREATE  SRV_ADD </div>			<input type="text"/>		ascending	▼	
Onsite Support	<div style="border: 1px solid #add8e6; padding: 2px; display: inline-block;"> None  xDSL Installation </div>			<input type="text"/>		ascending	▼	

History ☐  
Count Only ☐

back
submit
reset

### Select Installation Ticket

Page 1
Page 2

Hardware Delivery State	<input type="text" value="unknown"/> <input type="text" value="pending"/>	<input type="text"/> <input type="text" value="ascending"/>
Hardware Delivery Date	from <input type="text"/> <input type="text"/> to <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text" value="descending"/>
Hold	<input type="text" value="Yes"/> <input type="text" value="No"/>	<input type="text"/> <input type="text" value="ascending"/>
Hardware Delivery Location	<input type="text"/>	<input type="text"/> <input type="text" value="ascending"/>
Hardware Type	<input type="text"/>	<input type="text"/> <input type="text" value="ascending"/>
Hardware External Ref requested	<input type="text"/>	<input type="text"/> <input type="text" value="ascending"/>
Installation Type	<input type="text"/>	<input type="text"/> <input type="text" value="ascending"/>
Additional Installation	<input type="text" value="none"/> <input type="text" value="TV Installation"/> <input type="text" value="TV + 2 Hours"/>	<input type="text"/> <input type="text" value="ascending"/>
Appointment Id	<input type="text"/>	<input type="text"/> <input type="text" value="ascending"/>
WOS ID	<input type="text"/>	<input type="text"/> <input type="text" value="ascending"/>

History ☐
Count Only ☐

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

### Installation Ticket Summary

Number of entries = 2

Ticket ID	Ref Ticket ID	ISP ticket ref.	Onsite Support	DN / VN / NSH	Ticket state	Last modified date	User name	Response	Comment	Code	Response Comment
<a href="#">Detail</a> 142460	-	-	xDSL Installation	0314445566	CHECKED	02/11/2006 16:14	Batch	-	-	-	-
<a href="#">Detail</a> 142459	-	-	xDSL Installation	0313334455	PROCESSING	02/11/2006 16:14	Pol	-	-	-	-

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

**Installation Ticket Detail**

Main
Response
Billing

**Ticket Header**
Ticket ID 1288603  
Ticket ID Sys PRO716463254  
Ref Order Nr -  
WOS ID -  
Ref Ticket ID -  
Onsite Support xDSL Installation  
Entered 14/08/2011 15:09  
Closed 14/08/2011 15:38  
Last modified 14/08/2011 15:39 by Pol  
Ticket state CLOSED

**End User**
End User Name dge  
End User Phone 0313334455  
End User Comment Test

**BBCS**
Contract Element Best Effort  
BB Type VDSL  
BB ADSL Emulated No  
DN Type -  
BBCS DN/VN/NSN 0444502704  
BBCS DN/VN/NSN Req 0444502704  
Service Profile -  
Fulfillment SLA Basic

**Appointment**
Appointment Id -  
Installation Time Slot -

**Additional Installation**
Installation Type -  
Additional Installation Requested Current Done

**Hardware**
Hardware Delivery State unknown  
Hardware Delivery Date -  
Hold No  
Hardware Delivery Location -  
Hardware Type -  
Hardware External Ref requested -  
Hardware External Ref installed -

**ISP**
ISP 777710 Testaccount WSG SPOC / Eng.  
ISP phone -  
ISP ticket ref. DGe

Order

Modified	User name	Ticket state	Response Comment	Response Comment Code	Progress Comment	Progress Comment Code	Progress Date/Time	Appointment SctId	Installation Time Slot	Billing action
14/08/2011 15:39	Pol	CLOSED	Onsite Inst. n. succ. SC-ft. not billed	256	-	-	-	-	-	not billed
14/08/2011 15:38	Pol	INWORK	done	-	-	58	14/08/2011 15:38	-	-	not billed
14/08/2011 15:09	Pol	INWORK	dispatching	-	-	60	14/08/2011 15:09	-	-	not billed
14/08/2011 15:09	Pol	INWORK	Customer Contact	-	-	-	-	-	-	not billed
14/08/2011 15:09	Pol	PROCESSING	Received by TT system	-	-	-	-	-	-	not billed
14/08/2011 15:09	Pol	PROCESSING	Sent to TT system	-	-	-	14/08/2011 15:09	-	-	not billed
14/08/2011 15:09	Pol	PROCESSING	-	-	-	-	-	-	-	not billed
14/08/2011 15:09	Batch	CHECKED	-	-	-	-	-	-	-	not billed
14/08/2011 15:09	Staub Roland	ENTERED	-	-	-	-	-	-	-	not billed

back
modification
cancel
refresh

#### 9.3.2 Response Tab

**Installation Ticket Detail**

Main
Response
Billing

Response Comment Onsite Inst. n. succ. SC-ft. not billed  
Response Comment Code 256  
Progress Comment -  
Progress Comment Code -  
Progress Date/Time -  
Field Force Comment -

Modified	User name	Ticket state	Response Comment	Response Comment Code	Progress Comment	Progress Comment Code	Progress Date/Time	Appointment SctId	Installation Time Slot	Billing action
14/08/2011 15:39	Pol	CLOSED	Onsite Inst. n. succ. SC-ft. not billed	256	-	-	-	-	-	not billed
14/08/2011 15:38	Pol	INWORK	done	-	-	58	14/08/2011 15:38	-	-	not billed
14/08/2011 15:09	Pol	INWORK	dispatching	-	-	60	14/08/2011 15:09	-	-	not billed
14/08/2011 15:09	Pol	INWORK	Customer Contact	-	-	-	-	-	-	not billed
14/08/2011 15:09	Pol	PROCESSING	Received by TT system	-	-	-	-	-	-	not billed
14/08/2011 15:09	Pol	PROCESSING	Sent to TT system	-	-	-	14/08/2011 15:09	-	-	not billed
14/08/2011 15:09	Pol	PROCESSING	-	-	-	-	-	-	-	not billed
14/08/2011 15:09	Batch	CHECKED	-	-	-	-	-	-	-	not billed
14/08/2011 15:09	Staub Roland	ENTERED	-	-	-	-	-	-	-	not billed

back
modification
cancel
refresh

### 9.3.3 Billing Tab

**Installation Ticket Detail**

Main Response **Billing**

Billing action: not billed  
Material costs: -  
Number of flat rates: 1  
Flat rate: CHF 220.00 - OSL\_xDSL  
Expense (min): -  
Expense rate: -

Modified	User name	Ticket state	Response Comment	Response Comment Code	Progress Comment	Progress Comment Code	Progress Date/Time	Appointment SrcId	Installation Time Slot	Billing action
14/08/2011 15:39	Pol	CLOSED	Onsite inst. n. succ. SC-flt. not billed	256	-	-	-	-	-	not billed
14/08/2011 15:38	Pol	INWORK	done	-	-	58	14/08/2011 15:38	-	-	not billed
14/08/2011 15:09	Pol	INWORK	dispatching	-	-	60	14/08/2011 15:09	-	-	not billed
14/08/2011 15:09	Pol	INWORK	Customer Contact	-	-	-	-	-	-	not billed
14/08/2011 15:09	Pol	PROCESSING	Received by TT system	-	-	-	-	-	-	not billed
14/08/2011 15:09	Pol	PROCESSING	Sent to TT system	-	-	-	14/08/2011 15:09	-	-	not billed
14/08/2011 15:09	Pol	PROCESSING	-	-	-	-	-	-	-	not billed
14/08/2011 15:09	Batch	CHECKED	-	-	-	-	-	-	-	not billed
14/08/2011 15:09	Staub Roland	ENTERED	-	-	-	-	-	-	-	not billed

back
modification
cancel
refresh

## 10 Change Ticket

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

### Change Ticket

**Create  
Change Ticket**

**Create Change Ticket**  
Create CPE hardware and firmware change tickets.

**Maintain  
Change Ticket**

**Maintain Change Ticket**  
Select and maintain CPE hardware and firmware change tickets.

### 10.1 Create Change Ticket

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

#### Create Change Ticket

ISP \*

External Reference

DN / NSN

DSLAM Name

DSLAM Port

Exchange Type \*

Exchange Date \*

Reminder Process \*

DN/NSN exclusive or DSLAM Name/Port \*

**Customer Contact 1 \***

Greeting Code

Last Name \*

First Name

ZIP/City

Street

House Nr

Building

Street Appendix

E-Mail

Mobile Phone

Communication Channel \* ☐ email ☐ centralprint ☐ sms

Language \*

**Customer Contact 2**

Greeting Code

Last Name

First Name

ZIP/City

Street

House Nr

Building

Street Appendix

E-Mail

Mobile Phone

Communication Channel ☐ email ☐ centralprint ☐ sms

Language

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.

### Select Change Ticket

ISP

Change Ticket Id from  to

External Reference

Change Ticket State 
  
 ENTERED
   
 CANCEL PENDING
   
 PROCESSING
   
 MODIFY PENDING
   
 CLOSED
   
 CANCELLED

DN / NSN from  to

Creation Date/Time from

Transaction Date/Time from  to  1

Count Only ☐

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

### Change Ticket Summary

Number of entries = 3

Change Ticket Id	Change Ticket State	State Reason	External Reference	DN / NSN	DSLAM Name	DSLAM Port	Exchange Type	Exchange Date	Creation Date/Time	Transaction Date/Time	ISP ID
<a href="#">Detail</a> 1	PROCESSING	Unsuccessful	ext Ref for ISP	0712220322			Hardware	20/09/2012 00:00	19/09/2012 11:04	19/09/2012 11:11:28.029	777710
<a href="#">Detail</a> 3	PROCESSING		Thonis Test	0313334455			Hardware	22/11/2012 23:00	19/09/2012 11:11	19/09/2012 11:11:17.948	100008
<a href="#">Detail</a> 2	PROCESSING	No Longer Required		0312220322			Hardware	19/09/2012 00:00	19/09/2012 11:06	19/09/2012 11:07:29.990	100008

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

Thöni 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.

**Modify Change Ticket**

ISP \* 100009 Bluewin AG  
 Change Ticket Id \* 10  
 External Reference Thöni Test  
 DN / NSN 0312220367  
 DSLAM Name -  
 DSLAM Port -  
 Exchange Type \* Hardware  
 Exchange Date \* 22.11.2012 23:00  
 Reminder Process \* first reminder at exchange date, second reminder after 5 days  
 Reason Comment Test hp

Customer Contact 1 *	Customer Contact 2
Greeting Code Mr.	Greeting Code
Last Name * Thöni	Last Name Gruber
First Name Stefan	First Name Hans
Street Hofstattenstrasse	Street
House Nr 73	House Nr
Building	Building
Street Appendix	Street Appendix
ZIP 3600	ZIP 3000
City Thun	City Bern
E-Mail stefan.thoeni@hp.com	E-Mail test.test@mail.com
Mobile Phone 0793143367	Mobile Phone
Communication Channel * <input type="radio"/> email <input checked="" type="radio"/> centralprint <input type="radio"/> sms	Communication Channel <input type="radio"/> email <input checked="" type="radio"/> centralprint <input type="radio"/> sms
Language * de	Language de
<input type="button" value="copy"/> <input type="button" value="clear"/>	<input type="button" value="copy"/> <input type="button" value="clear"/>

### 10.4.2 Button “cancel”

This button allows a cancel to the change ticket.

**Cancel Change Ticket**

Change Ticket Id 10  
 Reason Comment \* Test hp

## 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.

### Transaction Overview

Search form

DN / VN / NSN  NSN

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

### Transaction Overview

Search form

DN / VN / NSN  NSN

Search Result

Number of entries: 2

	+	-	↕ Last Modified	↕ Transaction Type	↕ Business Type	↕ State	↕ ISP (Donor)	↕ DN/VN (Req/Old)	↕ External Reference	↕ Respon
<a href="#">Detail</a>			30. Apr. 2020 11:29:02.677 by Batch	WORK_ORDER (SRV_ADD)	-	COMPLETED	777710 - Testaccount WSG Team	0106000025	-	-
<a href="#">Detail</a>			14. Apr. 2020 16:17:34.699 by Batch	WORK_ORDER (BBCS_CREATE)	New	COMPLETED	777710 - Testaccount WSG Team	0106000025	-	-

Field	Description
Last Modified	The timestamp of the last modification followed by the name of the author.
Transaction Type	<p>The transaction type followed by the subtype in parenthesis if available. The following combinations of transaction type and subtype are possible:</p> <ul style="list-style-type: none"> <li>WORK_ORDER <ul style="list-style-type: none"> <li>BBCS_CREATE</li> <li>BBCS_MODIFY</li> <li>BBCS_DISCONNECT</li> <li>BBCS_GETSTATUS</li> <li>VOICE_GETSTATUS</li> <li>ISP_CHANGE</li> <li>GET_BUSINESS_LINES</li> <li>ISP_CHANGE DONOR</li> <li>GET_DSLAM_PORT_STATUS</li> </ul> </li> <li>WORK_TICKET</li> </ul>

	<ul style="list-style-type: none"> <li>○ INSTALLATION</li> <li>• VOICE_MESSAGE <ul style="list-style-type: none"> <li>○ <i>Some numeric value</i></li> </ul> </li> <li>• ACCESS_TICKET</li> </ul>
Business Type	Business Type (New   Relocation   Product Change   Isp Change   Preorder   Tech Change).
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. Special case 1: If the requested DN/VN differs from the actual DN/VN it will be displayed in parenthesis. 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.

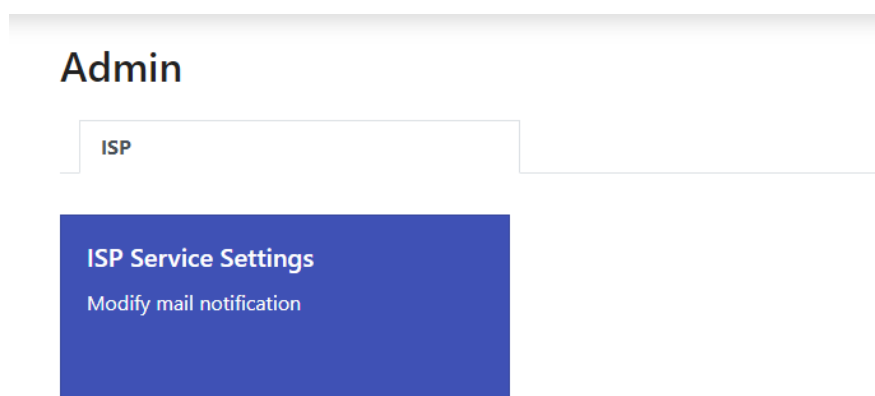
NOTE: The transaction overview can be accessed directly by clicking the [Transaction Overview] buttons in the “Order Detail” and the “Voice Message (Group) Detail” screens.

## 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 can 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!

BBCS Access
[Session](#)
[Help / Contact](#)
[Logout](#)
SUPERUSER ISP

[Place Order](#)
[Maintain Order](#)
[Transaction Overview](#)
  
**Admin Tools**
  
[Documents](#)
  
[Reports](#)
  
[Home Page](#)
  
[Alternative Links](#)

### ISP Order Service Settings

ISP: 777710 - Testaccount WSG Team

Last modified: [Change Info](#)

**Order Settings**
ISP Post Settings
All ISP Post Settings

Voice message e-mail:

☐ Notify voice message

Store change e-mail:

Notify on entering state

Object Type	Initiator	Activator	Object State	Step	WF Event	Comment	By Email	By Notification
METS_CREATE	ISP	Order	DETECTED	IFC_BCAST_Complete	Order Notification	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
WALK_READY	WGS	Order	COMPLETED	-	Order Notification	Issue Walk/Ready to lognet	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
METS_DISCONNECT	WGS	Order	DETECTED	IFC_BCAST_Complete	Order Notification	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ISP_CHANNEL_DISCONNECT	-	-	-	-	Order Notification	Iss Change Order -> log	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	-	DOWN	Order Notification	DOWN (State of no-Active)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	-	Port/Portage	Order Notification	WALK Port/Portage	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	-	Renewal/ing	Order Notification	METS Order Renewal/ing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	-	Order Confirmation	Order Notification	WGS Order confirmed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	-	For Order available	Order Notification	METS Order No-Engine available	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	-	Spectrum allocation	Order Notification	WGS Order Spectrum allocation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	-	Moving Order Disconnect	Order Notification	METS Order Disconnect by Moving Order Disconnect	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	-	Notification Appointment Date	Classic Notification	WGS Order Appointment Date Changed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	-	WALK BCAST Complete	Order Notification	WALK BCAST Complete	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	-	For Order Release	Order Notification	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	-	For Order Pre-emption	Order Notification	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	-	Association Pre-Order	Order Notification	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	-	Ready for Activation	Order Notification	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	ISP	Order	ENTERED	-	Order Notification	WGS Order by RF Status ENTERED	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	ISP	Order	HOLDING	-	Order Notification	WGS Order by RF Status HOLDING	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	ISP	Order	ORDERED	-	Order Notification	WGS Order by RF Status ORDERED	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	ISP	Order	PROCESSING	-	Order Notification	WGS Order by RF Status PROCESSING	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	ISP	Order	DETECTED	-	Order Notification	WGS Order by RF Status DETECTED	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	ISP	Order	RECEIVING	-	Order Notification	WGS Order by RF Status RECEIVING	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	ISP	Order	COMPLETED	-	Order Notification	WGS Order by RF Status COMPLETED	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	ISP	Order	ACCEPTED	-	Order Notification	WGS Order by RF Status ACCEPTED	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	WGS	Order	ENTERED	-	Order Notification	METS Order by WGS Status ENTERED	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	WGS	Order	HOLDING	-	Order Notification	WGS Order by WGS Status HOLDING	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	WGS	Order	ORDERED	-	Order Notification	METS Order by WGS Status ORDERED	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	WGS	Order	PROCESSING	-	Order Notification	WGS Order by WGS Status PROCESSING	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	WGS	Order	DETECTED	-	Order Notification	METS Order by WGS Status DETECTED	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	WGS	Order	RECEIVING	-	Order Notification	WGS Order by WGS Status RECEIVING	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	WGS	Order	COMPLETED	-	Order Notification	WGS Order by WGS Status COMPLETED	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	WGS	Order	ACCEPTED	-	Order Notification	METS Order by WGS Status ACCEPTED	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	WGS	Order	ENTERED	-	Order Notification	WGS Greening Order by WGS Status ENTERED	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	WGS	Order	ORDERED	-	Order Notification	METS Greening Order by WGS Status ORDERED	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	WGS	Order	PROCESSING	-	Order Notification	WGS Greening Order by WGS Status PROCESSING	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	WGS	Order	DETECTED	-	Order Notification	WGS Greening Order by WGS Status DETECTED	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	WGS	Order	RECEIVING	-	Order Notification	WGS Greening Order by WGS Status RECEIVING	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	WGS	Order	COMPLETED	-	Order Notification	WGS Greening Order by WGS Status COMPLETED	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	WGS	Order	ACCEPTED	-	Order Notification	METS Greening Order by WGS Status ACCEPTED	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	ISP	-	CANCELLED	-	Order Notification	WGS Order by RF Status CANCELLED	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	WGS	-	CANCELLED	-	Order Notification	WGS Order by WGS Status CANCELLED	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	WGS	-	CANCELLED	-	Order Notification	WGS Order by WGS Status CANCELLED	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ENTERED	-	Classic Notification	Entered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	HOLDING	-	Classic Notification	Holding	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PRE-PAID	-	Order Notification	WGS Order Status PRE-PAID	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PRE-PAID	-	Classic Notification	Pre-Paid	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ORDERED	-	Classic Notification	Ordered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PROCESSING	-	Classic Notification	Processing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ACCEPTED	-	Classic Notification	Accepted	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ENTERED	-	Classic Notification	Entered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	RECEIVING	-	Classic Notification	Received	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	COMPLETED	-	Classic Notification	Completed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PRE-PAID	-	Classic Notification	Pre-Paid	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ORDERED	-	Classic Notification	Ordered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PROCESSING	-	Classic Notification	Processing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ACCEPTED	-	Classic Notification	Accepted	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ENTERED	-	Classic Notification	Entered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	RECEIVING	-	Classic Notification	Received	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	COMPLETED	-	Classic Notification	Completed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PRE-PAID	-	Classic Notification	Pre-Paid	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ORDERED	-	Classic Notification	Ordered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PROCESSING	-	Classic Notification	Processing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ACCEPTED	-	Classic Notification	Accepted	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ENTERED	-	Classic Notification	Entered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	RECEIVING	-	Classic Notification	Received	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	COMPLETED	-	Classic Notification	Completed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PRE-PAID	-	Classic Notification	Pre-Paid	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ORDERED	-	Classic Notification	Ordered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PROCESSING	-	Classic Notification	Processing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ACCEPTED	-	Classic Notification	Accepted	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ENTERED	-	Classic Notification	Entered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	RECEIVING	-	Classic Notification	Received	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	COMPLETED	-	Classic Notification	Completed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PRE-PAID	-	Classic Notification	Pre-Paid	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ORDERED	-	Classic Notification	Ordered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PROCESSING	-	Classic Notification	Processing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ACCEPTED	-	Classic Notification	Accepted	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ENTERED	-	Classic Notification	Entered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	RECEIVING	-	Classic Notification	Received	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	COMPLETED	-	Classic Notification	Completed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PRE-PAID	-	Classic Notification	Pre-Paid	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ORDERED	-	Classic Notification	Ordered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PROCESSING	-	Classic Notification	Processing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ACCEPTED	-	Classic Notification	Accepted	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ENTERED	-	Classic Notification	Entered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	RECEIVING	-	Classic Notification	Received	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	COMPLETED	-	Classic Notification	Completed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PRE-PAID	-	Classic Notification	Pre-Paid	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ORDERED	-	Classic Notification	Ordered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PROCESSING	-	Classic Notification	Processing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ACCEPTED	-	Classic Notification	Accepted	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ENTERED	-	Classic Notification	Entered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	RECEIVING	-	Classic Notification	Received	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	COMPLETED	-	Classic Notification	Completed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PRE-PAID	-	Classic Notification	Pre-Paid	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ORDERED	-	Classic Notification	Ordered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PROCESSING	-	Classic Notification	Processing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ACCEPTED	-	Classic Notification	Accepted	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ENTERED	-	Classic Notification	Entered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	RECEIVING	-	Classic Notification	Received	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	COMPLETED	-	Classic Notification	Completed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PRE-PAID	-	Classic Notification	Pre-Paid	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ORDERED	-	Classic Notification	Ordered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PROCESSING	-	Classic Notification	Processing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ACCEPTED	-	Classic Notification	Accepted	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ENTERED	-	Classic Notification	Entered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	RECEIVING	-	Classic Notification	Received	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	COMPLETED	-	Classic Notification	Completed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PRE-PAID	-	Classic Notification	Pre-Paid	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ORDERED	-	Classic Notification	Ordered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PROCESSING	-	Classic Notification	Processing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ACCEPTED	-	Classic Notification	Accepted	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ENTERED	-	Classic Notification	Entered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	RECEIVING	-	Classic Notification	Received	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	COMPLETED	-	Classic Notification	Completed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PRE-PAID	-	Classic Notification	Pre-Paid	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ORDERED	-	Classic Notification	Ordered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PROCESSING	-	Classic Notification	Processing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ACCEPTED	-	Classic Notification	Accepted	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ENTERED	-	Classic Notification	Entered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	RECEIVING	-	Classic Notification	Received	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	COMPLETED	-	Classic Notification	Completed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PRE-PAID	-	Classic Notification	Pre-Paid	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ORDERED	-	Classic Notification	Ordered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PROCESSING	-	Classic Notification	Processing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ACCEPTED	-	Classic Notification	Accepted	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ENTERED	-	Classic Notification	Entered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	RECEIVING	-	Classic Notification	Received	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	COMPLETED	-	Classic Notification	Completed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PRE-PAID	-	Classic Notification	Pre-Paid	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ORDERED	-	Classic Notification	Ordered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PROCESSING	-	Classic Notification	Processing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ACCEPTED	-	Classic Notification	Accepted	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ENTERED	-	Classic Notification	Entered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	RECEIVING	-	Classic Notification	Received	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	COMPLETED	-	Classic Notification	Completed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PRE-PAID	-	Classic Notification	Pre-Paid	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ORDERED	-	Classic Notification	Ordered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PROCESSING	-	Classic Notification	Processing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ACCEPTED	-	Classic Notification	Accepted	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ENTERED	-	Classic Notification	Entered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	RECEIVING	-	Classic Notification	Received	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	COMPLETED	-	Classic Notification	Completed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PRE-PAID	-	Classic Notification	Pre-Paid	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	ORDERED	-	Classic Notification	Ordered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-</						

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 planned date. 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

**ISP Order Service Settings**

ISP 777710 Testaccount Peter Rosenberger

Order settings | **Installation Ticket Settings** | Voice Message Settings | Change Ticket Settings | ISP Pool Settings | All ISP Pool Settings

State change e-mail

Notify on entering state

Object Type	Initiator	Activator	Object State	Step	Event	Comment	By Email	By Notification
-	ISP	-	-	-	Order Notification	Initiator	<input type="checkbox"/>	<input type="checkbox"/>
-	-	-	ENTERED	-	Classical Notification	Entered	<input type="checkbox"/>	<input type="checkbox"/>
-	-	-	REJECTED	-	Classical Notification	Rejected	<input type="checkbox"/>	<input type="checkbox"/>
-	-	-	CHECKED	-	Classical Notification	Checked	<input type="checkbox"/>	<input type="checkbox"/>
-	-	-	PROCESSING	-	Classical Notification	Processing	<input type="checkbox"/>	<input type="checkbox"/>
-	-	-	INWORK	-	Classical Notification	Inwork	<input type="checkbox"/>	<input type="checkbox"/>
-	-	-	CLOSED	-	Classical Notification	Closed	<input type="checkbox"/>	<input type="checkbox"/>
-	-	-	CANCELLED	-	Classical Notification	Canceled	<input type="checkbox"/>	<input type="checkbox"/>

back submit reset



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

### 12.1.1.3 ISP Voice Message Settings

**ISP Order Service Settings**  
 ISP: 777710 Testaccount Peter Rosenberger

Order settings | Installation Ticket Settings | **Voice Message Settings** | Change Ticket Settings | ISP Pool Settings | All ISP Pool Settings

Notify on entering state

Object Type	Initiator	Activator	Object State	Step	Event	Comment	By Notification
GV01	-	-	-	-	Classical Notification	New Subscriber	<input type="checkbox"/>
GV02	-	-	-	-	Classical Notification	New Subscriber	<input type="checkbox"/>
GV03	-	-	-	-	Classical Notification	Relocation	<input type="checkbox"/>
GV04	-	-	-	-	Classical Notification	Relocation	<input type="checkbox"/>
GV05	-	-	-	-	Classical Notification	Temporary Lines	<input type="checkbox"/>
GV06	-	-	-	-	Classical Notification	Temporary Lines	<input type="checkbox"/>
GV11	-	-	-	-	Classical Notification	Correction	<input type="checkbox"/>
GV12	-	-	-	-	Classical Notification	Transfer	<input type="checkbox"/>
GV14	-	-	-	-	Classical Notification	Cancellation	<input type="checkbox"/>
GV15	-	-	-	-	Classical Notification	Relocation	<input type="checkbox"/>
GV16	-	-	-	-	Classical Notification	Number Change	<input type="checkbox"/>
GV17	-	-	-	-	Classical Notification	Answer Tone Change	<input type="checkbox"/>

back submit reset

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

### 12.1.1.4 ISP Change Ticket Service Settings

**ISP Order Service Settings**  
 ISP: 777710 Testaccount Peter Rosenberger

Order settings | Installation Ticket Settings | Voice Message Settings | **Change Ticket Settings** | ISP Pool Settings | All ISP Pool Settings

State change e-mail

Notify on entering state

Object Type	Initiator	Activator	Object State	Step	Event	Comment	By Email	By Notification
-	-	-	ENTERED	-	Classical Notification	Entered	<input type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	CANCEL PENDING	-	Classical Notification	Cancel Pending	<input type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	PROCESSING	-	Classical Notification	Processing	<input type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	MODIFY PENDING	-	Classical Notification	Modify Pending	<input type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	CLOSED	-	Classical Notification	Closed	<input type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	CANCELLED	-	Classical Notification	Canceled	<input type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	REJECTED	-	Classical Notification	Rejected	<input type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	COMPLETED	-	Classical Notification	Completed	<input type="checkbox"/>	<input checked="" type="checkbox"/>
-	-	-	EXCEPTION	-	Classical Notification	Exception	<input type="checkbox"/>	<input checked="" type="checkbox"/>

back submit reset

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

### 12.1.1.5 ISP Pool Service Settings

## ISP Order Service Settings

ISP 777710 - Testaccount WSG Team

Last modified [Change Logs](#)

Order Settings **ISP Pool Settings** All ISP Pool Settings

### Copper

ISP ID	Service Type	Default Pool Type	Reapply Default On Modify
777710	Flat	<input type="text"/>	<input type="text"/>
777710	Light	<input type="text"/>	<input type="text"/>

[Back](#) [Reset](#)

### Fiber

Pool2 fiber enabled No

#### 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

### ISP Order Service Settings

ISP 777710 - Testaccount WSG Team

Last modified [Change Logs](#)

[Order Settings](#) [ISP Pool Settings](#) **[All ISP Pool Settings](#)**

#### Copper

ISP ID	Service Type	Default Pool	Type	Reapply Default On Modify
All	Flat			
All	Light			

[Back](#)

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

## 13 Reports

### Reports

**Standard Rep**

6 - UMSA (Standalone), 7 - UMSA/Planned Work, 8 - Grooming ISP,  
 23 - TV Tracking Data

☐ Existing Standard Reports
 ☐ No Standard Reports available

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:

### Documents

ISP

Alarming\_V1.0.1.zip

▼

Download



**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