

ISP BBCS Access (Fulfillment) User Manual

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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)
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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
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Release

Version	Date	Released by	Comments / nature of the change
03	10.05.2004	R. Messer	Document released
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15	01.04.2009	R. Seltmann	released for contract version 13-3
16	08.01.2010	R. Seltmann	Released for BBCS Release Nov09
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18	11.11.2010	H. Künzi	released for BBCS Release Nov10
19	21.02.2011	A. Studerus (iarope)	released for BBCS Release März 11
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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
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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
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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)
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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)
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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

- Most recent/second recent Microsoft Edge Browser (Chromium based preferred)
- Most recent Mozilla Firefox
- Most recent Google Chrome

The application is built in the following main parts

- Place Order
- Maintain Order
- Transaction Overview
- Reports
- Documents

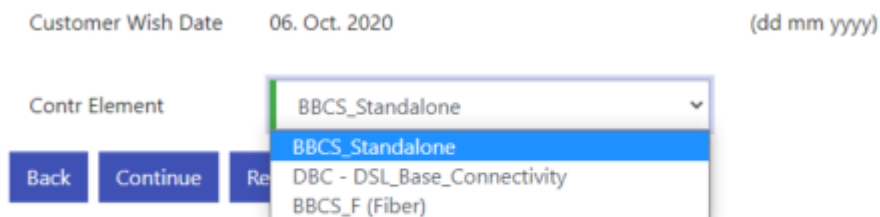
The application supports four languages (English, French, Italian, German), but is delivered in English only.

2 Validation and Navigation

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

2.1 List of Values (LOV)

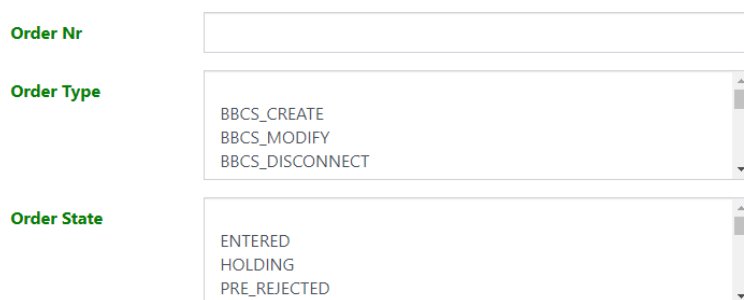
Some fields of the input screens are validated against a list-of-values. The user can press the little arrow beside the fields and select one of the values. See example:



The screenshot shows a web 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 Re (partially visible).

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



The screenshot shows a web 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

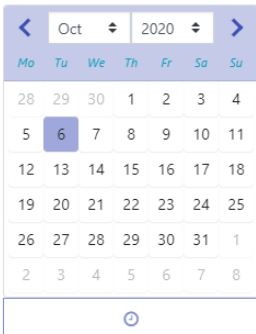
The following screenshot shows a sample date and date/time range definition:

Customer Wish Date				
Estimated Due Date/Time Start				

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

The date and date/time fields offer a convenient way to define absolute dates or date/times: Clicking the date

icon  next to the filed opens the date picker widget:



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



16

:

00

:

53

2.4 Sort Order

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

2

descending

ascending

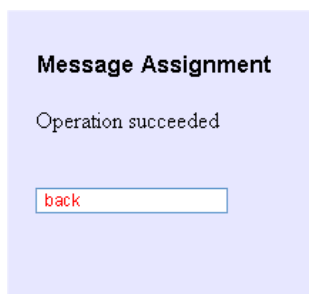
2.5 Error handling

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:

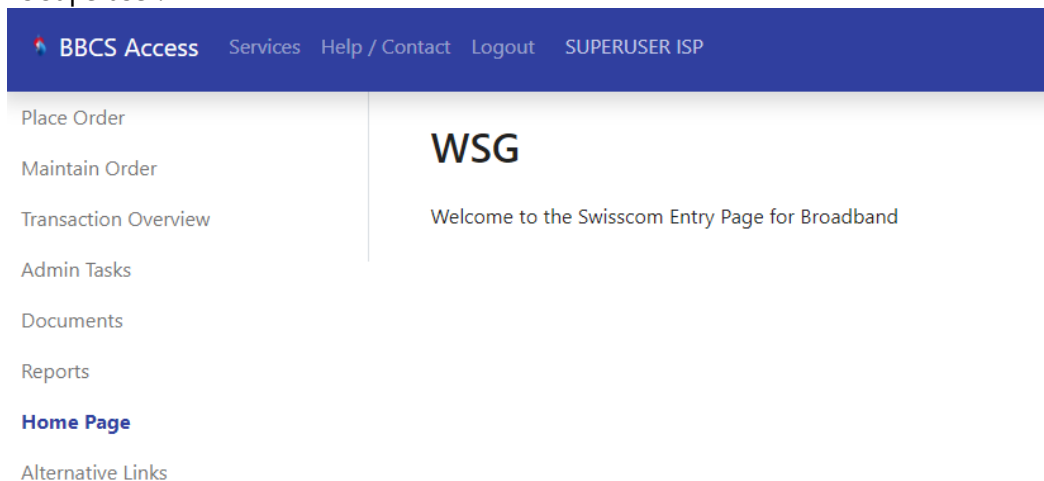


WSG BBCS Orders



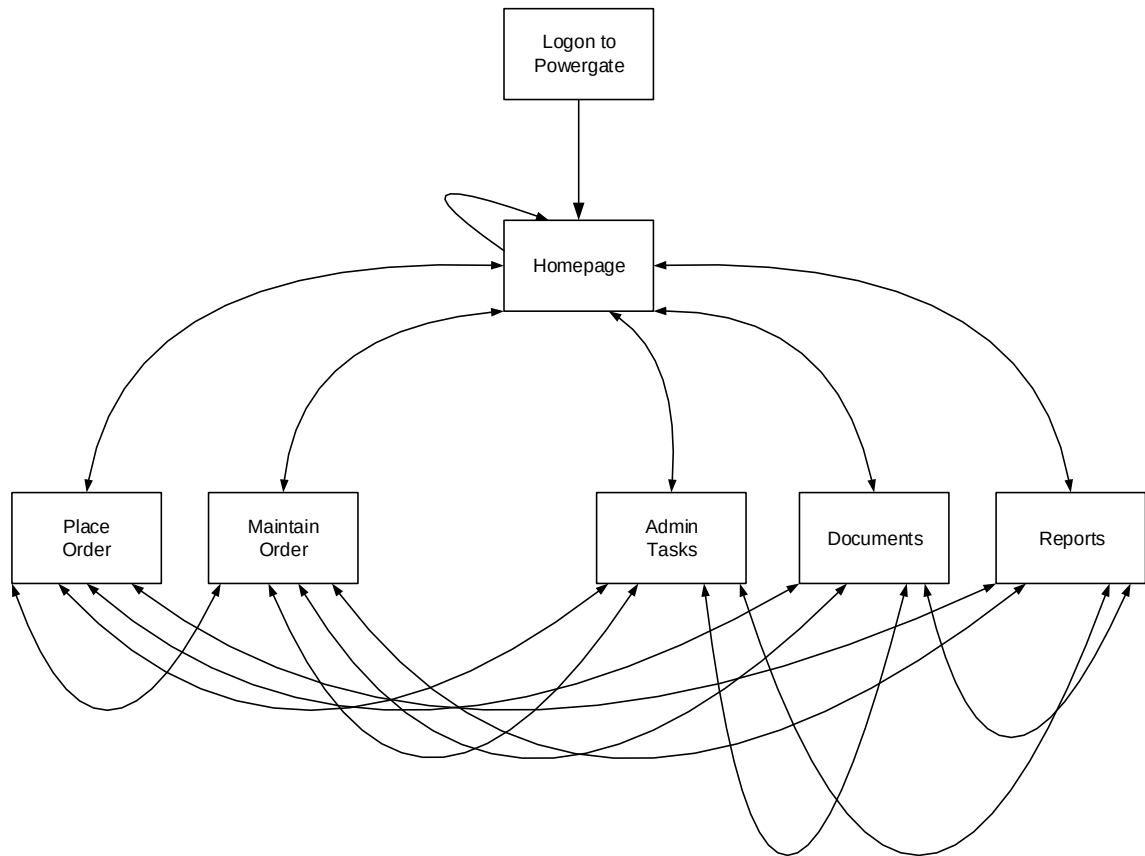
NOTE: That the following screen shots and associated descriptions are for the Super User only! If certain functionality is not displayed then it is not available to other users.

As Superuser:



2.8 Page flow

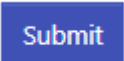
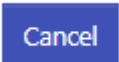
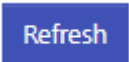
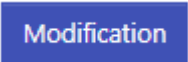
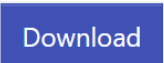
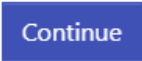
The page flow for the main function areas is shown in the following figure. It will always be possible to navigate directly from one main function to another via the menu on the LHS of the screen. Within each function the user may go back to the previous screen using the 'Back' button.



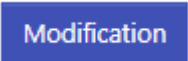
2.9 Buttons

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

The following buttons are used in the application:

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

There are two different button states: active and inactive.

	Active
	Inactive

3 Login

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

4 Principals

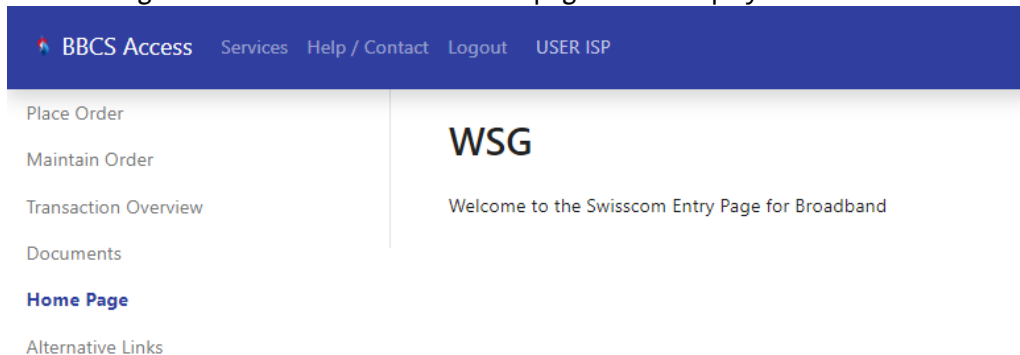
After login via Powergate you can see the following menus on the left side

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

- Place Orders > Used for explicit *Service Qualification*, entry of *new orders* and *Get Service Status*
- Maintain Order > Used for maintaining Orders in any status (*read, list* and *cancel* order)
- 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
- Add Service
- Change Service
- Reduce Service
- Look-up Predecessors

Place Order

Service Qualification

Test of telephone or address location on BBCS feasibility

Service Availability Qualification

Overview and service availability qualification by BB and DN type

Basis Creation

Order a BBCS Access

Basis Modification

Change an existing BBCS Access

Basis Disconnection

Disconnect a BBCS Access

Change ISP

Change ISP of an existing service

Service Status

Test the status of a BBCS

Look-up Predecessors

Find predecessors by phone number or address with last name or company name

Add Service

Add a service to an existing BBCS

Change Service

Change a service from a BBCS

Reduce Service

Remove a service from a BBCS

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

ISP777710 - Testaccount WSG Team

Contr ElementBBCS_Standalone

Services

Add
Add all
Remove
Remove all

Best Effort
Streaming
Real Time
Best Effort on Fiber

Fulfillment SLABasic

BB TypeADSL, VDSL
Fulfillment Wish Date

Business TypeNew
Has ONP

Appointment Id
Appointment Date/Time

Dn Type
Ext Ref

Line Stateactive
Customer Location Id

New Loop
Return Speed at NOK

Qualification By

Number
Address
Starting Point
LLID
Socket
Binding Id
Location Id

DN / NSN
(0314445566)

Back
Submit
Reset

Ask Address

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.

← → ↻

Not secure

ebowsq21-wsg-pg-is-user/wsg/prod/bb/ful/web/bb-ful-web/app/place-order/qualification-result?ARR_bbType=1&ARR_bbType=2&basisContrEld=120&ARR_contrEld=120&ispld=777710&synchWithVoice=false&sfStald=1&lineState=1&newLoop=f...

☆

BBCS Access

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Request

ISP

777710 - Testaccount WSG Team

Contr Element

BBCS_Standalone

Fulfillment SLA

Basic

BB Type

ADSL, VDSL

Line State

active

DN / NSN

0108891951

Responses

Qualification Nr

147113103

Dn Type

Netservices number

DN (STNR) / VN / NSN

0108891951

Basis Contract Element

BBCS_Standalone

ADSL

BBCS_Standalone

VDSL

BBCS_Standalone

Best Effort

ok - 64BOL - BOL

64 BOL 3 10000 1

Qualif Result Detail

Q00 This telephone line is suitable for xDSL.

Best Effort

BBCS_Standalone

Site Development 0%

Startpoint

Address

CPE Info

Speed Profile Nr

Qualification Index	Speed Profile Nr	Used Access Speed	Effective Speed	BB Number Of Wires
☐ 40	max 2M down / 400k up	2.4M down / 200k up	2M down / 200k up	2
☐ 41	max 5M down / 1M up	2.4M down / 200k up	2.4M down / 200k up	2
☐ 42	max 10M down / 2M up	4.4M down / 400k-500k up	4.4M down / 500k up	2
☐ 43	max 20M down / 4M up	4.4M down / 400k-500k up	4.4M down / 500k up	2

Streaming

not ok - 64BOL - BOL

Qualif Result Detail

135 BB Type is not contracted

Site 0%

Startpoint

Address

CPE Info

Site

-

Site Category

-

Available Technology Type

-

DSLAM Name

-

Dslam Type

-

BB Logical Port

-

BB Port Line Type

ans

Vendor

Huawei

Line State

-

LUID

-

LUID Activation Date

-

LUID Disconnection Date

-

Real Time

ok - 64BOL - BOL

64 BOL 3 10000 1

Qualif Result Detail

Q00 This telephone line is suitable for xDSL.

BBCS_Standalone

Real Time

Site Development 0%

Startpoint

Address

CPE Info

Speed

5M down / 500k up

Technology Type

-

Current Access Speed

5M down / 500k up

Max Access Speed

7M down / 600k up

Current Dn Type

Netservices number

Average Flag

Yes

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Billing Zone
Jumper Action
OSI Recommendation
Potential Available
Reason of Potential
Technology Type
PSD Class
Interleave Mode
Vectorized
Port Available
Copper Available
WARP Port Available
Swisscom Ready

-
Y
-
1
1000 - outstanding upgrooming
1002 - old CPE Hardware
-
Spec_VDSL2_12a
-
-
Yes
No
-
No

Upgrade plan date
22. Aug. 2012

Best Effort - Streaming
ok - 64BOL - BOL

Qualif Result Detail
135 BB Type is not contracted

Best Effort
Site 0%
Startpoint
Address
CPE Info

Best Effort - Real Time
ok - 64BOL - BOL
64 BOL 3 10000 1

Qualif Result Detail
Q00 This telephone line is suitable for xDSL

Best Effort
BBCS_Standalone
Real Time
Site Development 0%
Startpoint
Address
CPE Info

Speed Profile Nr

Qualification Index	Speed Profile Nr	Used Access Speed	Effective Speed	BB Number Of Wires
☐ 40	max 2M down / 400k up	2.4M down / 200k up	2M down / 200k up	2
☐ 41	max 3M down / 1M up	2.4M down / 200k up	2.4M down / 200k up	2
☐ 42	max 10M down / 2M up	4.4M down / 400k-500k up	4.4M down / 500k up	2
☐ 43	max 20M down / 4M up	4.4M down / 400k-500k up	4.4M down / 500k up	2

Streaming, Real Time
ok - 64BOL - BOL

Qualif Result Detail
135 BB Type is not contracted

Site 0%
Startpoint
Address
CPE Info

Site
Site Category
Available Technology Type
DSLAM Name
Dslam Type
BB Logical Port
BB Port Line Type
Vendor
Line State
LLID
LLID Activation Date
LLID Disconnection Date

-
-
-
-
-
ana
Huawei
-
-
-
-

Best Effort - Streaming, Real Time
ok - 64BOL - BOL

Qualif Result Detail
135 BB Type is not contracted

Best Effort
Site 0%
Startpoint
Address
CPE Info

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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

BBCS Access
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Request

ISP: 777710 - Testaccount WSG Team
Contr Element: Best Effort on Fiber
BBCS F (Fiber)
Fulfillment SLA: Basic
BB Type: Fiber
Business Type: New
Socket Id: A371888.234

Responses

Qualification Nr: 147113123
Basic Contract Element: BBCS F (Fiber)
BB Type: XGS-PON

XGS-PON,
BBCS F (Fiber)

XGS-PON

vs - B53AP - D5710G

Location Id: 999996

List of Sockets

Address: Site Development 01% BIP

Flat Id: B08 - 0th Floor / 0th Flat
Flat Memo: -
Socket Id: A371888.234
Cooperation Id: PJA 371 888.234

Plug Nr 1

Plug Nr 2

Plug Nr 3

Plug Nr 4

Plug Nr: 2
Fiber Line State: AVAILABLE
OTO State: CONNECTED
Port State: Connected
Is Active: Y
Remark: -
Jumper Action: Y
Basic Contract Element: FBC
ISP: -
Patch Type: -
NBR: -

Speeds

Qualification Index	Calculated max Access Speed	Current Access Speed	Service Profile	Effective Speed
☐ 33	1G down / 1G up	1G down / 1G up	2M down / 400K up	2M down / 400K up
☐ 34	1G down / 1G up	1G down / 1G up	2M down / 2M up	2M down / 2M up
☐ 35	1G down / 1G up	1G down / 1G up	3M down / 1M up	3M down / 1M up
☐ 36	1G down / 1G up	1G down / 1G up	3M down / 5M up	3M down / 5M up
☐ 37	1G down / 1G up	1G down / 1G up	10M down / 2M up	10M down / 2M up
☐ 38	1G down / 1G up	1G down / 1G up	10M down / 10M up	10M down / 10M up
☐ 39	1G down / 1G up	1G down / 1G up	20M down / 4M up	20M down / 4M up
☐ 40	1G down / 1G up	1G down / 1G up	20M down / 20M up	20M down / 20M up
☐ 41	1G down / 1G up	1G down / 1G up	25M down / 5M up	25M down / 5M up
☐ 42	1G down / 1G up	1G down / 1G up	25M down / 25M up	25M down / 25M up
☐ 43	1G down / 1G up	1G down / 1G up	30M down / 10M up	30M down / 10M up
☐ 44	1G down / 1G up	1G down / 1G up	30M down / 30M up	30M down / 30M up
☐ 45	1G down / 1G up	1G down / 1G up	100M down / 20M up	100M down / 20M up
☐ 46	1G down / 1G up	1G down / 1G up	100M down / 100M up	100M down / 100M up
☐ 47	1G down / 1G up	1G down / 1G up	200M down / 40M up	200M down / 40M up
☐ 48	1G down / 1G up	1G down / 1G up	200M down / 200M up	200M down / 200M up
☐ 49	1G down / 1G up	1G down / 1G up	250M down / 50M up	250M down / 50M up
☐ 50	1G down / 1G up	1G down / 1G up	250M down / 250M up	250M down / 250M up
☐ 51	1G down / 1G up	1G down / 1G up	300M down / 60M up	300M down / 60M up
☐ 52	1G down / 1G up	1G down / 1G up	300M down / 300M up	300M down / 300M up
☐ 53	1G down / 1G up	1G down / 1G up	500M down / 100M up	500M down / 100M up
☐ 54	1G down / 1G up	1G down / 1G up	500M down / 500M up	500M down / 500M up
☐ 55	1G down / 1G up	1G down / 1G up	1G down / 200M up	1G down / 200M up
☐ 56	1G down / 1G up	1G down / 1G up	1G down / 1G up	1G down / 1G up
☐ 57	1G down / 1G up	1G down / 1G up	2.5G down / 500M up	2.5G down / 500M up
☐ 58	1G down / 1G up	1G down / 1G up	2.5G down / 2.5G up	2.5G down / 2.5G up
☐ 59	1G down / 1G up	1G down / 1G up	5G down / 1G up	5G down / 1G up
☐ 60	1G down / 1G up	1G down / 1G up	5G down / 5G up	5G down / 5G up
☐ 61	1G down / 1G up	1G down / 1G up	10G down / 2G up	10G down / 2G up
☐ 62	1G down / 1G up	1G down / 1G up	10G down / 10G up	10G down / 10G up

Fulfillment Time Slot

Index	Start Date/Time	End Time
☐ 1	19. Jan. 2021 09:01	11:01
☐ 2	20. Jan. 2021 09:01	11:01
☐ 3	21. Jan. 2021 09:01	11:01
☐ 4	22. Jan. 2021 09:01	11:01
☐ 5	23. Jan. 2021 09:01	11:01
☐ 6	24. Jan. 2021 09:01	11:01

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Change Service
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Ask Swisscom

Swisscom (Schweiz) AG
CH-3050 Bern

Broadband Connectivity Service (BBCS)
Version 59
Valid from 27.01.2021 (WSG 21.01)

35/133

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Request

BEP 777719 - Testaccount WSG Team
Contr Element Best Effort on Fiber
BBCS F (Fiber)
Fulfillment SLA Basic
BB Type Fiber
Business Type New
Socket Id A317.868.234

Responses

Qualification Nr 147113123
Basic Contract Element BBCS F (Fiber)
BB Type XGS-PON

XGS-PON,
BBCS F (Fiber)

XGS-PON ok - GSXAF - DEVLOC

Location Id 999999

List of Sockets Address Site Development 67%

BEP

Location Id (BEP) 999999
Street TibcoSimulator-00A&E-Strasse
House Nr 123d
Building Lokal 9999999-0
ZIP 3000
City Bern

BEP State CONNECTED
Availability Date/Target Date -
Availability Date Reason an availability date reason
Is House Allowed Yes
Max Access Speed Kbps 1000000
BEP Site Category standard

Business State 4 - In P/Ready
Quality Class GK3
First Inhouse Installation No
Initial Mounting Shelf Capacity available
BEP Builder K07A
Physical Ownership Inhouse Swisscom

Events

Event Type	Event Time Stamp	Event Reason	From	To	Sequence Number
1 - TargetDateChange	09. Jan. 2021 12:01	EventReason 1 EventReason	F 1	T 1	1
2 - VelocityClassExemption	30. Dec. 2020 12:01	EventReason 2 EventReason	F 2	T 2	2
2 - VelocityClassExemption	15. Dec. 2020 12:01	EventReason 3 EventReason	F 3	T 3	3

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Add Swisscom

6.1.10.1 Fields

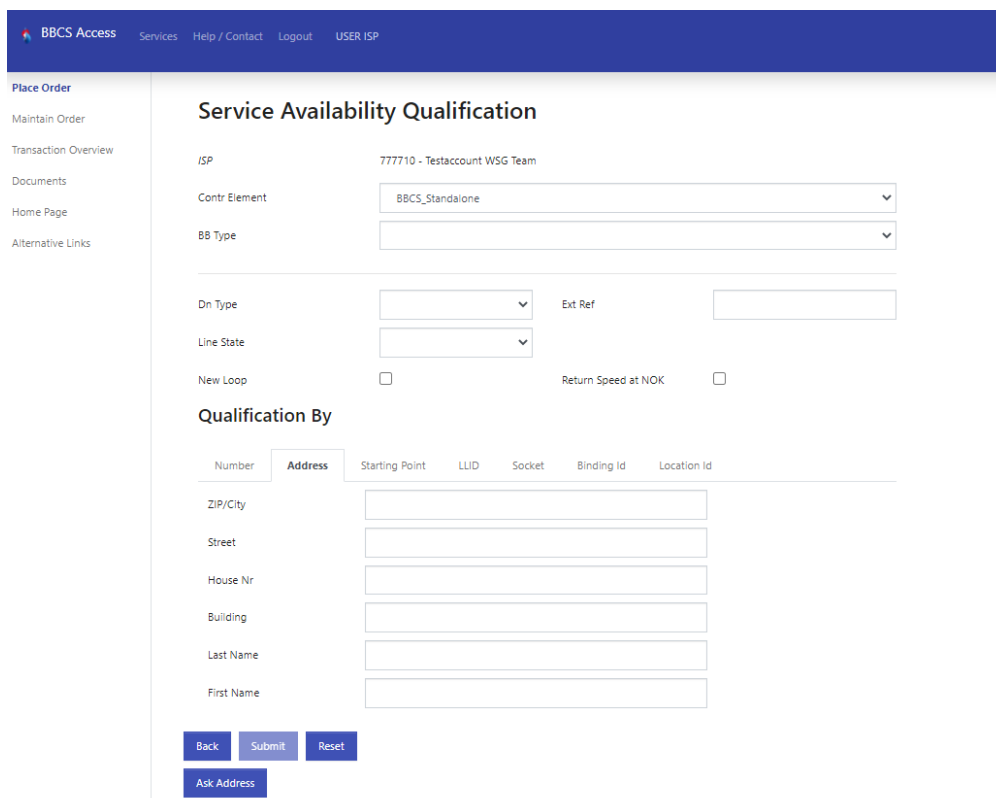
Name	Description
Request	Parameters of the request.
Responses	
Qualification Nr	The Qualification Number can be used to Service Creation, Service Modification or Change ISP
Basis Contract Element	The Basis Contract Element
Location Id	The id of the location
Qualif Result State	State of the qualification
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"
Physical Ownership Inhouse	Physical Ownership Inhouse
Build Responsible Inhouse	Build responsible of the in-house segment. Possible values: "F" = "Fremd (Partner)", "SC" = "Swisscom" (visible only for SCS).
BEP Event	
Event Type	Type of the event with Id and Description
Event Time Stamp	Timestamp of the event
Event Reason	Reason comment of the event
From	Start of the range
To	End of the range
Sequence Number	Sequence number of the event

6.2 Service Availability Qualification

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



6.2.1 Input Fields

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

Name	Optional / Mandatory	Description
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

← → 🔍 Not secure | ebowsg21-wsg-pg-isp-user/wsg/prod/bb/ful/web/bb-ful-web/app/place-order/saq-result?ARR_bbType=1&ARR_bbType=2&basisContrEld=120&ARR_contrEld=120&ispld=777710&synchWithVoice=false&stId=18&newLoop=false&isAssuranceDriv...

BBCS Access Services Help / Contact Logout USER ISP

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Service Availability Qualification Result

Request

ISP	777710 - Testaccount WSG Team
Contr Element	BBCS_Standalone
BB Type	ADSL_VDSL
ZIP	1243
City	Presinge

Economy Line

Quali Result State ok

DN Office	64BOL
BB Device Location	DELOC

- Site BOLD
- Site Category RUS
- Available Technology Type -
- DSLAM Name IPC-SUR710-S-VD-05
- Dslam Type CAN
- BB Port Nr ADSL-1-2-1-3
- BB Port Line Type ana

Vendor Huawei

- DN (STNR) 0317772255
- Line State active
- LLID 0031243
- LLID Activation Date -
- LLID Disconnection Date -

Planned Endpoint The new endpoint will be available on 2021-02

• DN Office	64BOL
• BB Device Location	BOLD
• Site	BOLP
• Site Category	RUS
• Equipped Date/Target Date	2021-02
• Equipped Date Quality	1
• Equipped Date Comment	The new endpoint will be available on 2021-02
• Planned Bitrate Down	8000
• Planned Bitrate Up	1000
• Extension Category	Vectoring Ausbau/Aktivierung

Equipped Date History

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

Place Order Maintain Order Transaction Overview Documents Home Page Alternative Links	- Port Available: Yes - Copper Available: Yes - WARP Port Available: - - Swisscom Ready: Yes						
CPE Info							
- CPE Name: Motorola 7347-44 POTS rel:7.9 - Dslam Type Allowed: <table border="1"> <thead> <tr> <th>Technology</th> <th>Dslam Type Allowed</th> </tr> </thead> <tbody> <tr> <td>VDSL2</td> <td>ISAM, CAN</td> </tr> <tr> <td>ADSL</td> <td>ASAM</td> </tr> </tbody> </table> - Capability: - - Comment: Das ist ein Kommentar für CPE Info		Technology	Dslam Type Allowed	VDSL2	ISAM, CAN	ADSL	ASAM
Technology	Dslam Type Allowed						
VDSL2	ISAM, CAN						
ADSL	ASAM						
Comment							
- Qualif Result Detail: Q00 - This telephone line is suitable for xDSL - Reason Comment: -							
<table border="1"> <thead> <tr> <th>Contr Element</th> <th>Speed Profile Nr</th> </tr> </thead> <tbody> <tr> <td>Best Effort</td> <td> max 2M down / 400k up max 5M down / 1M up max 10M down / 2M up max 20M down / 4M up </td> </tr> </tbody> </table>		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		
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						

Place Order Maintain Order Transaction Overview Documents Home Page Alternative Links	<table border="1"> <tr> <td>Streaming</td> <td>ENABLING</td> </tr> <tr> <td>Real Time</td> <td>ENABLING</td> </tr> </table>	Streaming	ENABLING	Real Time	ENABLING
Streaming	ENABLING				
Real Time	ENABLING				

Qualif Result State ok					
<table border="1"> <tr> <td>DN Office</td> <td>6480L</td> </tr> <tr> <td>BB Device Location</td> <td>DELOC</td> </tr> </table>		DN Office	6480L	BB Device Location	DELOC
DN Office	6480L				
BB Device Location	DELOC				
- Site: BOLQ - Site Category: RUS - Available Technology Type: VDSL2, VDSL Vectoring - DSLAM Name: IPC-SUR710-S-VD-05 - Dslam Type: CAN - BB Port Nr: VDSL-1-2-1-3 - BB Port Line Type: ana - Vendor: Huawei - DN (STNR): 0317772255 - Line State: active - LIID: 0031243 - LIID Activation Date: - - LIID Disconnection Date: -					

Place Order	Maintain Order	Transaction Overview	Documents	Home Page	Alternative Links	Planned Endpoint The new endpoint will be available on 2021-02	• DN Office 64BOL • BB Device Location BOLD • Site BOLD • Site Category RUS • Equipped Date/Target Date 2021-02 • Equipped Date Quality 1 • Equipped Date Comment The new endpoint will be available on 2021-02 • Planned Bitrate Down 8000 • Planned Bitrate Up 1000 • Extension Category Vectoring Ausbau/Aktivierung	• Equipped Date History <table border="1"> <thead> <tr> <th>Change Date</th> <th>Event Type</th> <th>Change Reason Id</th> <th>Change Reason</th> <th>Event From</th> <th>Event To</th> <th>Sort Nr</th> </tr> </thead> <tbody> <tr> <td>2015-09-24</td> <td>TargetDateChange</td> <td>3</td> <td>Missing material</td> <td>2015-03-21</td> <td>2015-11-21</td> <td>3</td> </tr> <tr> <td>2015-05-12</td> <td>ValidityClassException</td> <td>6</td> <td>Management re-priorisation</td> <td>98</td> <td>3</td> <td>1</td> </tr> <tr> <td>2015-01-31</td> <td>ValidityClassException</td> <td>6</td> <td>Management re-priorisation</td> <td>3</td> <td>98</td> <td>2</td> </tr> </tbody> </table>	Change Date	Event Type	Change Reason Id	Change Reason	Event From	Event To	Sort Nr	2015-09-24	TargetDateChange	3	Missing material	2015-03-21	2015-11-21	3	2015-05-12	ValidityClassException	6	Management re-priorisation	98	3	1	2015-01-31	ValidityClassException	6	Management re-priorisation	3	98	2
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2015-01-31	ValidityClassException	6	Management re-priorisation	3	98	2																														
Place Order	Maintain Order	Transaction Overview	Documents	Home Page	Alternative Links	Starting Point	• Tax Region 64 • Access Net BOLD																													
Place Order	Maintain Order	Transaction Overview	Documents	Home Page	Alternative Links	• Unit Type UP • Unit Number 10000 • SSE 1 • Contact Type UPK • Contact Number 62 • Up Preparation normal	Site Development 50% Yes 25 / 15																													
Place Order	Maintain Order	Transaction Overview	Documents	Home Page	Alternative Links	• Nr of Utilisation Units 20 • Nr of Basic Connectivities 10 • Fully Developed Yes • Nr of Lines Total 25 • Nr of Lines Usable 15	Address																													
Place Order	Maintain Order	Transaction Overview	Documents	Home Page	Alternative Links	• Street Schönstrasse • House Nr 1a • Building Chalet • ZIP 1243 • City Presinge • Additional City Zuri West	VDSL																													

Place Order Maintain Order Transaction Overview Documents Home Page Alternative Links	Access	
	• Current Access Speed • Max. Access Speed • BB Number Of Wires • Average Flag • Billing Zone • Jumper Action • BBR Recommendation • Potential Available • Reason of Potential • Technology Type • PSD Class • Interleave Mode • Vectorized • Port Available • Copper Available • WARP Port Available • Swisscom Ready	Speed 5M-33M down / 500k-10M up 50M down / 10M up 2 1 - No - 1 1000 - outstanding upgrooming 1002 - old CPE Hardware VDSL2 Spec_VDSL2_17a Interleave Low No Yes Yes - Yes

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CPE Info

• CPE Name

Motorola 7347-44 POTS rel:7.9

• Dslam Type Allowed

Technology	Dslam Type Allowed
VDSL2	ISAM, CAN
ADSL	ASAM

• Capability

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

• Comment

Das ist ein Kommentar für CPE info

Comment

• Qualif Result Detail

Q00 - This telephone line is suitable for xDSL.

• Reason Comment

-

Contr Element

Best Effort

Speed Profile Nr

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

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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

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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.

Service Availability Qualification Result

Request
ISP 777710 - Testaccount WSG Team
Contr Element BBCS_F (Fiber)
BB Type BX
City Test1

Netservices number

Comment	Location Id	Street	House Nr	Building	ZIP	City
	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
Fiber	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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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
City	Name of City

6.2.4.2 Socket List

BBCS Access
Services
Help / Contact
Logout
USER: ISP

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Service Availability Qualification Result

Request
 BP: 777770 - Testaccount WSG Team
 Core Element: BBCS_F (Fiber)
 BB Type: Fiber
 Socket Id: A256456333

Net services number
 Qual Result State: OK
 Location (cOTO, Customer): 999999
 Street: TibusSimulato-02AED-Strasse
 House Nr: 1234
 Building: Local 999999-0
 ZIP: 3000
 City: Bern
 Site Development 51% Yes
 • Nr of Utilization Units: 12
 • Nr of Basic Connectivities: 8
 • Fully Developed: Yes
 • Quantity of Built CTO: 8
 • CTO Penetration Rate: 50%
 • Calculated Plug Nr: 1

Fiber
 List of Sockets
 Socket Id: A256456333
 Cooperation Id: P_A256456333
 First Inhouse Installation: -
 Flat Id: 0.08 = 8th Floor / 8th Flat
 Flat Memo: -
 Plug Nr 1: Fiber Line State: AVAILABLE, CTO State: CONNECTED
 Plug Nr 2: Fiber Line State: AVAILABLE, CTO State: CONNECTED
 Plug Nr 3: Fiber Line State: AVAILABLE, CTO State: CONNECTED
 Plug Nr 4: Fiber Line State: AVAILABLE, CTO State: CONNECTED
 Comment: -
 List of Building Entry Points
 Location Id (BEP): 999999, BEP State: CONNECTED
 Street: TibusSimulato-02AED-Strasse, Availability Date/Target Date: -
 House Nr: 1234, Availability Date Reason: an availability date reason
 Building: Local 999999-0, Is House Allowed: Yes
 ZIP: 3000, Max Access Speed Mbps: 1000000
 City: Bern, BBP Site Category: standard
 Quality Class: GIG
 First Inhouse Installation: No
 Initial Mounting Shelf Capacity: available
 BBP Builder: KDF/A
 Physical Ownership Inhouse: Swisscom
 Events

Event Type	Event Time Stamp	Event Reason	From	To	Sequence Number
1 - TargetDateChange	06. Jan. 2021 12:34	EventReason 1 EventReason	F 1	T 1	1
2 - ValidityClassException	20. Dec. 2020 12:24	EventReason 2 EventReason	F 2	T 2	2
2 - ValidityClassException	15. Dec. 2020 12:24	EventReason 3 EventReason	F 3	T 3	3

 Available Technology
 BB Type: XGS-PON, Planned Date: -

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Quality Pre-Order
Add Services

Options:

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

6.2.4.2.1 Output Fields

Name	Description
Request	Parameters of the request.
Responses	BB Type x DN Type
Location Id	The id of the location
Qualif Result State	State of the qualification
Address	Address of the location
Building	Name of building
Street	Name of street
House Nr	Number of House
ZIP	ZIP Code
City	Name of City
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

Name	Description
Availability Date	When the socket is available for provisioning.
Plugs	Zero or more plugs
Plug Nr	Plug number
Fiber Line State	State of fiber line state (this and below attributes are present but on sockets without plugs)
OTO State	State at the plug
Speeds	Zero ore more service speeds
Calculated max Access Speed	Maximum access speed
Current Access Speed	currently installed access speed Profile
Service Profile	Service Speed Profile
Effective Speed	Effective Speed (can be lower than the Service Speed if the Access Speed has lower bitrates for up- or download)
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"
Physical Ownership Inhouse	Physical Ownership Inhouse
Build Responsible Inhouse	Build responsible of the in-house segment. Possible values: "F" = "Fremd (Partner)", "SC" = "Swisscom" (visible only for SCS).
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

Name	Description
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"
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.

Look-up Predecessor Summary

	DN/VN/NSN	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	072124967	-	-	0193452710	6608906	LastName-102-OLineAs	FirstName-102-OLineAs	-	Thunstrasse	662	Garage	8000	Bern	Add City	80800	Yes	04.Oct.2020
Qualify	072124967	-	-	0193452711	6608906	LastName-102-OLineAs	FirstName-102-OLineAs	-	Thunstrasse	662	Garage	8000	Bern	Add City	80800	Yes	04.Oct.2020
Qualify	072124967	-	-	0193452710	6608906	LastName-104-OLineAs	FirstName-104-OLineAs	-	Thunstrasse	662	Garage	8000	Bern	Add City	80800	Yes	04.Oct.2020
Qualify	072124967	-	-	0193452711	6608906	LastName-104-OLineAs	FirstName-104-OLineAs	-	Thunstrasse	662	Garage	8000	Bern	Add City	80800	Yes	04.Oct.2020
Qualify	0721231967	-	-	0193332211	6628368	LastName-187-OLineAs	FirstName-187-OLineAs	-	Thunstrasse	662	Garage	3000	Bern	Add City	30300	Yes	01.Oct.2020
Qualify	0721231967	-	-	0193332211	6628368	LastName-187-OLineAs	FirstName-187-OLineAs	-	Thunstrasse	662	Garage	3000	Bern	Add City	30300	Yes	01.Oct.2020
Qualify	-	A.000.912.320	4	0193332211	6628368	LastName-1-OLineAs	FirstName-1-OLineAs	-	OTO A.000.912.320 street	14b	Gartenhaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04.Oct.2020
Qualify	-	A.000.912.320	4	0193332211	6628368	LastName-1-OLineAs	FirstName-1-OLineAs	-	OTO A.000.912.320 street	14b	Gartenhaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04.Oct.2020
Qualify	-	A.000.912.320	5	0193452711	6608906	LastName-26-OLineAs	FirstName-26-OLineAs	-	OTO A.000.912.320 street	14b	Gartenhaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04.Oct.2020
Qualify	-	A.000.912.320	5	0193452710	6608906	LastName-26-OLineAs	FirstName-26-OLineAs	-	OTO A.000.912.320 street	14b	Gartenhaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04.Oct.2020
Qualify	-	A.000.912.320	2	0193332211	6628368	LastName-8-OLineAs	FirstName-8-OLineAs	-	OTO A.000.912.320 street	14b	Gartenhaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	01.Oct.2020
Qualify	-	A.000.912.320	2	0193332211	6628368	LastName-8-OLineAs	FirstName-8-OLineAs	-	OTO A.000.912.320 street	14b	Gartenhaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04.Oct.2020
Qualify	-	A.000.912.320	1	0193332210	6628368	LastName-51-OLineAs	FirstName-51-OLineAs	-	OTO A.000.912.320 street	14b	Gartenhaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04.Oct.2020
Qualify	-	A.000.912.320	1	0193332211	6608906	LastName-51-OLineAs	FirstName-51-OLineAs	-	OTO A.000.912.320 street	14b	Gartenhaus	3014	OTO A.000.912.320 city	Add OTO City	-	Yes	04.Oct.2020

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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
Look-up Predecessor	40029291	Meisenweg	12	-	3063	Ittigen	-
Look-up Predecessor	40029292	Meisenweg	14	Alpenblick	3063	Ittigen	-
Look-up Predecessor	40029293	Meisenweg	16	-	3063	Ittigen	-

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6.4 Basis Creation

This function is used to create new BBCS Services on existing active voice lines identified by a directory number (DN) or Verrechnungsnummer (VN) in the case of a business line. Hereafter we will just use the term “directory number”.

In case of SDSL the service is not created on active voice line but a Starting Point and Speed Profile. To find the Starting Point and a Speed Profile a qualification by an address location has to be done. For Service Creation a Qualification Number and Index reference the selected pair of Starting Point and Speed Profile. Later in the order process when the line is activated a Net Service Number (NSN) will be assigned.

6.4.1 First screen

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

Select Customer Wish Date:

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:

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 DHCP

DN / VN / NSN (0314445566)

Fulfillment SLA Basic

Assurance SLA Standard

Creation Type New

Customer Order Nr

Order Group Nr

WOS ID

Qualification Nr 147116092

Qualification Index 18

Fulfillment Time Slot Index 1

Inhouse Connection Time Slot Id

BB Device Location BOL

Starting Point 64:BOL:3;10000:1

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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

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

Basis Creation

ISP	777710 - Testaccount WSG Team
Contr. Element	BBCS_Standalone
BB Type	VDSL
Dn Type	Economy Line
Session Type	DHCP
Self Install	Y
Sf Exempt 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	64BOL3:10000:1
Fulfillment Time Slot Index	1
Customer Wish Date	11. Oct. 2020
Process With Low Priority	☐
External Reference	
Comment	
Appointment Id	
Pool Type	pool1
Modem Owner	Unknown

Current Customer (for predecessor info)

Last Name	
First Name	
Company Name	
Phone	
Visibility	☐

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	☐
External Reference	
Comment	
Appointment Id	
Pool Type	pool1
Modem Owner	Unknown

Current Customer (for predecessor info)

Last Name	
First Name	
Company Name	
Phone	
Visibility	☐

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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 ☐

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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:9.1.1.1 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	DHCP		
DN / VN / NSN			(0314445566)
Fulfillment SLA	Basic		
Assurance SLA	Standard		
Creation Type	Preorder		
Customer Order Nr			
Order Group Nr			
WOS ID			
Qualification Nr	147203430		
Qualification Index	40		
Fulfillment Time Slot Index	1		
Inhouse Connection Time Slot Id			
BB Device Location	BOL		
Starting Point	64:BOL:3;10000;1		

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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)

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Select Customer Wish Date

Basis Modification

ISP 777710 - Testaccount WSG Team

Customer Wish Date

06. Oct. 2020



 (dd mm yyyy)

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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	

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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	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	☐
External Reference	
Comment	
Appointment Id	
Pool Type	pool1
Modem Owner	Unknown

Current Customer (for predecessor info)

Last Name	
First Name	
Company Name	
Phone	
Visibility	☐

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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:9.1.1.1 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)

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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 ☐

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Submit

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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:9.1.1.1 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

Cooperation Id

Plug Nr

Socket Id or Cooperation Id

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Submit

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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

6.9 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:

Change ISP

ISP 777710 - Testaccount WSG Team

Customer Wish Date  (dd mm yyyy)

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Select Contract Element

Change ISP

ISP 777710 - Testaccount WSG Team

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

Contr Element ▼

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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		
Order Group Nr		
WOS ID		
Qualification Nr	147116172	
Qualification Index	40	
Fulfillment Time Slot Index	1	
BB Device Location	BOL	
Starting Point	64;BOL;3;10000;1	

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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	

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6.9.1.1 Fields

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

Name	Optional / Mandatory	Description
Customer Wish Date	M	Date on which the order will be entered. Default is current date.
Contract Element	M	The Contract Element (LOV)
BB Type	M	the BB Type (LOV)
Session Type	M	PPP (for Internet only) or DHCP (for additional services)
Socket Id	O/M ¹⁾	Socket Id aka OTO Id (Fiber Only)
Cooperation Id	O/M ¹⁾	Cooperation Id (Fiber Only)
Plug Nr	O/M ¹⁾	Plug Nr (Fiber only) Mandatory with Socket Id or Cooperation Id
DN / VN / NSN	M	Directory number of the existing service
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)

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

6.9.2 Second screen

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:9.1.1.1 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	07. Oct. 2020 	(dd mm yyyy)
Fulfillment SLA	Basic ▼	
Assurance SLA	Standard ▼	
DN / VN / NSN	0108016023	(0314445566)
Qualification Nr		
Creation Type	New ▼	
Customer Order Nr		
Order Group Nr		
WOS ID		

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 Exept 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
☒ Active Service Profile (no change)		
☐ max 2M down / 400k up	max2000_400	Y
☐ max 5M down / 1M up	max5000_1000	Y
☐ max 10M down / 2M up	max10000_2000	Y
☐ 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	0108203182	(0314445566)
External Reference		
Comment		
Creation Type	New	
Process With Low Priority	☐	

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

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

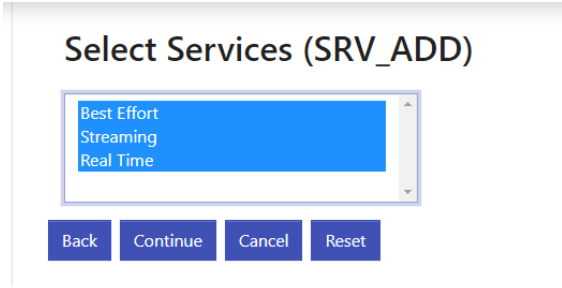
6.13 Compound

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.



Select Services (SRV_ADD)

Best Effort
Streaming
Real Time

Back Continue Cancel Reset

6.13.2 Add service specific data

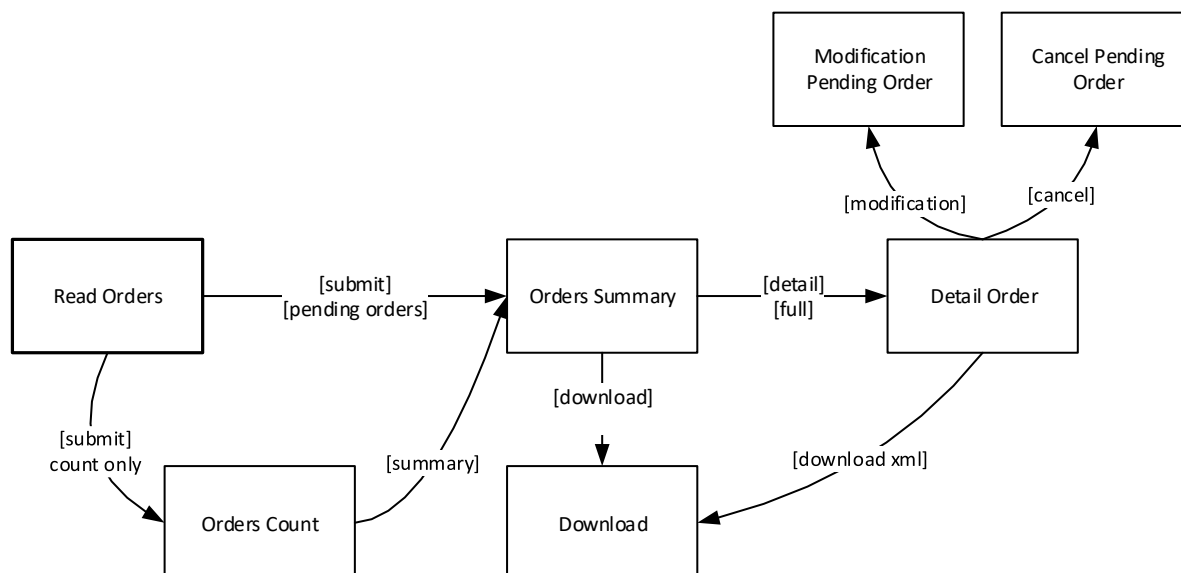
See screen of Add Service (chapter 6.10.3)

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.



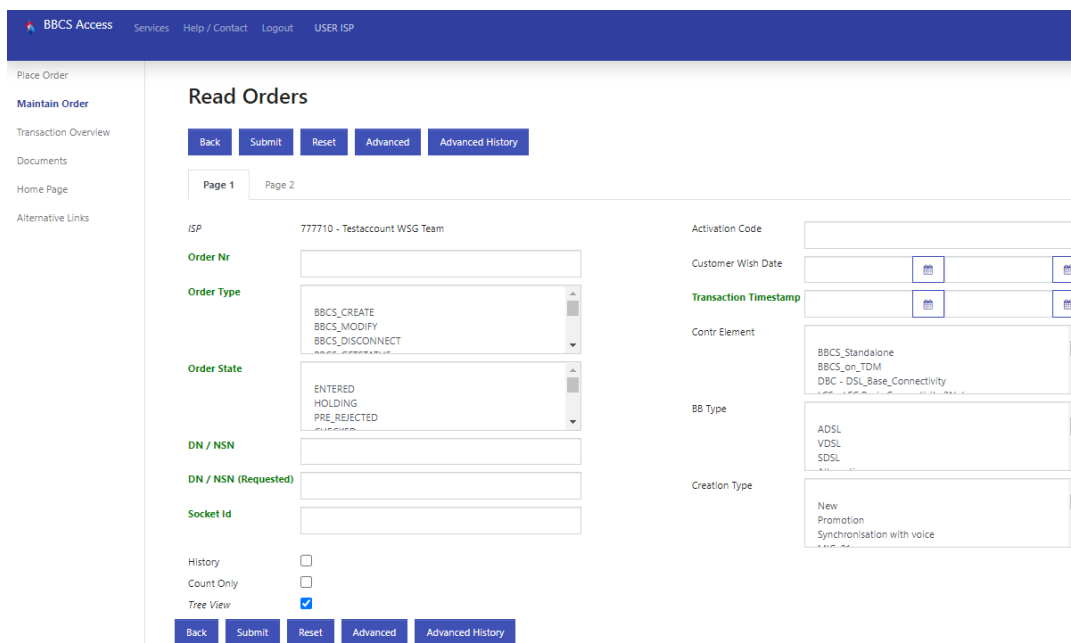
7.1 Read Orders

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!

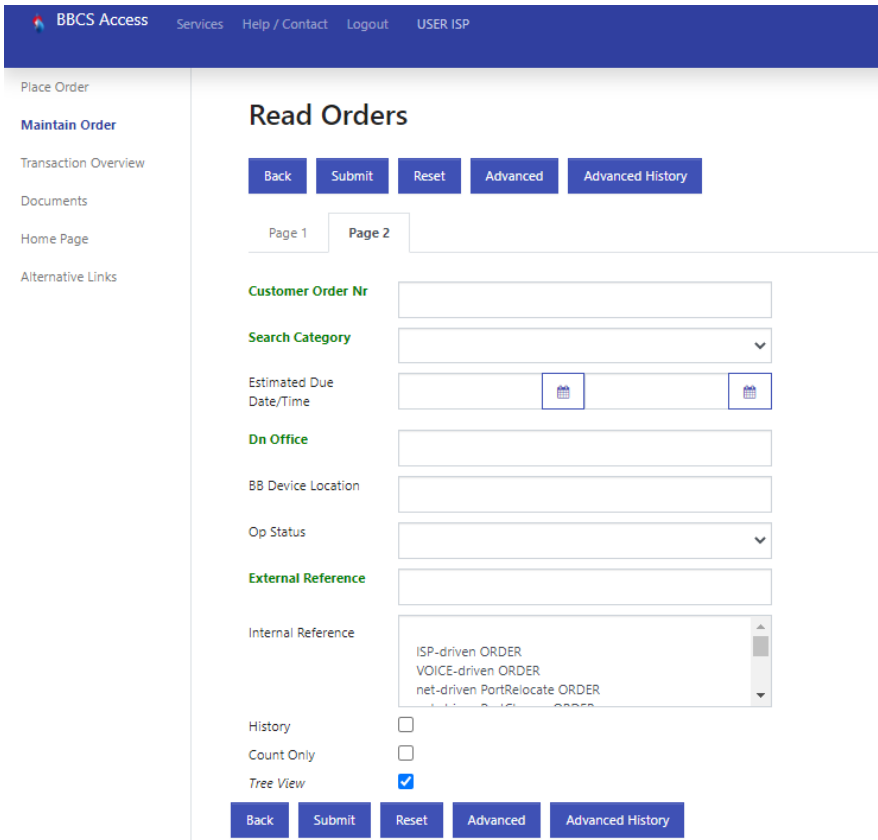
- Advanced: Search orders with more and user selectable attributes for the search criteria (see 7.2).
- Advanced History: Search history orders with more and user selectable attributes for the search criteria (see 7.2).
- Wildcard search is supported for the following attributes
 - Customer Order Nr
 - 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



The screenshot shows the 'Read Orders' screen in the BBCS Access system. The interface includes a sidebar with navigation links (Place Order, Maintain Order, Transaction Overview, Documents, Home Page, Alternative Links) and a main content area. The main content area has a header with 'Read Orders' and buttons for 'Back', 'Submit', 'Reset', 'Advanced', and 'Advanced History'. Below the header, there are search filters for 'ISP' (777710 - Testaccount WSG Team), 'Order Nr', 'Order Type' (BBCS_CREATE, BBCS_MODIFY, BBCS_DISCONNECT), 'Order State' (ENTERED, HOLDING, PRE_REJECTED), 'DN / NSN', 'DN / NSN (Requested)', and 'Socket Id'. There are also checkboxes for 'History', 'Count Only', and 'Tree View' (checked). On the right side, there are filters for 'Activation Code', 'Customer Wish Date', 'Transaction Timestamp', 'Contr Element' (BBCS_Standalone, BBCS_on_TDM, DBC - DSL_Base_Connectivity), 'BB Type' (ADSL, VDSL, SDSL), and 'Creation Type' (New, Promotion, Synchronisation with voice). At the bottom, there are buttons for 'Back', 'Submit', 'Reset', 'Advanced', and 'Advanced History'.

7.1.2 Tab Page 2



7.1.3 Tab Page 3

Maintain Order Page 3 is no longer available.

7.1.3.1 Fields

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

Name	Description
Customer Order Nr	one "Customer Order Nr" or a range "from – to"
Order Group Nr	one "Order Group Nr" or a range "from – to"
WOS ID	Identification of a "Work Order Synchronisation Id"
Order Nr	one "Order Nr" or a range "from – to"
Order Type	one or more "Order Types"
Order State	one or more "Order States"
DN / VN / NSN	one "telephone number" or a range "from – to"
DN / VN / NSN (requested)	one requested "telephone number" or a range "from – to" (the requested number is the number used when the order was initiated, the attribute "DN/VN/NSN" is usually the

Name	Description
	same but can be another number if the requested number was MSN and not the base number)
Customer Wish Date	one "CWD" or a range "from – to"
Due Date	one "Due Date" (completion date) or a range "from – to"
Estimated Due Date	one "Estimated Due Date" or a range "from – to"
Transaction Date/Time	one "Transaction Date/Time" or a range "from – to"
Search Category	Preselect Active, Archived or Get Service Status Group to achieve a better performance. Has to be used with other search criteria's.
Contract Element	one or more "Contract Element" (BBCS product)
BB Type	one or more BBCS "BB Type" (technology)
Service Profile	one or more "Service Profile" (usually Best Effort Speed)
Service Speed (Requested)	one or more "Service Profile (requested)"; (since about 2007 there is no difference anymore between the "requested" and the "actual" Best Effort service speed)

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

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

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

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

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

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

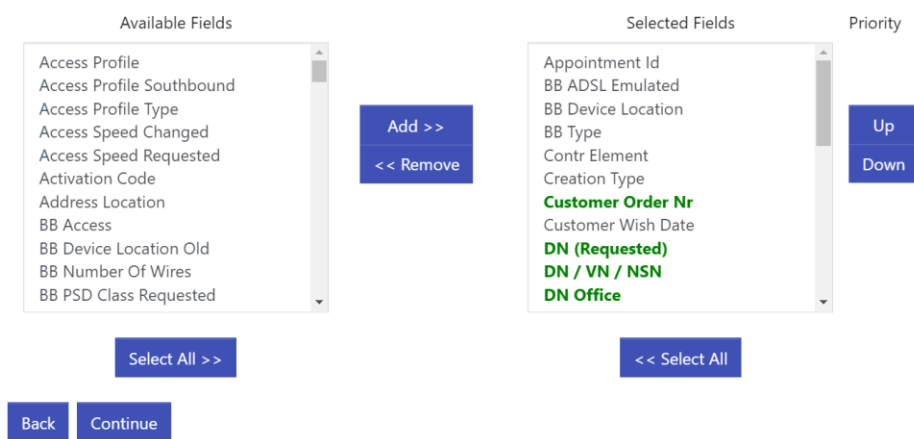
The user can use following to sort criterion:

Name	Description
Sort Number	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



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](#)

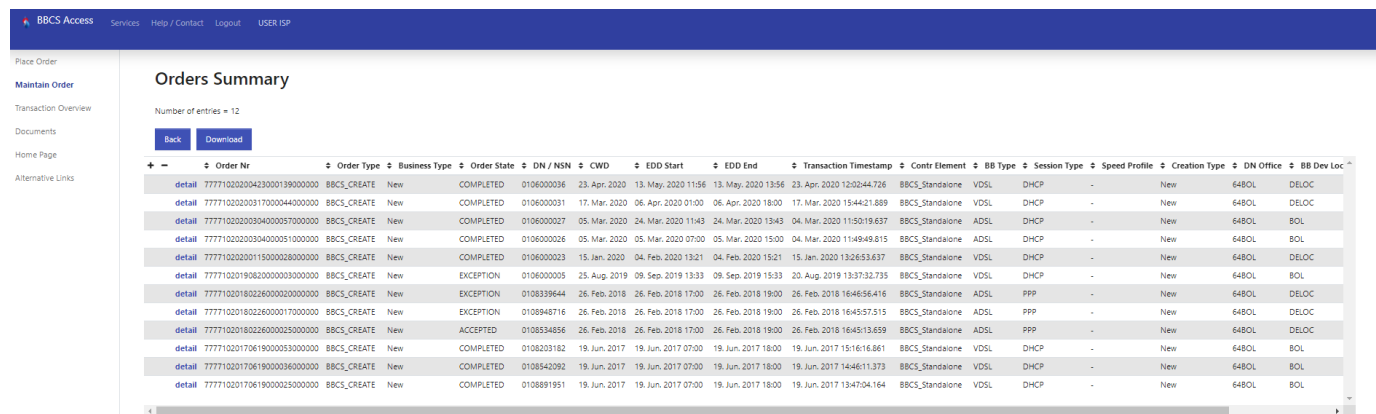
Read Orders - Advanced Search 2/2

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

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.



	Order Nr	Order Type	Business Type	Order State	DN / NSN	CWD	EDD Start	EDD End	Transaction Timestamp	Contr Element	BB Type	Session Type	Speed Profile	Creation Type	DN Office	BB Dev Loc
detail	777710202043000139000000	BBCS_CREATE	New	COMPLETED	0106000036	23. Apr. 2020	13. May. 2020 11:56	13. May. 2020 13:56	23. Apr. 2020 12:02:44.726	BBCS_Standalone	VDSL	DHCP	-	New	6480L	DELOC
detail	777710202031700044000000	BBCS_CREATE	New	COMPLETED	0106000031	17. Mar. 2020	06. Apr. 2020 01:00	06. Apr. 2020 18:00	17. Mar. 2020 15:44:21.889	BBCS_Standalone	VDSL	DHCP	-	New	6480L	DELOC
detail	777710202030400057000000	BBCS_CREATE	New	COMPLETED	0106000027	05. Mar. 2020	24. Mar. 2020 11:43	24. Mar. 2020 13:43	04. Mar. 2020 11:50:19.637	BBCS_Standalone	ADSL	DHCP	-	New	6480L	BOL
detail	777710202030400057000000	BBCS_CREATE	New	COMPLETED	0106000026	05. Mar. 2020	05. Mar. 2020 07:00	05. Mar. 2020 15:00	04. Mar. 2020 11:49:49.615	BBCS_Standalone	ADSL	DHCP	-	New	6480L	BOL
detail	777710202011500028000000	BBCS_CREATE	New	COMPLETED	0106000023	15. Jan. 2020	04. Feb. 2020 13:21	04. Feb. 2020 15:21	15. Jan. 2020 13:26:53.637	BBCS_Standalone	VDSL	DHCP	-	New	6480L	DELOC
detail	777710201906200003000000	BBCS_CREATE	New	EXCEPTION	0106000005	25. Aug. 2019	09. Sep. 2019 13:33	09. Sep. 2019 15:33	20. Aug. 2019 13:37:32.735	BBCS_Standalone	VDSL	DHCP	-	New	6480L	BOL
detail	777710201802260002000000	BBCS_CREATE	New	EXCEPTION	0108339644	26. Feb. 2018	26. Feb. 2018 17:00	26. Feb. 2018 19:00	26. Feb. 2018 16:46:56.416	BBCS_Standalone	ADSL	PPP	-	New	6480L	DELOC
detail	777710201802260002000000	BBCS_CREATE	New	EXCEPTION	0108948716	26. Feb. 2018	26. Feb. 2018 17:00	26. Feb. 2018 19:00	26. Feb. 2018 16:45:57.515	BBCS_Standalone	ADSL	PPP	-	New	6480L	DELOC
detail	777710201802260002000000	BBCS_CREATE	New	ACCEPTED	0108534856	26. Feb. 2018	26. Feb. 2018 17:00	26. Feb. 2018 19:00	26. Feb. 2018 16:45:13.659	BBCS_Standalone	ADSL	PPP	-	New	6480L	DELOC
detail	77771020170619000530000000	BBCS_CREATE	New	COMPLETED	0108203182	19. Jun. 2017	19. Jun. 2017 07:00	19. Jun. 2017 18:00	19. Jun. 2017 15:16:16.861	BBCS_Standalone	VDSL	DHCP	-	New	6480L	BOL
detail	77771020170619000530000000	BBCS_CREATE	New	COMPLETED	0108542092	19. Jun. 2017	19. Jun. 2017 07:00	19. Jun. 2017 18:00	19. Jun. 2017 14:46:11.373	BBCS_Standalone	VDSL	DHCP	-	New	6480L	BOL
detail	77771020170619000530000000	BBCS_CREATE	New	COMPLETED	0108891951	19. Jun. 2017	19. Jun. 2017 07:00	19. Jun. 2017 18:00	19. Jun. 2017 13:47:04.164	BBCS_Standalone	VDSL	DHCP	-	New	6480L	BOL

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 Exept 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	-

Qualification Info

Qualification Nr	147116212
Qualification Index	40
Fulfillment Time Slot Index	1

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	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
Detail	USER ISP	ENTERED	0106000093	-	06. Oct. 2020 18:24:49.301	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

DN Info

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

Qualified Endpoint

DN Office	-
BB Device Location	-
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	77771020201006000126000000
Order Nr	77771020201006000125000000
Order Group Nr	-

WOS ID

WOS ID (Requested)	-
WOS ID	-

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
Detail	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

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
Predecessor Info

Order Info

Order Type	BBCS CREATE
Order State	ENTERED
Business Type	New
Creation Type	New
Response	-
Slc Export Price	Basic
Activation Code	000127

DN Info

DN / VN / NSN (Requested)	0106000044
DN (STNR) / VN / NSN	0106000044
STNR DDI	-
Dn Type	-

Qualified Endpoint

DN Office	ESXAF
BB Device Location	DEVJDC
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	77771020210114000015000000
Order Nr	77771020210114000014000000
Order Group Nr	-

WOS ID

WOS ID (Requested)	-
WOS ID	-

References

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

Layer 1/ Basis

Contr Element	BBCS_F (Fiber)	Level of Supp	Standard
---------------	----------------	---------------	----------

Fiber Info

Socket Id	A.232.321.320
Cooperation Id	P.A.232.321.320
Plug Nr	2
Physical Ownership Inhouse	Swisscom

Layer 2 (NPA/TIBCO)

BB Type	XGS-PON
Session Type	DHCP
Termination	@TWIS
Interface Mode	-
Pool Type	pool1
Access Profile	-
Access Speed Changed	-
Op Status	-
DSLAM Type Restriction	-
Mandatory Simu	No

Layer 2 (API) / Cable Box

UP Board Nr	-
UP Switching Phase 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-GSAAZ-Straasse, 123d, Lokal 999966-0
ZIP, City	3000, Bern
Starting Point	-
Contact Type	-
Contact Number	-
BB Number Of Wires	-
Reason of Potential	-

Further Details

Appointment Id	-	Appointment Date/Time	-	Modern Owner	Unknown
Calculated max. Bitrate	-	Self Install	-	BB Access	-
Measured max. Bitrate	-	Delivery Notification	No		

Comment

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

History

#	User Name	Order State	DN (STNR) / VN / NSN	Response	Transaction Date / Time	BB Type	Speed Profile	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	0106000044	-	14. Jan. 2021 13:00:07.848	XGS-PON	-	-	-	-	-	27. Jan. 2021	26. Jan. 2021 15:01:00	26. Jan. 2021 19:01:00

Transaction Overview
Qualification History
Ask Swiscom
Preorder/Activation Ticket

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	-

Date Info

Customer Wish Date	11. Oct. 2020
Estimated Due Date/Time Start	11. Oct. 2020 07:00
Estimated Due Date/Time End	11. Oct. 2020 11:00
Termination Date	-

Qualification Info

Qualification Nr	147116252
Qualification Index	40
Fulfillment Time Slot Index	1

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	@FWS
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 16:36:00.143	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	
Order Info	
Order Type	ISP_CHANGE DONOR
Order State	COMPLETED
Business Type	-
Creation Type	New
Response	-
Sf Exept Prio	Basic
ISP / Order Nr Info	
ISP	777710 - Testaccount WSG Team
Customer Order Nr	77771020200623000093000000
DN Info	
DN / VN / NSN (Requested)	-
DN (STNR) / VN / NSN	0106151621
STNR DDI	-
Dn Type	Netservices number
Date Info	
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									
CPE Info													
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
Detail	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
Detail	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
Detail	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
Detail	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
Detail	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
Detail	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
Detail	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
Detail	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

Order Type	SRV_ADD
Order State	ACCEPTED
Business Type	-
Creation Type	New
Response	-
Sf Except Prio	Basic

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	-

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	-

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.

[Transaction Overview](#)
[Qualification History](#)
[Ask Swisscom](#)

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

7.4.7.1 Button "Transaction Overview"

This button leads you to the "Transaction Overview" dialog and shows you all transactions (work order and trouble tickets) affecting the DN/VN/NSN of the actual order; see chapter

8 Transaction Overview for more details.

7.4.7.2 Button “Modification”

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

7.4.7.3 Button “Reschedule”

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

7.4.7.4 Button “Cancel”

This button leads you to the “Cancel Pending Order” dialog; see chapter 7.7 for more details.

7.4.7.5 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
Detail	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.

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	-

[Back](#)

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	-

7.4.7.6 Button “Ask Swisscom”

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

7.4.7.6.1 Add Problem Description and Notes

Ask Swisscom

BBCS-Order77771020201006000125000000

Problem Description

Problem Notes

External Reference

Back

Reset

Submit

7.4.7.6.1.1 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

7.4.7.6.2 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

7.4.7.6.3 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

7.4.7.6.4 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

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

7.4.7.7 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

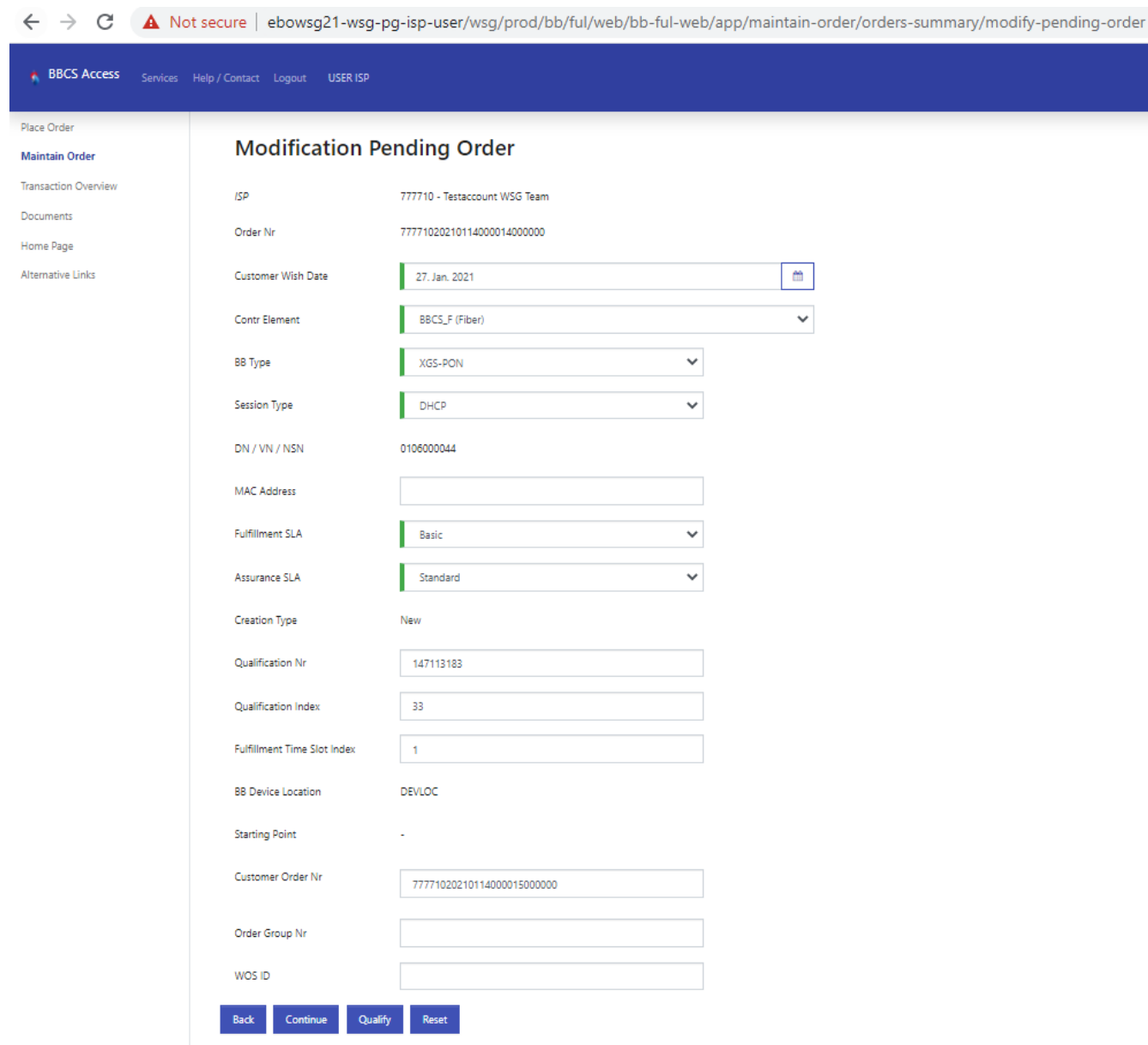
BBCS-Order 77771020201007000158000000

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.



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:

← → ↻ ⚠ Not secure | ebows21-wsg-pg-isp-user/wsg/prod/bb/ful/web/bb-ful-web/app/maintain-order/orders-summary/modi

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Modification Pending Order

ISP	777710 - Testaccount WSG Team
Order Nr	77771020201208000029000000
Customer Wish Date	08. Dec. 2020 
Contr Element	BBCS_Standalone ▼
BB Type	ADSL ▼
Session Type	DHCP ▼
DN / VN / NSN	0106000025
Fulfillment SLA	Basic ▼
Assurance SLA	Standard ▼
Creation Type	New ▼
Qualification Nr	147113443
Qualification Index	36
Fulfillment Time Slot Index	1
BB Device Location	DELOC
Starting Point	64 ; BOL ; 3 ; 10000 ; 1
Customer Order Nr	77771020201208000030000000
Order Group Nr	
WOS ID	

Back
Continue
Qualify
Reset

7.5.2.1 Fields

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

Name	Optional / Mandatory	Description
Speed Profile (Requested), BB Type	M	Supplied BB service speeds and BB-Type
CPE Owner	M	Who owns the equipment (LOV).
Process With Low Priority	O	Check to reduce the speed of the order processing
External Reference	O	Free text comment for extra ISP reference information
Comment	O	Free comment.
Appointment Id	O	Identification of an appointment
Delivery Notification	O	If checked a Delivery Notification is sent to the Special order notification e-mail (See:9.1.1.1 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

Name	Optional / Mandatory	Description
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



Contr Element

BBCS_Standalone

BB Type

ADSL

Session Type

DHCP

DN / VN / NSN

0106152119

Fulfillment SLA

Basic

Assurance SLA

Standard

Creation Type

New

Qualification Nr

147203716

Qualification Index

36

Fulfillment Time Slot Index

1

BB Device Location

DELOC

Starting Point

64 ; BOL ; 3 ; 10000 ; 1

Customer Order Nr

77771020201007000165000000

Order Group Nr

WOS ID

Back

Continue

Reset

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 *	02.07.2018		
End Date			

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
☒	ID-201805041100423454529	18/07/2018 08:00	- 12:30	0	34
☐	ID-201805041100423459113	19/07/2018 08:00	- 12:00	0	4
☐	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 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

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

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Transaction Overview

Search form

DN
NSN

Submit
Reset

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Search Result
Number of entries: 32

	Last Modified	Transaction Type	Business Type	State	ISP (Donor)	DN (Req/Ord)	Response
Detail	23. Apr. 2020 12:02:44.726 by Balon	WORK_ORDER (BBCS_CREATE)	New	COMPLETED	777710 - Testaccount WSG Team	0106000036 (0108891951)	-
Detail	23. Apr. 2020 11:54:23.254 by Balon	WORK_ORDER (SRV_ADD)	-	PRE_REJECTED	777710 - Testaccount WSG Team	0108891951	Service already active
Detail	04. Mar. 2020 13:23:18.000 by Poi	WORK_ORDER (BBCS_GETSTATUS)	-	COMPLETED	777710 - Testaccount WSG Team	0108891951	-
Detail	04. Mar. 2020 13:20:23.000 by Poi	WORK_ORDER (BBCS_GETSTATUS)	-	COMPLETED	777710 - Testaccount WSG Team	0108891951	-
Detail	04. Mar. 2020 13:19:16.000 by Poi	WORK_ORDER (BBCS_GETSTATUS)	-	COMPLETED	777710 - Testaccount WSG Team	0108891951	-
Detail	04. Mar. 2020 13:15:26.000 by Poi	WORK_ORDER (BBCS_GETSTATUS)	-	COMPLETED	777710 - Testaccount WSG Team	0108891951	-
Detail	04. Mar. 2020 13:04:59.000 by Poi	WORK_ORDER (BBCS_GETSTATUS)	-	COMPLETED	777710 - Testaccount WSG Team	0108891951	-
Detail	04. Mar. 2020 13:03:33.000 by Poi	WORK_ORDER (BBCS_GETSTATUS)	-	COMPLETED	777710 - Testaccount WSG Team	0108891951	-
Detail	04. Mar. 2020 12:58:32.000 by Poi	WORK_ORDER (BBCS_GETSTATUS)	-	COMPLETED	777710 - Testaccount WSG Team	0108891951	-
Detail	04. Mar. 2020 12:57:47.000 by Poi	WORK_ORDER (BBCS_GETSTATUS)	-	COMPLETED	777710 - Testaccount WSG Team	0108891951	-
Detail	04. Mar. 2020 12:56:46.000 by Poi	WORK_ORDER (BBCS_GETSTATUS)	-	COMPLETED	777710 - Testaccount WSG Team	0108891951	-
Detail	04. Mar. 2020 12:55:53.000 by Poi	WORK_ORDER (BBCS_GETSTATUS)	-	COMPLETED	777710 - Testaccount WSG Team	0108891951	-
Detail	04. Mar. 2020 12:54:45.000 by Poi	WORK_ORDER (BBCS_GETSTATUS)	-	COMPLETED	777710 - Testaccount WSG Team	0108891951	-
Detail	04. Mar. 2020 12:51:13.000 by Poi	WORK_ORDER (BBCS_GETSTATUS)	-	COMPLETED	777710 - Testaccount WSG Team	0108891951	-
Detail	04. Mar. 2020 12:46:46.000 by Poi	WORK_ORDER (BBCS_GETSTATUS)	-	COMPLETED	777710 - Testaccount WSG Team	0108891951	-
Detail	04. Mar. 2020 12:38:27.000 by Poi	WORK_ORDER (BBCS_GETSTATUS)	-	COMPLETED	777710 - Testaccount WSG Team	0108891951	-
Detail	04. Mar. 2020 12:36:45.000 by Poi	WORK_ORDER (BBCS_GETSTATUS)	-	COMPLETED	777710 - Testaccount WSG Team	0108891951	-
Detail	04. Mar. 2020 12:36:10.000 by Poi	WORK_ORDER (BBCS_GETSTATUS)	-	COMPLETED	777710 - Testaccount WSG Team	0108891951	-
Detail	04. Mar. 2020 12:34:03.000 by Poi	WORK_ORDER (BBCS_GETSTATUS)	-	COMPLETED	777710 - Testaccount WSG Team	0108891951	-
Detail	04. Mar. 2020 12:33:28.000 by Poi	WORK_ORDER (BBCS_GETSTATUS)	-	COMPLETED	777710 - Testaccount WSG Team	0108891951	-

Field	Description
Last Modified	The timestamp of the last modification followed by the name of the author.
Transaction Type	The transaction type followed by the subtype in parenthesis if available. The following combinations of transaction type and subtype are possible: - WORK_ORDER - BBCS_CREATE - BBCS_MODIFY - BBCS_DISCONNECT - BBCS_GETSTATUS - ISP_CHANGE - GET_BUSINESS_LINES - ISP_CHANGE DONOR - GET_DSLAM_PORT_STATUS

	ACCESS_TICKET
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.
External Reference	Free text comment for extra ISP reference information
Response	The current transaction response.

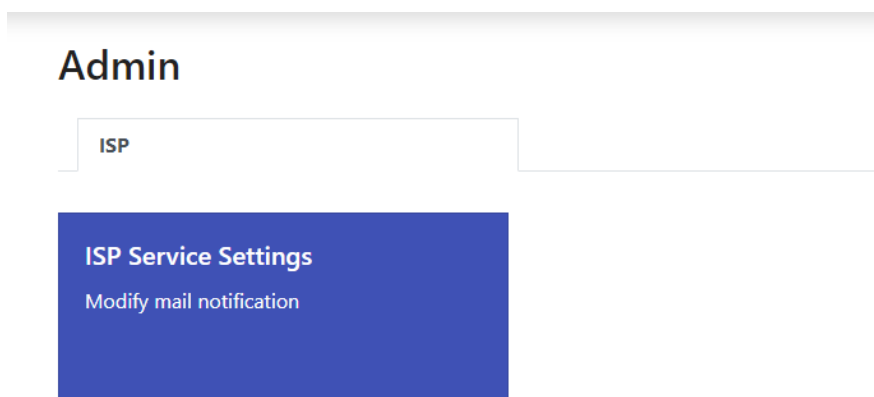
NOTE: The transaction overview can be accessed directly by clicking the [Transaction Overview] buttons in the "Order Detail" screens.

9 Admin Tasks

9.1 Admin Tasks for ISP Superuser

The Admin Tasks consists of just one function

- ISP Service Settings



9.1.1 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.

9.1.1.1 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!

[illegible]

9.1.1.1.1 Fields

The Superuser can modify following attributes for BB Order settings:

Name	Optional / Mandatory	Description
Voice Message Mail	M	Mail Address for the Voice Message Mails of the application
Notify Voice Message	O	If checked Voice Message notification Emails will be sent
State Change Mail	M	Mail Address for the State Change Mails of the application.
Notify On Entering State	O	Set of checkboxes indicating which state changes should trigger off an e-mail notification.
Special order notification e-mail	O	E-mail address for person designated to receive an order with Delivery Notification that is not reached an end state Preparation Days before planed date. This E-mail address is also used to contact the old ISP when a disconnect order blocks a new create order of another ISP.

9.1.1.2 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	☐	☐
-	-	-	ENTERED	-	Classical Notification	Entered	☐	☐
-	-	-	REJECTED	-	Classical Notification	Rejected	☐	☐
-	-	-	CHECKED	-	Classical Notification	Checked	☐	☐
-	-	-	PROCESSING	-	Classical Notification	Processing	☐	☐
-	-	-	INWORK	-	Classical Notification	Inwork	☐	☐
-	-	-	CLOSED	-	Classical Notification	Closed	☐	☐
-	-	-	CANCELLED	-	Classical Notification	Canceled	☐	☐

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

9.1.1.3 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	☐
GV02	-	-	-	-	Classical Notification	New Subscriber	☐
GV03	-	-	-	-	Classical Notification	Relocation	☐
GV04	-	-	-	-	Classical Notification	Relocation	☐
GV05	-	-	-	-	Classical Notification	Temporary Lines	☐
GV06	-	-	-	-	Classical Notification	Temporary Lines	☐
GV11	-	-	-	-	Classical Notification	Correction	☐
GV12	-	-	-	-	Classical Notification	Transfer	☐
GV14	-	-	-	-	Classical Notification	Cancellation	☐
GV15	-	-	-	-	Classical Notification	Relocation	☐
GV16	-	-	-	-	Classical Notification	Number Change	☐
GV17	-	-	-	-	Classical Notification	Answer Tone Change	☐

back submit reset

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

9.1.1.4 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	☐	☒
-	-	-	CANCEL PENDING	-	Classical Notification	Cancel Pending	☐	☒
-	-	-	PROCESSING	-	Classical Notification	Processing	☐	☒
-	-	-	MODIFY PENDING	-	Classical Notification	Modify Pending	☐	☒
-	-	-	CLOSED	-	Classical Notification	Closed	☐	☒
-	-	-	CANCELLED	-	Classical Notification	Canceled	☐	☒
-	-	-	REJECTED	-	Classical Notification	Rejected	☐	☒
-	-	-	COMPLETED	-	Classical Notification	Completed	☐	☒
-	-	-	EXCEPTION	-	Classical Notification	Exception	☐	☒

back submit reset

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

9.1.1.5 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		
777710	Light		

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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.

9.1.1.6 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			

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

10 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

11.2.1 Order State change to: Pre-Rejected

Reason: Service qualification was not successful

11.2.2 Order State change to: Rejected

Reason: BB-Service impossible