Diversion Unconditioned Local Loop (DULL)

The Structural Separation Undertaking (SSU) is a set of commitments Telstra has made to the ACCC that requires Telstra to provide transparency and equivalence in relation to the supply by Telstra of regulated wholesale and comparable retail services on Telstra's Copper Network.

The Network Services Business Unit (NSBU) has principal control over and responsibility for:

- service activation and provisioning; and
- fault detection, handling and rectification,

for regulated services provided to wholesale customers and comparable services provided to retail customers. NSBU staff and contractors must therefore understand and comply with the commitments made in the SSU.

Provisioning – DULL

This document describes the end-to-end view of processes and systems used in the provisioning of DULL. DULL consists of the provision of an Unconditioned Local Loop Service (ULLS) using an in-use communications wire together with a request that Telstra provide a call diversion service for a period of up to 30 calendar days. An ULLS is the unconditioned communications wire between the boundary of a telecommunications network at an end-user's premises and a point on a telecommunications network that is a potential Point of Interconnection (POI), located at or associated with a customer access module and located on the end-user's side of the customer access module. DULL is a wholesale service available only to wholesale customers. There is no equivalent retail service.

Update Service Inventory

AXIS is the Telstra system used for the order provisioning of services over the Public Switched Telephone Network (PSTN). In order to enable the assignment of infrastructure, AXIS automatically transfers the required infrastructure details to the Network Plant Assignment and Management System (NPAMS). This includes Full National Number (FNN), service address and product codes.

Configure Service Order

When received in NPAMS the plant infrastructure that has been reserved as part of the Service Qualification process will be assigned to the service order. This is achieved via auto assignment within NPAMS or the Customer Access Assistant (CA-Assist). If auto assignment is not possible, the service order will automatically be queued in CA-Assist and distributed to the NSBU activation consultants for manual assignment.

Where manual assignment is required the NSBU activation consultant will assign the reserved path in NPAMS. On completion of infrastructure assignment in NPAMS, the service order is automatically updated in AXIS to reflect the date and time that this element was completed.

Where assignment of plant is not possible, the service order will be placed into the held status of "Incomplete ULL". The order will then be actioned by the Wholesale Business Unit (WBU).

Where a service order is placed into a held status, the service order is automatically updated in AXIS to reflect the held order reason as well as the date and time that the service order was held.

Held Order Status

Held Reason – Incomplete ULL:
This held order reason status is used for orders where a DULL order cannot be provisioned due to:

- POI is not available for assignment or not available at the exchange; or
- Requested plant is not available.

Note: in addition to the Configure Service Order stage, these reasons can also occur during the exchange task described in the downstream Provisioning Support and Readiness stage.

The WBU manage the held status of "Incomplete ULL" queue and will contact the wholesale customer to request that they withdraw their order, as that order cannot proceed for the reasons listed above.

Orchestrate and Activate Service Order
The service order then moves automatically from AXIS to the Service Order Manager Back End (SOMBe). SOMBe will breakdown the service order, determine what requirements need to be sent to which systems, and then send each task to the relevant system. For DULL, SOMBe will automatically send the service order request to the Automatic Category Change System for exchange purposes (AUTOCAT) and AXIS.

In all instances AUTOCAT will send a task to Activity Information Management System (AIMS). Once the task is assigned to a manual queue in AIMS, the NSBU activation team will monitor the manual queues and process the work according to business rules.

The NSBU activation consultant will complete the task in AIMS. AIMS will then automatically send an update to AUTOCAT.

The AXIS task is automatically sent to the workforce management system (PROMISE) via SOMBe for the exchange work to be completed.

Provisioning Support & Readiness

In actioning the service order tasks there will be a need for exchange work to be completed. The task will flow to PROMISE via the AXIS task.

Once this task is received in PROMISE, the Background Optimiser (BGO) (automated system) allocates the tasks to the Communications Technician (CT). This may need further manual refinement or rescheduling by the regional NSBU Workforce Optimisers.

On the day the service order is due to be completed, the CT obtains the service order details needed to complete the task and then performs the required tasks at the Telstra exchange. Once the task has been actioned and completed, the CT will send an SMS to SMS4ULL. The SMS is received in the Queue Management System (QMS) and will advise the NSBU activation team that the service has been cutover. This is required to enable a NSBU activation consultant to place the service on diversion. The CT's tasks will then be noted as complete.

If the CT is unable to complete the task for any reason, they will update the task to reflect the incomplete reason with appropriate notes and incomplete code. The order will then be seen in a review queue in PROMISE. From that point, the service order will be manually managed by the WBU customer service consultants for that region. The service order will then be rescheduled for a later date or be placed into the held status of "Incomplete ULL" to be actioned by the WBU.

Where a service order is placed into a held status, the service order is automatically updated in AXIS to reflect the held order reason code as well as the date and time that the service order was held.

Diversion

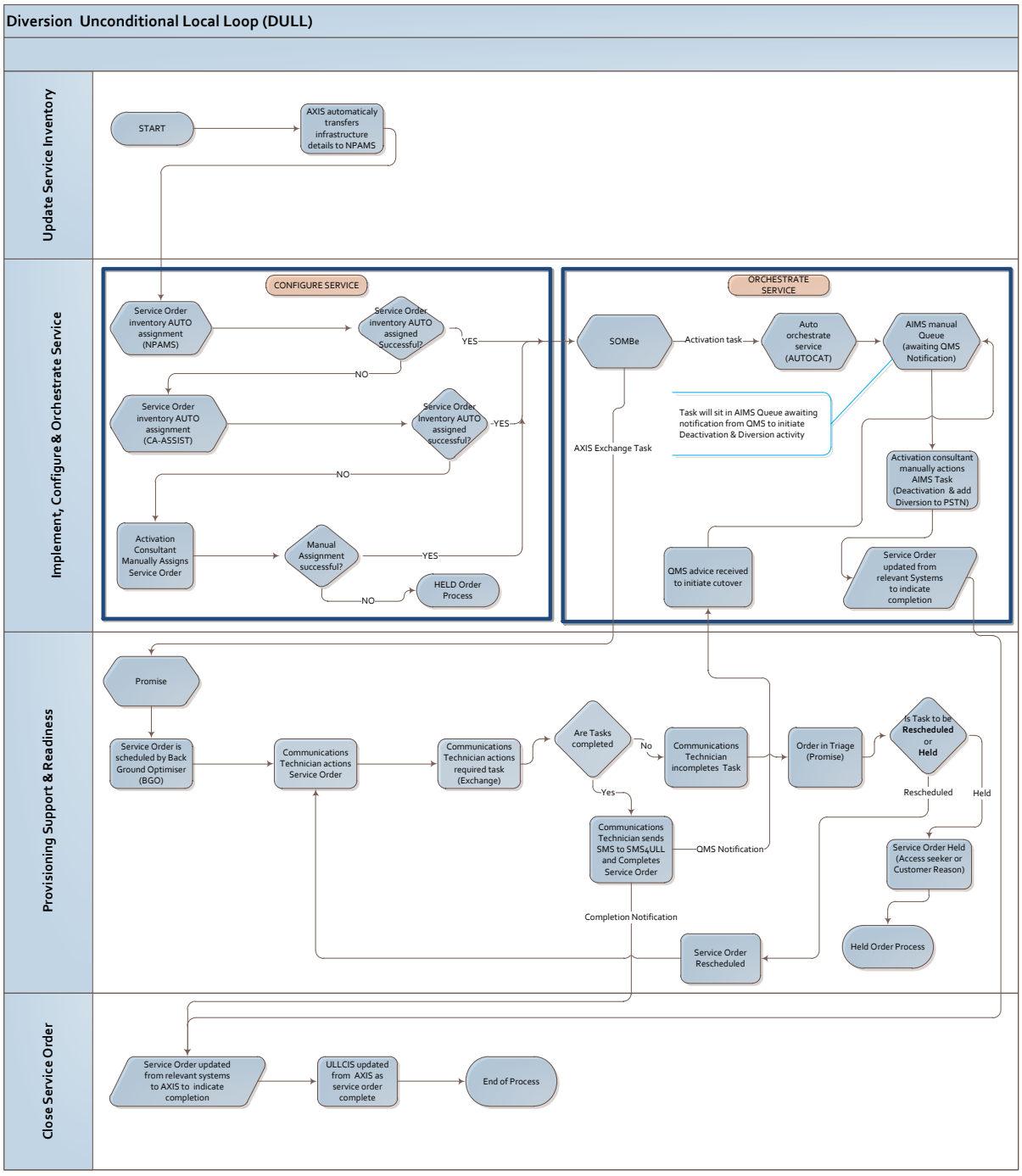
As the diversion for a DULL service is reliant on the CT advising of cutover, the service order will have been sent by AUTOCAT to the manual queue in AIMS for actioning by a NSBU activation consultant. Once notification that the cutover has occurred is received in QMS, the NSBU activation consultant uses the Customer Activation Menu, to interact with the designated PSTN technology switch, to cancel existing PSTN services and activate the diversion.

The NSBU activation consultant will then action and complete tasks in AIMS and QMS. AIMS will then automatically send an update to AUTOCAT and AUTOCAT will automatically send an update to AXIS.

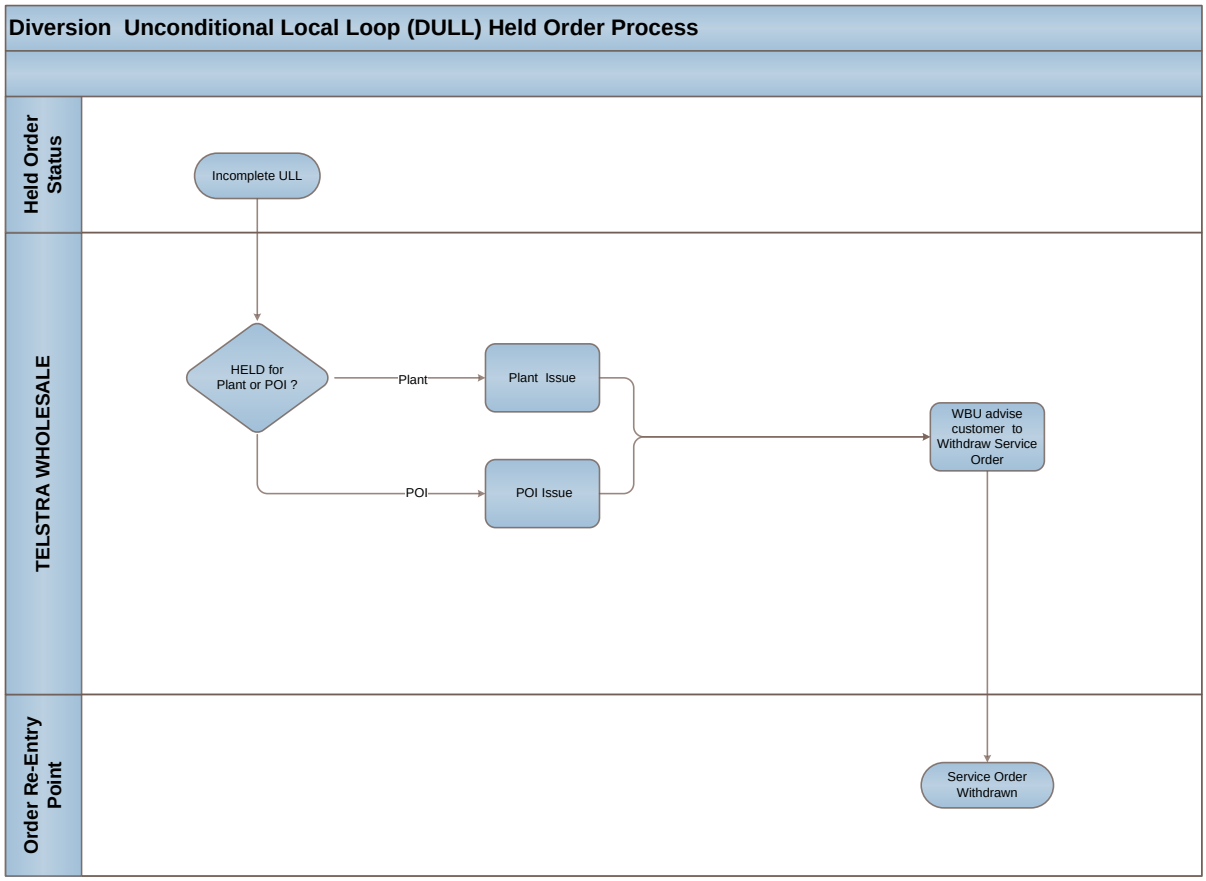
Close Service Order

As each stage of the service order is completed, AXIS will automatically receive a transaction update from the downstream systems AUTOCAT and PROMISE, ensuring that a date and time of completion are logged. The order will then be closed and is considered to be completed. This is then automatically notified to the relevant WBU system ULLCIS.

DULL Diagram



DULL Held Order Diagram



Acronym Definitions

Term	Definition
ACCC	Australian Competition and Consumer Commission
AIMS	Activity Information Management System
AUTOCAT	Automatic Category Change System
AXIS	Telstra Application that is used for the order provisioning
BGO	Background Optimiser
CA-ASSIST	Customer Access Assistant
CT	Communications Technician
DULL	Diversion Unconditioned Local Loop
FNN	Full National Number
NPAMS	Network Plant Assignment and Management System
NSBU	Network Services Business Unit
POI	Point of Interconnect
PSTN	Public Switched Telephone Network
PROMISE	PROMISE is a workforce management system
QMS	Queue Management System
SMS	Short Message Service
SMS4ULL	SMS system used for ULL completion notification
SOMBe	Service Order Manager Back End
SQ	Service Qualification
SSU	Structural Separation Undertaking
ULLCIS	Unconditioned Local Loop Carrier Interface System
ULLS	Unconditioned Local Loop Service