Unconditioned Local Loop Service Qualification

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

Service Qualification – Unconditioned Local Loop

This document describes the end-to-end processes and systems used for the Service Qualification (SQ) of an Unconditioned Local Loop Service (ULLS).

Service Qualification Request Assessment

A SQ request for ULLS is submitted by the access seeker (AS) to determine if there is a cable path capable of supporting the intended ULLS at the designated address and deployment class.

The SQ request can be either an SQ Query or an SQ Firm ULL request (Firm Request). Whereas an SQ Query is simply an enquiry, the Firm Request is an order for the service if it is available.

The AS will submit a SQ request through the Unconditioned Local Loop Interface System (ULLCIS).

SQ Request Assessment

The ULLCIS system will automatically pass the request to the Street Address Reference Table (START) system and the Network Plant Assignment and Management System (NPAMS) for automatic assessment.

Where this is successful the result will be passed back to the ULLCIS and updated with the cable path, loop trace and exchange details. For a Firm Request, the path will also be reserved in NPAMS to allow the activation request to proceed.

Where this is unsuccessful, for both an SQ Query and a Firm Request the result will be passed back to the ULLCIS and updated with the cable path, loop trace and exchange details. A task will then be

sent to the ULLCIS queue for a manual SQ to be undertaken. The Data Qualification Activation (DQ&A) team will then action the task and perform a manual SQ.

The DQ&A consultant will manually interrogate NPAMS and the NetMaps to determine path and cable details. The consultant will then populate the Cable Length Tool and Ready Reckoner to obtain the SQ result.

Where this is successful, the result will be passed back to the ULLCIS and updated with the cable path, loop trace and exchange details. For a Firm Request the path will also be reserved in NPAMS to allow the activation request to proceed. The task is then finalised in ULLCIS and the transaction completed.

Where this is unsuccessful, for both a SQ Query and a Firm Request the result will be passed back to the ULLCIS and updated with the cable path, loop trace and exchange details. The status will be moved to reject in ULLCIS and the transaction completed.

SQ Result
ULLCIS will provide the AS with the result of pass or fail.

SQ ULL Process Flow

ULL Service Qualification:

ULL Service Qualification Request

START → Access Seeker submits ULL SQ via ULLCIS

Service Qualification (Automated)

Request received by ULLCIS → Interrogate START, NPAMS → IS Auto SQ Successful

- Yes → Does SQ PASS for requested Deployment Class
  - Yes → IS Request for SQ Query
    - Yes → Cable path reserved in NPAMS → SQ results including Exchange, Cable Details & loop trace updated in ULLCIS & Tagged as SQ "Ok" → Response sent to ULLCIS
    - No → Firm ULL Request (VULL, IULL,DULL,TULL or eVULL) → SQ results including Exchange, Cable Details & loop trace updated in ULLCIS & Tagged as SQ "Ok"
  - No → SQ results including Exchange, Cable Details, Loop Trace updated in ULLCIS & SQ tagged as "Reject" → Response sent to ULLCIS
- No → Manual task sent to ULLCIS

Manual Service Qualification

Manual task received in ULLCIS → Data Qualification and Activation Consultant selects SQ task → DQ&A consultant integrates NPAMS, GDD & captures cable path → DQ&A consultant inputs details into Cable Lenght Tool & Ready Reckoner → Does SQ PASS for requested Deployment Class

- Yes → IS Request for SQ Query
  - Yes → Firm ULL Request (VULL, IULL,DULL,TULL or eVULL) → DQ&A consultant reserves cable path in NPAMS → SQ results including Exchange, Cable Details & loop Trace updated in ULLCIS & tagged as "OK" → Response sent to ULLCIS
  - No → SQ results including Exchange, & Cable details & loop Trace updated in ULLCIS & SQ tagged as "Reject" → Response sent to ULLCIS
- No → SQ results including Exchange, Cable Details & loop Trace updated in ULLCIS & tagged as "OK"

SQ Request Closed

SQ Request Complete