



## Configuration Change Release 9.3 for LinxOnline Ordering LOLO

Implementation date: 30 November 2009

Commercial in confidence

# DOCUMENT CONTROL SHEET

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Issue No.	Issue Date	Author(s)	Nature of Amendment
1	19/10/2009	Sue McDonnell	First issue

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# Introduction

This document outlines detailed information regarding the changes being implemented into LinxOnline Ordering (LOLO) in Configuration Change Release 9.3. These changes will be visible to users on **30 November 2009**.

These changes include:

- Enhancements to the Configure Service and Change of Lessee work types that will allow users to change the line type of a PSTN service
- The ability to request a new Easycall PIN for all relevant Easycall products
- The Convert DSL-L2 work type will be changed from generic file attachment (**GFA**) work type to an online data capture work type.
- The Spectrum Sharing Service work type will be removed and additional functionality will be added to the Configure SSS work type
- One of the Cancel ISDN30 redirection product selections will be refined to provide further clarity for users
- The nomination of a new GDN (Group {General} Directory Number) on the New, Relocate and Configure ISDN2 work types
- Feasibility work types will be enhanced to allow users to nominate a specific billing account to bill the expenses incurred for a feasibility study
- New TW CGE (Carrier Grade Ethernet) work types have been created to support the Point to Point, Point to Multipoint and feasibility requests for these products
- A name change for Telstra Wholesale Ethernet to TW Business Grade Ethernet and the implementation of a new feasibility work type for this product
- New work types will be created to allow those customers with the relevant contract to order Business Data Access Solution (**BDAS**) products.

These Release Notes outline the changes for this Configuration Change Release in the following topics:

Topic 1: Enhancements to the Configure Service and Change of Lessess work types

Topic 2: Requesting Easycall Personal Identification Number (PIN)

Topic 3: Convert DSL and Configure SSS work type changes

Topic 4: Cancel ISDN30 redirection product selection

Topic 5: Creating a new GDN on ISDN2 services

Topic 6: Billing Feasibility Requests

Topic 7: New work types – Telstra Wholesale Carrier Grade and Business Grade Ethernet

Topic 8: Business Data Access Solutions (BDAS).

# Topic 1: Enhancements to Configure Service and Change of Lessee work types

The Configuration Change Release 9.3 will enhance the Configure Service and Change of Lessee work types to allow users to request a line type change on either of these work types. This will remove the need to request a line type change on the Convert Service work type in addition to a request for name and lessee changes.

A PSTN line type identifies the type of service belonging to the end user. The available line type selections include:

- Residential
- Business
- Faxstream

Due to these enhancements the Convert Service work type, which only allows a line type change, is no longer required. This work type will be removed from LOLO from 30 November 2009.

To change a line type on either the Configure Service or Change of Lessee work types the user should:

- Select the PSTS Line Type product on the **Service Customisation** screen
- Click Edit
- Select the relevant Line Type for the service (see Figure 1)
- Click Next
- Select the Directory Details product on the **Service Customisation** screen
- Click Edit
- Update the Directory Details to support the new line type selected
- Click Next



The screenshot shows the 'LinxOnline™ Ordering' interface. The main content area is titled 'Change Settings' and includes a note: '\* Denotes a mandatory field'. The form contains the following fields:

Product Type	Basic PSTS
Product	PSTS Line
Settings:	
Line Type *	Business

At the bottom right of the form, there are buttons for 'Help', 'Back', 'Cancel', and 'Next'. A 'top' link is also visible in the bottom right corner. The navigation bar at the top includes 'Home', 'Request', 'Report', 'Admin', 'Feedback', 'About', 'Log Out', and 'Help'. The left sidebar contains links for 'Configure Service', 'Request Item Notes', 'Allocate Service', 'Service Customisation', and 'Service Request Summary'.

Figure 1

LOLO will attempt to automate requests for line type changes on the Configure Service work type.

## Topic 2: Request Easycall Personal Identification Number (PIN)

Currently it is possible to request a reset to an Easycall PIN when selecting the Call Control product via the Configure Service work type. Resetting an Easycall PIN is required if the end user has forgotten their PIN, or for security reasons, they wish to change it. The Configuration Change Release 9.3 will allow users to request a reset to an Easycall PIN in addition to Call Control on the following products:

- Remote Access
- Smart Ring
- Call Forward Set the Time
- Call Forward Selected Callers.

To request a new Easycall PIN using the Configure Service work type the user should:

- Click Add Product on the **Service Customisation** screen
- Select the Product Type, *Easycall*
- Select the Product, *Reset Easycall PIN*
- Click Next

The Easycall PIN will default to the last six digits of the phone number and the end user will be prompted to nominate a new PIN the next time they use Easycall.

# Topic 3 Convert DSL-L2 and Configure SSS work type changes

## Convert DSL (CNVDSL)

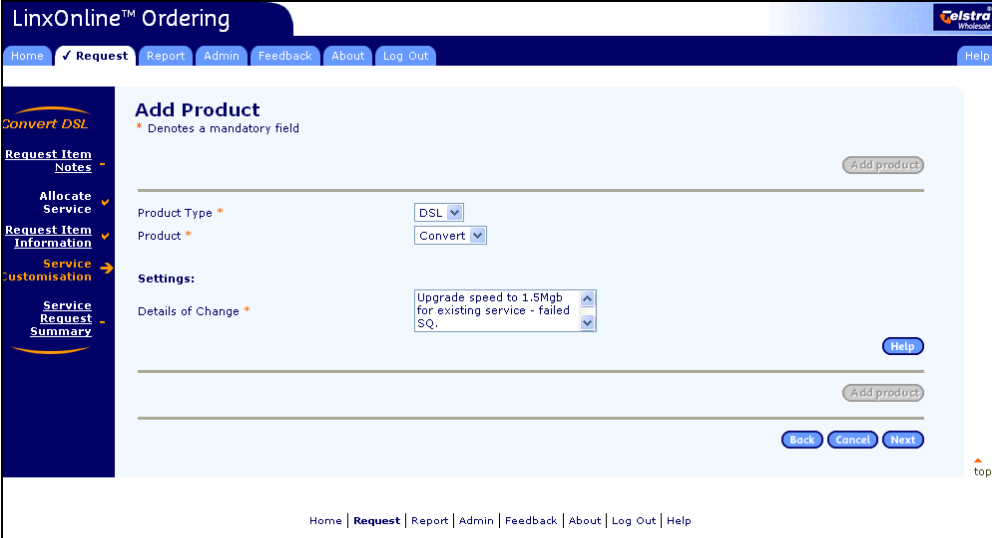
The Convert DSL-L2 is a GFA work type. The Configuration Change Release 9.3 will enhance the Convert DSL-L2 work type from a GFA work type to a standard online data capture work type and will be renamed Convert DSL. All the relevant information can be inserted into the fields presented within the work flow.

To select the Convert DSL work type:

- Select the Work Type Category **DSL**
- Select the Work Type **Convert DSL**

To request conversion changes to a DSL service users should:

- Click Add Product on the **Service Customisation** screen
- Select the Product Type, *DSL*
- Select the Product, *Convert*
- Insert required change in the *Details of Change* field (see Figure 2)
- Click Next



The screenshot shows the 'Add Product' screen in the LinxOnline™ Ordering system. The page title is 'Add Product' and it includes a note: '\* Denotes a mandatory field'. The 'Product Type' dropdown is set to 'DSL' and the 'Product' dropdown is set to 'Convert'. Under the 'Settings' section, the 'Details of Change' field contains the text 'Upgrade speed to 1.5Mgb for existing service - failed SQ'. The 'Details of Change' field is highlighted with a blue border. The page also features a navigation menu on the left with options like 'Request Item Notes', 'Allocate Service', 'Request Item Information', 'Service Customisation', and 'Service Request Summary'. The bottom of the page has a navigation bar with links for 'Home', 'Request', 'Report', 'Admin', 'Feedback', 'About', 'Log Out', and 'Help'.

Figure 2

Service Providers will be required to allocate this new work type to their nominated individual users. This work type will be available for allocation from 16 November 2009 – two weeks prior to the release date.

## Configure SSS

Two changes will be made to the Configure SSS work type to provide greater efficiencies for users requesting changes to SSS services. Enhancements to this work type will enable users to request an Annex M deployment class and modifications to the POI Acquirer Code on the one Request.

## Annex M

To nominate an Annex M deployment class on the Configure SSS work type the user should:

- Click Add Product on the **Service Customisation** screen
- Select the Product Type, *DSL*
- Select the Product, *Annex M* (see Figure 3)
- Select the relevant *Deployment Class* from the drop down list
- Click Next

The Spectrum Sharing Service work type is a GFA work type that is used to nominate the Annex M deployment class for a SSS service. From 30 November 2009 the Spectrum Sharing Service work type will no longer be required and will be removed from LOLO.

## POI Acquirer Code

Previously it has not been possible to modify the POI Acquirer Code when configuring an existing SSS service. The Configuration Change Release 9.3 will allow the user to nominate a new Acquirer Code on the **Service Customisation** screen when changing POI details (see Figure 3).

Changes to POI Cable may require a POI Acquirer Code change

Selecting the Annex M deployment class will appear here

Select	Action	Product	Setting Name	Setting
<input checked="" type="radio"/>		DSL	DSL	Implementation Team - PT6
<input type="radio"/>	Change	SSS	Deployment Class	6F
			POI Acquirer Code	AAPT
			POI Cable Number	1
				2
			X Pair	001
			C Pair	002
			A Deployment Class	
<input type="radio"/>	Add	SSS Annex M	Deployment Class	6J

Figure 3

## Topic 4: Cancel ISDN30 redirection product selection

The Cancel ISDN30 work type will be enhanced to provide users with clarity and consistency when selecting redirection product types.

One of the redirection options available for selection when cancelling an ISDN30 option is Announcement and Redirection.

This redirection type allows the caller to hear an announcement prior to the call being automatically forwarded to the destination number.

The name of this redirection option will be changed to assist users to understand the functionality of this selection and provide a consistent naming of this redirection option for all ISDN products. The new name of this redirection product is **Announcement plus Redirection**.

# Topic 5: Creating a new Group (General) Directory Number for ISDN2 services

LOLO users have the opportunity to request a new Group (also known as General) Directory Number (**GDN**). This allows the ISDN2 service to be included in a Line Hunt Group.

The Configuration Change Release 9.3 will enhance some of the ISDN2 work types to allow users to request a new GDN. By selecting the new product, “Line Hunt New GDN”, the user will be able to nominate the service to become the GDN for the line hunt.

The ISDN2 work types that will allow the creation of a new GDN include:

- New ISDN2 Enhanced
- New ISDN2 Standard
- Configure ISDN2
- Relocate ISDN2

To include the ISDN service in the new Line Hunt Group, the user should also add the product “Line Hunt Member” to the service. Further ISDN2 services can be included in the group by adding additional Request Items to the Request and selecting the “Line Hunt Member” product for those services.

## Topic 6: Billing for Feasibility Requests

The Configuration Change Release 9.3 will allow customers to nominate an account number for billing of a Feasibility request, avoiding follow up enquiries from Telstra Wholesale. Currently LOLO does not prompt the user to nominate an account number to bill Feasibility requests and it has been necessary to include notes or communicate further with Telstra Wholesale to gain this information.

To nominate the account number for a Feasibility request the user will:

- Click Add Product from the **Service Customisation** screen
- Select the Product, *Feasibility Details*
- Insert the appropriate billing account in the *Account Number* field (see Figure 4)

The screenshot shows the 'Add Product' form in the LinxOnline™ Ordering system. The form is titled 'Add Product' and includes a note: '\* Denotes a mandatory field'. The form is divided into several sections: 'Product Type' (WATM Feasibility), 'Product' (WATM Feasibility Details), and 'Settings'. The 'Settings' section includes fields for Site Contact Name, Site Contact Number, Study Type, Access Speed, High Bandwidth, Diversity Required, IEN Path Diverse From, Sheath Diverse From, Migrate/Convert Service Nbr(s), CPE Interface Requirements, Connector Type (Optical Only), and CPE Termination Point Location. The 'Account Number' field is highlighted with a red box, and a callout box points to it with the text 'Insert the account number to bill the Feasibility Study'.

Figure 4

The following work types will allow users to nominate an account number:

- ATM Feasibility Study
- Frame Relay Feasibility Study
- ISDN30 Feasibility Study
- Megalink Feasibility Study
- WATM Feasibility Study
- WTX Feasibility Study
- TW CGE Feasibility Study
- TW BGE Feasibility Study

The WBDSL Service qualification is used by customers to request a Feasibility Study for the WBDSL product. This work type will also be enhanced with the *Account Number* setting to allow users to nominate the relevant billing account number.

# Topic 7: New work types – TW Carrier Grade and Business Grade Ethernet

Several new work types will be implemented into LOLO for TW Carrier Grade Ethernet (**TW CGE**). The Telstra Wholesale Ethernet product will be renamed the TW Business Grade Ethernet (**TW BGE**) to distinguish this product. A new Feasibility work type will also be created.

The following work types will be introduced for TW CGE:

- TW CGE Point to Point
- TW CGE Point to Multipoint
- TW CGE Feasibility Study

## ***TW CGE Point to Point (TWCGE)***

The existing TW Carrier Grade Ethernet work type is a GFA work type that allows the user to request a TW CGE Point to Point service. To provide greater clarity for users this work type name will be changed and the following changes will be implemented:

<b>Item</b>	<b>Old Name</b>	<b>New Name</b>
Work type category	TW Carrier Grade Ethernet	TW Carrier Grade Ethernet
Existing Work type	TW Carrier Grade Ethernet	TW CGE Point to Point

No changes have been made to the application form.

## ***TW CGE Point to Multipoint (TWCGEA)***

TW CGE Point to Multipoint is a new product that has recently been made available to our contracted customers. A GFA worktype has been created in LOLO to allow users to request this product.

To access this work type:

- Select the Work Type Category **TW Carrier Grade Ethernet**
- Select the Work Type **TW CGE Point to Multipoint**

The TW CGE Point to Multipoint work type will be manually provisioned by a Telstra Wholesale consultant. Service Providers will be required to allocate this new work type to their nominated individual users from 16 November 2009 – two weeks prior to the release date.

## ***TW CGE Feasibility Study (FEACGE)***

The TW CGE Feasibility Study is a new work type that will allow users to request a Feasibility study for the connection of a new TW CGE service. This work type allows the user to add:

- A-End Site Details
- B-End Site Details
- Feasibility Details.

To access this work type:

- Select the Work Type Category **TW Carrier Grade Ethernet**
- Select the Work Type **TW CGE Feasibility Study**

The TW CGE Feasibility Study work type will be manually provisioned by a Telstra Wholesale consultant. Service Providers will be required to allocate this new work type to their nominated individual users from 16 November 2009 – two weeks prior to the release date.

## ***Telstra Wholesale Business Grade Ethernet***

The Telstra Wholesale Ethernet product will be renamed to TW Business Grade Ethernet to accurately reflect the product and as such the following changes to the product name and associated work type will be implemented:

<b>Item</b>	<b>Old Name</b>	<b>New Name</b>
Work type category	Telstra Wholesale Ethernet	TW Business Grade Ethernet
Existing Work type	Telstra Wholesale Ethernet	TW Business Grade Ethernet

## ***TW BGE Feasibility Study (FEABGE)***

This new work type will allow users to request a Feasibility study for the connection of a new TW BGE service. This work type allows the user to add:

- Site Details
- Feasibility Details.

To access this work type:

- Select the Work Type Category **TW Business Grade Ethernet**
- Select the Work Type **TW BGE Feasibility Study**

The TW BGE Feasibility Study work type will be manually provisioned by a Telstra Wholesale consultant. Service Providers will be required to allocate this new work type to their nominated individual users from 16 November 2009 – two weeks prior to deployment.

## Topic 8: Business Data Access Solutions (BDAS)

BDAS is a new product that will be available in LOLO to contracted customers. A suite of new work types will be created in LOLO to support the creation, configuration, relocation, conversion and cancellation of BDAS services.

To access these work types:

- Select the Work Type Category **BDAS**

The following work types can be selected from this work type category:

<b>Work type name</b>	<b>Work type short name</b>
New BDAS Lite	NEWBDL
New BDAS Standard	NEWBDS
New BDAS Enhanced	NEWBDE
New BDAS Premium	NEWBDP
Relocate BDAS	RELBD
Configure BDAS Lite/Standard	CFGBLS
Configure BDAS Enhanced	CFGBDE
Configure BDAS Premium	CFGBDP
Convert BDAS	CONBD
Cancel BDAS	CANBD

### ***New BDAS***

The four New BDAS work types allow contracted customers to request a BDAS service for a service term of between one and three years.

### ***Configure BDAS***

Configuring an existing BDAS service will allow the user to change the settings of the BDAS service.

### ***Convert BDAS***

The Convert BDAS work type allows the user to convert an existing BDAS service to either an Enhanced or Premium BDAS service. It is also possible to change the term of the service in conjunction with the BDAS conversion.

### ***Relocate BDAS***

When requesting a relocation of a BDAS service, the user will be asked to supply the new location details. All existing settings and products on the BDAS service will be retained at the new location.

### ***Cancel BDAS***

The Cancel BDAS work type allows users to cancel a BDAS service.

All BDAS work types will be sent to Telstra Wholesale for manual provisioning. Contracted Service Providers will be required to allocate these new work types to their nominated individual users from 16 November 2009 – two weeks prior to deployment.