

# BROADBAND CP MIGRATIONS AND CEASE TYPES

## A BEST PRACTICE GUIDE



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# 1 INTRODUCTION

This Best Practice Guide is designed to give Broadband Communication Providers (“CPs”) an overview of the Broadband CP Migration process.

The design of this guide assumes that you have a working knowledge of BBCR & eCo Broadband.

Full CBT training on BBCR functionality is available to users via the BTWholesale Customer Training System (details of how to gain access to this are included later in the document).

Full CBT training is also available on eCo Broadband functionality for all users (details of how to gain access to this is also included later in the document).

BTWholesale also offer additional support on using BBCR via other Best Practice Guides. These can be located via the following link:-

[www.btwholesale.com/bestpracticeguides](http://www.btwholesale.com/bestpracticeguides)

This information is provided for training purposes only and is subject to change by BT.

## **2 CP END USER MIGRATIONS EXPLAINED**

A Communication Provider (CP) to Communication Provider (CP) End User migration enables a BT Wholesale CP to place a single order, without terminating and re-installing their assets. This reduces the downtime experienced by the End User and removes much of the cost associated with cessation and reactivation of service.

The following End User migrations can be supported:

A Local Loop Unbundling (LLU) Shared Metallic Path Facility (SMPF) Operator to a BT Wholesale ADSL Communication Provider.

A BT Wholesale ADSL Communication Provider to another BT Wholesale ADSL Communication Provider.

### **MAC (Migration Authorisation Code)**

For the migration to take place, BT Wholesale must ensure that the migration request is genuine and that permission to allow the End User to move to another Communication Provider has been given by the losing Communication Provider. The MAC is a unique code which is used to validate that the migration order placed by the gaining Communication Provider is genuine.

MAC is owned and generated by Openreach on behalf on industry ,they affect both BT Datastream and BT IPstream products.

### **Current MAC Format**

<"L"10 alphanumeric>/<5 alphanumeric> eg LBST1234567/DC22J

### **Losing Communication Providers: Obtaining a MAC from eCo.**

Your End User will require a MAC to pass on to the gaining Communication Provider; this will be generated via eCo and can be obtained as follows.

### Obtaining a MAC: eCo Thin Client Users

To obtain a MAC, eCo requires your service id and telephone number. The MAC will be generated on-screen. *Please refer to 'Appendix A - Obtaining a MAC code via eCo Thin Client' for details of how to do this*

### Obtaining a MAC: XML users

A MAC request is submitted via an XML batch file as described in the XML File Transfer Definitions using the "Pre order check request" transaction. The MAC is generated from a valid request and returned in the Batch Response File. There is a limit of 100 requests per batch.

The XML File Transfer definitions and XML User Guide include "Provision with Migration" key. These documents are available from [www.btwholesale.com](http://www.btwholesale.com) (Broadband community>Service>XML).

### MAC Validation via XML eCo pre order check

As part of the eCo XML pre-order check, the MAC will be validated and if the MAC is invalid error codes will be returned. This will provide greater clarity of MAC failures during the pre-order check.

#### XML MAC Validation error codes

The XML pre order checker will return one of the following error codes should a MAC be invalid for any reason.

4069

Supplied MAC key is valid

The Migration key supplied while raising Provide with MAC order is valid. Please be aware that although this is displayed as an error in batch response files, this code is for informational purposes only.

4070

Invalid MAC Key format

This indicates that format of the supplied MAC key is invalid. Please check the input, amend and retry.

4071

The MAC Code supplied has not been assigned for this telephone number

For a Provide with MAC order, the Migration Key stored against the supplied DN is checked with the input Migration Key. On this occasion the supplied Migration key does not match the Migration key stored against the supplied DN. Please ensure that the input is correct, if it is, then contact the e-Contact helpdesk. Otherwise, please amend and retry.

4072

MAC Check request failed or Timed-Out. Please try again

This is an internal error, generated while contacting the database responsible for validating the Migration Key. If this problem persists after a retry, then please contact the e-Contact helpdesk.

4073

Supplied MAC key is Invalid

For Provide with MAC orders supplied Migration Key will be used to retrieve the Customer record. On this occasion this retrieval has failed because no such MAC exists. Please ensure that the Migration Key is correct, if it is then contact the e-Contact helpdesk. Otherwise, please amend and retry.

4074

Invalid DN format

This indicates that format of the supplied DN is invalid. Please check the input, amend and retry.

### **MAC expiry**

Please explain to your End User that an unused MAC expires after 30 days, in which case they will have to request another from you. As a losing Communication Provider, once you have issued a MAC to your End User you need do nothing further. If an End User forgets or misplaces the MAC, then you should supply the same MAC again as long as it is not time expired.

### **Gaining Communication Providers – Entering an order on eCo**

End Users approaching you as their gaining Communication Provider may already have obtained a MAC as described above, or you can ask them to obtain one from their losing Communication Provider. As the gaining Communication Provider you will be required to enter the MAC, received from the migrating End User.

## Process overview of 'Provide with MAC'

This is a Provide order type, which includes a field which can be populated with the MAC.

The Provide with Mac process will support each of the following migrations:

- LLU SMPF to ADSL End User Migrations - BT Datastream and BT IPstream (including MAX Products)
- BT Wholesale ADSL to BT Wholesale ADSL End User Migrations (BT Datastream and BT IPstream)

**Note: Provide with MAC can be used for both LLU to BTW migrations and BTW to BTW migrations.**

## Process for LLU SMPF to ADSL and BTW ADSL to BTW ADSL End User Migrations – BT Datastream and BT IPstream (including MAX Products)

1. An End User will request a MAC from their existing broadband Communication Provider
2. The End User will then provide this to you to enter onto eCo or XML as part of their order for a new BT Datastream or BT IPstream ADSL service
3. The MAC will be in the **format:** <"L"10 alphanumeric>/<5 alphanumeric> e.g. LBST1234567/DC22J
4. When you receive such a request, we strongly recommend that you conduct a test using the Availability Checker (Version 10 and above) to identify whether or not the existing broadband service is supplied by an LLU Operator delivered over an SMPF line.  
[http://www.btwholesale.com/pages/static/Community/Broadband\\_Community/Coverage/ADSL\\_Availability\\_Checker.html](http://www.btwholesale.com/pages/static/Community/Broadband_Community/Coverage/ADSL_Availability_Checker.html)
5. If broadband service is delivered over an SMPF line by an LLU Operator the order must be placed as a **'Provide'** order type with the valid MAC entered in the appropriate field.  
Please do not use the 'SPMigrate' order type for a migration from a LLU Operator, as this will be rejected (XML will return an error code of 7028).
6. The Provide with Mac order will be rejected if another order is already 'in flight'. The existing order will need to close before the Provide with Mac order can be placed.
7. Communication Providers can cancel an 'in flight' if the request is made within the standard cancellation lead times (normally CCD minus 1 day)

### **Alternative Process for BTW ADSL to BTW ADSL End User Migrations (BT Datastream and BT IPstream)**

1. An End User will request a MAC from their existing broadband Communication Provider as normal.
2. The End User will then provide this to you to enter onto eCo or XML as part of their order for a new BT Datastream or BT IPstream ADSL service.
3. The MAC will be in the format: <"L"10 alphanumeric>/<5 alphanumeric> eg LBST1234567/DC22J
4. The order can be placed as either a Provide order type or Generic Modify SP Migrate order type. Please do not use the 'SPMigrate' order type for a migration from a LLU Operator, as this will be rejected (XML will return an error code of 7028).
5. The Provide with Mac order will be rejected if another order is already 'in flight'. The existing order will need to close before the Provide with Mac order can be placed.
6. Communication Providers can cancel an 'in flight' if within the standard cancellation lead times normally CCD minus 1 day)

**Please Note:** If the MAC is not recognised it will be auto rejected with a cancellation reason of 'Invalid Migration Key'. This will be displayed in the 'Cancellation Reason' field on BBCR.

#### **Ordering via eCo thin client**

Please refer to 'Appendix B - 'Provide With MAC' screenshot'

#### **Ordering Via XML**

For those customers who wish to use Broadband XML, the XML File Transfer definitions are available from [www.btwholesale.com](http://www.btwholesale.com) (Broadband community>Service>XML).

From 7th November 2006, when migrating 10 or more End User orders with the same Customer Requirement Day (CRD), the XML interface should not be used. Instead please submit the Bulk Migration CRF.

#### **Gaining CP - Customer reporting**

Once the 'Provide with MAC' order is submitted you will have visibility of its progress via BBCR as follows:

Identifying provide with MAC orders

Provide Type



There is a column in BBCR called "Provide Type" which enables you to identify 'Provide with MAC' orders. The possible entries are:

**Blank**- MAC Field has not been populated.

**A** - MAC entered on the provision order was generated against a current ADSL service.

**L**- MAC entered on the provision order was generated against a current LLU SMPF service.

If the 'Provide Type' column is not visible on your companies BBCR profile please refer to Appendix D – Report Administration for details on how to make it visible.

Provide with MAC - Standard Order Flow

The table below shows the standard order flow for a Provide Type A

Type A

Order Status	Order Sub-Status	Timing
Placed	Submitted	Day of issue
Placed	Acknowledged	Day of issue
Placed	Assigned	Day of issue
Placed	Committed	CAD - 1
Placed	Installed	CAD
Completed	Completed	CAD

The table below shows the standard order flow for a Provide Type L

Type L

Order Status	Order Sub-Status	Timing
Placed	Submitted	Day of issue
Placed	Service Care Level Set	Day of issue
Placed	Assigned	Day of issue
Placed	Installed	CAD
Completed	Completed	CAD

Cancellations – If an order is cancelled for any reason then the cancellation reason will be displayed on BCCR in the 'Cancelled Reason' column. If there is a further explanation for the cancellation this will be shown in the 'Customer Notes' field

Delays – Standard EOI delay reasons apply on this order. Please refer to best practice guide 'Order Delay Reason Best Practice' for further details. This can be found at [www.btwholesale.com/bestpracticeguides](http://www.btwholesale.com/bestpracticeguides)

### **Losing CP's– Customer Reporting**

Customers migrating away can be as a result of:

Customers migrating to an LLU Operator

Customers migrating to another BT Wholesale Communication Provider

### **Customer migrating to another BT Wholesale Communication Provider**

In order to identify a customer who are migrating to another BT Wholesale Communication Provider you need to the BCCR Lost Migration Report.

### **Running the Lost Migration Report**

From the BCCR homepage click on the 'Orders' folder > Now from the list of report select 'Lost Migration Report V4'. This will load your lost migration report (see below for screenshot).

This report displays all migrations in progress (i.e. where an CP has issued an order using a MAC given to one of your customers) and those completed in the last 10 days

The Service ID, Network ID and Telephone Number are displayed on the report so you can identify the circuit which is migrating away. The MAC is also displayed.

The Customer Agreed Date is the date on which the migration will take place.

Once the order completes the date will be populated in the 'Completion Date' field and the 'Telephone Number' will be removed.

Service ID	Network ID	Product	Telephone No	Completion Date	Customer Agreed Date
BBIP90012323	CBUK00012345	BT IPStream Home 500		09/01/2007	09/01/2007
BBIP90008787	CBUK00045612	BT IPStream Home 500	01000221100		12/01/2007
BBIP90034545	CBUK00023456	BT IPStream Home 2000	02000441239		22/01/2007
BBIP90023423	CBUK00078945	BT IPStream Home 2000		02/01/2007	02/01/2007
BBIP90087876	CBUK00034567	BT IPStream Home 2000	02100345123		19/01/2007
BBIP90009765	CBUK00001234	BT IPStream Home 2000		10/01/2007	10/01/2007
BBIP90034512	CBUK00000445	BT IPStream Home 2000	03100345345		22/01/2007
BBIP90090900	CBUK00110026	BT IPStream Home 2000		03/01/2007	03/01/2007
BBIP90044338	CBUK00001287	BT IPStream Home 2000		10/01/2007	10/01/2007
BBIP90056387	CBUK00234569	BT IPStream Home 2000	01234012012		19/01/2007
BBIP90038276	CBUK00001212	BT IPStream Home 500	01212897654		22/01/2007
BBIP90089624	CBUK00057839	BT IPStream Home 1000	03247787878		12/01/2007
BBIP90073878	CBUK00000342	BT IPStream Home 1000	01231236789		16/01/2007
BBIP90041762	CBUK00001982	BT IPStream Home 1000	01231231238		18/01/2007
BBIP90089767	CBUK00012378	BT IPStream Home 1000	03248766564		12/01/2007

To download this report in CSV format please refer to Appendix C - Downloading the report in CSV format.

### **3 CUSTOMER MIGRATING TO AN LLU OPERATOR (AND OTHER CEASES)**

#### **Overview**

Various systems and processes within BT create ceases for existing BT Wholesale BB services for the following reasons

- Cease of a PSTN service
- Cease of PSTN and BB service because the line has been converted to MPF
- Migration of BB to SMPF
- Data Cleanse Cease

In all these cases information is generated from the CEASE order type on eCo, and the eCo 'Customer Reference' field is used to establish what type of cease this is.

There are a number of standard & system generated 'Customer references' but this eCo field is also 'free format' allowing CP's and BTW to generate new or stand alone 'Customer References' should they wish to do so (e.g. for a project)

In order to simplify this information BT Wholesale have created a new field on BBCR called 'Cease Type'. There are 4 new Cease and these Cease Types group together various 'Customer References' making the reporting easier to understand

## Cease Types

The following table defines the Cease Types now available on BBCR, a description of each Cease and how the Cease Type maps to the Customer Reference Field entry

Cease Type	Cease Description	Eco Customer reference field entry
Cease (P)	Cease of PSTN service Narrowband Stop Narrowband Cease	PSTN CEASE PSTN CEASE PSTN CEASE
Cease (M)	Narrowband Transfer Cease of PSTN & DSL service because line has been converted to MPF. Narrowband Transfer	LLU XFER P CeaseSD### LLU XFER PSTN CEASED
Cease (L)	Migration of DSL to SMPF Broadband Transfer  IPStream to WBC migration  Datastream to WBC migration	ADSL2SMPF SMPF4ADSL ADSL2SMPF# SMPF4ADSL# IDMLLU IP2WBC IP2WBCCP DS2WBC DS2WBCCP
	Service Ceased by Operator	
Cease	BT Wholesale data cleanse orders	CeaseSD# IDM
Null	Ceases that have a non standard entry in the Eco Customer Reference field and cannot therefore be tagged as (P), (M) or (L) Tags on the line Cease	Other –Eco Customer Reference Field entry is none of above and can include SP own free form entry. TOTL Cease
Cease (W)	Synchronised Narrowband Stop Synchronised Narrowband Cease	WLR3 CEASE WLR3 CEASE

If the 'Cease Type' column is not visible on your companies BBCR profile please refer to Appendix D – Report Administration for details on how to make it visible.

Cease charges will be applied on eCo for the unsolicited cease only if the customer reference value is PSTN CEASE and WLR3 CEASE.

## Running A Cease Type Report

To run a cease type report you need to do the following.

From the BCCR homepage Click on the 'Orders' folder > Now from the list of reports select the 'Order Search By Criteria' report. The screen will now display the image below:

The screenshot displays the 'Order Search By Criteria - All Products' web interface. The page features a navigation bar at the top with 'TOC', 'First', 'Prev', 'Next', 'Last', 'Goto', 'Page 1 of 1', '100%', 'Search', 'Download', and 'Help X'. Below the navigation bar, the main content area is titled 'Order Search By Criteria - All Products'. The search criteria are organized into two columns of dropdown menus and text boxes. The left column includes: 'Stored Defaults' (dropdown), 'Delay Status: All' (dropdown), 'Product: All' (dropdown), 'Service Level: All' (dropdown), 'XML Batch No:' (text box), 'Order Type: Cease' (dropdown), 'Order Status: All' (dropdown), 'Change Type: All' (dropdown), 'Rescheduled Orders: ', and 'Search By Date: Customer Agreed Date' (dropdown). The right column includes: 'Default Name:' (text box), 'Delay Reason: All' (dropdown), 'Cancelled Reason: All' (dropdown), 'Line Test: All' (dropdown), 'Exchange Name: All' (dropdown), 'Orders Received Today: ', 'Line Item Substatus: All' (dropdown), and 'Customer Reference:' (text box). At the bottom, there are 'From Date: 15/02/2007' and 'To Date: 15/02/2007' fields, both with calendar icons and '(DD/MM/YYYY)' format indicators. The browser's status bar at the bottom shows 'Internet'.

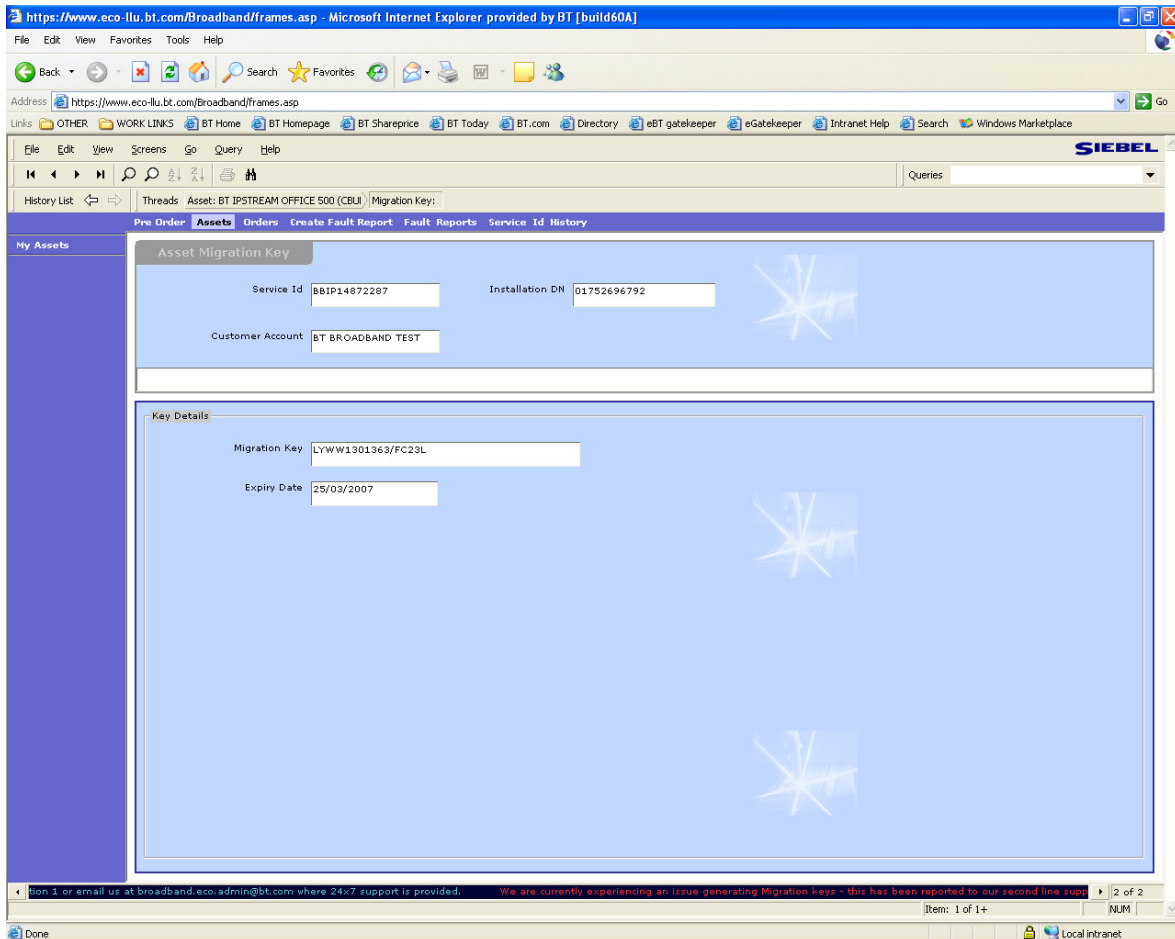
Choose Order Type of 'Cease' > Use the 'Search By Date' field to narrow down your search to the date range you are interested in (NB a maximum of 10 days may be searched at an time) > Scroll down & click on 'OK' button to run the report

**Running this will display an 'Order Summary Screen' with all the cease orders within the time frame you have specified. To download your report in CSV format please refer to Appendix C - Downloading the report in CSV format.**





After pressing the 'Generate Key' button the MAC and Expiry Date will be displayed (see screenshot below)



## Appendix B - 'Provide With MAC' screenshot

When issuing a 'Provide with MAC' order the MAC should be entered when you reach the following screen in the order process

The screenshot displays a web browser window with the URL <https://www.eco-llu.bt.com/Broadband/frames.asp>. The browser is Microsoft Internet Explorer provided by BT [build60A]. The application is SIEBEL. The main content area shows an 'Order' form with the following fields:

e.Co Order No	1-H72EHV	Customer	TROTTNET	Id	O/M12541254	Contact Title	Mr.
Order Type	SP Migration	Address	GORDON ROAD	City	LONDON	First Name	Paul
Order Status	1. Created	Post Code	W13 8QD	Surname	Sullivan	Phone	0800 783 4424
Order Sub Status	1. Created	Migration Key		Customer Reference	test	Created By	SULLIVPSTEST
External Reference	test	e.Co Serial No		Created On	23/02/2007 11:45:07		

Below the order form is a 'Line Items' table with the following columns: Line, Migrate Key, Installation DN, Advanced Services Opt Out, Policy Speed, Product Name, and New Product. The table contains one row with the value '1' in the 'Line' column. An arrow points to this row with the text 'Enter MAC here'.

Line	Migrate Key	Installation DN	Advanced Services Opt Out	Policy Speed	Product Name	New Product
1						



Once you have selected all the fields you want they will appear in the search area (see image below for an example).

New Search Search Now Help X

Click on a report field to add it to the search

Report Field	Value	Display
Network ID	<input type="text"/>	<input checked="" type="checkbox"/>
Customer Reference	<input type="text"/>	<input checked="" type="checkbox"/>
Order Type	<input type="text"/>	<input checked="" type="checkbox"/>
Cease Type	<input type="text"/>	<input checked="" type="checkbox"/>

Search Now

Once you have all the fields you want in your report click on 'Search Now'. When the search has completed running you need scroll down to the bottom of the search area and click on the 'Go' button (see image below).

Results 1 - 20 >>Next

New Search

Download search results as:

Comma delimited data Go

< [Progress Bar] >

This will open up a 'File Download' screen which enables you to choose where on your PC you want to save the report. The report is now available for you to use.

#### Appendix D – Report Administration

In order to be able to run some of the BCCR reports detailed in this guide there are certain fields which need to be visible on your 'Order Summary Screen' e.g. 'Provide Type' and 'Cease Type'. If you are not sure whether these fields are visible your BCCR administrator needs to confirm that the field has been enabled for your reports. This is done using the 'Orders Column Administration Report' which is available within the 'Report Administration' folder.

Users with a BCCR administration profile can complete a CBT for the BCCR administration functions – details of how to access this CBT are covered later in this document. Also, a Best Practice Guide covering the Administration functions is available from the Best Practice Guide web site mentioned in section 1.

## 5 ADDITIONAL INFORMATION

### 5.1 Access to Administration Functionality

Team leaders & managers can apply for access to Administration Functionality by contacting the eContact helpdesk. You will need to provide your BBCR user ID.

e-mail – [broadband.eco.admin@bt.com](mailto:broadband.eco.admin@bt.com) or dial 0800 783 5639 and select option 1.

### 5.2 Access to BBCR e-learning & support documentation

A full suite of e-learning courses are available for BBCR users via the BTWholesale Customer Training System. Full details of how to access this system can be found on [www.btwholesale.com/customertraining](http://www.btwholesale.com/customertraining).

Additional Best Practice Guides for BBCR are available from the BBCR pages on [btwholesale.com](http://btwholesale.com) or via the following dedicated Best Practice Guide page [www.btwholesale.com/bestpracticeguides](http://www.btwholesale.com/bestpracticeguides)

### 5.3 Document History

Issue Number	Reason for update	Updated by	Date
Issue 1	First Issue	BTWholesale – Customer Service	April 2007
Issue 2	XML MAC Validation Error Codes added.	BTWholesale – Customer Service	September 2007
Issue 3	Additional cease reasons	BT Wholesale Product Line	November 2007
Issue 4	Additional cease reasons	BT Wholesale Product Line	December 2007

Issue 5	Amendments to eCo Customer Ref Field	BT Wholesale Product Line	December 2007
Issue 6	Amendments to eCo Customer Ref Field	BT Wholesale Product Line	January 2008
Issue 7	Amendments MAC format	BT Wholesale Product Line	March 2008
Issue 8	Removal of Customer References from table on page 11	Product Line	January 2009
Issue 9	Amendment to Customer References in table on page 11	BT Wholesale Product Line	May 2009
Issue 10	Minor changes page 7	BT Wholesale Product Line	June 2009
Issue 11	Remove # from PSTN CEASE ref	BT Wholesale Product Line	February 2010