

Incorporation of MPF and SMPF and Broadband EOI obligations: UPDATE

Briefing Audience:

Application Service Providers	<input type="checkbox"/>
Broadband	<input checked="" type="checkbox"/>
Fixed Operators	<input type="checkbox"/>
Global Carriers	<input type="checkbox"/>
Internet Service Providers	<input type="checkbox"/>
Mobile Network Operators	<input type="checkbox"/>
Voice Resellers	<input type="checkbox"/>
Data Resellers	<input type="checkbox"/>

2ND JUNE 2006

Following Ofcom's Telecoms Strategic Review, BT signed a set of Undertakings designed to ensure equality of access for Communications Providers. This included the provision of Equivalence of Inputs (EOI) for LLU (Local Loop Unbundling).

Through the Undertakings BT committed to provide new BT IPstream orders using LLU products as components from 30th June 2006. In addition, we will migrate the full installed base of BT IPstream to utilise LLU by 31st December 2006. To maintain consistency, BT has decided to build BT Datastream in the same way. To meet this commitment a number of changes to our systems and processes are required.

A number of changes were notified to you in our previous briefing of 31st March 2006 and are summarised in the appendix at the end of this briefing. This latest briefing is to advise you of further changes that will be introduced as a result of our obligations.

INTRODUCTION OF THE EQUIVALENCE MANAGEMENT PLATFORM (EMP)

As previously communicated, from early June 2006, BT Wholesale will begin piloting a new system interface between BT Wholesale and Openreach, provided by Openreach. This is called the Equivalence Management Platform (EMP) and has been introduced as part of BT's commitment to the Undertakings.

Initially, we will progress only new Simultaneous Provide type broadband orders via this system. These orders account for around 7% of our total orders. After approximately 2 months we will begin to progressively, and in stages, introduce other new order types to use this platform. During this period your orders will be progressed using a mix of both existing and new systems.

We will be closely monitoring the performance of the EMP working with Openreach and will endeavour to ensure that any potential disruptions are kept to a minimum. Please see below for further information.

MIGRATION OF EXISTING END USERS TO THE EMP

Between mid-September 2006 and 31st December 2006 we plan to transfer all existing ADSL and SDSL broadband end users to the new EMP platform database. As this is a records only update, your ADSL broadband end users should experience no interruption to their service.

However, as advised on 31st March, SDSL broadband users will experience a short outage during the transfer of approximately 60 seconds. This is necessary to include an item of BT test equipment on our SDSL End User Access services. It is expected that this work will be carried out towards the end of 2006 and further details will be provided nearer the time.

We are looking to provide you with 5 days notice of the date of this SDSL outage via Broadband Customer Reporting (BBCR), although exact timings will not be available. At that stage, you may wish to inform your End Users of this outage and ask them to re-set their PC and Broadband service following the outage

SYSTEM LATENCY

As we change our systems, processes and interfaces to meet our obligations, you may notice minor changes to the response times of certain transactions. This is because of the additional interface introduced with the new EMP systems. As described above, this will initially apply to only Simultaneous Provide orders that are using the new EMP interface to Openreach.

Postcode availability check

When performing an availability check using a postcode or an address you may experience an increase in response time of around 8 to 15 seconds in a small number of cases.

We recommend that wherever possible a line check is performed using a telephone number as the number checker will be unaffected at this time.

We are working to reduce or eliminate this increased latency during the summer and will update you on progress.

Woosh

There may also be increased latencies on the WOOSH One Shot Check run via the Woosh portal. This will only apply to those lines provisioned using the EMP interface which, from July 1st will be the Simultaneous Order type and orders placed during the EMP pilot initially. By the end of August this should affect less than 1% of the overall installed base.

All other WOOSH tests are likely to remain unaffected.

The possible increase to response times described above will be assessed as part of the EMP Pilot and we hope to have a resolution during the summer. We will keep you informed as the pilot and launch progresses.

SIMULTANEOUS PROVIDE ORDERS: NOTIFICATION OF THE DIRECTORY NUMBER

In some circumstances on a Simultaneous Provide order the Directory Number (DN) (i.e. 'phone number) is provided on Broadband Customer Reporting (BBCR) at the 'Assigned Event' stage of the order. At other times this is provided at the order completion stage. When the DN is provided

at the 'Assigned Event' stage of the order, there is a possibility the DN may change as the order progresses.

From 30th June 2006 the DN will be confirmed to you at the order completion stage only. To avoid providing your customer with an incorrect number in the early stages of the process, you are advised to confirm their telephone number once the order has been completed.

DIRECTORY NUMBER (DN) CHANGES

As a result of a change in our agreement with Openreach, and to enable us to continue to supply you with DN information we have been required to clarify our terms and conditions. This clarification is to ensure that the DN information we provide to you is used appropriately and not in contravention of current data protection legislation.

The changes will become effective from 30th June 2006, and can be viewed at www.btwholesale.com (Broadband Community>IPstream documentation>Terms and Conditions and also Broadband Community>Datastream documentation>Terms and Conditions).

BROADBAND CUSTOMER REPORTING (BBCR): TEMPORARY SUSPENSION OF DELAY REASONS

Currently BBCR provides you with a wide range of delay reason codes to keep you informed on the progress of your orders. With the introduction of the EMP interface from 30th June 2006 the range of Delay Reasons will be reduced to five. This will reduce the level of granularity BT Wholesale is currently able to provide.

The existing delay codes that will remain are:-

- Awaiting Routing
- Exchange Equipment problem
- No Capacity in Exchange
- Waiting Job Closure
- System Problems

We will continue to report delays to you as normal via BBCR, however the 7 reasons no longer reported will be remapped using the following rules:

- 1) If we do not receive confirmation from Openreach on day 2 of a provision order, this will be reclassified by BBCR as "Awaiting Routing".
- 2) If we do not receive a confirmation of order completion from Openreach by the Customer Agreed Date (CAD), this will be reclassified by BBCR as "Waiting Job Closure".

Our Business as Usual processes will continue to ensure that we update you on changes to your order status.

The 7 delay reasons that will be temporarily suspended from use are: End User Readiness; Awaiting D share; Installation Failure; Line Quality Survey; New Appointment required; Workflow Complete, CSS Open; Cease-Waiting Frames recovery; Order to be cancelled.

We are continuing to work with Openreach to review the customer reporting information provided and plan improvements for the autumn

BT WHOLESALE SYMMETRIC BROADBAND (SDSL): PROCESS ENHANCEMENT AND EXISTING LINES

From 30th June 2006 we will conduct a line qualification check when an order for symmetric service is placed on our systems rather than relying on confirmation at the point of installation at your End User's premises.

This means that we will be able to provide you with earlier confirmation of what the possible SDSL line speed will be, prior to arranging an installation date with your End User. Checking the order earlier in the provision process should lead to a reduction in orders being cancelled due to line losses and provide an improved end-to-end experience for both you and your customers.

Changes to both the BT IPstream and BT Datastream SDSL Handbook are required as a result of the introduction of this enhancement. These are highlighted together with further information on this enhancement in a separate briefing which can be viewed at www.btwholesale.com (**Broadband Community>News & Briefings**).

Further to the notification on the new installation process for SDSL (as described in the appendix below) we are currently reviewing the continued use of the Service Specific Front Plate ("SSFP") on existing SDSL lines with our supplier and will look to update you as this progresses.

CEASE AND MODIFY ORDERS: 'POINT OF NO RETURN'

BT Wholesale provides a PONR (point of no return) on cease and modify orders. From 30th June 2006, the PONR time will move forward slightly to 1730 hours on the CAD-1 (Customer Accepted Date minus 1 day). This has been introduced to ensure that our systems send the cancellation request to Openreach to meet with their order cancellation deadlines.

MAC FORMAT CHANGES

The MAC (Migration Authorisation Code) is used to manage the transfer of end user customers from one broadband supplier to another. The MAC will in future be owned and generated by Openreach on behalf on industry. As a result from 30th June 2006 the format of MAC codes will be changed from the format you currently receive. This change affects both BT Datastream and BT IPstream products.

- **Current Format**
The MAC code is of the format [PSID]xxxxxxx/<5 digit alphanumeric characters> where PSID can be BBIP, BBDS or FTIP
- **New Format**
<"L"10 alphanumeric>/<5 alphanumeric> eg LBST1234567/DC22J

Please note that you may receive MAC codes in either format until the migration of existing end users to the EOI platform is complete (see above).

A change will be required to the BT IPstream handbook which is detailed in an Information Note that can be viewed at www.btwholesale.com (Broadband Community>IPstream documentation>Handbooks).

REDCARE

As notified on 31st March 2006, we can confirm that new provides of BT Datastream and BT IPstream ADSL service, will no longer be compatible with Redcare as of 30th June 2006. This is because from this date BT Datastream and BT IPstream ADSL products will be provisioned using SMPF products. When Openreach introduce SMPF compatibility with Redcare we plan to reintroduce compatibility for BT Datastream and BT IPstream. We hope to provide you with an update on this during June.

FURTHER INFORMATION

A summary of changes notified in relation to SMPF and MPF and Broadband Equivalence of Input obligations can be found in the attached appendix. The full briefing from 31st March 2006 is available at www.btwholesale.com (**Broadband Community>News & Briefings**)

APPENDIX

SUMMARY OF CHANGES NOTIFIED ON 31ST MARCH 2006

INCOMPATIBLE PRODUCTS

- **Redcare: Existing Broadband End Users**

Existing Broadband End Users with a PSTN line with Redcare and Broadband will continue to receive all three products. However, if an End User wishes to change service (e.g. if the End User moves home), or for some types of configuration changes and re-grades from the 30th June 2006, they may not be able to have Redcare on their PSTN line and continue to receive broadband service.

- **Redcare: New Broadband End Users**

From 30th June 2006, lines with an existing Redcare service will be incompatible with broadband.

- **ADSL Frequency related issues**

BT systems currently detect two types of incompatible products: those that are physically incompatible (such as another Broadband service or ISDN) and those that are frequency incompatible (such as a PBX or Fax machine that makes use of the Broadband frequency). From 30th June 2006, BT Wholesale will not be able to ensure provision of information relating to frequency incompatible products. You are reminded that it is your responsibility to check that your End Users have no frequency incompatible equipment that will be effected by the provision of Broadband before they place any orders.

BT WHOLESALE SYMMETRIC BROADBAND (SDSL): INSTALLATION

From June 30th 2006, SDSL End User Access orders will be installed using a standard NTE5 plate instead of the face plate that is currently provided. This change is to align with the standard installation practice used by industry. Customers or their End Users will be required to provide a compatible interface or cable to connect to this socket.

BILLING INFORMATION - BT BROADBAND ADSL PRODUCTS

Between 30th June and 31st December 2006 BT Wholesale will gradually migrate to an operational system that is likely to reduce the amount of address information that is provided on our bills. At the moment the full address information is provided by BT's internal systems. However, from 30th June 2006, BT Wholesale can only ensure that the information provided by the Customers will appear on the bill. Customers who use the address information provided on the BT Wholesale bill for their billing and data reconciliation should be aware of this change and implement any required changes (such as providing post code and road name details) to make sure that they continue to receive sufficient information on their BT Wholesale bill.

Customers are reminded that they can add their own order reference numbers in eCo at any time during the EU provision process which may help them reconcile their bills.

END USER SHIFTS

As notified on 31st March 2006, the 'Shift NTE' product will be withdrawn for ADSL End User Access products, as all new orders will be self install from the 30th June 2006. Changes to the Service Provider Price List, reflecting this change are available at www.btwholesale.com.

APPOINTMENT SLOTS

As notified on 31st March 2006, BT Wholesale will move from 2 hour appointment windows for engineering visits to am and pm appointments for ADSL products and am appointment slots only for SDSL from 30th June 2006,. This position will be reviewed on an ongoing basis with Openreach.

SERVICE LEVEL GUARANTEES (SLG)

Due to the need to move from using existing system measures to BT Wholesale system measures, the use of the term CCD (customer confirmed date) will be changed to ODD (original delivery date). This does not change the service level measure for broadband, it is merely to reflect a change in customer reporting due to system changes.

SYSTEMS CHANGES

Additionally in order to provide both IPstream and Datastream ADSL and SDSL End User Access products taking SMPF or MPF as an input from Openreach, certain systems changes are necessary to the following:

- eCo and XML
- Woosh

Customers may notice some changes to eCo and the published XML definitions in preparation for this work. Please do not use these new features or place any orders of the type provided unless advised to do so by BT Wholesale. Any orders placed by Customers using any of these features prior to being advised to do so by BT Wholesale may be adversely affected during this time. BT cannot be held responsible for any loss incurred due to unauthorised use. These changes may be visible from 7th May 2006.

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