



**Optus Residential  
Broadband and Telephony  
(RBT)**

**Wholesaler Appendix**

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## About This Document

### Purpose

The purpose of this document is to describe the operation of the Emersion Service Management System (SMS) and the RBT Service Module from the perspective of a Wholesaler. Other Emersion User manuals describe the use and operation of RBT in more detail, and other system modules such as the Entity Management System and Billing Sub-System, which may be mentioned or referred to within this manual.

### Intended Audience

The audience for this User Manual are Staff of Wholesalers, who resell Optus RBT products to Service Providers Who then on-sell to end users.

### Document Control

Version	Date	Description	Author
0.1	28/09/09	Initial draft	Nathan Thomas
0.2	29/09/09	Updates and Formatting	Nathan Thomas
1.0	30/09/09	Final release for Customer	Nathan Thomas Reviewed by Jim Ritchie

### Assumptions Made

As this manual cannot hope to cover more than the operation of the Emersion system, the following assumptions have been made:

- You are a **wholesaler** of Optus services to Service Providers
- You are familiar with the Emersion Customer Management System and you can competently use it.
- You have a detailed understanding of the service and ordering requirements of the RBT service.
- You have read the "*RBT Operations Manual*".
- You have read the "*Emersion Customer Management Manual*".
- You have read the "*Emersion RBT Service Provider manual*".
- You have a computer less than 4 years old that you can competently operate.
- A Web Browser capable of supporting Web 2.0 functionality is installed on your computer. Emersion recommends the use of Firefox 3.0 or greater.
- A PDF Reader installed on your computer.

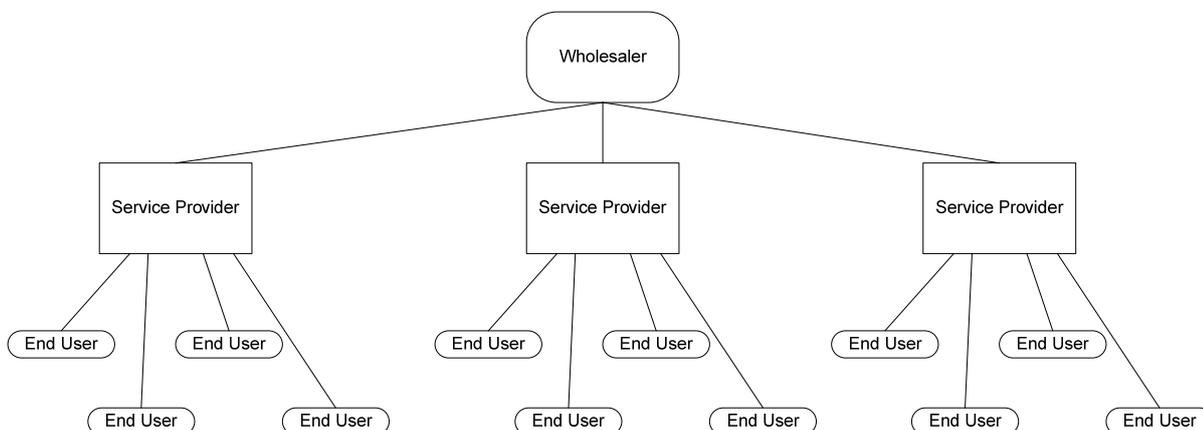
## Welcome

As a Wholesaler you will be using the Emersion Cumulus system in a different way to Service Providers. You will have additional functionality to allow the support of the Service Providers attached to your version of the Emersion Cumulus System. As such this document is a reference specific to wholesalers

The difference between the wholesale version of the Emersion Cumulus System and that supplied to Service Providers is the relationship between you as the Wholesaler and the end user of the service being supplied. As the Wholesaler you will be able to see services supplied through your organisation, but these are grouped according to your Service Providers, not the individual accounts of the end user.

Below is an overview of how Cumulus looks to Wholesalers and regular Service Providers. The wholesaler sees Service Providers, the Service Providers see End users.

We will be adding additional services to this system that will ensure you are provided the most comprehensive view of your services being provisioned and billed through the Emersion Cumulus System.



# Customers and Services

This is a Customer List, from the perspective of a Wholesaler:

## Customer List

Account Number:

Customer Name:

Service Identifier:

Account Status:

Billing Contact Name:

Date Filtering:

From:

Till:

Account Number	Customer Name	Account Type	Status	Billing Contact	Phone	Email Address	Start Date	End Date	
55001	Strawberry Retailer CO T/A Strawberry Retailer	ORGANISATION	Active	Jane Strawberry	0892211111	sshortcake@strawberry.com.au	Jan 15, 2009		Create Order
55002	Plum Retailer CO T/A Plum Retailer	ORGANISATION	Active	Josie Plum	0395551234	support@parrot.com.au	Jan 15, 2009		Create Order
60000	J R Communications PTY LTD T/A Jim-s ISP	ORGANISATION	Active	Jim Ritchie	0397731520	jritchie@australiaonline.net.au	Sep 28, 2009		Create Order

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As you can see from your customer list, it is comprised of Service Providers/Resellers. While you can't see end users, from your customer view, you can see your services. From the **Services** tab, select **List all**. All the services will be displayed, with the "Customer Name" field being the service provider who sells each service.

Home Customers Billing **Services** Packages & Plans Report Finance Admin

List All Orders Migrations New Order Provisioning

Service

EMEID:

Customer ID:

Customer Name:

Status:

Service Identifier:

Status (SID):

Customer ID	Customer Name	EMEID	Start Date (EMEID)	Status	Type	Service Identifier (SID)	Start Date (SID)	End Date (SID)	Status (SID)	Package Plan	Modified
55001	Strawberry Retailer	55002	10 Sep 2009 00:00:00	Active	RBT-ST5	61290271153	10 Sep 2009 00:00:00		Active	RBT Bundle	10 Sep 2009
55001	Strawberry Retailer	55000	10 Sep 2009 00:00:00	Active	RBT-ADSL2	TST#00000000111	10 Sep 2009 00:00:00		Active	RBT DSL Only	10 Sep 2009
55001	Strawberry Retailer	55001	10 Sep 2009 00:00:00	Active	RBT-ADSL2	WHC#00000122639	10 Sep 2009 00:00:00		Active	RBT Bundle	10 Sep 2009
55002	Plum Retailer	55004	10 Sep 2009 00:00:00	Active	RBT-ST5	61399999999	10 Sep 2009 00:00:00		Active	RBT Bundle	10 Sep 2009
55002	Plum Retailer	55003	10 Sep 2009 00:00:00	Active	RBT-ADSL2	TST#99999999999	10 Sep 2009 00:00:00		Active	RBT Bundle	10 Sep 2009
55002	Plum Retailer	55005	10 Sep 2009 00:00:00	Active	Mobile	6141CALLPLUM	10 Sep 2009 00:00:00		Active	Mobile Only	10 Sep 2009

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From this list, you can select a service and view the details of it.

## Creating a Service Provider

To add a new Service Provider is essentially the same as adding a new end user for the Service Provider. As a Wholesaler you will be selling to customers that are organisations and therefore there are mandatory fields that need to be completed. (See page 22 or the RBT manual for details on setting up a new customer.)

As a part of creating a Service Provider, you need to create their Cumulus Admin account (useradmin). This account is used by the Service Provider to create staff accounts and Organisation units. The *suffix* in this section is usually the customer's domain name. When the new user logs into Cumulus, they will log in as *username@suffix*. An example may be alex@alexinternet.net.au. In this example, the username is "alex" and the suffix is "alexinternet.net.au". While you create useradmin@johnsinternet.com.au for the customer, Alex will never use it to provision services.



The Cumulus user/password you created with this new Service Provider is their admin account. **It cannot provision services**, rather it is used to create staff and org units, as well as set/modify permissions.

If you have completed all fields correctly, you will get a dialogue box similar to this appear for a moment;|

Saved Account #60002

...before you return to your Customer List, with your new customer now in the customer list.

Account Number	Customer Name	Account Type	Status	Billing Contact	Phone	Email Address	Start Date	End Date	
55001	Strawberry Retailer CO T/A Strawberry Retailer	ORGANISATION	Active	Jane Strawberry	0892211111	sshortcake@strawberry.com.au	Jan 15, 2009		Create Order
55002	Plum Retailer CO T/A Plum Retailer	ORGANISATION	Active	Josie Plum	0395551234	support@parrot.com.au	Jan 15, 2009		Create Order
60000	J R Communications PTY LTD T/A Jim-s ISP	ORGANISATION	Active	Jim Ritchie	0397731520	jritchie@australiaonline.net.au	Sep 28, 2009		Create Order
60100	Familiar Trust T/A We Sell Retail	ORGANISATION	Active	Wilbur Wright	0892142222	firsttofly@yahoo.com	Sep 28, 2009		Create Order

On the next page, we have an example Service Provider (*We Sell Retail* from this list) being created. You can see from here that we have two contacts for the account (Orville & Wilbur Wright), and that these contacts are both company directors found in the Organisation address.

## Create New Account

Choose Account Type:

Account Type:

Account Billing Day:   Override?

Credit Limit (\$):   Override?

Trading Due Days:   Override?

Period Length:   Override?

Align Pkgs to Acct:   Override?

Same As Primary Contact

### Organisation Details:

\* Organisation Name:

\* Org Type:

\* ABN:

Trading Name:

Trustee Business # Type:

Trustee Business #:

Trustee Name:

Trustee Type:

### Contact Details :

\* Phone Number:

Fax:

Email Address:

Website:

### Address Details :

Address Type:

Unit Type:

Unit Number:

Level Type:

Level Number:

Street #:

Street Number End:

Street Name:

Street Type:

Street Suffix:

Suburb:

State:

Postcode:

Country:

### Cumulus User Suffix And Admin

#### Login Details :

\* Choose Username:

\* Choose Password:

(Note\* A copy of the Primary Contact will be created and the login details attached to that contact. Please login as this user to create other contacts)

\* Cumulus User Suffix:

(Note\* Cumulus login username will be **username@Cumulus User Suffix**)

### Primary Contact (Account Owner):

Salutation:

\* First Name:

Middle Name:

\* Last Name:

Suffix:

Job Title:

\* Job Code:

### Address:

Same As Org Address

Address Type:

Unit Type:

Unit Number:

Level Type:

Level Number:

\* Street #:

Street Number End:

\* Street Name:

\* Street Type:

Street Suffix:

\* Suburb:

\* State:

\* Postcode:

Country:

### Other Details :

\* Phone Number:

Extention:

Mobile Number:

Fax:

\* Email Address:

Website:

Do Not Email

Do Not Call

### Auth Details :

\* Phone Password:

Secret Question 1:

Secret Answer 1:

Secret Question 2:

Secret Answer 2:

### Personal Details :

Date Of Birth:

### Billing Contact :

Salutation:

First Name:

Middle Name:

Last Name:

Suffix:

Job Title:

Job Code:

### Address:

Same As Org Address

Address Type:

Unit Type:

Unit Number:

Level Type:

Level Number:

Street #:

Street Number End:

Street Name:

Street Type:

Street Suffix:

Suburb:

State:

Postcode:

Country:

### Other Details :

Phone Number:

Extention:

Mobile Number:

Fax:

Email Address:

Website:

Do Not Email

Do Not Call

### Auth Details :

Phone Password:

Secret Question 1:

Secret Answer 1:

Secret Question 2:

Secret Answer 2:

### Personal Details :

Date Of Birth:

## Automatic Emails

Cumulus includes many new features that are both revolutionary, and stretch the abilities of the Optus B2B interface to new levels. Some of these features require Cumulus to automatically send an email to Optus or the wholesaler in order for the request to be carried out. Generally, these scenarios are fairly unusual, which is why an email is sent instead of an existing B2B interface being supplied. If these requests become commonplace, the emails may be replaced with an update to B2B functionality in future.

Here is a sample of varying scenarios that will trigger an automatic email to be sent, and what will be required on behalf of the wholesaler when this email is sent:

Scenario	Trigger	Content	Wholesaler Action
Internal Churn STS	Churn Loss Email to SP1	<p><i>Dear Losing SP,</i></p> <p><i>Please be advised that service FNNxxxx has churned away from you as per Order Number xxxx. You will no longer be billed for this service.</i></p> <p><i>If you have any queries regarding this change, please contact us.</i></p> <p><i>Regards, Wholesaler.</i></p>	<p>N/A</p> <p>(This scenario will trigger a Change of Lessee, see below)</p>
Internal Churn DSL	Churn Loss Email to SP1	<p><i>Dear Losing SP,</i></p> <p><i>Please be advised that DSL service WCG#XXXXXXXXXX has churned away from you as per Order Number xxxx. You will no longer be billed for this service.</i></p> <p><i>If you have any queries regarding this change, please contact us.</i></p> <p><i>Regards, Wholesaler.</i></p>	<p>N/A</p> <p>(This scenario will trigger a Change of Lessee, see below)</p>
Upsell STS to Entry Bundle	SQ passed at new address	<p><i>Dear WRCS,</i></p> <p><i>Please update DSL service WCG#XXXXXXXXXX from Standard DSL to Entry Level DSL, as this service has recently been upgraded to a bundle as per Optus Order Number: XXXXX</i></p> <p><i>Please advise once complete.</i></p> <p><i>Regards, Wholesaler.</i></p>	<p>Verify work completed</p>

Scenario	Trigger	Content	Wholesaler Action
Upsell DSL to Entry Bundle	SQ passed at new address	<p><i>Dear WRCS,</i></p> <p><i>Please update DSL service WCG#XXXXXXXXXX from Standard DSL to Entry Level DSL, as this service has recently been upgraded to a bundle as per Optus Order Number: XXXXX</i></p> <p><i>Please advise once complete.</i></p> <p><i>Regards, Wholesaler.</i></p>	Verify work completed
Change of Lessee	Change completed	<p><i>Dear WRCS,</i></p> <p><i>Please update service xxxxxxxx with these new details as per order xxxx:</i></p> <p><i>Name; Address; etc</i></p> <p><i>Please advise once complete.</i></p> <p><i>Regards, Wholesaler.</i></p>	Verify work completed
Optus Enquire (Retail Order Search)	Exists in Cumulus, but not Optus	<p><i>Dear Wholesaler,</i></p> <p><i>Order has no reference in the Optus system, please review provisioning log for more details</i></p>	Check provisioning log to find issue and fix
Forced upgrade due to excess usage	SP/EEDI PPR Report	<p><i>Dear Wholesaler,</i></p> <p><i>Please be advised that service xxxxx has been automatically upgraded by Optus from Entry Bundle to Standard Bundle due to prolonged excess usage. You have been charged \$50 for this service this month.</i></p>	Call Customer and find a better plan.

## Provisioning Log

When there is any change to a service, it is reflected in the provisioning log. Both parties (wholesaler and Service Provider) affiliated with the service can see the Provisioning log of services under their accounts. As a Wholesaler, you will see the services of **all** your resellers listed in the log. The Service Provider will only see their own.

This is the provisioning log – seen from the perspective of the Service Provider.

Provisioning Log

ID:

Customer ID:

Customer Name:

Service Identifier:

Status:

- Initial
- New
- Running
- Request Pending
- Quarantined
- Completed
- Failed

Provisioning Log ID	Provisioning Type	Workflow Action	Status	Service Identifier	Customer	Service Plan	Workflow ID
60000	Create	N/A	Completed	CEL#00000127323		M2 RBT DSL Layer 2 Plan	120265
60001	Create	N/A	Completed	CEL#00000127076		RBT DSL Sell Plan	120274
60002	Create	N/A	Completed	CEL#00000103608		M2 RBT DSL Buy Plan	120359
60003	Create	N/A	Completed	61893624255		M2 RBT DSL Layer 2 Plan	120329
60004	Create	N/A	Completed	CEL#00000127408		RBT DSL Sell Plan	120289
60005	Create	N/A	Completed	CEL#00000119519		M2 RBT DSL Buy Plan	120337
60006	Create	N/A	Completed	CEL#00000123566		M2 RBT DSL Layer 2 Plan	120301
60007	Create	N/A	Completed	CEL#00000119434		RBT DSL Sell Plan	120318

The above is a normal provisioning log, with everything showing as completed. Below is an example of some of the provisioning statuses that may be seen in a provisioning log. There are six different request types that are seen in the provisioning log, as shown below.

Provisioning Type	Meaning
Create	The order has been created and submitted to the carrier. Pending completion.
Refresh	A previous request was refreshed (e.g., for an SQ that is over 10 hours old).
Change	This will usually mean the service was suspended/barred; or re-enabled.
Cancel	This service has been cancelled. Look closer, it may have been relocated.
Feature	A request to make modifications to a service's features (e.g. VAS change).
Migrate	This service has been modified (e.g. plan change)

In the screenshot above, all the example log entries are "Completed". A provisioning request can in fact be in up to six different statuses. They are outlined in this second table:

Status	Meaning
New	The order has been created and submitted to the carrier. Pending completion.
Request Pending	The Carrier has acknowledged the request, pending completion.
Quarantined	Something unexpected has occurred, and needs human intervention.
Completed	The request has been completed by the carrier.
Failed	The request failed.
Cancelled	The request was cancelled prior to completion.