



Optus Residential Broadband and Telephony (RBT)

Service Management System User Manual

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Table of Contents

About This Document.....	4
Purpose	4
Intended Audience	4
Document Control	4
Introduction	5
Document Conventions.....	6
Assumptions Made.....	6
RBT System Basics.....	7
RBT Service Actions	7
RBT Service Provisioning.....	9
Overall Process	9
Customer Authority Requirements	20
Creating a Customer:	22
Order Management	23
Finding an Order	23
RBT Service Management	25
Package Subscription Management	26
Service Management	28
View Usage	30
STS Service Management	31
STS Service Management – Migrate Options.....	36
DSL Service Management	39
DSL Service Management – Migrate Options.....	41
Migrate	44
Provisioning Order Management.....	55
Provisioning Log.....	55
RBT Service Support.....	57
Ticket Index.....	57
View Ticket.....	58
Create STS Support Ticket	59
Create RBT DSL Support Ticket.....	63
RBT Business Rules	66
Entry Bundle Rules.....	66
Further Information.....	67
Emersion	67
Emersion Web Site:.....	67
Notes	68

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. Other Emersion User manuals will describe the use and operation of other system modules, such as the Entity Management System and Billing Sub-System, which may be mentioned or referred to within this manual.

This manual outlines the processes and procedures that need to be followed by a Service Provider (SP) to order, provision, maintain and support Residential Broadband and STS Services (RBT).

Intended Audience

The audience for this User Manual are Service Provider's customer service, provisioning and support teams who interact with end customers. Other operational groups who are responsible for managing the Residential and Broadband STS Services (RBT) may also use this manual.

Document Control

Version	Date	Description	Author
0.1	04/06/09	Initial version	Nathan Thomas & Michael O'Connor
0.2	16/07/09	Re-write with more human-readable content	Nathan Thomas & Michael O'Connor
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Introduction

On behalf of the team at Emersion, we would like to take this opportunity to welcome you to Emersion. The Emersion interface is designed for effective management of your Customers that you supply the RBT service. This manual describes the provisioning process used in the Emersion Service Management (SMS) System's RBT Service Module.

Emersion may update the system to improve your experience, updates, additional features and changes may occur beyond the date of the creation of this document. Therefore, some information or screens in this version of the manual may become slightly out of date.



Note that other Emersion modules referred to in this manual are not described in detail in this document. Please refer the specific Emersion system manual for further information about each module if required.

Document Conventions

The following conventions are used throughout this manual to describe information and procedures:

<i>Italics</i>	Indicates the name of a screen, field or setting. The capitalisation and punctuation are the same as displayed on the screen. For example: Complete the <i>Address</i> field.
Bold text	Bold text indicates either the name of a command, button or other interactive element. For example: Type the user's name in the <i>Customer Name</i> field, and then click Search .
BOLD CAPITALS	Text in bold capitals indicates the name of a key on a keyboard. For example: Enter your password, and then press ENTER .
Navigation >	Menu options or navigation paths are described in shorthand using the following convention: Module > Functional Area > Option For example, selecting the RBT area can be described as: Select Services > STS > RBT from the Menu.
Monospace text	Used to represent the text you must type in a field. For example Type abc in the <i>Search</i> field.
	The  symbol indicates some useful information or a handy tip.

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 familiar with the Emersion Customer Management System and you can competently use it.
- You have an agreement to obtain with a supplier of RBT services, either through an aggregator / supplier of Optus, or direct with Optus.
- You have a detailed understanding of the service and ordering requirements of the RBT service.
- You have read the "RBT Operations Manual".
- You have a computer less than 4 years old that you can competently operate.
- You have an Internet connection, and are capable of establishing a connection.
- 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.
- You have a basic understanding of computer and Internet terminology.
- You have a basic understanding of the day-to-day business operations of a Telecommunications Service Provider.

RBT System Basics

Your RBT Wholesale Service Provider will provide you with a login to access to the Emersion Service Management System. The Emersion system components are seamlessly integrated and you will access the Emersion Customer Management System (CMS), and the Service Management System's (SMS) RBT Service from a single Web interface.



Note the Service Provider Admin account provided is solely to be used to create and modify Staff Users and manage their permission See the Emersion System Administration Manual for details.

If you have obtained billing services from Emersion, through the Emersion Billing System (EBS), you will also access these Emersion modules from the same interface.

RBT Service Actions

The following Service Actions are available for RBT services following an: These will differ depending on the service type, the Service Qualification (SQ) results, and the current status of the service(s).

You will be prompted to select the order types you would like. Appropriate packages will be displayed depending on the service types, in the selected orders.

Note: you can only select one (1) order type for each Service Qualification that you have performed.

- | | |
|------------------------------------|---|
| ➤ Re-Submit SQ | performs a new SQ using new service details. |
| ➤ New Bundle | provision a new RBT STS and DSL bundle. |
| ➤ Port Bundle | port the RBT STS and DSL bundle. |
| ➤ Churn Bundle | churn the RBT STS and DSL bundle. |
| ➤ New STS | provision a new standalone STS service. |
| ➤ Port STS | port a standalone STS service. |
| ➤ Churn STS | churn a standalone STS service. |
| ➤ New DSL | provision a new standalone DSL service |
| ➤ Port DSL | port a standalone DSL service |
| ➤ Churn DSL | churn a standalone DSL service |
| ➤ Churn DSL/Upsell STS to Bundle - | churn the RBT STS and upsell the DSL to a bundle |
| ➤ Churn STS/Upsell DSL to Bundle | churn the RBT DSL and upsell the STS to a bundle |
| ➤ Internal Churn Bundle | churn the RBT STS and DSL bundle from one of the SP's existing customers (Nb. Change of Lessee) |
| ➤ Internal Churn STS | churn the RBT STS from one of the SP's existing customers (Nb. Change of Lessee) |
| ➤ Internal Churn DSL | churn the RBT DSL from one of the SP's existing customers (Nb. Change of Lessee) |

The following functions are available for provisioned RBT services:

- View STS view the existing bundle, STS or data service information.
- Change STS change the STS service features or FNN
- Change STS - Migrate Migrate or Upsell
- Cease STS cancel the STS Service.
- Relocate STS relocate the STS and broadband services.
- View STS Usage view rated and unrated usage for the STS Service.
- View DSL change the broadband service.
- Change DSL change the broadband service.
- Change DSL - Migrate Migrate or Upsell
- Suspend DSL suspend the DSL Radius
- Cease DSL cancel the DSL service.
- Relocate DSL relocate the DSL services.
- Migrate Package Migrate the STS and/or DSL services to another Package
- Cease Package cease the STS and DSL services.

The *Action* column also contains icons to perform the following functions on the RBT services at any time:

- Create Support Ticket Creates a support ticket against the service (see [Create STS Support Ticket](#) on page 59 and [Create RBT DSL Support Ticket](#) on page 63).

RBT Service Provisioning

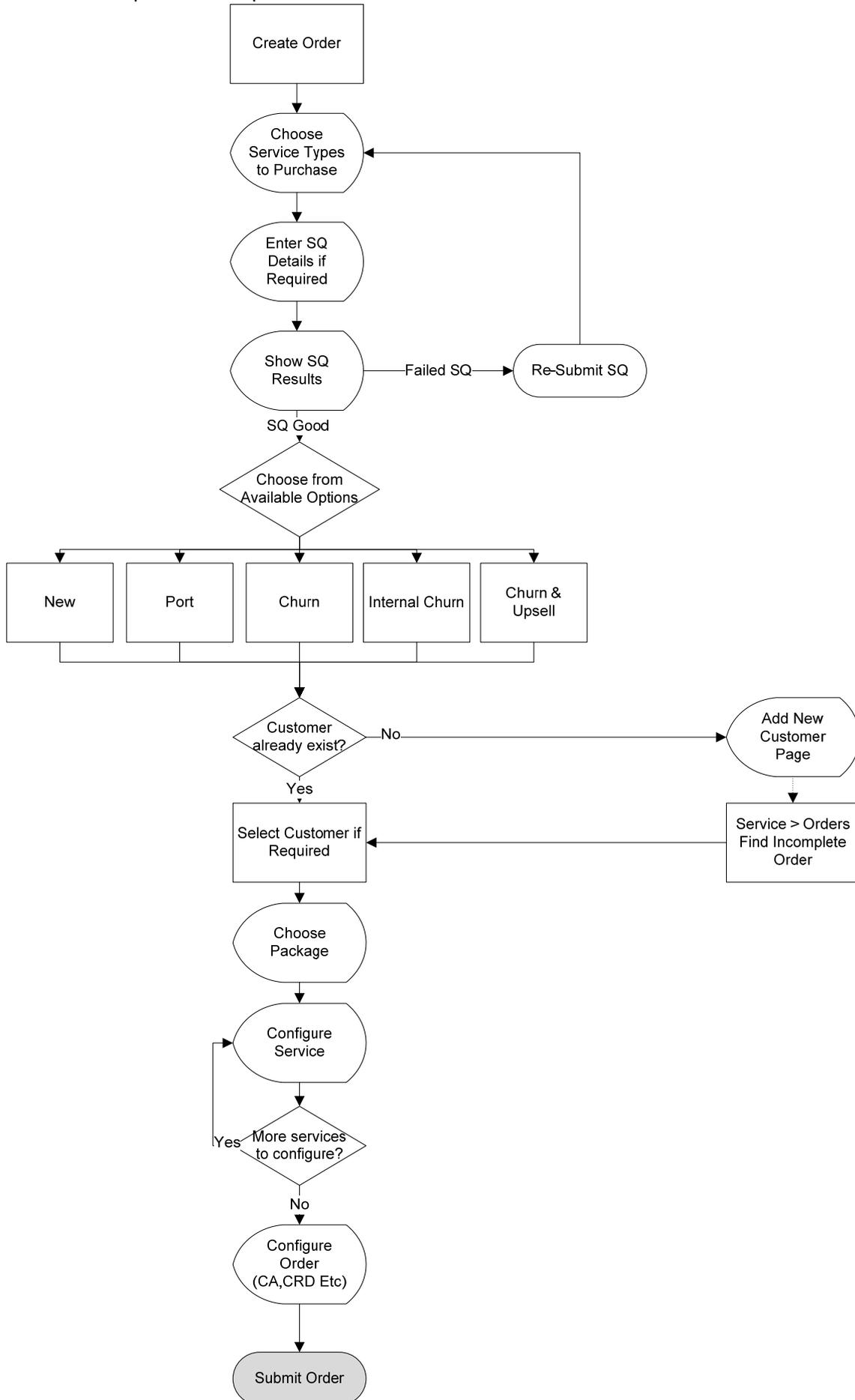
All the functions required to provision a RBT service are contained within the *Create Order* function of the Emersion system. These functions are part of the Emersion SMS Module.

Overall Process

The overall process for provisioning and managing a RBT service is as follows:

- Step 1.** Order a RBT Service / Bundle, for a Customer, containing a RBT service (STS Standalone, or STS and broadband bundle) using the *Create Order* function.
- Step 2.** Confirm the availability of the RBT service at the service address or customer phone number via a Service Qualification (SQ) (see on page 10).
- Step 3.** Enter the provisioning request by selection the order type for the Order.
- Step 4.** Select the required Package Plan based on your order type and available Packages.
- Step 5.** Configure the required Services and submit your order.
- Step 6.** Monitor the submitted Order(s) for changes or errors, until completion (see Order Log on page 23).
- Step 7.** As required, perform Maintenance on the RBT service:
 - (i) raise a Change STS or Change Data Order to modify the RBT service;
 - (ii) raise a Relocate STS and Data Order to relocate the RBT service in the instance the Entity moves premises; and
 - (iii) raise a Cease STS and Data Order to cancel the RBT service in the instance the Entity no longer requires the RBT service, or if the Customer Churns or Ports away from you.
- Step 8.** If required, submit a Support request against the RBT service if a problem is found with the service.

The overall Order process is depicted in the below flowchart:



Choose Customer and Service Types

Step 1. Choose the customer you are creating the order for from *the Customer List*– or click on **Create Order** under the *Services* Main Menu.

Customer List

Account Number:

Customer Name:

Service Identifier:

Account Status:

Billing Contact Name:

Date Filtering:

From:

To:

Account Number	Customer Name	Account Type	Status	Billing Contact	Phone	Email Address	Start Date	End Date	
55003	John Enduser	INDIVIDUAL	Active	John Enduser			Jan 15, 2009		Create Order

Step 2. Select the service type(s) you wish to provision.
Hold down the CTRL Key to select more than one Service Type

Create Order

Please choose the Service Types you would like in this order:

Service Type:

Service Qualification (SQ)

The Service Qualification (SQ) function verifies that a RBT service can be provisioned on the ULL (i.e. Unconditioned Local Loop, or copper wire) at the customer’s address. The results of the SQ will show the available actions based on the services available at the specified address, and any services already received by the customer.

A SQ is performed as part of the RBT Order process, or can be performed prior to entering a RBT Order, to check availability before entering the customer and service details. A Sale for a RBT service will not be saved until a SQ is successfully completed that confirms that the RBT service can be provisioned at the customer’s address.



SQ results are only valid for 10 hours. You will need to perform a Refresh SQ operation to provision a service if the SQ has expired.

Step 1. Enter the details of the location you wish to provision services at. You can use Customer phone number (**FNN**), **DSLID** or **Service Address**.

Step 2. Select whether the customer is *Residential* or *Business* in the *Tariff Group* drop box.

- Note. The SQ will check for **FNN** first then **DSL ID** then **Service Address** if all are filled in returning the first successful response.
- SQ’s on address can return inaccurate results, as it relies on Telstra’s database.

Service Qualification Details

* Market Segment: Residential

FNN: 0290271156

DSL ID:

First Name:

* Last/Business Name:

Unit Type: None

Unit Number:

* Street Number:

* Street Name:

* Street Type: None

Street Suffix: None

* Suburb:

* State: Australian Capital Territory

* Postcode:

Submit

You are performing a Service Qualification (SQ) against Optus for their Residential Broadband and Telephony (RBT) Service. Please select a Market Segment for your Order (Mandatory).

The SQ will check for a successful result against (in Order):

1. FNN - Format is Australian (0399884433)
2. DSL ID - Format is WHC#0000000056
3. Service Address

Available Order Types will be displayed based on the SQ results

Step 3. When your SQ is returned (if the SQ is still pending, you can refresh it) you can get more details on the result by selecting the magnifying glass 

Service Qualifications

SQ Type	SQ Created	Status	Result
 OptusRBT	22 Sep 2009 11:26:30	Pending	N/A Refresh

This will display the entire result from Optus.

Service Qualifications

SQ Type	SQ Created	Status	Result
 OptusRBT	22 Sep 2009 11:26:30	Success	SQ successful for this FNN Re-Submit

SQ ID: SQ00000056
 SQ Date: 2007-05-03 12:37:05
 phoneNumber: 0290271156
 TESA 0: HOA
 TESA ULL Enabled: Y
 TESA Capacity Reached: N
 NW Tie Count: 2
 ULL Service Types: UT, UD
 marketSegment: Residential
 OW Existing ULLTEL: Y
 OW Existing ULLDSL: Y
 OW ULLTEL Churn: Y, N
 OW ULLDSL Churn: N, Y
 OW ULL TEL Available: Y
 OW ULL DSL Available: Y
 OW HSD: N
 OW OTV: N
 OW LAT: N
 OW RDSL: N
 OW Response Code 1: 20003
 OW Response Message 1: SQ successful for this FNN
 serviceID: 0290271156, WES#0000000056
 Customer Address:
 streetNumber: 18A
 streetName: ETHEL
 streetType: ST
 suburb: HORNSBY
 state: NSW
 postCode: 2077

The Service Qualification (SQ) detail view

Choose from Available Order Types

Step 1. You now need to select the order type you wish to progress with.

Step 2. Click on the Radio button if the required Order Type.

Order: 60100 (Customer: John Enduser)

Select Qualifications

SQ Type	SQ Created	Status	Result	
OptusRBT	22 Sep 2009 11:26:30	Success	SQ successful for this FNN	Re-Submit

Available Order Types

OptusRBT

- New DSL
- Churn DSL
- New STS
- Churn STS
- New Bundle
- Churn Bundle

Please Select the order types you would like. Appropriate packages will be displayed depending on the service types, in the selected orders.

Note: you can only select 1 order type for each Service Qualification that you have performed.

Available Packages

Package ID	External Name	Internal Name	Select
No Packages match the Service Combination			

Order types are based on the SQ result and the selected Service Types you can only select one (1) order type for each Service Qualification that you have performed.

- Re-Submit SQ performs a new SQ using new service details.
- New Bundle provision a new RBT STS and DSL bundle.
- Port Bundle port the RBT STS and DSL bundle.
- Churn Bundle churn the RBT STS and DSL bundle.
- New STS provision a new standalone STS service.
- Port STS port a standalone STS service.
- Churn STS churn a standalone STS service.
- New DSL provision a new standalone DSL service
- Port DSL port a standalone DSL service
- Churn DSL churn a standalone DSL service
- Churn DSL/Upsell STS to Bundle - churn the RBT STS and upsell the DSL to a bundle
- Churn STS/Upsell DSL to Bundle churn the RBT DSL and upsell the STS to a bundle
- Internal Churn Bundle churn the RBT STS and DSL bundle from one of the SP's existing customers (Nb. Change of Lessee)
- Internal Churn STS churn the RBT STS from one of the SP's existing customers (Nb. Change of Lessee)
- Internal Churn DSL churn the RBT DSL from one of the SP's existing customers (Nb. Change of Lessee)

Choose your Customer / Package

If you have not entered from the Customer List you will see a screen like this;

Order: 60101

Service Qualifications

SQ Type	SQ Created	Status	Result
OptusRBT	22 Sep 2009 11:40:38	Success	SQ successful for this FNN Finalised

Available Order Types

OptusRBT

- New DSL
- Churn DSL
- New STS
- Churn STS
- New Bundle
- Churn Bundle

Please Select the order types you would like. Appropriate packages will be displayed depending on the service types, in the selected orders.

Note: you can only select 1 order type for each Service Qualification that you have performed.

Customer Choice

Account Number:

Customer Name:

Service Identifier:

Account Status:

Billing Contact Name:

Date Filtering:

From:

To:

Account Number	Customer Name	Account Type	Status	Billing Contact	Phone	Email Address	Start Date	End Date
55003	John Enduser	INDIVIDUAL	Active	John Enduser			Jan 15, 2009	<input type="button" value="Select"/>

And be prompted to:

- Step 1. Search / Select a Customer from an existing customer
- Step 2. Once a customer is selected you will be directed to Step 3 - on the same screen as if you had you started with a customer.

OR

- Step 1. Create a new customer if required by selecting **Add New Customer**. You will be directed to the *Create New Customer* Screen (see Page 22).



If you select *Add New Customer* you will need to note your *Order ID* from the top of the screen to be able to return to the order you are in the middle of.

OR

- Step 3. Based on your selection of Order Type and the SQ Results a list of available Packages will be displayed
- Step 4. Choose your package by selecting the Radio Button.
Screen: Choose Option

Service Qualifications

SQ Type	SQ Created	Status	Result	
OptusRBT	21 Sep 2009 20:13:42	Success	SQ successful for this FNN	Re-Submit

Available Order Types

OptusRBT

- New DSL
- Churn DSL
- New STS
- Churn STS
- New Bundle
- Churn Bundle

Please Select the order types you would like. Appropriate packages will be displayed depending on the service types, in the selected orders.

Note: you can only select 1 order type for each Service Qualification that you have performed.

Available Packages

Package ID	External Name	Internal Name	Select
55027	Entry RBT Bundle	Entry RBT Bundle	<input type="radio"/>
55016	DSL2 and Telephone Bundle	RBT Bundle	<input checked="" type="radio"/>

[Select](#)

Step 5. Once you have done this, you will not be able to modify your SQ (Your SQ will be marked as "Finalised").

Screen: Configure Services (can't modify SQ)

Service Qualifications

SQ Type	SQ Created	Status	Result	
OptusRBT	21 Sep 2009 20:13:42	Success	SQ successful for this FNN	Finalised

Available Order Types

OptusRBT

- New DSL
- Churn DSL
- New STS
- Churn STS
- New Bundle
- Churn Bundle

Please Select the order types you would like. Appropriate packages will be displayed depending on the service types, in the selected orders.

Note: you can only select 1 order type for each Service Qualification that you have performed.

Configuring: RBT Bundle

Service Type	Mandatory	
RBT-ADSL2	Yes	Configure
RBT-STIS	Yes	Configure

Configuring: Order

SQ Type	Order Type	
OptusRBT	Churn Bundle	Configure

Configure your DSL Services

Step 1. Click **Configure RBT-ADSL2**.

Screen: Configure DSL

Configure DSL

Service Details

Service Plan	RBT DSL Base Plan
Market Segment	Residential
Service Address	18A ETHEL ST HORNSBY NSW 2077

Login Details

* Username:

* Realm:

* Password:

Step 2. Enter the customer's Radius user name in the *Username* field.

Step 3. If applicable, select the customer's realm in the drop list *Realm*.

Step 4. In the *Password* field, enter the Radius password for the customer to access the DSL service.

Step 5. Re-enter the password in the *Confirm Password* field for security. This must match the password entered.

If the Package Chosen has **Layer 2 DSL Services**



The configuration screen will display a message saying nothing is to configure

- Username will be Automatically Set as the DSL ID
- Password is not required.

Step 6. Click **Save** and you will be returned to the Service Configure screen

Screen: Service Configured

Configuring: RBT Bundle

Service Type	Mandatory	
RBT-ADSL2	Yes	Re-Configure
RBT-ST5	Yes	Configure

Configuring: Order

SQ Type	Order Type	
OptusRBT	Churn Bundle	Configure

Configure your STS Service

Step 1. Click **Configure RBT-STTS**.

Screen: Configure STS

Configure STS

Service Details

Service FNN 0290271156
 Service Plan RBT STS Base Plan
 Market Segment Residential
 Service Address 18A ETHEL ST
 HORNSBY NSW 2077

Service Details

* Service Number: 0290270001 ▼
 * Long Distance Preselect Carrier: OptusChoice ▼

Telephony Features

Unlisted Number
 Call Number Display
 Call Waiting
 Caller ID
 Call Return
 Three Way Call
 Selective Call

Call Barring

National Call Barring
 International Call Barring
 Info Call Barring
 Mobile Call Barring
 Call Divert

Voicemail

Voicemail
 # Rings Before Divert: Select ▼

Create New STS

Step 2. Select a new phone number for the service in the *Service Number* (FNN) drop list.

The system will show eight available numbers to choose from. Note that these numbers are only available for 15 minutes. After that time, the system will display a message and refresh the list of numbers.

Step 3. Select the customer's LD Pre-Select provider from the Long Distance Carrier drop list. The options available are limited to:

- Optus Choice if the customer selects you (Optus) by choice to carry their long distance calls;
- Optus Default if the customer does not make a selection of LD provider – this is the default value;
- Telstra if the customer selects Telstra or a Telstra reseller as their LD provider (including Soul);
- AAPT if the customer selects AAPT as their LD provider;
- PowerTel if the customer selects PowerTel as their LD provider.

Step 4. Select whether the customer has elected to have an unlisted number in the Unlisted Number checkbox.

Step 5. Select whether the customer has elected to send or hide their number in the CND Send checkbox.

Step 6. Select whether the customer has call waiting on their service in the Call Waiting options checkbox

Step 7. Select whether the customer has caller ID on their service in the Caller ID options checkbox.

- Step 8.** Select whether the customer has call return on their service in the Call Return options checkbox.
- Step 9.** Select whether the customer has three way call on their service in the Three Way Call checkbox.
- Step 10.** Select whether the customer has call divert on their service in the Call Diverting options checkbox.
- Step 11.** Select whether the customer has selective call features on their service in the Selective Call Accept checkbox.
- Step 12.** Select whether the customer has any call barring on their service in the Call Baring check boxes as follows:
- Bar Outbound Calls the customer cannot make any outbound calls except emergency numbers;
Note: Not Available on New Orders
 - Bar National the customer cannot make any national calls;
 - Bar International the customer cannot make any international calls;
 - Bar Info Call the customer cannot make any calls to informational services, such as 1900 numbers.
 - Bar Mobile the customer cannot make any calls to mobile numbers;
- Step 13.** Select whether the customer has Voicemail in the *Enable* options checkbox in the *Voicemail Options* area.
- Step 14.** If the customer has Voicemail on their service, select the number of rings before the call is diverted in the *Rings before Diverting to Voicemail* drop list (5-8) in the *Voicemail Options* area.
- Step 15.** Click **Save** and you will be returned to the Service Configure screen
Screen: Services Configured, Now configure Order:

[Configuring: RBT Bundle](#)

Service Type		Mandatory	
 RBT-ADSL2	Yes	Re-Configure	
 RBT-ST5	Yes	Re-Configure	

[Configuring: Order](#)

SO Type		Order Type	
OptusRBT	Churn.Bundle	Configure	

Configure Order

Step 16. Click **Configure** Order for Optus RBT (these are generic order details that apply to both services).

Screen: Configure Order

Order Configuration

Summary

Package Name: Entry RBT Bundle Market Segment: Residential
 Site Address: 18A ETHEL ST
 HORNSBY NSW 2077

Site Contact

Site Contact: MR
 Salutation:

* Site Contact Firstname:

* Site Contact Lastname:

* Site Contact Phone:

Site Contact Mobile:

Order Details

Customer Requires Date:

Request Cutover Time:
 8am - 1pm
 1pm - 5pm

Multi-Dwelling Unit (MDU)

CSG Waived

Customer Authority Requirements

* ULL CA Method: Paper Form

* ULL Reference Number:

* ULL CA Date:

Upload ULL File:

* LD CA Method: Paper Form

* LD Reference Number:

* LD CA Date:

Upload LD File:

- (a) The customer's address, as returned from the SQ, will display. These details cannot be modified.
- (b) The customer's Market Segment, as returned from the SQ, will display. These details cannot be modified.
- (c) The customer's Package Plan selected will display. These details cannot be modified.

Step 17. Configure your Site Contact Details

- (a) Select the site contact title from the *Site Contact Salutation* drop list.
- (b) Enter the site contact first name in the *Site Contact Salutation First Name* field.
- (c) Enter the site contact last name in the *Site Contact Salutation Last Name* field.
- (d) Enter the site contact Phone in the *Site Contact Salutation Phone* field.
- (e) Enter the site contact last name in the *Site Contact Salutation Mobile* field.

Step 18. The system will display the earliest date that the service can be provisioned. If required, select a later date in the *CRD Date* drop lists. Note that if a date earlier than the displayed CRD is selected, the date originally displayed will be used.

- Step 19. Check whether the customer has waived their CSG rights in the *Customer Waived CSG* check box.
- Step 20. If the customer’s premises is not a Multiple Dwelling Unit (i.e. the *MDU* check box is not selected), the *Cutover Timeslot Option* area will display.
- Step 21. Select the customer’s connection time preference from the *Requested Cutover Time* radio buttons (AM or PM).
- Step 22. In the Address Details area, select whether the premises is a Multiple Dwelling Unit in the MDU check box.
- Step 23. Enter your Customer Authority Requirements and Upload your Customer Authority files (see Page 20) for requirements
- Step 24. **Submit** the order
- Step 25. Once the order details have been validated, the *View Sale* page will appear, showing the sale and the Plan with a *Status of Provisioning in Progress*. You must monitor the Status to check for errors, rejections or changes

Customer Authority Requirements

Depending on the Order Type different Customer Authority Requirements will be displayed.

Scenario	CA Requirement
New Service Order / Relocation Order	Unconditioned Local Loop (ULL) CA – to procure new copper.
Port Order	Unconditioned Local Loop (ULL) CA – to procure new copper. Local Number Portability (LNP) CA – to authorise Porting the Service Number from the current carrier.
Churn Order	Local Call Churn CA - to authorise Churning a Local Service (including Service Number) away from you, M2 or Optus. Broadband Churn CA - to authorise Churning a Broadband Service away from you, M2 or Optus LD Pre-Selection CA - to authorise a change in LD provider to the gaining carrier.
LD Pre-selection	LD Pre-Selection CA - to authorise a change in LD Provider

- Step 1. Enter the ULL CA details in the *ULL CA Authorisation* area as follows:
 - (i) Select the CA type in the *CA Method* drop list.
 - (ii) Enter the reference number (if applicable) in the *CA Reference Number* field.
 - (iii) Select the date the CA was signed by the customer in the *CA Date* drop lists.
 - (iv) Upload a scanned image of the CA, a voice recording file or the electronic copy of the CA by clicking **Browse** beside the *CA Upload* field. The *File Upload* window will appear, prompting you to locate the required CA file and select it by clicking **Open**. The system will automatically upload the selected file.
- Step 2. Enter the Churn STS CA details in the *Churn STS CA* area as follows:
 - (i) Select the CA type in the *CA Method* drop list.
 - (ii) Enter the reference number (if applicable) in the *CA Reference Number* field.
 - (iii) Select the date the CA was signed by the customer in the *CA Date* drop lists.
 - (iv) Upload a scanned image of the CA, a voice recording file or the electronic copy of the CA by clicking **Browse** beside the *CA Upload* field. The *File Upload* window will appear, prompting you to locate the required CA file and select it by clicking **Open**.
- Step 3. Enter the Churn Broadband CA details in the *Churn Broadband CA* area as follows:
 - (i) Select the CA type in the *CA Method* drop list.
 - (ii) Enter the reference number (if applicable) in the *CA Reference Number* field.
 - (iii) Select the date the CA was signed by the customer in the *CA Date* drop lists.

- (iv) Upload a scanned image of the CA, a voice recording file or the electronic copy of the CA by clicking **Browse** beside the *CA Upload* field.

Note: If the Churn STS CA uploaded in the *Churn STS Authorisation* area contains the Churn Broadband CA details (i.e. you use a single CA for both authorisations), you do not need to upload another file.

Step 4. Enter the LD-Pre-Select CA details in the *LD Authorisation* area as follows:

- (i) Select the CA type in the *CA Method* drop list.
- (ii) Enter the reference number (if applicable) in the *CA Reference Number* field.
- (iii) Select the date the CA was signed by the customer in the *CA Date* drop lists.
- (iv) Upload a scanned image of the CA, a voice recording file or the electronic copy of the CA by clicking **Browse** beside the *CA Upload* field.

Note: If the Churn STS CA uploaded in the *Churn Authorisation* area contains the LD CA details (i.e. you use a single CA for all authorisations), you do not need to upload another file.

Step 5. Enter the LNP CA details in the *Number Port Authorisation* area as follows:

- (i) Select the CA type in the *CA Method* drop list.
- (ii) Enter the reference number (if applicable) in the *CA Reference Number* field.
- (iii) Select the date the CA was signed by the customer in the *CA Date* drop lists.
- (iv) Upload a scanned image of the CA, a voice recording file or the electronic copy of the CA by clicking **Browse** beside the *CA Upload* field.

Note: If the ULL CA uploaded in the *ULL Authorisation* area contains the LNP CA details (i.e. you use a single CA for both authorisations), you do not need to upload another file.

Creating a Customer:

- Step 1. From the Customers Main Menu you can create a new customer.
- Step 2. If you select *Add New Customer* in the Order Process you will be directed to the *Create New Customer* Screen

Create New Account

Choose Account Type: Individual ▾	
* Account Type: End User ▾	
Account Billing Day: <input type="text"/> <input type="checkbox"/> Override?	Period Length Months: <input type="text"/> <input type="checkbox"/> Override?
Credit Limit (\$): <input type="text"/> <input type="checkbox"/> Override?	Align Pkgs to Acct: Yes ▾ <input type="checkbox"/> Override?
Trading Due Days: <input type="text"/> <input type="checkbox"/> Override?	<input type="checkbox"/> Same As Primary Contact
Primary Contact:	Billing Contact :
Salutation: Select Salutation ▾	Salutation: Select Salutation ▾
* First Name: <input type="text"/>	First Name: <input type="text"/>
Middle Name: <input type="text"/>	Middle Name: <input type="text"/>
* Last Name: <input type="text"/>	Last Name: <input type="text"/>
Suffix: Select Suffix ▾	Suffix: Select Suffix ▾
Address :	Address :
Address Type: Residential ▾	Address Type: Residential ▾
Unit Type: Select Unit Type ▾	Unit Type: Select Unit Type ▾
Unit Number: <input type="text"/>	Unit Number: <input type="text"/>
Level Type: Select House Level Type ▾	Level Type: Select House Level Type ▾
Level Number: <input type="text"/>	Level Number: <input type="text"/>

- Step 9. Fill out the details for your customer. Note that fields marked with an asterisk (*) are mandatory. You will see a notice telling you your account was saved.

Saved Account #60000 ✕

- Step 3. If you select *Add New Customer* in the Order Process you will be directed to the *Create New Customer* Screen. You can return to your Order by finding your order (See Page 22)

Order Management

Finding an Order

Step 1. You can return to your Order via the **Service Main Menu>Orders**. This will display the Orders Index as below:

Orders

ID	Created	Created By	Customer	Package	Completed
60000	22 Sep 2009 09:47:10	Jane Strawberry	John Enduser	RBT STS Only	No
60001	22 Sep 2009 09:53:06	Jane Strawberry	John Enduser		No
60002	22 Sep 2009 09:54:52	Jane Strawberry	John Enduser		No
60100	22 Sep 2009 11:26:20	Jane Strawberry	John Enduser	RBT Bundle	No
60101	22 Sep 2009 11:40:30	Jane Strawberry	John Enduser	Entry RBT Bundle	No

You can see that the Order ID is on the left, the Customer is identified if one was selected and the Package is also identified if the Order progressed past Package Choice.

Step 2. Click on the Order ID of the Order you wish to finalise and you will be returned to the point in the order process from which you left.

Order: 60101 (Customer: John Enduser)

Service Qualifications

SQ Type	SQ Created	Status	Result
OptusRBT	22 Sep 2009 11:40:38	Success	SQ successful for this FNN Finalised

Available Order Types

OptusRBT

- New DSL
- Churn DSL
- New STS
- Churn STS
- New Bundle
- Churn Bundle

Please Select the order types you would like. Appropriate packages will be displayed depending on the service types, in the selected orders.

Note: you can only select 1 order type for each Service Qualification that you have performed.

Configuring: Entry RBT Bundle

Service Type	Mandatory	
RBT-ADSL2	Yes	Configure
RBT-STs	Yes	Configure

Configuring: Order

SQ Type	Order Type	
OptusRBT	New Bundle	Configure

NB. This Page will also show Completed Orders

Orders

ID	Created	Created By	Customer	Package	Completed
60000	25 Sep 2009 10:04:48	Jane Strawberry	John Enduser	Entry RBT Bundle	Yes
60100	25 Sep 2009 15:11:24	Jane Strawberry	John Enduser		No

1

If you click on them you will see the [Order is Complete](#)

Order: 60000 (Customer: John Enduser)

Service Qualifications

SQ Type	SQ Created	Status	Result
OptusRBT	25 Sep 2009 10:05:01	Success	SQ successful for this FNN Finalised

Available Order Types

OptusRBT

- New DSL
- Churn DSL
- New STS
- Churn STS
- New Bundle
- Churn Bundle

Please Select the order types you would like. Appropriate packages will be displayed depending on the service types, in the selected orders.

Note: you can only select 1 order type for each Service Qualification that you have performed.

[Order is Complete](#)

RBT Service Management

As required you can, perform Maintenance on the RBT Package and individual Service(s).

The following functions are available for provisioned RBT services:

- View STS view the existing bundle, STS or data service information.
- Change STS change the STS service features or FNN
- Change STS - Migrate Migrate or Upsell
- Cease STS cancel the STS Service.
- Relocate STS relocate the STS and broadband services.
- View STS Usage View Rated and Unrated Call Details.
- View DSL change the broadband service.
- Change DSL change the broadband service.
- Change DSL - Migrate Migrate or Upsell
- Suspend DSL suspend the DSL Radius
- Cease DSL cancel the DSL service.
- Relocate DSL relocate the DSL services.
- Migrate Package Migrate the STS and/or DSL services to another Package
- Cease Package cease the STS and DSL services.

Package Subscription Management

Step 1. Choose the customer you wish to manage an RBT Package or Service for from the *Customer List* by clicking on their *Customer Name* or *Account Number*.

Customer List

Account Number: Billing Contact Name:

Customer Name: Date Filtering: Select

Service Identifier: From:

Account Status: Filter By Status Till:

Account Number	Customer Name	Account Type	Status	Billing Contact	Phone	Email Address	Start Date	End Date	
55003	John Enduser	INDIVIDUAL	Active	John Enduser			Jan 15, 2009		Create Order

Step 2. Choose the Package you wish to manage from the *Package Subscription Tab* clicking on the *Package Subscription ID*.

Customer: John Enduser

Summary Detail Contacts **Package Subscriptions** Service Subscriptions Invoices

Packages

ID:

Package Name:

Status:

- Active
- Cancelled
- PreActive
- NonPayment
- Suspended

ID	Package Name	Status	Start Date	End Date
55008	DSL2 and Telephone Bundle + Mobile	Active	2009-09-01 16:58:15	
55010	DSL2 and Telephone Bundle	Active	2009-09-01 17:03:32	
55012	ADSL2	Active	2009-09-02 09:58:33	
55014	Telephone	Active	2009-09-02 10:07:02	

Step 3. You may then:

- Cease Package cease the STS and DSL services.
- Migrate Package migrate the package to another package Plan or cease an individual service or upsell an individual STS or DSL service.

Customer: John Enduser

Summary Detail Contacts **Package Subscriptions** Service Subscriptions Invoices

Package Plan Name: DSL2 and Telephone Bundle

Status: Active

Start Date: 1 Sep 2009

End Date:

Allocated Service Subscriptions

ID	Service Identifier	Service Plan	Service Type	Status	Start Date	End Date	Action
55019	WHC#222222222	DSL2	RBT-ADSL2	Active	2009-09-01 17:03:32		View Usage
55021	032222222	Telephone	RBT-STs	Active	2009-09-01 17:03:32		View Usage

Package Subscription Management

Migrate Package

Step 4. To Migrate the package subscription click **Migrate Package Subscription**. Migrations are covered in another section (See Page 44)

OR

Cancel Package

Step 4. To Cancel the entire package click **Cancel Package Subscription**.

Customer: John Enduser

Summary Detail Contacts Package Subscriptions Service Subscriptions Invoices

Package Plan Name: DSL2 and Telephone Bundle

Status: Active

Start Date: 1 Sep 2009

End Date:

Allocated Service Subscriptions

ID	Service Identifier	Service Plan	Service Type	Status	Start Date	End Date	Action
55019	WHC#222222222	DSL2	RBT-ADSL2	Active	2009-09-01 17:03:32		View Usage
55021	0322222222	Telephone	RBT-ST5	Active	2009-09-01 17:03:32		View Usage

Cancel Package Subscription

* Cancel Reason:

Cancel Comments:

Step 5. Enter the *Cancel Reason* by selecting it from the dropdown box.

Step 6. Fill in any Cancel Comments as desired and;

Step 7. Confirm your Cancel by clicking **Confirm Cancel**. A message will appear to show that your cancellation has been submitted.

A cancel package subscription request has been submitted.

Step 8. If you go back to the Package List and choose the Package you just submitted a Cancel for you will see that the Package Subscription Management section is no longer visible as you can perform no actions on this Package Subscription.

Customer: John Enduser

Summary Detail Contacts Package Subscriptions Service Subscriptions Invoices

Package Plan Name: DSL2 and Telephone Bundle

Status: Active

Start Date: 1 Sep 2009

End Date:

Allocated Service Subscriptions

ID	Service Identifier	Service Plan	Service Type	Status	Start Date	End Date	Action
55019	WHC#222222222	DSL2	RBT-ADSL2	Active	2009-09-01 17:03:32		View Usage
55021	0322222222	Telephone	RBT-ST5	Active	2009-09-01 17:03:32		View Usage

Service Management

Step 1. Choose the customer you wish to manage an RBT Package or Service for from the *Customer List* by clicking on their *Customer Name* or *Account Number*.

Customer List

Account Number: Billing Contact Name:

Customer Name: Date Filtering:

Service Identifier: From:

Account Status: Till:

Account Number	Customer Name	Account Type	Status	Billing Contact	Phone	Email Address	Start Date	End Date
55003	John Enduser	INDIVIDUAL	Active	John Enduser			Jan 15, 2009	

1

Step 2. Choose the Service you wish to manage from the Service Subscription Tab clicking on the ID.

Customer: John Enduser

Summary Detail Contacts **Package Subscriptions** **Service Subscriptions** Invoices

Service

EMED: Service Identifier:

Status: Status (SID):

ID	Service Identifier (SID)	Service Plan	Service Type	Status	Start Date (SID)	End Date (SID)	Modified	Action
55014	WHC#1111111111	DSL2	RBT-ADSL2	Active	1 Sep 2009 16:58:15		17 Sep 2009	View Usage
55016	614111111111	Mobile Base Plan	Mobile	Active	1 Sep 2009 16:58:15		17 Sep 2009	View Usage
55017	613111111111	Telephone	RBT-ST5	Active	1 Sep 2009 16:58:15		17 Sep 2009	View Usage
55019	WHC#2222222222	DSL2	RBT-ADSL2	Active	1 Sep 2009 17:03:32		17 Sep 2009	View Usage
55021	613222222222	Telephone	RBT-ST5	Active	1 Sep 2009 17:03:32		17 Sep 2009	View Usage
55022	#WHC#3333333333	DSL2	RBT-ADSL2	Active	2 Sep 2009 09:58:33		18 Sep 2009	View Usage
55024	613333333333	Telephone	RBT-ST5	Active	2 Sep 2009 10:07:02		18 Sep 2009	View Usage

1

OR

Choose the Package you wish to manage from the *Package Subscription Tab* clicking on the *Package Subscription ID*.

Customer: John Enduser

Summary Detail Contacts **Package Subscriptions** Service Subscriptions Invoices

Packages

ID:

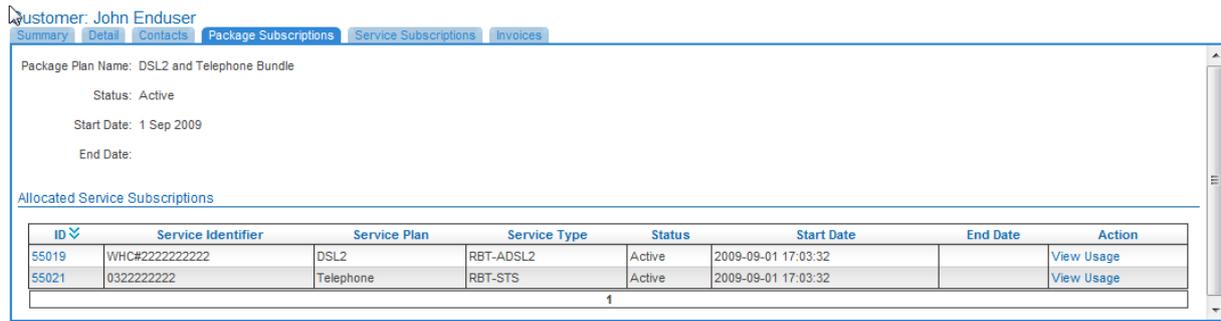
Package Name:

Status:

ID	Package Name	Status	Start Date	End Date
55008	DSL2 and Telephone Bundle + Mobile	Active	2009-09-01 16:58:15	
55010	DSL2 and Telephone Bundle	Active	2009-09-01 17:03:32	
55012	ADSL2	Active	2009-09-02 09:58:33	
55014	Telephone	Active	2009-09-02 10:07:02	

1

Then Choose the Service you wish to manage from the *Package Subscription View* by clicking on the *Service Subscription ID*.



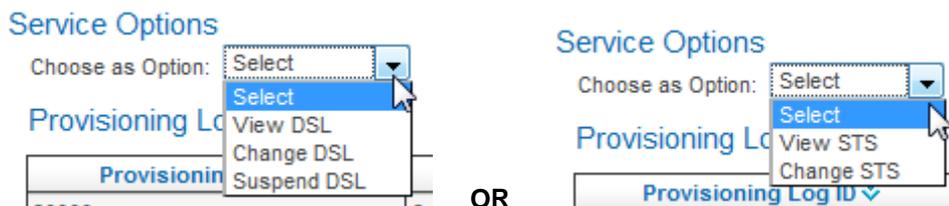
Step 3. This will display the Service you wish to manage.



Generic Service Details are displayed at the top of the screen.

- Service ID
- Service Subscription ID
- Service Identifier
- Service Type
- Service Plan
- Start Date for the Subscription
- End Date for the Service (If Cancelled)
- Status

No changes can be made to the service from the Service page. To View or update the specific service options, you may select a service option from the *Choose an Option* drop down action.



An existing service may be viewed to obtain information about the service options and settings of the customer's service, as obtained from Optus. If the latest information about the service cannot be accessed from Optus the system will display the service information stored in the system database, which may not be up to date if changes were made to the service outside of Emersion (e.g. directly with Optus).

If other Services exist in the Package you are viewing you may navigate to and from them by selecting them in the *Other Allocated Subscriptions* drop down



Near the bottom of the page the *Provisioning Log* shows, a list of previous requests, either completed or in progress, will display. These will include the initial provisioning request, as well as any change requests that have been made to the service.

View Usage

- Step 3. From the *Customer list* select the customer
- Step 4. Click on the *Service Subscriptions Tab*
- Step 5. Find the Service using the filters e.g. Service Identifier
- Step 6. Click on the *View Usage Action*

Summary Detail Organisation Contacts Package Subscriptions **Service Subscriptions** Invoices

Service Usage

Start Date:

End Date:

Destination Number:

Tariff Type: All
Calls to 13 Numbers
Mobile to Mobile (OffNet)
Mobile to Mobile (OnNet)
Mobile to PSTN

Filter

Date	Charged Service	Source	Destination	Type	Usage	Invoiced Amount	Tax
25 May 2009 11:44:01	61402	N/A	0411	Voicemail Deposit	00:00:06	0.01	0.00
25 May 2009 11:44:04	61402	N/A	6141	Voicemail Retrieval	00:00:02	0.01	0.00
25 May 2009 12:43:03	61402	N/A	0411	Voicemail Deposit	00:00:06	0.01	0.00
25 May 2009 12:43:05	61402	N/A	6141	Voicemail Retrieval	00:00:01	0.00	0.00
25 May 2009 16:11:53	61402	N/A	6140	Mobile to Mobile (OnNet)	00:00:50	0.17	0.02
26 May 2009 16:16:03	61402	N/A	6141	Mobile to Mobile (OnNet)	00:00:06	0.02	0.00
27 May 2009 11:23:36	61402	N/A	6141	Mobile to Mobile (OnNet)	00:00:14	0.05	0.00
27 May 2009 11:24:14	61402	N/A	6141	Mobile to Mobile (OnNet)	00:00:02	0.01	0.00
27 May 2009 11:24:32	61402	N/A	6141	Mobile to Mobile (OnNet)	00:00:07	0.02	0.00
27 May 2009 15:05:58	61402	N/A	0411	Voicemail Deposit	00:00:03	0.00	0.00
28 May 2009 16:21:46	61402	N/A	6143	Mobile to Mobile (OnNet)	00:00:12	0.04	0.00
29 May 2009 16:17:50	61402	N/A	0411	Voicemail Deposit	00:00:03	0.00	0.00
2 Jun 2009 16:17:29	61402	N/A	6141	Mobile to Mobile (OnNet)	00:00:49	0.16	0.02
3 Jun 2009 13:58:37	61402	N/A	0411	Voicemail Deposit	00:00:13	0.01	0.00
12 Jun 2009 14:06:52	61402	N/A	0398	Mobile to PSTN	00:00:11	0.04	0.00
12 Jun 2009 14:07:28	61402	N/A	6141	Mobile to Mobile (OnNet)	00:00:15	0.05	0.01
14 Jun 2009 11:47:52	61402	N/A	6143	Mobile to Mobile (OnNet)	00:00:04	0.01	0.00
25 Jun 2009 13:30:20	61402	N/A	0398	Mobile to PSTN	00:00:12	0.04	0.00
25 Jun 2009 14:08:45	61402	N/A	0411	Voicemail Deposit	00:00:03	0.00	0.00
28 Jun 2009 11:54:23	61402	N/A	0398	Mobile to PSTN	00:00:15	0.05	0.01

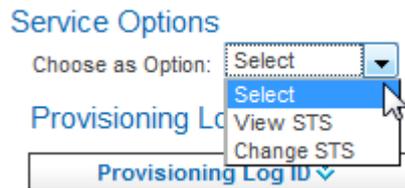
1 2 3 4 5 6

50 100

- Step 7. Filter based on Start Date and End Date of Tariff Type if desired

STS Service Management

Step 1. No changes can be made to the service from the Service page. To View or update the specific service options, you may select a service option from the *Choose an Option* drop down action.



View STS

Step 1. Select the *View STS* service option from the *Choose an Option* drop down action. STS Specific Service Details are displayed on the screen.

- Service Details
- Telephony Features (VAS's)
- Call Barring Options
- Voicemail Options

View STS Service

Service Details

Customer Name: Ms. John Enduser
 Exchange (TESA): HORN
 Market Segment: Residential

Service Address: 605 John Place
 Johnville VIC 8888
 Australia

Long Distance OptusChoice
 Preselect Carrier:

Telephony Features

Unlisted Number
 Call Number Display
 Call Waiting
 Caller ID
 Call Return
 Three Way Call
 Selective Call
 Call Divert

Call Barring

Bar Outbound Calls
 National Call Barring
 International Call Barring
 Info Call Barring
 Mobile Call Barring

Voicemail

Voicemail

Rings Before 5
 Divert:

View STS Page

Step 2. If required press the **Refresh** button. The Refresh button performs a refresh against the upstream providers B2B interface for updated details and updated Emersions database if necessary.

Change STS - Service Features

A *Change STS Order* is where the customer wishes to keep their existing telephony service, but wants to change a component of the service. The only changes available are:

- Add or change VAS;
- Change directory preference;
- Change CND;
- Change Voicemail settings;
- Suspend/Bar/Restore.
- Change telephony number.

Customer: John Enduser

The screenshot displays the 'Service Subscriptions' page for a customer named John Enduser. The interface is divided into several sections:

- Summary:** Includes tabs for Summary, Detail, Contacts, Package Subscriptions, Service Subscriptions, and Invoices.
- STS Service Details:**
 - Service Details:**
 - Customer Name: Ms. John Enduser
 - Exchange (TESA): HORN
 - Market Segment: Residential
 - Service Address: 605 John Place, Johnville VIC 8888, Australia
 - Long Distance: OptusChoice
 - Preselect Carrier:
 - Telephony Features:**
 - Unlisted Number
 - Call Number Display
 - Call Waiting
 - Caller ID
 - Call Return
 - Three Way Call
 - Selective Call
 - Call Divert
 - Call Barring:**
 - Bar Outbound Calls
 - National Call Barring
 - International Call Barring
 - Info Call Barring
 - Mobile Call Barring
 - Voicemail:**
 - Voicemail
 - # Rings Before 5
 - Divert:
- Change Options:**
 - Fetch New FNN
 - Change Service Features** (highlighted)
 - Migrate Options
 - Relocate Service
 - Migrate Service
 - Cease Service
 - Upsell Service

- Step 1.** Select the **Change Service Features** button.  The Change Options will display on the right of the screen. The Left of the Screen displays the current status of the Service Features [Change Options](#)

Telephony Features

- Unlisted Number
- Call Number Display
- Call Waiting
- Caller ID
- Call Return
- Three Way Call
- Selective Call
- Call Divert

Call Barring

- Bar Outbound Calls
- National Call Barring
- International Call Barring
- Info Call Barring
- Mobile Call Barring

Voicemail

Voicemail

Rings Before Divert:

- Step 8.** Select whether the customer has elected to have an unlisted number in the Unlisted Number checkbox.
- Step 9.** Select whether the customer has elected to send or hide their number in the CND Send checkbox.
- Step 10.** Select whether the customer has call waiting on their service in the Call Waiting options checkbox
- Step 11.** Select whether the customer has caller ID on their service in the Caller ID options checkbox.
- Step 12.** Select whether the customer has call return on their service in the Call Return options checkbox.
- Step 13.** Select whether the customer has three way call on their service in the Three Way Call checkbox.
- Step 14.** Select whether the customer has call divert on their service in the Call Diverting options checkbox.
- Step 15.** Select whether the customer has selective call features on their service in the Selective Call Accept checkbox.

Step 16. Select whether the customer has any call barring on their service in the Call Baring check boxes as follows:

- Bar Outbound Calls the customer cannot make any outbound calls except emergency numbers;
Note: Not Available on New Orders
- Bar National the customer cannot make any national calls;
- Bar International the customer cannot make any international calls;
- Bar Info Call the customer cannot make any calls to informational services, such as 1900 numbers.
- Bar Mobile the customer cannot make any calls to mobile numbers;

Step 17. Select whether the customer has Voicemail in the *Enable* options checkbox in the *Voicemail Options* area.

Step 18. If the customer has Voicemail on their service, select the number of rings before the call is diverted in the *Rings before Diverting to Voicemail* drop list (5-8) in the *Voicemail Options* area.

Step 19. Click **Submit** and you will see a notification that your order has been submitted.



And the Change Options block has been greyed out showing you what you have changed
[Change Options](#)

Telephony Features

- Unlisted Number
- Call Number Display
- Call Waiting
- Caller ID
- Call Return
- Three Way Call
- Selective Call
- Call Divert

Call Barring

- Bar Outbound Calls
- National Call Barring
- International Call Barring
- Info Call Barring
- Mobile Call Barring

Voicemail

Voicemail

Rings Before 5
Divert:

Step 20. Click **Cancel** to return to the Service Configure screen.
 The Change Options are now greyed out until the order is complete.

Change Options



Change STS – FNN

Step 1. Select the **Fetch New FNN** button.
A notification will appear at the top of the screen.



New FNNs might take a few seconds to fetch. ✕

The Change Options will display on the right of the screen.

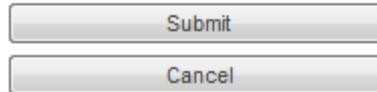
Change Options

Change FNN

Current FNN: 6133333333

* Select New FNN:

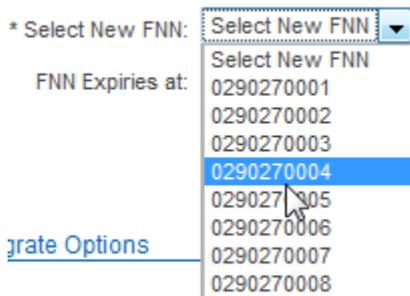
FNN Expiries at: 23 Sep 2009 11:21:13



Note that these numbers are only available for 15 minutes. The Expiry time is displayed.

After the time displayed, you will have to cancel and Select the **Fetch New FNN** button to refresh the list of numbers.

Step 2. If the customer wishes to change their phone number, select a new number from the *Select new FNN* drop list and click the **Submit** button. If not, click the **Cancel** button.



You will see a notification that your order has been submitted.

A provisioning request has been submitted:60004 ✕

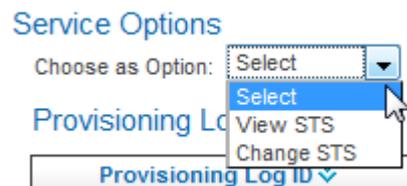
The Change Options are now greyed out until the order is complete.

Change Options

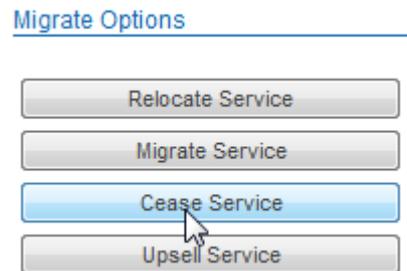


STS Service Management – Migrate Options

Step 1. Select **Change STS** from the *Choose an Option* drop down action on the Service View Page.



The Following Migrate Options exist.



Each of them requires that the Package subscription be terminated and a new package subscription be created. This process may require the addition of a new Service, Cessation of a Service or relocation of a Service / RBT Bundle.

Migrations are covered in another section (See Page 44)

Change STS – Relocate

A *Relocate STS Order* is required when a customer wishes to relocate their telephony service to a new address. A SQ is performed to confirm the availability of a telephony service at the new address.

During Relocation the Package subscription is terminated and a new package subscription is created. This process may require the addition of a new Service, Cessation of a Service and relocation of a Service / RBT Bundle.

Step 1. Select the **Relocate Service** button from the migrate Options section.
You will be directed to the Migrate Package Subscription Screen.

Migrate Package Subscription: 55014

Add Service Types

Please choose the Service Types you would like to add to this package. If you don't want to add any, just press submit.

Service Type:

Migrations are covered in another section (See Page 44)



If the SQ finds that the telephony service cannot be provided at the new address, the system will display a message showing that the location is not serviceable. The *Relocate STS Service* order will not be able to proceed.

Change STS – Migrate Service

A *Migrate Service Order* is required when a customer wishes to change their Service Plan / Pricing for their telephony service.

Each migrate requires that the Package subscription be terminated and a new package subscription be created. This process may require the addition of a new Service, Cessation of a Service / RBT Bundle.

- Step 1.** Select the **Migrate Service** button from the migrate Options section.
You will be directed to the Migrate Package Subscription Screen.

Migrate Package Subscription: 55014

Add Service Types

Please choose the Service Types you would like to add to this package. If you don't want to add any, just press submit.

Service Type:
RBT-STS
Mobile

Submit

Migrations are covered in another section (See Page 44)

Change STS – Cease Service

A *Cease STS Order* is required when a customer wishes to remove or completely disconnect their existing telephony service. This will result in a full disconnect and the customer will receive no dial tone, be unable to make emergency calls, and not receive incoming calls.

Each migrate requires that the Package subscription be terminated and a new package subscription be created. This process will require the Cessation of the STS Service.

- Step 1.** Select the **Cease Service** button from the migrate Options section.
You will be directed to the Migrate Package Subscription Screen.

Migrate Package Subscription: 55014

Add Service Types

Please choose the Service Types you would like to add to this package. If you don't want to add any, just press submit.

Service Type:
RBT-STS
Mobile

Submit

Migrations are covered in another section (See Page 44)



If you wish to Cease the entire Package (RBT Bundle), please use the *Cancel Package* functionality (see Page 26).

Change STS – Upsell Service

Each upsell requires that the Package subscription be terminated and a new package subscription be created. This process requires the addition of a new RBT DSL Service or other Services(s)

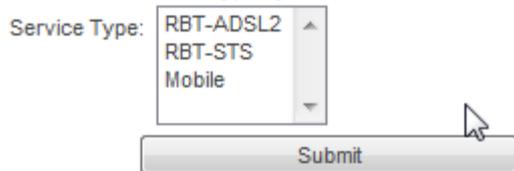
- Step 1.** Select the **Upsell Service** button from the migrate Options section.
You will be directed to the Migrate Package Subscription Screen.

Migrate Package Subscription: 55014

Add Service Types

Please choose the Service Types you would like to add to this package. If you don't want to add any, just press submit.

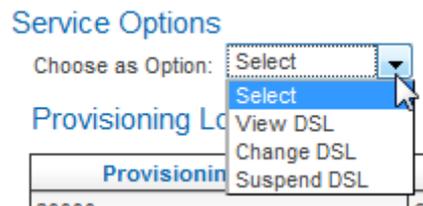
Service Type:
RBT-ADSL2
RBT-STs
Mobile



Migrations are covered in another section (See Page 44)

DSL Service Management

Step 1. No changes can be made to the service from the Service page. To View or update the specific service options, you may select a service option from the *Choose an Option* drop down action.



View DSL

Step 1. Select the *View DSL* service option from the *Choose an Option* drop down action. DSL Specific Service Details are displayed on the screen.

- Username@Realm
- Current Password
- Current IP
- Service Address and;
- Suspension status.

Service Options

Choose as Option:

Refresh

View ADSL2 Service (DSL)

Username: plum@staff.plum.net

Current Password: passPLUM

Current IP: 125.168.144.84

Service Address: 605 Plum Place
Plumville VIC 8888
Australia

DSL Suspended

Step 2. Of required press the **refresh** button. The Refresh button performs a refresh against the upstream providers B2B interface for updated details and updated Emersions database if necessary.

Change DSL

A *Change DSL Order* is where the customer wishes to keep their existing broadband service, but wants to change their username, password or IP.

Step 1. Select the *Change DSL* service option from the *Choose an Option* drop down action.

DSL Specific Service Details are displayed on the screen.

- Username@Realm
- Current Password
- Current IP
- Service Address and;
- Suspension status.

The Change Options will display on the right of the screen.

Service Options
Choose as Option: Change DSL

<p>ADSL2 Service Details</p> <p>Username: john@staff.john.net</p> <p>Current Password: passJOHN</p> <p>Current IP: 125.168.144.84</p> <p>Service Address: 605 John Place JohnVile VIC 8888 Australia</p> <p><input type="checkbox"/> DSL Suspended</p>	<p>Change Options</p> <p>New Username: <input type="text"/></p> <p>Realm: staff.john.net</p> <p>New Password: <input type="text"/></p> <p><input type="checkbox"/> Request new IP Address</p> <p><input type="button" value="Submit"/></p> <p><input type="button" value="Cancel"/></p> <hr/> <p>Migrate Options</p> <p><input type="button" value="Relocate Service"/></p> <p><input type="button" value="Migrate Service"/></p> <p><input type="button" value="Cease Service"/></p> <p><input type="button" value="Upsell Service"/></p>
---	--

Step 2. Change the Username or Password or click the radio box to request a new IP Address (or any combination of them)

Change Options

New Username:

Realm: staff.john.net

New Password:

Confirm Password:

Request new IP Address

and click the **Submit** button or **Cancel** button to reset the form.

Suspend DSL

Step 1. Select the *Suspend DSL* service option from the *Choose an Option* drop down action.

Suspend DSL

Please click the 'Confirm' button to confirm your request to suspend the DSL Service

NB: If this is part of a package, the other services will not be affected.

Step 1. Select **Confirm** from the *Choose an Option* drop down action on the Service View Page.

On the View DSL Page you will see the DSL is suspended.

View ADSL2 Service (DSL)

Username: john@staff.john.net

Current Password: passJOHN

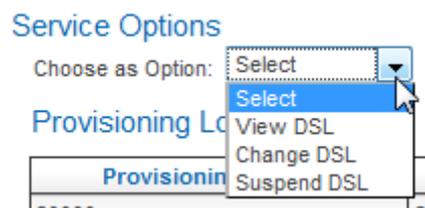
Current IP: 125.168.144.84

Service Address: 605 John Place
Johnville VIC 8508
Australia

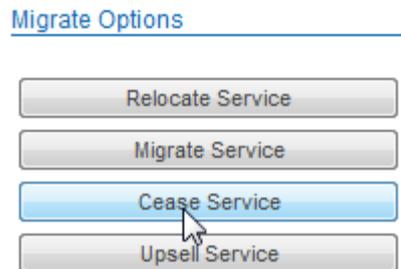
DSL Suspended

DSL Service Management – Migrate Options

Step 2. Select **Change DSL** from the *Choose an Option* drop down action on the Service View Page.



The Following Migrate Options exist.



Each of them requires that the Package subscription be terminated and a new package subscription be created. This process may require the addition of a new Service, Cessation of a Service or relocation of a Service / RBT Bundle.

Migrations are covered in another section (See Page 44)

Change DSL – Relocate

A *Relocate DSL Order* is required when a customer wishes to relocate their telephony service to a new address. A SQ is performed to confirm the availability of a telephony service at the new address.

During Relocation the Package subscription is terminated and a new package subscription is created. This process may require the addition of a new Service, Cessation of a Service and relocation of a Service / RBT Bundle.

- Step 1.** Select the **Relocate Service** button from the migrate Options section.
You will be directed to the Migrate Package Subscription Screen.

Migrate Package Subscription: 55014

Add Service Types

Please choose the Service Types you would like to add to this package. If you don't want to add any, just press submit.

Service Type:
RBT-STS
Mobile

Submit

Migrations are covered in another section (See Page 44)



If the SQ finds that the telephony service cannot be provided at the new address, the system will display a message showing that the location is not serviceable. The *Relocate DSL Service* order will not be able to proceed.

Change DSL – Migrate Service

A *Migrate Service Order* is required when a customer wishes to change their Service Plan / Pricing for their telephony service.

Each migrate requires that the Package subscription be terminated and a new package subscription be created. This process may require the addition of a new Service, Cessation of a Service / RBT Bundle.

- Step 1.** Select the **Migrate Service** button from the migrate Options section.
You will be directed to the Migrate Package Subscription Screen.

Migrate Package Subscription: 55014

Add Service Types

Please choose the Service Types you would like to add to this package. If you don't want to add any, just press submit.

Service Type:
RBT-STS
Mobile

Submit

Migrations are covered in another section (See Page 44)

Change DSL – Cease Service

A *Cease DSL Order* is required when a customer wishes to remove or completely disconnect their existing telephony service. This will result in a full disconnect and the customer will receive no dial tone, be unable to make emergency calls, and not receive incoming calls.

Each migrate requires that the Package subscription be terminated and a new package subscription be created. This process will require the Cessation of the DSL Service.

- Step 1.** Select the **Cease Service** button from the migrate Options section.
You will be directed to the Migrate Package Subscription Screen.

Migrate Package Subscription: 55014

Add Service Types

Please choose the Service Types you would like to add to this package. If you don't want to add any, just press submit.

Service Type:
RBT-ADSL2
RBT-STSL
Mobile

Submit

Migrations are covered in another section (See Page 44)



If you wish to Cease the entire Package (RBT Bundle), please use the **Cancel Package** functionality (see Page 26).

Change DSL – Upsell Service

Each Upsell requires that the Package subscription be terminated and a new package subscription be created. This process requires the addition of a new RBT DSL Service or other Services(s)

- Step 1.** Select the **Upsell Service** button from the migrate Options section.
You will be directed to the Migrate Package Subscription Screen.

Migrate Package Subscription: 55014

Add Service Types

Please choose the Service Types you would like to add to this package. If you don't want to add any, just press submit.

Service Type:
RBT-ADSL2
RBT-STSL
Mobile

Submit

Migrations are covered in another section (See Page 44)

Migrate

The *Migrate* functions in Emersion are extremely flexible, allowing for adding or cancelling Services or keeping them and migrating them to another Package whilst adding or cancelling a service.

If you select any of the migrate options from a *Service Change Page* or the **Package Migrate** from the *Package Management* screen you will be directed to the *Migrate Package Subscription*.

Migrate Package Subscription: 55014

Add Service Types

Please choose the Service Types you would like to add to this package. If you don't want to add any, just press submit.

Service Type:

Some examples of RBT Migrates are:

- STS and DSL -> different STS and DSL (Migrate)
- STS -> different STS (Migrate)
- DSL -> different STS (Migrate)
- STS and DSL -> STS (Cancel Service)
- STS and DSL -> DSL (Cancel Service)
- DSL -> STS and DSL (Upsell)
- STS -> STS and DSL (Upsell)
- Relocations

Each of them requires that the Package subscription be terminated and a new package subscription be created. This process may require the addition of a new Service, Cessation of a Service or relocation of a Service / RBT Bundle.

We will provide examples for

- Upsell
- Cancel Service
- Migrate (change form one Plan to Another)
- Relocate Bundle

Example 1. Add Service(s) – Upsell Service

To Upsell a STS to a Bundle or DSL to a Bundle:

Step 1. If you wish to **add service(s) to your existing package**, select the type of service here. Otherwise, simply click *Submit*.

Migrate Package Subscription: 55014

Add Service Types

Please choose the Service Types you would like to add to this package. If you don't want to add any, just press submit.

Service Type:

Step 2. If you wish to **add service(s) to your existing package**, select the type of service(s) here. Otherwise, simply click **Submit**. The System will ascertain if an SQ is required to perform your action.

Migrate Package Subscription: 60003

Service Subscriptions

As this package only has one service, you cannot cancel it. To do so, cancel the whole package.

Service Type	Service Subscription	Service ID	
RBT-ST5	RBT STS Base Plan	61290271112	Keep

Additional Service Type Qualifications

SQ Type	SQ Created	Status	Result	
OptusRBT	N/A	Initial	N/A	Enter SQ Details

Available Order Types

OptusRBT

No Order Types to Choose From. (Perhaps you need to complete an SQ)

Please Select the order types you would like. Appropriate packages will be displayed depending on the service types, in the selected orders.

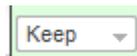
Note: you can only select 1 order type for each Service Qualification that you have performed.

Available Packages

Package ID	External Name	Internal Name	Select
55018	Telephone	RBT STS Only	<input type="radio"/>

Step 3. In the Service Subscriptions Area you will see your current Service(s)

Step 4. DO Not Alter the selection (Keep is default). The Keep action is required for your current service from the dropdown box.



You cannot Select Cancel if there is only one service or Cancel all Services if there is more than one.

If you wish to Cancel the entire Package (RBT Bundle or Service), please use the **Cancel Package** functionality (see Page 26).

Step 5. Click **Enter SQ Details** from the Additional Service Type Qualifications to perform the required SQ to see if the new Service Type is Available

Additional Service Type Qualifications

SQ Type	SQ Created	Status	Result	
OptusRBT	N/A	Initial	N/A	Enter SQ Details

Step 6. Enter the Required SQ Details and click **Submit**

Step 7. The SQ Result will return and If successful the Available Order Types will be displayed

Available Order Types

OptusRBT

- New DSL
- Churn DSL
- New STS
- Upsell STS
- Churn DSL/Upsell STS to Bundle
- New Bundle
- Relocate



Note. A **NEW** is not an Upsell. New will deliver a new ULL and thus a Second Service. Upsell is thus not available on this service.

Step 8. Select the *Available Action* you require and based on your selection of Order Type and the SQ Results a list of available Packages will be displayed

Migrate Package Subscription: 60102

Service Subscriptions

For each service subscription, you must decide whether to keep, or cancel it.

Service Type	Service Subscription	Service ID	
RBT-ADSL2	RBT DSL Base Plan	#.WHC#333333333	Keep

Additional Service Type Qualifications

SQ Type	SQ Created	Status	Result	
OptusRBT	24 Sep 2009 14:58:56	Success	SQ successful for this DSL ID	Re-Submit

Available Order Types

OptusRBT

- New DSL
- Churn DSL
- New STS
- Upsell STS
- Churn DSL/Upsell STS to Bundle
- New Bundle

Please Select the order types you would like. Appropriate packages will be displayed depending on the service types, in the selected orders.

Note: you can only select 1 order type for each Service Qualification that you have performed.

Available Packages

Package ID	External Name	Internal Name	Select
55027	Entry RBT Bundle	Entry RBT Bundle	<input type="radio"/>
55016	DSL2 and Telephone Bundle	RBT Bundle	<input type="radio"/>

Select

Step 9. Select the desired Package and click **Select**.

Step 10. The Configure Screen will display if required for you to configure the new service.

Service Allocation

Old Package: RBT STS Only (Subscription: 55014)

Service Type	Service Subscription	Service ID	
RBT-ST5	RBT STS Base Plan	61290271112	Migrating

New Package: RBT Bundle

Service Type	Service Subscription	Origin
RBT-ADSL2	RBT DSL Base Plan	Churn DSL Configure
RBT-ST5	RBT STS Base Plan	Package:55024 1

Configuring: Order

SQ Type	Order Type	
OptusRBT	Churn DSL	Configure

Step 11. Select **Configure** and enter the required information for the **new Service**.

Step 12. Select **Configure** and enter the required information for the **Order**.

You will then have the completed configuration screen

Service Allocation

Old Package: RBT STS Only (Subscription: 55014)

Service Type	Service Subscription	Service ID	
RBT-STTS	RBT STS Base Plan	61290271112	Migrating

New Package: RBT Bundle

Service Type	Service Subscription	Origin
RBT-ADSL2	RBT DSL Base Plan	Churn DSL Re-Configure
RBT-STTS	RBT STS Base Plan	Package:55024 1

Configuring: Order

SQ Type	Order Type
OptusRBT	Churn DSL Re-Configure

Complete Migration

Step 13. Select **Complete Migration**

Step 14. A confirmation screen will display showing your migrate as submitted.

Service Allocation

Old Package: RBT STS Only (Subscription: 55014)

Service Type	Service Subscription	Service ID	
RBT-STTS	RBT STS Base Plan	61290271112	Migrating

New Package: RBT Bundle

Service Type	Service Subscription	Origin
RBT-ADSL2	RBT DSL Base Plan	Churn DSL
RBT-STTS	RBT STS Base Plan	Package:55024

Configuring: Order

SQ Type	Order Type
OptusRBT	Churn DSL

A dialogue will also show at the top of the screen.



Example 2. Remove Service(s) – Cancel Service

To remove an STS or DSL Service from a Bundle:

- Step 1.** If you wish to **remove a service(s) from your existing package** and migrate it to a new package with the services you wish to have remaining, **DO NOT** select any type of service here, simply click **Submit**.

Migrate Package Subscription: 55014

Add Service Types

Please choose the Service Types you would like to add to this package. If you don't want to add any, just press submit.

Service Type:

- Step 2.** In the Service Subscriptions Area you will see your current Service(s)

Migrate Package Subscription: 60000

Service Subscriptions

For each service subscription, you must decide whether to keep, or cancel it. You must retain at least one service subscription.

Service Type	Service Subscription	Service ID	
RBT-ADSL2	RBT DSL Base Plan	TST#000000000033	Keep
RBT-STS	RBT STS Base Plan	61290271133	Keep

Available Packages

Package ID	External Name	Internal Name	Select
55016	DSL2 and Telephone Bundle	RBT Bundle	<input type="radio"/>
55027	Entry RBT Bundle	Entry RBT Bundle	<input type="radio"/>

- Step 3.** Select the action for your current Service(s) from the dropdown box.



You cannot Select Cancel if there is only one service or Cancel all Services if there are more than one.

If you wish to Cancel the entire Package (RBT Bundle or Service), please use the **Cancel Package** functionality (see Page 26).

Step 4. Select the *Available Action* you require and based on your Service Type remaining (DSL or STS) a list of available Packages will be displayed

Migrate Package Subscription: 60000

Service Subscriptions

For each service subscription, you must decide whether to keep, or cancel it. You must retain at least one service subscription.

Service Type	Service Subscription	Service ID	
RBT-ADSL2	RBT DSL Base Plan	TST#000000000033	Cancel
RBT-STTS	RBT STS Base Plan	61290271133	Keep

Available Packages

Package ID	External Name	Internal Name	Select
55018	Telephone	RBT STS Only	<input type="radio"/>

Step 5. Select the desired Package and click **Select**.

Internal Name	Select
RBT STS Only	<input checked="" type="radio"/>

Step 6. A confirmation screen will display showing your desire to cancel certain services.

Step 7. The Configure Screen will display if required for you to configure the cancellation of your service(s).

Service Subscription	Service ID	
RBT DSL Base Plan	TST#000000000033	Cancelling
RBT STS Base Plan	61290271133	Migrating

Service Subscription	Origin
RBT STS Base Plan	Package:55021 1

Select **Configure**.

Step 8. Enter the *Cancel Reason* by selecting it from the dropdown box.

Step 9. Fill in any *Cancel Comments* as desired and;

Step 10. Confirm your Cancel by clicking **Confirm Cancel**.

Step 11. A confirmation screen will display showing your migrate as submitted.

Migrate Package Subscription: 60000

Service Allocation

Old Package: RBT Bundle (Subscription: 55010)

Service Type	Service Subscription	Service ID	
RBT-ADSL2	RBT DSL Base Plan	TST#000000000033	Cancelling
RBT-STTS	RBT STS Base Plan	61290271133	Migrating

New Package: RBT STS Only

Service Type	Service Subscription	Origin
RBT-STTS	RBT STS Base Plan	Package:55021 1

Configuring Order

SQ Type	Order Type

A dialogue will also show at the top of the screen.

Migration in progress
✕

Example 3. Migrate Package Plans

To migrate all the Services in your Package Plan to a new Package Plan.

Step 12. If you wish to **leave all services intact from your existing package** and migrate it to a new package, DO NOT select any type of service here, simply click *Submit*.

Migrate Package Subscription: 55014

Add Service Types

Please choose the Service Types you would like to add to this package. If you don't want to add any, just press submit.

Service Type:

Step 13. In the Service Subscriptions Area you will see your current Service(s)

Migrate Package Subscription: 60001

Service Subscriptions

For each service subscription, you must decide whether to keep, or cancel it.

Service Type	Service Subscription	Service ID	
RBT-ADSL2	RBT DSL Base Plan	WHC#222222222	Keep
RBT-STS	RBT STS Base Plan	61322222222	Keep

Available Packages

Package ID	External Name	Internal Name	Select
55027	Entry RBT Bundle	Entry RBT Bundle	<input type="radio"/>
55016	DSL2 and Telephone Bundle	RBT Bundle	<input type="radio"/>

Step 14. DO Not Alter the selection (Keep is default). The Keep action is required for your ALL your current Services from the dropdown box.

Step 15. Based on your current Service Types a list of available Packages is also displayed

Available Packages

Package ID	External Name	Internal Name	Select
55027	Entry RBT Bundle	Entry RBT Bundle	<input type="radio"/>
55016	DSL2 and Telephone Bundle	RBT Bundle	<input type="radio"/>



Note. If your package contains a standard DSL Service you will not be displayed packages with an Entry DSL service due to Entry Bundle business rules (see page 66).

Step 16. Select the desired Package and click **Select**.

Service Allocation

Old Package: RBT Bundle (Subscription: 55010)

Service Type	Service Subscription	Service ID	
RBT-ADSL2	RBT DSL Base Plan	WHC#2222222222	Migrating
RBT-STIS	RBT STS Base Plan	61322222222	Migrating

New Package: RBT Bundle

Service Type	Service Subscription	Origin
RBT-ADSL2	RBT DSL Base Plan	Package:55019
RBT-STIS	RBT STS Base Plan	Package:55021

Complete Migration

Step 17. A confirmation screen will display showing your desire to migrate the services to a new Package Plan.
Select **Complete Migration**.

Step 18. A confirmation screen will display showing your migrate as submitted.

Service Allocation

Old Package: RBT Bundle (Subscription: 55004)

Service Type	Service Subscription	Service ID	
RBT-ADSL2	RBT DSL Base Plan	TST#9999999999	Migrating
RBT-STIS	RBT STS Base Plan	61399999999	Migrating

New Package: RBT Bundle

Service Type	Service Subscription	Origin
RBT-ADSL2	RBT DSL Base Plan	Package:55007
RBT-STIS	RBT STS Base Plan	Package:55009

This migration has been completed, and submitted.

A dialogue will also show at the top of the screen.



Example 5. Relocate Bundle

To migrate all or some of the Services in your Package Plan to a new Package Plan, and Relocate them to a new location.

Step 19. YOU MUST select all the Service Types the services you wish to relocate here and then click **Submit**.

Migrate Package Subscription: 55010

Add Service Types

Please choose the Service Types you would like to add to this package. If you don't want to add any, just press submit.

Service Type:



Unlike a Migrate you MUST select all the Service Types the services you wish to relocate otherwise no SQ box will display.

Step 20. In the Service Subscriptions Area you will see your current Service(s)

Migrate Package Subscription: 60001

Service Subscriptions

For each service subscription, you must decide whether to keep, or cancel it. You must retain at least one service subscription.

Service Type	Service Subscription	Service ID	
RBT-ADSL2	RBT DSL Base Plan	TST#999999999999	Keep
RBT-STS	RBT STS Base Plan	613999999999	Keep

Additional Service Type Qualifications

SQ Type	SQ Created	Status	Result	
OptusRBT	N/A	Initial	N/A	Enter SQ Details

Available Order Types

OptusRBT

No Order Types to Choose From. (Perhaps you need to complete an SQ)

Please Select the order types you would like. Appropriate packages will be displayed depending on the service types, in the selected orders.

Note: you can only select 1 order type for each Service Qualification that you have performed.

Available Packages

Package ID	External Name	Internal Name	Select
55016	DSL2 and Telephone Bundle	RBT Bundle	<input type="radio"/>
55027	Entry RBT Bundle	Entry RBT Bundle	<input type="radio"/>

Step 21. DO Not Alter the selection (Keep is default). The Keep action is required for ALL your current Services from the dropdown box.



Based on the SQ outcome not all services currently provided may be available. If so, you will be required to cancel a Service.

Step 22. Click **Enter SQ Details** from the Additional Service Type Qualifications to perform the required SQ to see if the new Service Type(s) are available at your new location.

Additional Service Type Qualifications

SQ Type	SQ Created	Status	Result
OptusRBT	N/A	Initial	N/A

[Enter SQ Details](#)

Step 23. Enter the Required SQ Details and click **Submit**.



You MUST perform an **SQ by Address** for all relocates.

Step 24. The SQ Result will return and if successful the Available Order Types will be displayed including a *Relocate* Option at the Bottom of the list.

Available Order Types

OptusRBT

- New DSL
- Churn DSL
- New STS
- Upsell STS
- Churn DSL/Upsell STS to Bundle
- New Bundle
- Relocate

Step 25. Select **Relocate**



Note: you must select **Relocate** or a new Service will be created.

Step 26. Based on your current Service Types a list of available Packages is also displayed

Available Packages

Package ID	External Name	Internal Name	Select
55027	Entry RBT Bundle	Entry RBT Bundle	<input type="radio"/>
55016	DSL2 and Telephone Bundle	RBT Bundle	<input type="radio"/>

[Select](#)

Step 27. Select the desired Package and click **Select**.

Available Packages

Package ID	External Name	Internal Name	Select
55016	DSL2 and Telephone Bundle	RBT Bundle	<input checked="" type="radio"/>
55027	Entry RBT Bundle	Entry RBT Bundle	<input type="radio"/>

[Select](#)

Step 28. A *confirmation screen* will display showing your desire to migrate all services. Select **Complete Migration**.

Service Allocation

Old Package: RBT Bundle (Subscription: 55004)

Service Type	Service Subscription	Service ID
RBT-ADSL2	RBT DSL Base Plan	TST#999999999999
RBT-STTS	RBT STS Base Plan	613999999999

New Package: RBT Bundle

Service Type	Service Subscription	Origin
RBT-ADSL2	RBT DSL Base Plan	Package:55007
RBT-STTS	RBT STS Base Plan	Package:55009

[Complete Migration](#)

Step 29. A confirmation screen will display showing your migrate as submitted.

Service Allocation

Old Package: RBT Bundle (Subscription: 55004)

Service Type	Service Subscription	Service ID	
RBT-ADSL2	RBT DSL Base Plan	TST#999999999999	Migrating
RBT-STTS	RBT STS Base Plan	613999999999	Migrating

New Package: RBT Bundle

Service Type	Service Subscription	Origin
RBT-ADSL2	RBT DSL Base Plan	Package:55007
RBT-STTS	RBT STS Base Plan	Package:55009

This migration has been completed, and submitted.

A dialogue will also show at the top of the screen.

Migration in progress
✕

Provisioning Order Management

The *Provisioning Log* function displays information about provisioning requests and status of RBT services ordered. When there is any change to a service, it is reflected in the provisioning log. Responses to provisioning requests received from the Supplier are displayed, along with confirmed information about the service.

For RBT services, the supplier is Optus.

You should use the Provisioning Log to monitor your orders to identify any errors encountered by Emerson, as well as any processing errors and updates from the supplier.



The Provisioning Log must be used to monitor your orders.

Provisioning Log

The Provisioning Request Log List shows all provisioning requests for all Orders in the system.

Provisioning Log

ID:

Customer ID:

Customer Name:

Service Identifier:

Status:

- All Statuses
- 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#00000		M2 RBT DSL Layer 2 Plan	120265
60001	Create	N/A	Completed	CEL#00000		RBT DSL Sell Plan	120274
60002	Create	N/A	Completed	CEL#00000		M2 RBT DSL Buy Plan	120359
60003	Create	N/A	Completed	618938242		M2 RBT DSL Layer 2 Plan	120329
60004	Create	N/A	Completed	CEL#00000		RBT DSL Sell Plan	120269
60005	Create	N/A	Completed	CEL#00000		M2 RBT DSL Buy Plan	120337
60006	Create	N/A	Completed	CEL#00000		M2 RBT DSL Layer 2 Plan	120301
60007	Create	N/A	Completed	CEL#00000		RBT DSL Sell Plan	120318

To Display the Provisioning Log

- Step 1.** Select **Services > Provisioning** from the Main Menu
 The *Provisioning Request Logs* page will display.

Search

You can locate a particular Request by using the *Search* function. The following fields can be used to search:

- ID
- Customer ID
- Customer Name
- Service Identifier
- Status

To Search for a Request

- Step 1.** Enter or all or part of the, bundle name, or FNN in the *Keyword* field, or use the * wildcard; or
- Step 2.** Select whether to locate *All Statuses, Pending, Completed, Quarantined, Running* or *New* requests in the *Status* drop list; or:
- Step 3.** Enter or all or part of the Customer name to locate in the *Customer Name* field, or use the * wildcard.
- Step 4.** Click **Search**.
The *Provisioning Log* page will re-display showing all requests that match the search criteria.

Statuses

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 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.

RBT Service Support

To allow effective support of the RBT service, problem tickets may be raised against a service that may be experiencing problems. Certain information must be entered to provide details of the problem experienced to allow problem determination and, ultimately, rectification. Different problem types may require different pieces of information. All data entered will be saved and sent to the supplier's support system.

Ticket Index

The Support Ticket Index displays a list of all tickets logged.

To Display Tickets

- Step 1.** Select **Support > Ticket Index** from the Menu; or
The *Ticket Index* page will display.



Ticket Number	Operation	Status	Ticket Owner	Created	Updated	Actions
5561	CreateTicket	Pending	Training SP1	2007-10-18 23:09:56 WST	2007-10-18 23:09:56 WST	
5497	CreateTicket	Pending	Training SP1	2007-10-19 09:16:04 WST	2007-10-19 09:16:04 WST	
5425	CreateTicket	Pending	Training SP1	2007-10-18 03:14:58 WST	2007-10-18 03:14:58 WST	
5396	CreateTicket	Pending	Training SP1	2007-10-18 03:05:00 WST	2007-10-18 03:05:00 WST	
5354	CreateTicket	Pending	Training SP1	2007-10-18 01:57:02 WST	2007-10-18 01:57:02 WST	

The Ticket Index page

Search

You can locate a particular Ticket by using the Search function. The following fields can be used to search plans:

- Ticket Number
- Service ID
- Service Type
- Ticket Status

To Search for a Ticket

- Step 2.** Enter the desired search criteria and Click **Search**.
The *Ticket Index* page will re-display showing the filtered list.

Sorting

You can sort tickets by the following columns:

- Ticket Number
- Status
- Ticket Owner
- Date Created
- Date Updated
- Service Type

Actions

The ticket Index *Action* column contains icons to perform the following functions for the selected ticket:

- View Ticket displays all the ticket details.

View Ticket

The View Ticket function displays information about a logged support ticket. Information displayed about a ticket includes:

- Ticket Details Ticket Number and Customer Reference Number, who logged the ticket
- Customer details about the customer for whom the ticket is logged.
- Service details about the RBT service
- STS / Data Fault fault type information
- Problem problem type information and details.
- Details the specific ticket details

View Support Ticket (Data)

Ticket Details			
Ticket Number	5561	Ticket Reference Number	

Customer Details			
Customer Name - First	Training	Customer Name - Last	SP
Business Name	Training SP1	Customer Service Address	

Broadband Service Details			
Customer DSL Service ID		Date Started	
Rental Tariff Group			

Broadband Fault Details			
DSL Modem Type	OPEN 621	Fault Severity	Degradation
Repeat Fault	Yes	Problem Type	ExistingService
Username/Password Checked	Yes	Multi End Services Impacted	Yes
DSL Fault Symptom	NoSync	Date/Time Fault First Noticed	today

Further Fault Details			
Network Outage/existing fault checked	Yes	Business' System/Network Checked	Yes
Service Active	Yes	Dial Tone	Yes
Isolation Test Performed	Yes	Phone Extension Leads used? (ie. greater than 1-2 metres)	Yes
Digital TV Present	Yes	Back to Base Alarm System Present	Yes
CPE plugged in and turned on?	Yes	CPE IP Configuration Checked	Yes
Customer Ping To Own Network	Yes	Ping To End Customer	Yes
DSL Modem Reset	Yes	Modem Swapped	Yes
Filter Checked/Confirmed	Yes	Modem Lights/Network Active	Yes
Modem Light Active List	all	Last Time DSL Modem had Sync	all
Fault Description	dsfhgdfds		
Action Taken before logging fault	fddsdsafafdsafds		
System/Other Trouble shooting checks performed	fgfdafareraeewarerewwqr		

The View Ticket page

To View a Ticket

- Step 1. From the *Ticket Index* page, select the required ticket in the list; or
Click the **View Ticket** icon in the *Actions* column of the required ticket.

Create STS Support Ticket

The Create STS Ticket function allows a user to log a support ticket against an existing RBT STS service. The details will be sent to the supplier for management and closure.

Create Telephony Support Ticket

Please note: all the fields shown needs to be filled in.

Customer Details			
Customer Name - First	<input type="text" value="training"/>	Customer Name - Last	<input type="text" value="SP"/>
Business Name	<input type="text" value="training SP1"/>	Service Type	<input type="text"/>
Current User's Name	<input type="text" value="training"/>	Customer FNN	<input type="text"/>
Customer Service Address	<input type="text"/>	Customer Availability	<input type="text"/> ★
Customer Contact Number	<input type="text"/> ★	Alternate Contact Number (ie.Mobile)	<input type="text"/> ★

Telephony Fault Details			
Date/Time Fault First Noticed	<input type="text"/> ★	Repeat Fault	<input type="text" value="Select"/> ★
Fault Severity	<input type="text" value="Select"/> ★	Telephony Fault Symptom	<input type="text" value="Select"/> ★
Problem Type	<input type="text" value="Select"/> ★		

Further Fault Details			
Multi End Services impacted	<input type="text" value="Select"/> ★	Network Outage/existing fault checked	<input type="text" value="Select"/> ★
Business' System/Network Checked	<input type="text" value="Select"/> ★	Service Active	<input type="text" value="Select"/> ★
Dial Tone	<input type="text" value="Select"/> ★	Isolation Test Performed	<input type="text" value="Select"/> ★
Phone Extension Leads used? (ie. greater than 1-2 metres)	<input type="text" value="Select"/> ★	Digital TV Present	<input type="text" value="Select"/> ★
Back to Base Alarm System Present	<input type="text" value="Select"/> ★	Phone plugged in and turned on	<input type="text" value="Select"/> ★
Service Barring Checked	<input type="text" value="Select"/> ★	Intermittent	<input type="text" value="Select"/> ★
Fault Description	<input type="text"/> ★		
Result of Test Calls	<input type="text"/> ★		
Action Taken before logging fault	<input type="text"/> ★		
System/Other Trouble shooting checks performed	<input type="text"/> ★		

The Create STS Support Ticket page

To Log a STS Support Ticket

Step 1. When Viewing a Service, select the **Create Ticket** icon  in the *Available Actions* column of the STS service; or

Select **Support > Support Ticket > Create** from the **Menu** and search for your Service

The *Create STS Support Ticket* page will appear.

Step 2. The customer's existing name and service address details will display. These details cannot be modified.

Step 3. Enter the following information:

- (i) The customer's contact phone number;
- (ii) The customer's contact mobile number (i.e. alternate contact if available);
- (iii) The customer availability (in the event a tech is required on-site);
- (iv) Fault Severity (i.e. Interruption or Degradation);
- (v) Repeat Fault (Yes/No);
- (vi) Problem Type (New Service / Existing Service / DOA) ;
- (vii) Multiple End Services impacted (Yes/No);
- (viii) Date/Time Fault first noticed;
- (ix) STS Fault Symptom:
 - o Crossed Line;
 - o Drop Outs;
 - o Echo;
 - o Faint Noise;
 - o No Dial Tone (must be selected for DOA Problem Type);
 - o No Rings Received;
 - o One Way Speech;
 - o RVA;
 - o Wrong Number;
 - o Long Distance; and
 - o Other.
- (x) Fault Description;
- (xi) Detail Action Taken before logging fault;
- (xii) Network Outage/existing fault Checked (Yes/No);
- (xiii) Business' System/Network Checked (Yes/No);
- (xiv) Service Active (Yes/No);
- (xv) Dial Tone (Yes/No);
- (xvi) Isolation Test Performed (Yes/No);
- (xvii) Phone Extension Leads used? (Yes/No);
- (xviii) Digital TV present (Yes/No);
- (xix) Back To base Alarm System Present (Yes/No);
- (xx) Phone plugged in and turned on (Yes/No);
- (xxi) Service Barring Checked (Yes/No);
- (xxii) Intermittent (Yes/No);
- (xxiii) Results of Test Calls (text); and
- (xxiv) Any Other Trouble shooting checks performed.

- Step 4.** If *New* is selected as the *Problem Type*, enter the following information:
- (i) Fault evident since install (Yes/No);
 - (ii) Able to make/receive calls since install (Yes/No; and if Yes: Incoming/Outgoing);
 - (iii) All sockets checked (Yes/No); and
 - (iv) CRD (i.e. from original order).
- Step 5.** If *Echo* or *Faint Noise* is selected as the *STS Fault Symptom* enter the following information:
- (i) Is fault audible to both A and B party numbers:
 - o A number only;
 - o B number only; and
 - o A number and B number.
 - (ii) Happening to all numbers or only certain number/s;
 - (iii) Description of Noise:
 - o Static;
 - o Crackle;
 - o Hum;
 - o Buzz; and
 - o Other.
 - (iv) Is Noise present over Dial Tone (Yes/No); and
 - (v) Filters Swapped (Yes/No).
- Step 6.** If *Long Distance* is selected as the *STS Fault Symptom* enter the following information:
- (i) Destination:
 - o National;
 - o International; and
 - o Mobile.
 - (ii) Intermittent (Yes/No);
 - (iii) Tones/RVA;
 - (iv) RVA Trailer Code;
 - (v) Date / Time of calls;
 - (vi) Barring enabled (Yes/No);
 - (vii) 12711 Results;
 - (viii) Test calls Results ; and
 - (ix) Override code use (Yes/No).
- Step 7.** If *RVA* is selected as the *STS Fault Symptom* enter the following information:
- (i) All numbers: (Yes/No; and if Yes examples);
 - (ii) RVA Exact Wording;
 - (iii) RVA Trailer Code;
 - (iv) Date / Time of Calls;
 - (v) Keypad Tones Distorted (Yes/No);
 - (vi) Destination::
 - o Inbound;
 - o Outbound; and
 - o Both.

Step 8. If *One Way Speech*, *Drop Outs*, *Crossed Line*, or *Wrong Number* is selected as the *STS Fault Symptom* enter the following information:

- (i) Date / Time of Calls;
- (ii) A Numbers; and
- (iii) B numbers.
- (iv) Once all mandatory data has been entered, click **Submit Ticket**. The Ticket Created message will display all ticket details will be sent to the supplier's ticketing system for logging and management.

Saved Account #60000 

Ticket Created Message

Create RBT DSL Support Ticket

The Create RBT DSL Ticket function allows a user to log a support ticket against an existing RBT Broadband service. The details will be sent to the supplier for management and closure.

Create Data Support Ticket

Please note: all the fields shown needs to be filled in.

Customer Details			
Customer Name - First	Training	Customer Name - Last	SP
Business Name	Training SP1	Service Type	Data
Current User's Name	Training	Service Address	
Current FNN		DSL Service ID	
DSL Username		DSL Password	
Customer Contact Number	<input type="text"/>	Alternate Contact Number (ie:Mobile)	<input type="text"/>
Customer Availability	<input type="text"/>		

Broadband Fault Details			
DSL Modem Type	Select	Fault Severity	Select
Repeat Fault	Select	Problem Type	Select
Username/Password Checked	Select	Multi End Services Impacted	Select
DSL Fault Symptom	Select	Date/Time Fault First Noticed	<input type="text"/>

Further Fault Details			
Network Outage/existing fault checked	Select	Business' System/Network Checked	Select
Service Active	Select	Dial Tone	Select
Isolation Test Performed	Select	Phone Extension Leads used? (ie. greater than 1-2 metres)	Select
Digital TV Present	Select	Back to Base Alarm System Present	Select
CPE plugged in and turned on?	Select	CPE IP Configuration Checked	Select
Customer Ping To Our Network	Select	Ping To End Customer	Select
DSL Modem Reset	Select	Modem Swapped	Select
Filter Checked/Confirmed	Select	Modem Lights/Network Active	Select
Modem Light Active List	<input type="text"/>	Last Time DSL Modem had Sync	<input type="text"/>
Fault Description	<input type="text"/>		
Action Taken before logging fault	<input type="text"/>		
System/Other Trouble shooting checks performed	<input type="text"/>		

The Create Data Support Ticket page

To Log a Data Support Ticket

- Step 1.** When Viewing a Service, select the **Create Ticket** icon  in the *Available Actions* column of the STS service; or
 Select **Support > Support Ticket > Create** from the **Menu** and search for your Service
 The *Create DSL Support Ticket* page will appear.
- Step 2.** The customer's existing name and service address details will display. These details cannot be modified.

Step 3. Enter the following information:

- (i) The customer's contact phone number;
- (ii) The customer's contact mobile number (i.e. alternate contact if available);
- (iii) The customer availability (in the event a tech is required on-site);
- (iv) DSL Modem Type (make and model);
- (v) Fault Severity (i.e. Interruption or Degradation);
- (vi) Repeat Fault (Yes/No);
- (vii) Problem Type (New Service / Existing Service) ;
- (viii) Multiple End Services impacted (Yes/No);
- (ix) Date/Time Fault first noticed;
- (x) DSL Fault Symptom:
 - o No Sync;
 - o Intermittent loss of Internet;
 - o Timeout;
 - o Slow Throughput; and
 - o Other.
- (xi) Fault Description;
- (xii) Detail Action Taken before logging fault;
- (xiii) Network Outage/existing fault checked (Yes/No);
- (xiv) Business' System/Network Checked (Yes/No);
- (xv) Service Active (Yes/No);
- (xvi) Dial Tone (Yes/No);
- (xvii) Isolation Test Performed (Yes/No);
- (xviii) Phone Extension Leads used? (Yes/No);
- (xix) Digital TV present (Yes/No);
- (xx) Back To base Alarm System Present (Yes/No);
- (xxi) CPE plugged in and turned on;
- (xxii) Last Time DSL Modem had Sync;
- (xxiii) Filter Checked/Confirmed (Yes/No);
- (xxiv) CPE IP Configuration Checked (Yes/No);
- (xxv) Modem Lights/Network Active (Yes/No);
- (xxvi) DSL Modem Reset (Yes/No);
- (xxvii) Modem Swapped (Yes/No);
- (xxviii) Can End customer Ping to your Network (Yes/No);
- (xxix) Can you Ping to End customer (Yes/No);
- (xxx) End customer's Username/Password Checked (Yes/No); and
- (xxxi) System/Other Trouble shooting checks performed.

Step 4. The following information must be entered by the user if *Intermittent Loss of Internet* is selected as the *DSL Fault Symptom*:

- (i) How often does service drop out?
- (ii) Particular times of drop outs?; and
- (iii) Does it drop out after being idle?

Step 5. If *Slow Throughput* is selected as the *DSL Fault Symptom*, enter the following details:

- (i) Customer running a network (Yes/No);
- (ii) Downstream Sync Speed;
- (iii) Upstream Sync Speed;
- (iv) Download Speed Test (in kbps);
- (v) Upload Speed Test (in kbps);
- (vi) Packet loss to PC % (i.e. ping from user Network to customer's computer with NAT on modem disabled);
- (vii) Packet loss to Modem only % (i.e. ping from user Network to customer's modem with PC Disconnected);
- (viii) Does speed vary (Yes/No); and
- (ix) Modem IP address.

Step 6. The following information must be entered by the user if *Time Out* is selected as the *DSL Fault Symptom*:

- (i) Does the modem have Sync? (Yes/No); and
- (ii) Modem Light Sequence (text).
- (iii) Once all mandatory data has been entered, click **Submit Ticket**. The Ticket Created message will display all ticket details will be sent to the supplier's ticketing system for logging and management.

Saved Account #60000 

Ticket Created Message

RBT Business Rules

For further information about Optus RBT Business Rules please contact the provider of your service or Emersion.

Entry Bundle Rules

An Entry Level Bundle is a special Optus RBT product that has been targeted at users who want a basic broadband service with minimal usage (i.e. they are ordering Broadband for the first time). Users on an Entry Level Bundle have a lower data limit. If the user exceeds this limit, they will be automatically shaped. You may also upgrade this customer via the Change DSL wizard if you wish.

Emersion supports the ordering of Entry Level Bundles and you may elect to choose a package that encompasses an Entry Level Bundle. You may churn customers that are currently on Entry Level Bundles with another service provider, with the option of upgrading them to a Standard Bundle if you wish.

There are some business rules that surround Entry Level Bundles:

- An Entry Level Bundle must consist of both an STS Service and an Entry Level DSL2 Service. You cannot have a naked (standalone) Entry Level DSL2 service.
- You cannot downgrade an existing Standard Bundle to an Entry Level Bundle for a customer.
- You also cannot downgrade an existing Standard Bundle to an Entry Level Bundle when performing a Change of Lessee. If the new customer requires an Entry Level Bundle, you will need to cancel the existing service entirely and order a new service.
- For a churn, you may churn a Standard Bundle service to an Entry Level Bundle; however the existing customer's service must lie outside of your Aggregator's network.
- If churning a standalone service and up-selling the other component to an Entry Level Bundle, please note that up-selling to an Entry Level Bundle will take longer than up-selling to a Standard Bundle, due to extra interactions with Optus. The system will be unable to calculate exactly when this will complete.
- If a customer on an Entry Level Bundle cancels the STS component, the DSL2 will automatically be upgraded to a Standard service.

Further Information

For further information about Emersion's Service Management System (SMS), or other Emersion system modules, please contact Emersion.

If you are using Emersion on agreement from a supplier (i.e. in connection with the supply of a particular service or product), and have been provided a login for Emersion by your supplier, please contact your supplier directly for assistance.

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