Provisioning Telstra PSTN Services

User Manual

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About This Document

Purpose

The purpose of this document is to describe the operation of the Emersion Ordering and Service Management functions for Telstra products and services. Other Emersion user manuals describe the use and operation of other system modules, such as Customer Management and Package Management, which may be mentioned or referred to within this manual.

Intended Audience

The intended audience for this user manual are sales, provisioning and other administration staff of a service provider who order and provisioning services for customers within the Emersion System.

Document Control

Version	Date	Description	Author
0.1	1/12/2011	Initial version	Kathy Berkidge
1.0	16/12/2011	Finalised for release	Kathy Berkidge

Emersion® Umbrella System

The Emersion® Umbrella System was developed specifically to satisfy the needs of service providers selling complex products such as telephony, broadband and 3G mobile phone plans with bolt-ons to the wholesale and retail markets. The unique Emersion Umbrella Architecture allows products, services and packages to be created, provisioned, billed, and managed as an end to end process using our Thunder™ Workflow Manager. This single Umbrella System allows service providers to be more efficient and reduce the human resource requirements to manage their operations, whilst providing complete control over customers and services from a single interface.

Emersion’s end-to-end solution interfaces with Australia’s leading national carriers and aggregators making ordering, provisioning, and billing of data and telephony products and services effortless. The Umbrella system workflow guides the user through the service qualification and ordering process, removing the confusion and complication and costly re-keying of information. Customer invoices are generated automatically for all charges associated with their services.

Emersion comprises core systems developed on the robust Emersion Umbrella Architecture and a number of system modules, managed and operated by Emersion, that interact to each other via the Umbrella Architecture, as well as interface to external systems via the Batch Mediation System (*BMS*), Cyclone (for provisioning services), and EPS (Electronic Payment System).

The B2B Application Programming Interface (API) interfaces with multiple carriers and service providers using different communications protocols, such as web services (XML and SOAP) and FTP. CDRs and RADIUS data usage are retrieved from carriers or the service provider without user intervention.

Emersion’s super-flexible Billing System allows plans for all types of products and services to be created. The Rating component allows rate cards to be created and managed to associate with plans, including shifting rates based on time, quantity or usage, call block partitions, and traffic zones. Plans can be linked making it easy to build packages and apply discounts or concessions without needing to create countless plans that are both confusing and difficult to manage.

As well as all the flexibility provided in the Plan and Rate modules, Emersion also stores historical rate information allowing historical invoicing as well as re-rating to be performed. The Billing Engine integrates with the Invoice Generation system to automatically generate invoices for customers, whether they are service providers, agents or end users. A single, unified bill is presented, showing customers’ packages, services and charges. Customers may view their bills on-line through the User Interface or receive them via email in Adobe® Acrobat® PDF format. Emersion also supports integration to external mail houses for paper invoice generation and posting.

Teamed with the other system modules for Customer Management, Support (Ticketing), Provisioning, Payment Services, Data Retrieval and verification, the Emersion platform provides a degree of flexibility not often seen in services of this kind to date.

Emersion meets the requirements of even the most demanding service provider:

- Improved efficiency - provisioning, billing & support from one system (no re-keying) ✓
- Flexible pro-rata billing, rating and invoicing solutions, bundling, credit management and customer management solutions ✓
- Intuitive User Interface ✓
- Customisable Workflows ✓
- Documentation and training ✓
- Scalable, available and secure, ready to go equipment, software and solutions ✓
- Support backed by an industry leading Service Level Agreement ✓

Introduction

On behalf of the team at Emersion, we would like to take this opportunity to welcome you to Emersion. Emersion may update the system to improve your experience. Enhancement and new features and changes may be implemented 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.

Your Wholesale Service Provider will provide you with a username and password to access the Emersion system. The Emersion system components are seamlessly integrated and you will access the Emersion Customer Management System (CMS), and all other Emersion system modules from a single Web interface through the Emersion Cumulus user interface.

Document Conventions

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

Italics	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 *Address* 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 *Customer Name* field, and then click **Search**.
BOLD CAPITALS	Text in bold capitals indicates the name of a key on a keyboard. For example: Type 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 Account Profile area can be described as: Select **Admin > Settings > Account Profiles** from the Menu**.**
`Monospace text`	Used to represent the text you may type in a field. For example Type `abc` in the *Search* field.
ⓘ	The ⓘ symbol indicates some useful information or a handy tip.

Where possible all images are taken directly from the Cumulus User Interface

Assumptions Made

As this manual cannot hope to cover more than the operation of the Emersion Order and Service Management functions, 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 Telstra services through an aggregator / supplier of Telstra.
- You have a detailed understanding of the service and ordering requirements of the Telstra service.
- You have access to Telstra's LOLO application and you can competently complete service orders.
- You have a computer 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.
- Acrobat® Reader version 6.00 or higher is 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 Service Provider.

Telstra eBill PSTN Services

Emersion interfaces to Telstra's provisioning system (LinxOnline eBill) to enable you to submit and process Churn requests for existing PSTN services, process provisioning responses from Telstra, as well as to retrieve billing and usage data (i.e. CDRs) to automatically create invoices for your customers containing all charges associated with their services.

At the time of writing this user manual, the Emersion interface with Telstra does not support automated provisioning requests for New Telstra PSTN services (i.e. for newly built premises or premises where no existing phone line is connected). Only Churn provisioning requests are currently supported. For New services, you must first submit a provisioning request externally, either directly with Telstra, a Telstra wholesale service provider, or using Telstra's customer portal, LOLO (LinxOnline). You also need to record the order in Emersion to enable the system to process the response and set up the customer's package, plan and billing. As this manual cannot hope to cover more than the Emersion provisioning processes and functions, it is assumed that you have access to LOLO that you can competently use to submit provisioning requests for New PSTN services, or have processes in place with Telstra or your wholesale service provider to order New PSTN services.

Provisioning responses are automatically received from Telstra and processed by Emersion for both Churn requests and New service requests (i.e. that are submitted externally). The system updates the Provisioning Log with the response received to each request.

Overall Provisioning Process

The overall process for provisioning Telstra eBill PSTN services is as follows:

1.	Request New PSTN service	for New PSTN service only; submit a provisioning request for a New service externally using Telstra's LOLO provisioning system, or through your wholesale service provider. Once the request has been successfully submitted, you will be provided with the new service FNN that is required to be entered in Emersion to continue the provisioning process.
2.	Create Order	order a package plan for the customer containing a Telstra PSTN service for Churn requests or New services.
3.	Service Qualification (SQ)	confirm the availability of the service phone number by performing a SQ.
4.	Select Order Type	enter the provisioning request by selecting the order type and the required package plan.
5.	Configure Service	enter configuration details for the service.
6.	Customer Authorisation	enter the customer authorisation details.
7.	Submit Order	submit your order.
8.	Monitor Order	monitor the submitted order for changes or errors until completion using the *Provisioning Log*.

Once orders have been created, you can use the following modules to manage orders and services:

•	Orders	View order details and return to any incomplete orders.
•	Service Management	View and manage service subscription details.

The sections that follow provide details of each of these steps from Step 2 onwards.

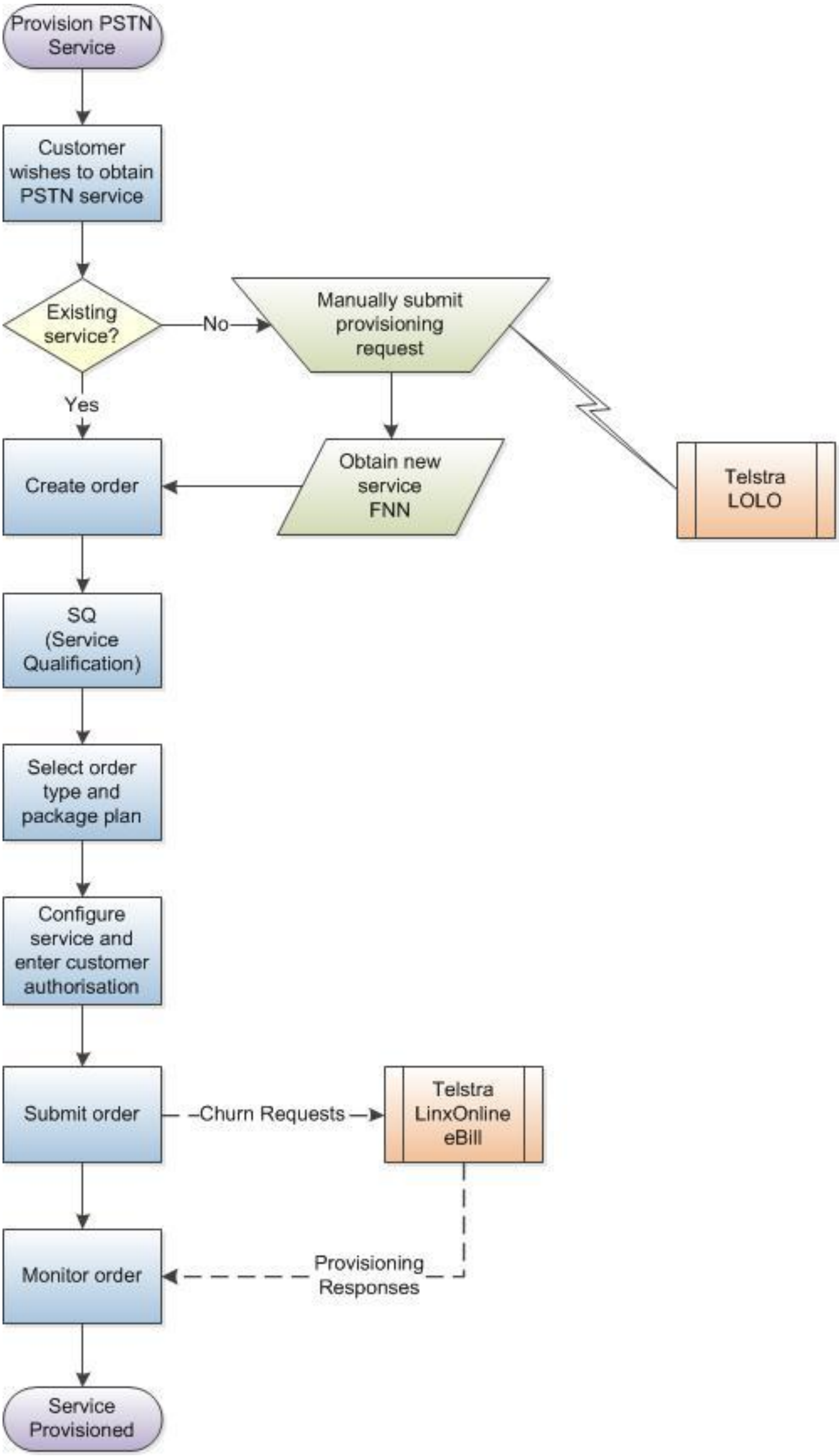


Figure 1. The overall Telstra eBill PSTN provisioning process flow

Create Order

The first step of the provisioning process is to create the service order. As previously mentioned, for a new Telstra PSTN service, you must first submit a provisioning request externally and obtain the new service's phone number (FNN). However, for customers with an existing PSTN service that you are transferring, you use Emersion to process a Churn provisioning request automatically.

1. Select **Customers** > **Customer List** > from the **Menu.** The *Customer List* page will display showing a list of existing customers.
2. Locate the customer you wish to provision the PSTN service in the list and click either the **Account Number** or **Customer Name** link in the list. The *Customer* page will display showing the account information summary.
3. On the *Customer* page, select the **Order** tab. The *Create Order* page will display.

   Alternately, click the **Create Order** link beside the required customer in the *Customer List* page.

Figure 2. The *Customer List* showing the *Create Order* link

4. Tick the **Telstra PSTN (eBill)** service check box. A list of Packages available for the Telstra PSTN service will display.

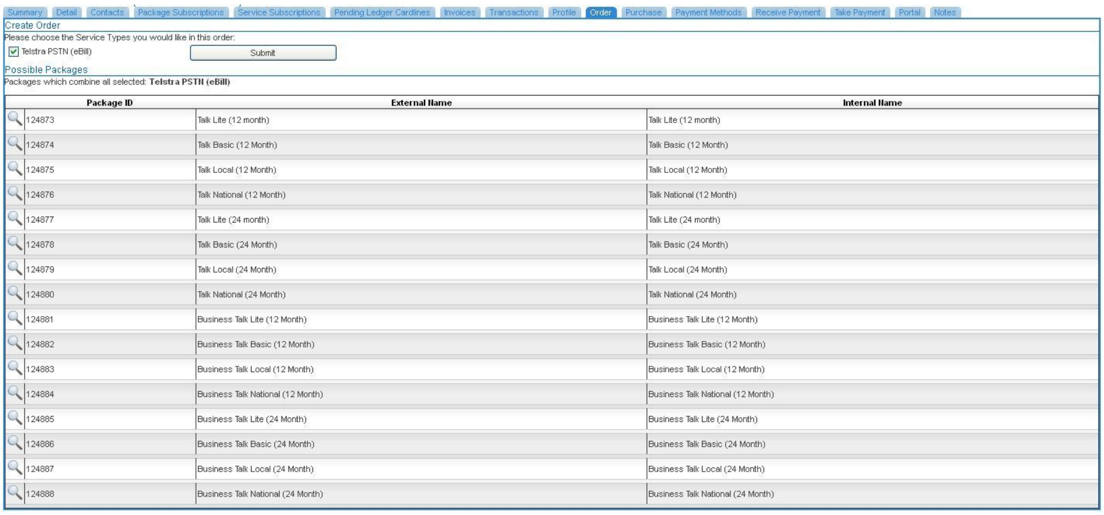


Figure 3. The *Order* page showing the *Telstra PSTN* service type packages

5. Click **Submit**. The *Service Qualifications* page will display showing the SQ details and available order types.

   No order types will be available until a SQ has been performed that confirms that the service can be provisioned.

Figure 4. The *Service Qualifications* page

Service Qualification (SQ)

The Service Qualification (SQ) function verifies that the PSTN service can be provisioned on the customer's Full National Number (FNN or phone number). The results of the SQ will show the available actions based on the services available.

A SQ must be performed as part of the Order process. However, you can perform a SQ on a customer's FNN to check availability before entering an order. A Telstra PSTN Order will not be saved until a SQ is successfully completed that confirms that the service can be provisioned.

> 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.

1. On the *SQ* page, click the **Enter SQ Details** link. The *PSTN Service Qualification* page will display.

Figure 5. The *PSTN Service Qualification* page

2. Enter the customer's phone number with area code in the *FNN* field.

   For a new PSTN service, you must obtain the new service's phone number (i.e. from Telstra) to enter in the SQ.

   For an existing PSTN service that you are churning from another service provider, use the customer's existing phone number.

3. Click the **Save** button. The *Order* page will display showing a system generated order number and show the *Status* of the SQ, which will most likely be *Pending*.

   When you submit a SQ, Emersion interacts with Telstra's provisioning system to confirm that the FNN entered is available for provisioning. Until a response is received from Telstra's system, the SQ status will remain *Pending*.

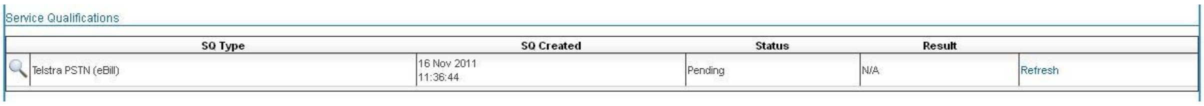


Figure 6. The *Service Qualification* page showing a *Pending* SQ

4. Click the **Refresh** link. The system will update the *Order* page showing status of the SQ as well as the SQ Result.

   Once the system has completed the SQ and received a response from Telstra, the SQ *Status* will show '*Success',* with the SQ *Result* indicating whether the service is available.

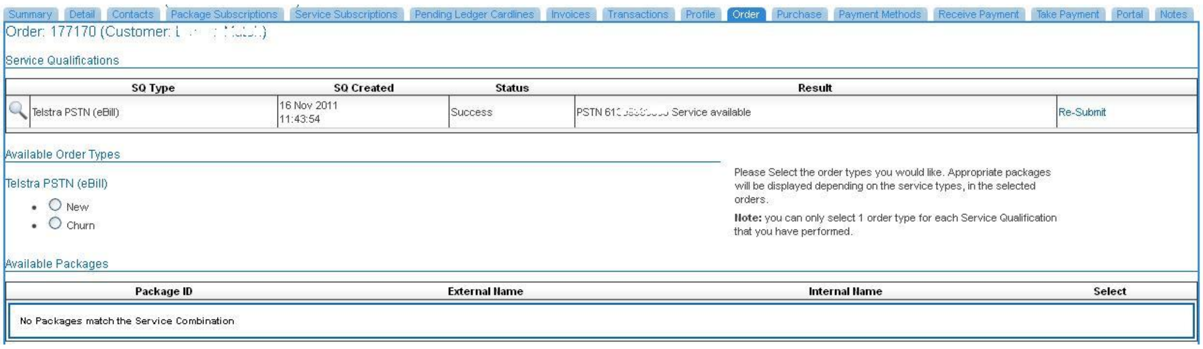


Figure 7. The *Service Qualification* page showing a successful SQ

5. If you wish to perform another SQ, or try another FNN, click the **Re-Submit** link. The system will return to the *PSTN Service Qualification* screen to allow you to perform further SQs as required.

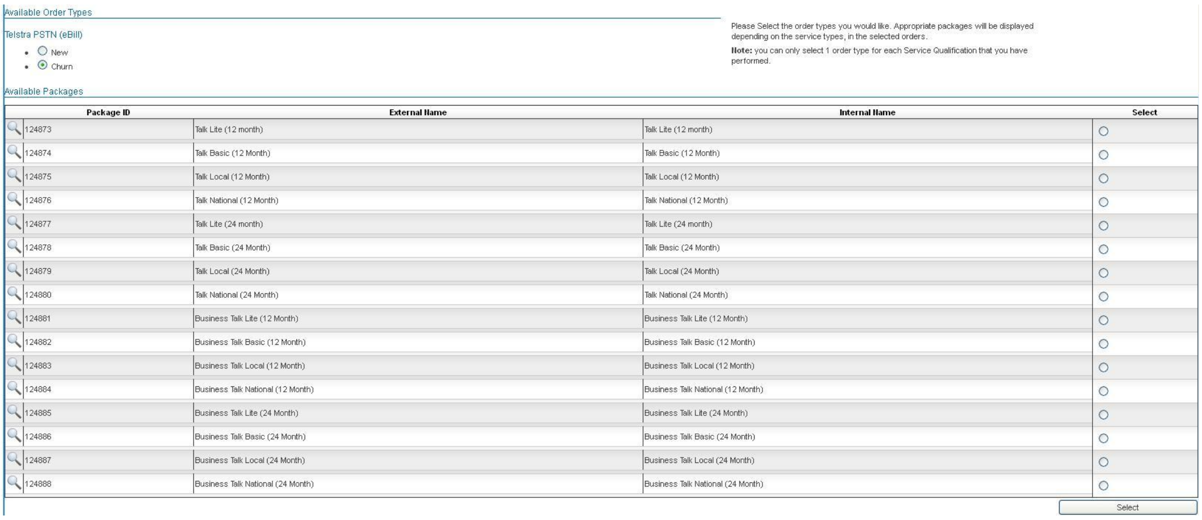
Order Type

The Order Type is used by Emersion to determine the appropriate provisioning actions required depending on the service type and service provider. Different service types may have various order types with different provisioning actions. For the Telstra PSTN eBill service type, the following Order Types are available:

- New — a new PSTN service (i.e. that you have submitted a provisioning request for externally).
- Churn — churn an existing PSTN service automatically from another provider.

Note: you can only select one Order Type for each Service Qualification that you have performed.

1. Click the required *Order Type* radio button under the *Available Order Types*, *Telstra PSTN (eBill)* area. A list of available packages for the PSTN service and selected order type will be displayed.


Available Order Types

Telstra PSTN (eBill)

- New
- Churn

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
124873	Talk Lite (12 month)	Talk Lite (12 month)	
124874	Talk Basic (12 Month)	Talk Basic (12 Month)	
124875	Talk Local (12 Month)	Talk Local (12 Month)	
124876	Talk National (12 Month)	Talk National (12 Month)	
124877	Talk Lite (24 month)	Talk Lite (24 month)	
124878	Talk Basic (24 Month)	Talk Basic (24 Month)	
124879	Talk Local (24 Month)	Talk Local (24 Month)	
124880	Talk National (24 Month)	Talk National (24 Month)	
124881	Business Talk Lite (12 Month)	Business Talk Lite (12 Month)	
124882	Business Talk Basic (12 Month)	Business Talk Basic (12 Month)	
124883	Business Talk Local (12 Month)	Business Talk Local (12 Month)	
124884	Business Talk National (12 Month)	Business Talk National (12 Month)	
124885	Business Talk Lite (24 Month)	Business Talk Lite (24 Month)	
124886	Business Talk Basic (24 Month)	Business Talk Basic (24 Month)	
124887	Business Talk Local (24 Month)	Business Talk Local (24 Month)	
124888	Business Talk National (24 Month)	Business Talk National (24 Month)	

Select

Figure 8. The *Order* page showing available packages

2. Click the radio button beside the required package in the *Select* column.

   You can display a summary of the package details and charges by clicking the magnifying glass icon beside the *Package ID*.

3. Click the **Select** button. The *Configuring package* page will display, showing the package, the order type (in the *Transfer* column), and the FNN.


Summary | Detail | Contacts | Package Subscriptions | Service Subscriptions | Pending Ledger Cardlines | Invoices | Transactions | Profile | Order | Purchase | Payment Methods | Receive Payment | Take Payment | Portal | Notes

Configuring: Talk Basic (24 Month)

Service Type	Mandatory	Transfer		Configure	Authorisation
Telstra PSTN (eBill)	Yes	New / Churn	613[illegible]	Configure	Authorise

Upload Order Form

Upload Order Form: Browse...

Order Completion

This order is now complete enough to finalise. Click 'Proceed' to finalise the order, and create the Package Subscription.

Proceed

Figure 9. The *Configuring package* page

Note:

Emersion allows you to perform a SQ to confirm a service's availability without first creating a customer order. Select **Service** > **Order** from the menu. The system will prompt you to select the Telstra eBill service and enter the FNN as described previously. However, once the SQ has completed successfully, and you have selected the order type, the system will prompt you to select the customer to continue. If you have already selected a customer, skip the following steps and go to the Configure Service section on page 13.

If you performed a SQ without selecting a customer:

4. After you have selected the package in step 2 above, the *Customer Choice* page will display a list of existing customers instead of the *Configuring package* page.

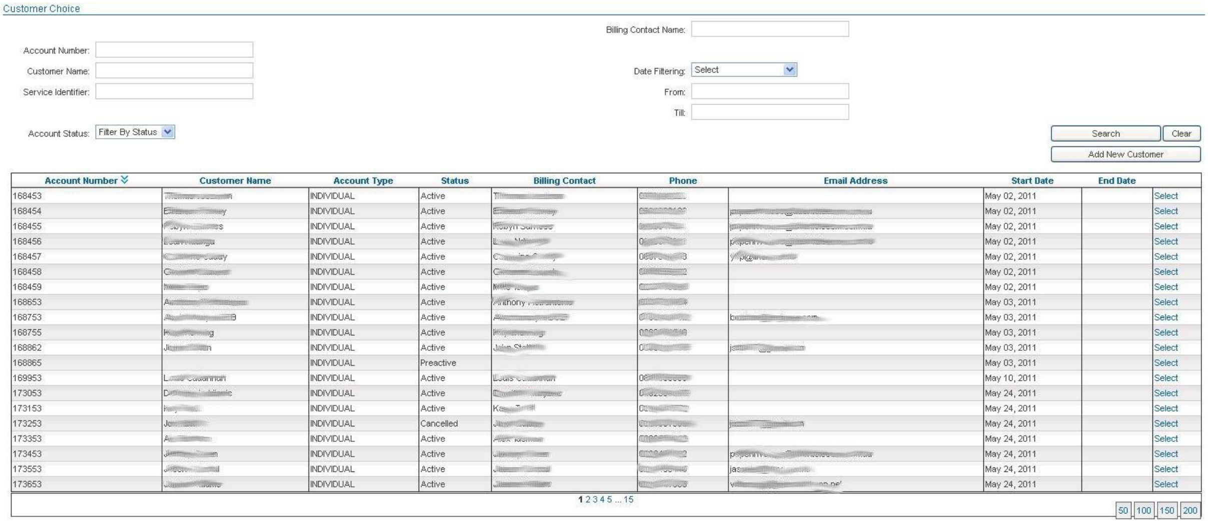


Figure 10. The *Customer Choice* page showing the list of customers

5. Locate the required customer to provision the PSTN service, and then click the **Select** link beside the customer record.
6. Alternately, you can create a new customer record if required. Click the **Add New Customer** button. The system will display the *Create New Account* wizard page. Enter the new customer's details using the wizard.

If you choose to create a new customer, you should note the o*rder number* from the top of the service qualification *Order* page to enable you to return to the order and continue the provisioning process.

7. Once a customer is selected, the *Configuring package* page will display, showing the package, the order type (in the *Transfer* column), and the FNN.

Figure 11. The *Configuring package* page

Configure Service

The *Service Configuration* page allows you to set up the specific service related features of the Telstra PSTN service, such as MessageBank, Handset Rental, Calling Number Display, Silent Number etc. For product information about these service features, please refer to your wholesale service provider or Telstra.

1. From the *Configuring package* page (from the previous step), click the **Configure** link. The *Service Configuration* page will appear.

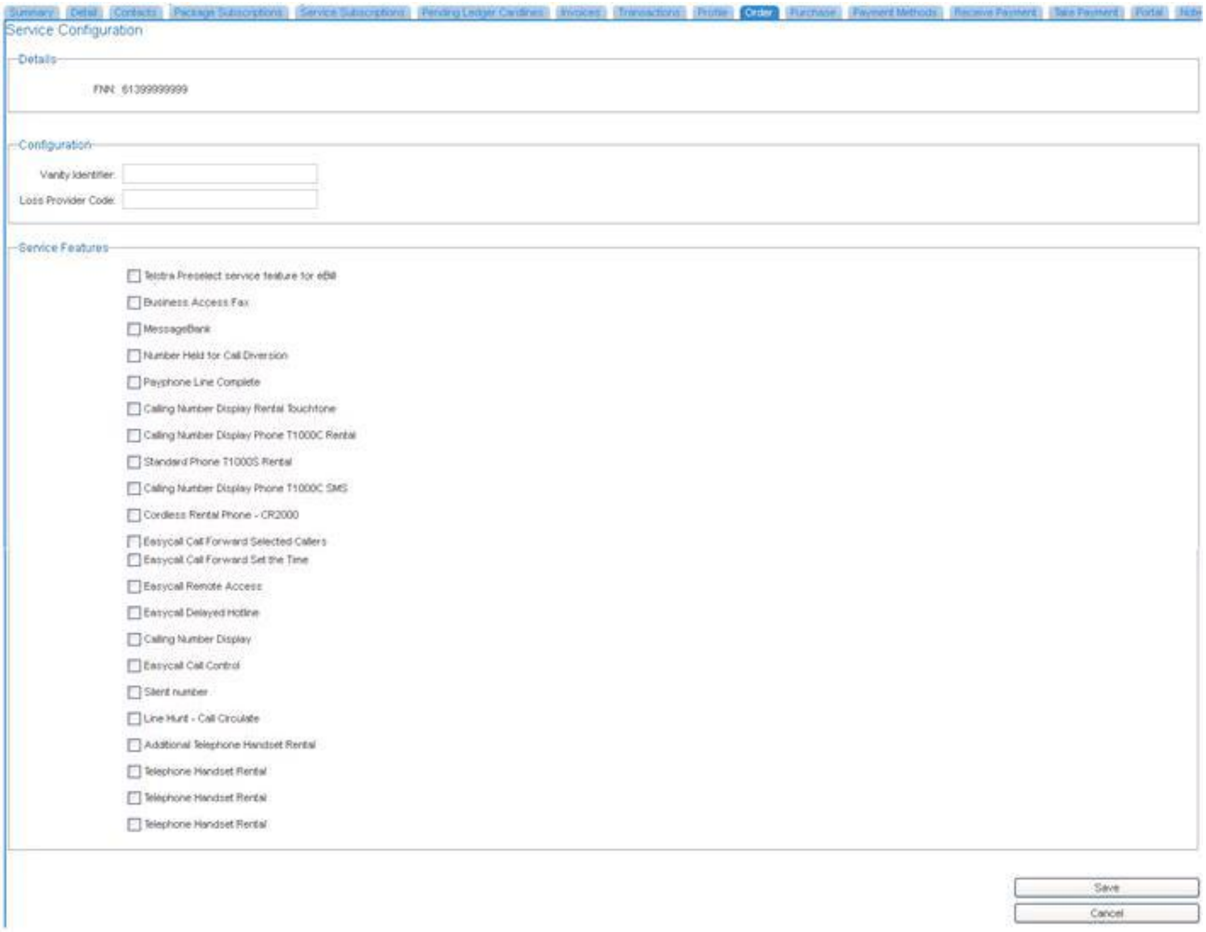


Figure 12. The *Service Configuration* page

2. In the *Configuration* section, you can optionally enter a *Vanity Identifier* for the service, which is an alternate way to identify the service that will appear on the customer's invoice (e.g. instead of the phone number, you could use "Joe's business phone line").

   You can also enter the *Loss Provider Code*, which is the customer's previous service provider's code.

3. In the *Service Features* section, all the features that can be set up on the Telstra PSTN service are listed.

   Tick the check box beside each service feature required by the customer. Some of these features attract additional charges, which you can on bill to your customer.

4. Click the **Save** button. The *Order* page will display.

   To return to the service configuration, click the *Re-Configure* link.

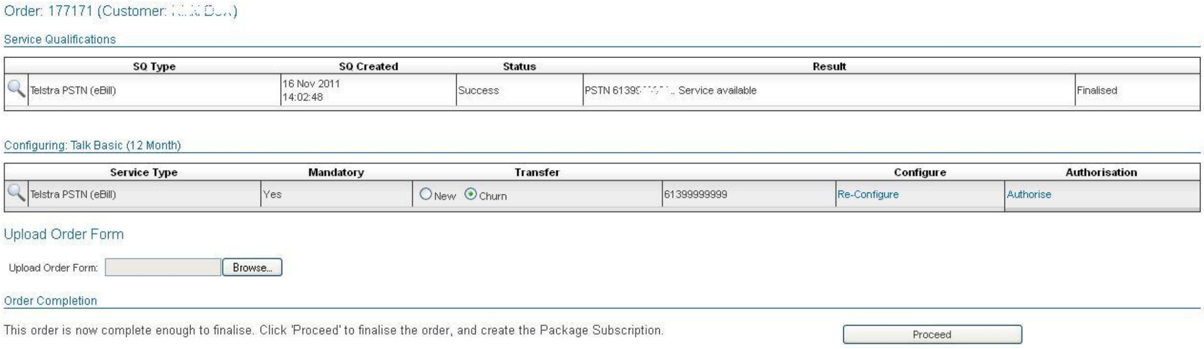


Figure 13. The *Order* page

Customer Authorisation

The *Customer Authorisation* page allows you to enter the customer's authorisation details. To provision services, you must obtain a valid customer authorisation to verify that the customer wishes you to provide their telephony service and leave their current service provider. For further details about customer authorisations, refer to your wholesale service provider or Telstra.

1. On the *Order* page, click the **Authorise** link. The *Customer Authorisation* page will appear.

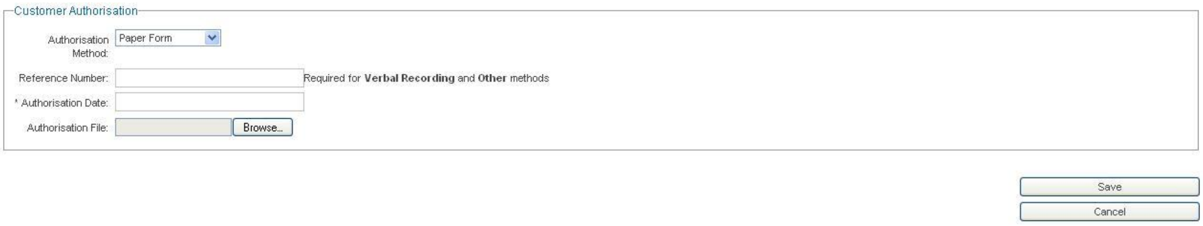


Figure 14. The *Customer Authorisation* page

2. Select the type of customer authorisation you have from the *Authorisation Method* drop list. Types available are 'Paper Form', 'Verbal Recording', and 'Other'.
3. Enter a *Reference Number* for the customer authorisation. For 'Verbal Recording' and 'Other' authorisation methods, this field is mandatory.
4. Select the *Authorisation Date* of the customer authorisation using the calendar tool.
5. Upload the relevant file (e.g. voice recording .wav file, or the electronic form etc). Click the **Browse** button. The *File Upload* window will appear. Navigate to and select the required file, and then click **Open**.
6. Click the **Save** button. The *Order* page will display.

   To return to the customer authorisation, click the *Re-Authorise* link.

You can optionally upload a copy of the customer's order (i.e. scanned paper form or electronic file) for easy future reference.

7. To upload a copy of the customer's order, on the *Order* page, click the *Browse* button beside the *Upload Order Form* field. The *File Upload* window will appear. Navigate to and select the required file, and then click **Open**.

Submit Order

Once all the service details have been completed, submit the order to provision the service.

1. On the *Order* page, click the **Proceed** button. The *Order* page will appear showing that the order is complete. A message at the top of the screen will display, showing, “Provisioning request has been submitted”.

Figure 15. The *Order* page showing completion

2. For Churn orders, Emersion will automatically send the provisioning request to Telstra. For New orders, the provisioning request must be entered externally (as mentioned in the Overall Provisioning Process section on page 7).
3. Emersion polls Telstra for the provisioning request’ response and updates the *Provisioning Log* with any response received.
4. Use the *Provisioning Log* to monitor and update the status of the service order.

Provisioning Log

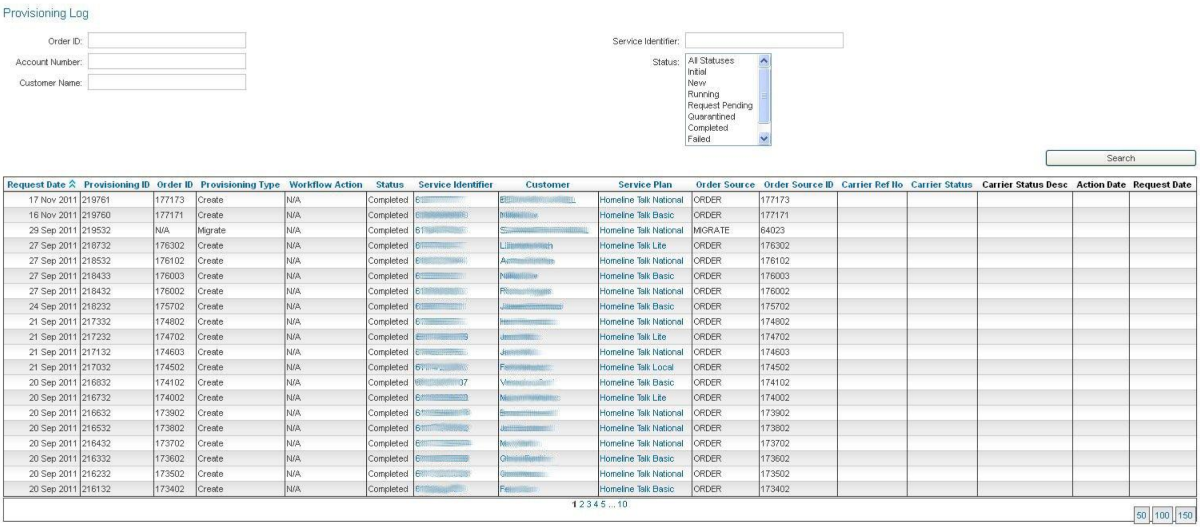
The *Provisioning Log* function displays information about provisioning requests and the status of services ordered. When there is any change to a service, it is reflected in the provisioning log. Responses to provisioning requests received from the Telstra (depending on the service type and order type)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

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

The Provisioning Log must be used to monitor your orders.

To Display the Provisioning Log

1. Select **Services** > **Provisioning** from the menu. The *Provisioning Log* page will display.
2. Locate the provisioning request in the log to determine its status and whether any processing issues have occurred.



Request Date	Provisioning ID	Order ID	Provisioning Type	Workflow Action	Status	Service Identifier	Customer	Service Plan	Order Source	Order Source ID	Carrier Ref No	Carrier Status	Carrier Status Desc	Action Date	Request Date
17 Nov 2011	219761	177173	Create	N/A	Completed	[illegible]	[illegible]	Homeline Talk National	ORDER	177173					
16 Nov 2011	219760	177171	Create	N/A	Completed	[illegible]	[illegible]	Homeline Talk Basic	ORDER	177171					
29 Sep 2011	219532	N/A	Migrate	N/A	Completed	[illegible]	[illegible]	Homeline Talk National	MIGRATE	64023					
27 Sep 2011	218732	176302	Create	N/A	Completed	[illegible]	[illegible]	Homeline Talk Lite	ORDER	176302					
27 Sep 2011	218532	176102	Create	N/A	Completed	[illegible]	[illegible]	Homeline Talk National	ORDER	176102					
27 Sep 2011	218433	176003	Create	N/A	Completed	[illegible]	[illegible]	Homeline Talk Basic	ORDER	176003					
27 Sep 2011	218432	176002	Create	N/A	Completed	[illegible]	[illegible]	Homeline Talk National	ORDER	176002					
24 Sep 2011	218232	175702	Create	N/A	Completed	[illegible]	[illegible]	Homeline Talk Basic	ORDER	175702					
21 Sep 2011	217332	174802	Create	N/A	Completed	[illegible]	[illegible]	Homeline Talk National	ORDER	174802					
21 Sep 2011	217232	174702	Create	N/A	Completed	[illegible]	[illegible]	Homeline Talk Lite	ORDER	174702					
21 Sep 2011	217132	174603	Create	N/A	Completed	[illegible]	[illegible]	Homeline Talk National	ORDER	174603					
21 Sep 2011	217032	174502	Create	N/A	Completed	[illegible]	[illegible]	Homeline Talk Local	ORDER	174502					
20 Sep 2011	216832	174102	Create	N/A	Completed	[illegible]	[illegible]	Homeline Talk Basic	ORDER	174102					
20 Sep 2011	216732	174002	Create	N/A	Completed	[illegible]	[illegible]	Homeline Talk Lite	ORDER	174002					
20 Sep 2011	216632	173902	Create	N/A	Completed	[illegible]	[illegible]	Homeline Talk National	ORDER	173902					
20 Sep 2011	216532	173802	Create	N/A	Completed	[illegible]	[illegible]	Homeline Talk National	ORDER	173802					
20 Sep 2011	216432	173702	Create	N/A	Completed	[illegible]	[illegible]	Homeline Talk National	ORDER	173702					
20 Sep 2011	216332	173602	Create	N/A	Completed	[illegible]	[illegible]	Homeline Talk Basic	ORDER	173602					
20 Sep 2011	216232	173502	Create	N/A	Completed	[illegible]	[illegible]	Homeline Talk National	ORDER	173502					
20 Sep 2011	216132	173402	Create	N/A	Completed	[illegible]	[illegible]	Homeline Talk Basic	ORDER	173402					

1 2 3 4 5 ... 10

50 100 150

Figure 16. The *Provisioning Log* page

Search

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

- Order ID
- Account Number
- Customer Name
- Service Identifier
- Status

Provisioning Types

There are six provisioning, or request types, as described below:

Provisioning Type	Description
Create	A new service provisioning request submitted to the carrier
Refresh	A previous request was refreshed (e.g. if a SQ was over 10 hours etc)
Change	This will usually mean the service was suspended or barred; or re-enabled
Cancel	A request to cancel an existing service
Feature	A request to make modifications to a service's features
Migrate	This will usually mean a service migration has been requested (e.g. plan change)

Request Status

Provisioning Requests may have one of the statuses, described below:

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

Orders

The *Orders* page lists all complete and incomplete orders and allows you to view the order details. This is most commonly used to continue or complete an incomplete order e.g. if a SQ has been performed previously and now you have collected the customer's details and authorisation.

When you first display the *Orders* page, no results will display as listing all orders can take a few minutes to load, particularly when there are a large number of SQs and orders submitted.

You should first enter search criteria and click the **Search** button to show only the required orders to minimise system overhead and processing time.

To Display the Orders list

1. Select **Services** > **Orders** from the menu. The *Orders* page will display.

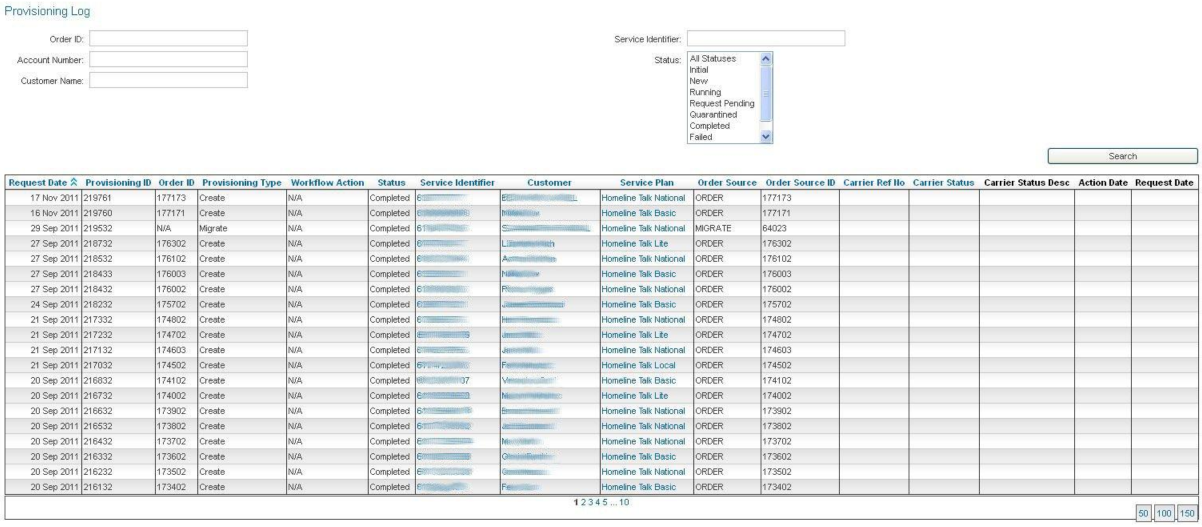


Figure 17. The *Orders* page

Search

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

- Order Number
- Customer Name
- Package Identifier
- Status

To Display an Order

1. Click the **Order ID** of the required order in the list. The *Order* page will display.
2. If you select a *Complete* order, the system will display the order details.

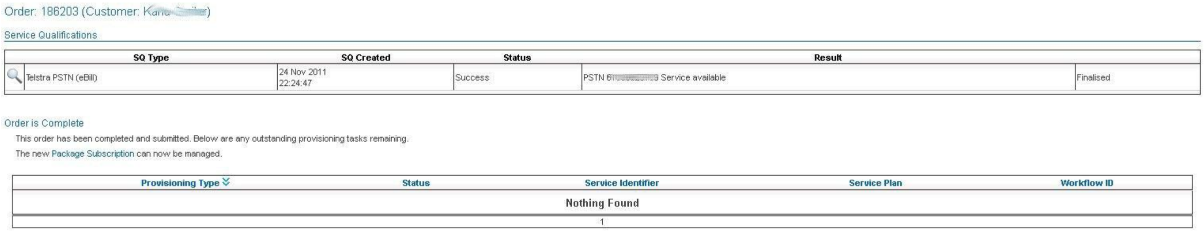


Figure 18. The *Order* page showing a complete order

3. If you select an *Incomplete* order, the system will display the order details at the point in the order process you previously exited e.g. select a customer, configure service, or enter customer authorisation.

Figure 19. The *Order* page showing an incomplete order

Service Management

The *Service Management* module allows you view all details of a customer's service, or a *service subscription*. A *service subscription* is simply an instance of a service plan that has been sold to a customer. The service plan is the object that controls the billing parameters of a particular service type.

To Display a Service Subscription

There are a number of ways to display a service subscription:

From the Customer record

1. Select **Customers** > **Customer List** from the menu. The *Customer List* page will display showing all existing customers.
2. Locate the required customer and click either the **Account Number** or **Customer Name** link in the list. The *Customer* page will display showing the account information summary.
3. Select the **Service Subscriptions** tab on the *Customer* page. The *Service* page will display showing a list of the customer's services.
4. Click the required **Service ID** or the *Service Identifier* link in the list.

From Services list

1. Select **Services** > **List All** from the menu. The *Service* page will display showing all existing services.
2. Locate the required service using the *Search* function or page navigation.
3. Click the **Service Identifier** link of the required customer's service.

From the Provisioning Log

1. Select **Services** > **Provisioning** from the menu. The *Provisioning Log* page will display.
2. Locate the required service request using the *Search* function or page navigation.
3. Click the **Service Identifier** link of the required service request.

The generic service details are displayed at the top of the screen, including

- Service Subscription ID
- Service ID
- Service Identifier
- Service Type
- Service Plan
- Billing Period
- Package Subscription ID
- Package Plan
- Start Date of the service subscription
- End Date i.e. if the service was cancelled
- Status
- Transfer Type (i.e. Churn, New etc)

No changes can be made to these service details.

Figure 20. The *service details* page showing the generic information

Actions

From the service details page, you can perform a number of actions:

- **View Usage** — displays the service usage, such as calls made or date used etc
- **View Package Subscription** — displays the package subscription details and allows you to edit package chain information, add a contract, and migrate the package (see the Package and Plan Management user manual for more information about these functions)

Service Properties

The *Service Properties* section shows the service configuration. By default, the property sections are compressed. To display the details, click the panel name to expand or compress these details. The properties available are:

- **Service** — displays the service FNN provisioned – this cannot be modified.
- **Configuration** — displayed the *Vanity Identifier* and *Loss Provider Code,* as configured during the provisioning request.

1. To modify the service configuration, select *Edit Service* from the *Choose an Option* drop list under the *Service Properties* section heading. The service details fields will update and be enabled for editing.
2. Enter or update the *Vanity Identifier* or *Loss Provider Code* as required.
3. Click the **Save** button.

Figure 21. The *service details* page showing the service properties

Add Service Feature

The *Add Service Feature* section allows you to add service related features to the Telstra PSTN service, such as MessageBank, Handset Rental, Calling Number Display, Silent Number etc.

1. Select the required new feature from the *Select New Unallocated Feature* drop list. The list will contain all available service features that are not already set up on the service.
2. Depending on the feature selected, enter the feature's identifier in the *Identifier* field (e.g. for *Preselect*, you would enter the FNN).
3. Click the **Add Feature to Service** button. The selected feature will display below.

Edit Service Feature

The *Edit Service Feature* section shows all existing features set up on the service, with the feature Name, Identifier, and cost. You can view the feature subscription details by clicking the *Click to view feature information* link.

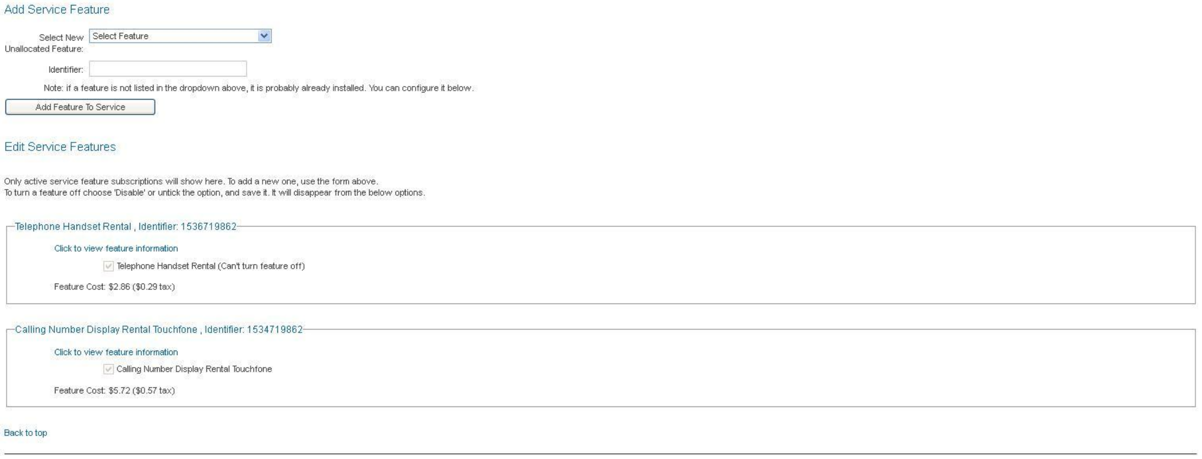


Figure 22. The *service details* page showing the add and edit service features section

Custom Rate Override

A custom rate allows you override the default rate in the Rate Card for the service. You can also view the *Tariff Structure Hierarchy*.

Cancel Service

The Cancel Service section may allow you to cancel the service, depending on the package and plan rules set up. If the service is mandatory, a message will display advising that the service cannot be cancelled.

Figure 23. The *service details* page showing the customer rate and cancel sections

Feature History, Notes, Provisioning Log, and Subscription History

This section shows a list of previous requests, either completed or in progress, including the initial provisioning request, any change requests, as well as notes. By default, these sections are compressed. To display the details, click the '*Click here to toggle the display…*' link to expand or compress these details.

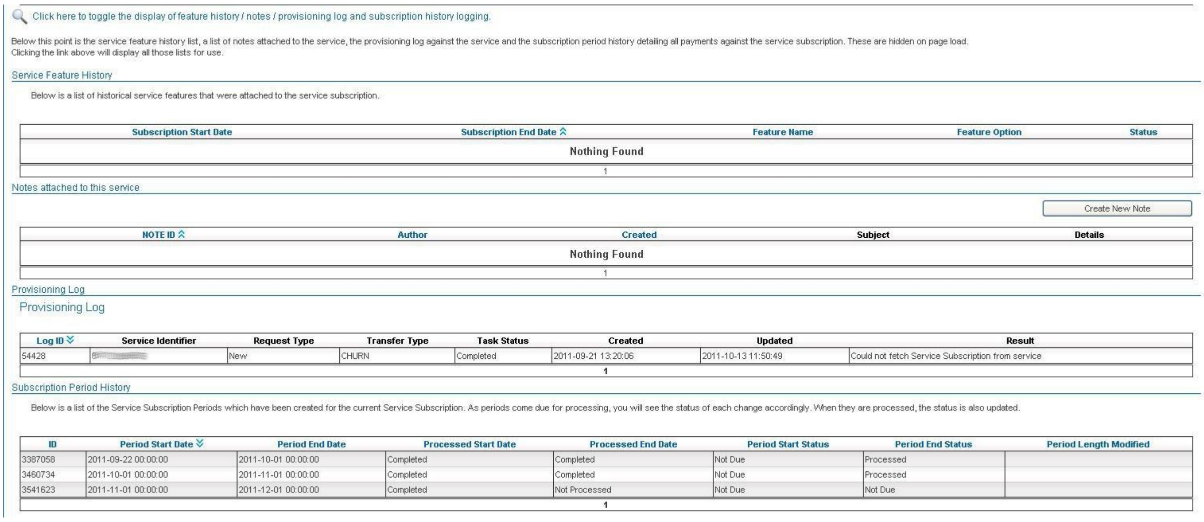


Figure 24. The *service details* page showing the feature history section

The details displayed are:

- **Service Feature History** — displays the service FNN provisioned – this cannot be modified.
- **Notes** — displays any notes attached to the service. To add a note, click the *Create New Note* button. The *New Note* section will appear where you can enter the note *Subject* and *Details* text. Click the *Save* button to save the note.
- **Provisioning Log** — displays information about all provisioning requests on the service and their status
- **Subscription Period History** — displays a list of billing periods created for the service subscription, with period dates, processing dates, and statuses

Further Information

For further information about Emersion's Ordering and Service Management functions, 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.

Emersion

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Glossary of Terms and Abbreviations

ACMA means the Australian Communications and Media Authority.

ACCC means the Australian Competition and Consumer Commission.

ACIF means the Australian Communications Industry Forum.

ACIF Code means an industry code registered with the Australian Communications Authority (now ACMA) under the *Telecommunications Act 1997.*

ADSL means Asymmetrical Digital Subscriber Line.

Broadband means an always-on Broadband Service over Unconditioned Local Loop (ULL) aggregating data to/from customers to a state or national point-of-interconnect.

Broadband Churn means a Churn Order to transfer a Broadband Service from one service provider to another.

Business Day means any day from Monday to Friday (inclusive) other than a day which is gazetted or otherwise declared or made a Public Holiday.

Business Hours means 08:30 to 17:00 Australian Eastern Standard Time.

CA means Customer Authorisation.

Caller means the person originating a call using a telecommunications Service.

Cancel Order means an order created to terminate an existing Service.

Calling Line Identity means the data generated by a network which relates to the telecommunications Service of the originating call. Also known as Calling Line Identification.

Calling Number Display means the option available to a customer regarding whether they would like their number to be shown or kept hidden from the party they are calling. Also known as Caller ID.

Carrier means the holder of a carrier licence in accordance with the *Telecommunications Act1997.*

Change Order means the option available to change an existing order.

Churn means the transfer of a Service.

Churn CA means a Local Call Churn CA and/or a Broadband CA.

Churn Order means an order created where the customer wishes to transfer a Local Service and/or Broadband.

CLI means Calling Line Identity or Calling Line Identification.

Clear Business Day means a period of time commencing at 08.30 on the next Business Day.

CND means Calling Number Display.

CND Code means ACIF Code C5222: *Calling Number Display* as registered by the ACMA.

Cooling Off Period means any period available by law to a customer to rescind or otherwise avoid any agreement under which that customer agrees to acquire the Service.

CSG means Customer Service Guarantee.

Customer Authorisation means an authorisation by the customer, or their agent, containing the minimum mandatory required information as required by the relevant ACIF code.

Customer Service Guarantee means the *Telecommunications (Customer Service Guarantee) Standard 2000 (No. 2)* which is legislation aimed at encouraging improvements in Service and to guard against poor Service by requiring phone companies to meet minim standards for Service connection, fault rectification and appointment keeping in relation to the supply of Standard Telephone Services.

Directory Listing means a listing in a telephone directory including, but not limited to, the White Pages.

Directory Preference means the preference stated by the customer with respect to whether they want a Directory Listing or an Unlisted Number.

DSLAM means Digital Subscriber Line Access Multiplexer, a mechanism at a phone company's central location that links many customer DSL connections to a single high-speed line.

Emersion is the Online Ordering Portal, which is the system used to provision and bill individual services for customers.

End customer / Customer means the person whose name is on the Service account and has authorised the provision of the Service through a Customer Authorisation.

FNN means Service Number or Full National Number.

Integrated Public Number Database means the database contemplated in schedule 2, Part 4 of the Act that contains specified customer information for all public numbers as defined in the IPND Code.

IPND means Integrated Public Number Database.

IPND Code means ACIF Code C555:2002 *Integrated Public Number Database (IPND) Data Provider, Data user and IPND Manager* as registered by the ACMA as amended from time to time.

LD means Long Distance.

LD Carrier means Long Distance Carrier.

LD Churn means a change in LD Pre-selection.

LD Reseller means non-carrier providers of Pre-selection services, using equipment owned by existing carriers.

Line Blocking Status means the status of a particular telecommunications Service in relation to whether it has in place a **Permanent Line Block** or enabled **CND**.

Listed Number means a telecommunications Service Number which is listed in a public number directory.

LNP means Local Number Portability.

LNP Code means ACIF C540:2006.

Local Number Portability Code as registered by the ACMA.

Local Call/Broadband means Local Call and/or Broadband Services.

Local Call/Broadband Churn Reversal means the reinstatement of a customer's Service to a Losing service Provider following an Unauthorised Local Call/Broadband Churn.

Local Call Churn means the transfer of a Local Service (including Service Number) between service providers.

Local Call/Broadband Churn means Local Call Churn and/or Broadband Churn.

Local Number Portability (LNP) means the Porting of a Service Number associated with the provision of a Local Service between different Carrier networks.

Local Service has the same meaning as given in the *Telecommunications Numbering Plan 1997*.

Long Distance means Long Distance Pre-selection.

Long Distance Carrier means a Carrier that provides carriage of Pre-selectable Calls originating from a Local Service.

Long Distance Pre-selection means the ability of a customer to automatically have their lines switched to the LD Provider of their choice for Pre-selectable calls.

Long Distance Provider means an SP that resells LD.

MDF means Main Distributor Frame. This is where the incoming telephone lines from the street terminate within a building. Depending on the size of the building the MDF could be a small plastic box on the wall or a large room.

MDU means Multiple Dwelling Unit e.g. apartment building of more than 3 floors, or block of units greater than 10 units.

NBP means the Network Boundary Point.

Network Boundary Point is the customer's first and main socket for houses, or the Main Distributor Frame for a Multi Dwelling Unit (MDU).

New Service Order means a request, made by the SP, to provision service to a customer address.

Order means one of the following:

a) New Service Order.
b) Churn Order.

Order Number means the reference number supplied to the SP following the submission of an order. Also referred to as Reference Number.

Order Process means the process by which you can request a Telstra service to a customer location.

Order Reference Number means the reference number supplied following the submission of an order. Also Referred to as Order Number.

Pending Order means an order which has been submitted but not yet completed.

Ping means a protocol that sends a message to another computer and waits for acknowledgement, often used to check if another computer on a network is reachable.

POTS means Plain Old Telephony Service.

Point to Point Protocol means protocol that allows the transport of packets between the customer and the Retail Carrier. The Retail carrier can authenticate the user with PAP or CHAP authentication.

Pre-selectable Call has the same meaning as given in ACIF C515:2003 Pre-selection Industry Code and includes calls from a local Service to:

i. a geographic number or local number that is not a local call;
ii. an international direct dial service;
iii. operator service for which the *Telecommunication Number Plan 1997* specifies the use of a shared selectable number;
iv. a carriage service that is both a ring back price service and an international service;
v. a public mobile telephone service.

Pre-selection means the selection of a carrier for Pre-selectable Calls and includes service made available by you to a customer for a Local Service which will:

i. permit designation by the customer of a LD Provider for that Local Service;
ii. allow billing for Pre-selectable Calls by the Long Distance Provider;
iii. allow billing for calls made using and Access Override Code to LD Providers;
iv. allow the customer to change from time to time designation of their LD Provider for that Local Service.

Pre-selection Code means ACIF Code C522: *Pre-selection* as registered by the ACMA.

Public Holiday means any day on which transfer activity is not available. Public Holidays will be issues via the service review on an annual basis.

RC means Retail Carrier.

Relocation Order means an order created to initiate the relocation of a customer Service to a new customer address.

Retail Carrier has the same meaning as a "Service Provider" as defined in section 86 of the Telecommunications Act 1997.

Sent means the choice taken to enable CND information to be displayed.

Service means M2 Residential Broadband and Telephony Services.

Service Number means a geographic number as defined by the *Telecommunications Numbering Plan 1997.*

Service Qualification means the determination of whether a communications wire is compatible with the deployment rules for a given deployment class.

Simple Telephone Service means a local service which comprises a:

(a) Standard Telephone Service; and

(b) Service number

Where there exists a one to one relationship between the Service number and the relevant access line to the Standard Telephone Service.

SP means a Service Provider or re-seller of telephony and/or broadband services.

Standard Telephone Service has the meaning given by section 6 of the *Telecommunications (Consumer Protection and Service Standards) Act 1999.*

Standard Time means:

(a) Eastern Standard Time (GMT +10 hours); or

(b) Eastern Daylight Saving Time (GMT plus 11 hours) when in effect in VIC.

SQ means Service Qualification.

Telstra means Telstra Corporation Limited.

ULL means Unconditioned Local Loop.

ULLS means Unconditioned Local Loop Service.

ULLS Code means ACIF C569: 2005 *Unconditioned Local Loop Service Ordering, Provisioning, and Customer Transfer* as registered by the ACMA.

Unauthorised Broadband Churn means a Broadband Churn Order that has been submitted without a valid CA:

(a) which resulted from a processing error;

(b) a CA is determined to be unauthorised

Unauthorised Local Call Churn means a Local Call Churn Order that has been submitted without a valid CA::

(a) which resulted from a processing error;

(b) where a CA is determined to be unauthorised.

Unauthorised Local Call/Broadband Churn means Unauthorised Local Call Churn and/or Unauthorised Broadband Churn.

Unauthorised LD Churn means an LD Churn that has been submitted without a valid CA as described in this manual:

(a) which resulted from a processing error;

(b) where a CA is determined to be unauthorised.

Unauthorised Port means a Port Order that has been submitted without a valid CA:

(a) which resulted from a processing error;

(b) where a CA is determined to be unauthorised.

Unauthorised ULL Churn means the acquisition of a new copper pair in association with a Port, Relocation or New Service Order where the order has been submitted without a valid ULL CA:

(a) which resulted from a processing error;

(b) where a CA is determined to be unauthorised.

Unlisted Number means a Service Number that the customer has requested not be listed in public telephone directory (including, but not limited to, the White Pages).

Unwelcome Call means the use of a Standard Telephone Service in a menacing, offensive or harassing manner, but which is not currently a Life Threatening Call, and which may be intentional on the part of the caller or unintentional.

USB means Universal Serial Bus, a widely used hardware interface for attaching peripheral devices.

User means the person using the provided systems.

Wholesale Account Number means the account number between the Losing carrier and another service provider who is rebilling the customer.