Provisioning Telstra Mobile 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 the Telstra Mobile service. 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	24/5/2012	Initial version	Kathy Berkidge
0.2	5/6/2012	Updates with UI changes	Kathy Berkidge
0.3	21/12/2012	Updated screenshots + new section	Peter McCallum
0.4	6/2/2013	Updated with bolt on provisioning and new UI	Kathy Berkidge

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 Therefore, some information or screens in this version of the manual may become slightly out of date.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 mobile services through a wholesale aggregator / supplier of Telstra.
- You have a detailed understanding of the service and ordering requirements of the Telstra mobile service.
- 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 Mobile Services

The system interfaces to Telstra's provisioning system LOLIM (LinxOnline Interaction Gateway™) to enable you to submit and process service requests for Mobile 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.

Provisioning responses are automatically received from Telstra and processed by the system for all mobile service requests. The system also supports the processing of service maintenance requests though Telstra's interaction gateway for services changes including changing of SIM, temporary suspend and disconnect of services, as well as creating service faults. The system updates the Provisioning Log with the response received from Telstra for each request.

Overall Provisioning Process

The overall process for provisioning Telstra Mobile services is as follows:

1.	Create Customer	create the customer account record
2.	Create Order	order a Mobile service
3.	Service Qualification (SQ)	perform a SQ
4.	Order Package Plan	select the order type and the required package plan
5.	Configure Service	enter the SIM and other 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*
9.	Add a Data Bolt On	once the service is active, add the required data plan by adding a data Bolt On

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

➢	Service > Order	view order details and return to any incomplete orders
➢	Service > Provisioning	view the overall provisioning log
➢	Service Management	view and manage the service subscription, replace SIM, raise service faults, temporarily suspend service, and temporarily disconnect service.

Create Order

The first step of the provisioning process is to create a service order for an existing customer. You may also use the order process to check a particular mobile service number's availability, or to confirm an existing service can be transferred from another carrier, without selecting a customer.

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 mobile phone 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.

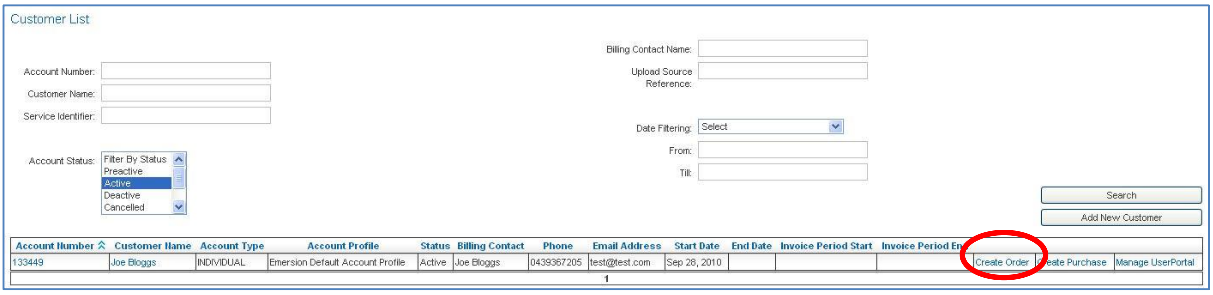


Figure 1. The *Customer List* showing the *Create Order* link

4. Tick the **Telstra 3G Mobile** service type check box. A list of Packages available for the Telstra 3G service will display.

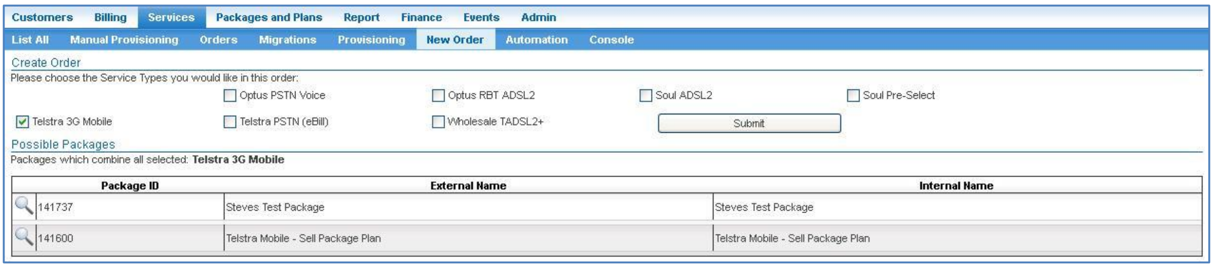


Figure 2. The *Order* page showing examples of *Telstra 3G* service packages

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

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

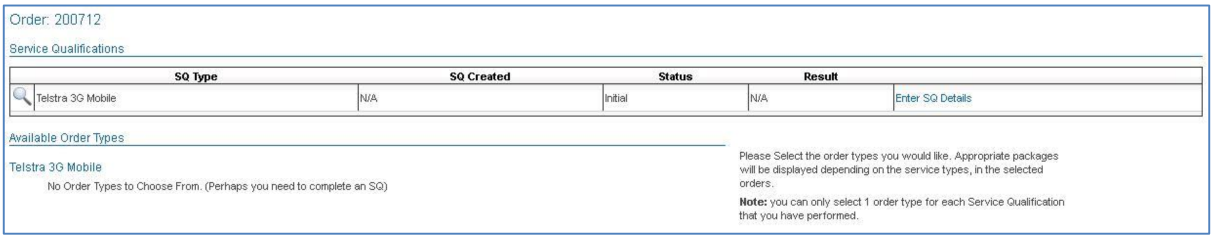


Figure 3. The *Service Qualifications* page

Service Qualification (SQ)

The Service Qualification (SQ) function verifies that the Mobile service can be provisioned. Telstra Mobile services can be provisioned in 3 ways:

- create a new service and allow Telstra to allocate the Mobile Service Number (MSN)
- create a new service and select a MSN using the *Search* feature
- transfer an existing mobile service number from another carrier (i.e. churn a service).

Regardless of the method you use, a SQ must be performed as part of the Order process. However, you can perform a SQ to check availability before entering an order. A Telstra Mobile 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 *Telstra 3G Mobile Service Qualification* page will display.

Figure 4. The *Telstra 3G Mobile Service Qualification* page

2. Select the method to create the new mobile service order from the option buttons, as follows:
   - for a new service that you wish to allow Telstra to allocate the MSN, select the *Create a new service and allocate a new MSN* option
   - for a new service that you want to select a MSN to allocate to the service, select the *Create a new service and search for an MSN* option
   - for an existing service that you are porting from another carrier, select the *Transfer an existing service from another provider (Port)* option
3. If you are porting the service from another provider, enter the customer's existing mobile number in the *Mobile Phone Number* field.

   The mobile number entered must be in the format 614XXXXXXXX
4. Click the **Proceed** button.

   If you selected the *Create a new service and search for an MSN* option, see the *Searching for an MSN* section below. Otherwise, go to Step 12.

Searching for an MSN

If you selected to create a new service and search for a MSN to allocate to the new service, the *Telstra 3G Mobile Criteria* page will appear when you *Proceed* from the *Telstra 3G Mobile Service Qualification* page.

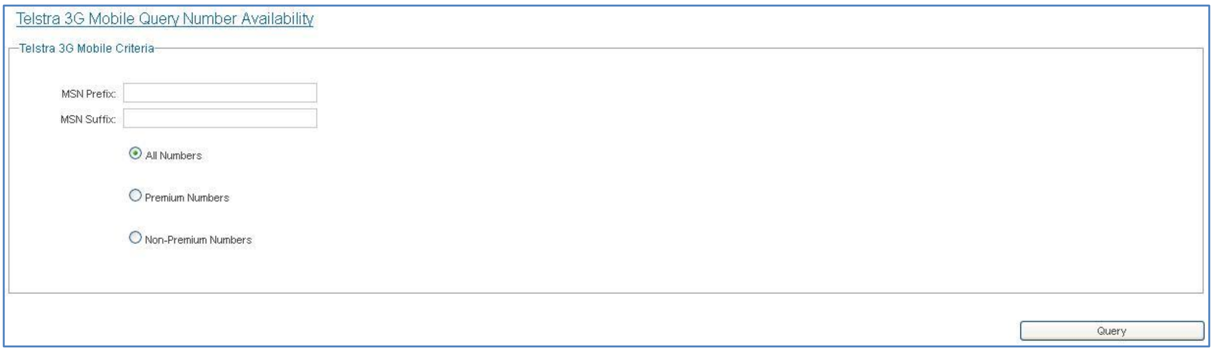


Figure 5. The *Telstra 3G Mobile Criteria* page

5. Enter a 4-digit *MSN Prefix* to search for a particular range of numbers. You must enter a prefix for the search to complete successfully.
6. If required, enter a *MSN Suffix*. The *MSN Suffix* allows wildcard characters, such as an asterisk ('*'), to be entered.

   You can enter all 6 numbers in the *MSN Suffix* field to search for a particular MSN.
7. Select the type of numbers to search for by selecting an *All Numbers*, *Premium Numbers* or *Non-Premium Numbers* option button.
8. Click the **Query** button to initiate the search. The system will interact with Telstra's system to obtain a list of MSNs that match the search criteria entered. Note that this make take a few moments.
9. Once the system has received a response from Telstra, the *Available Numbers* will display.

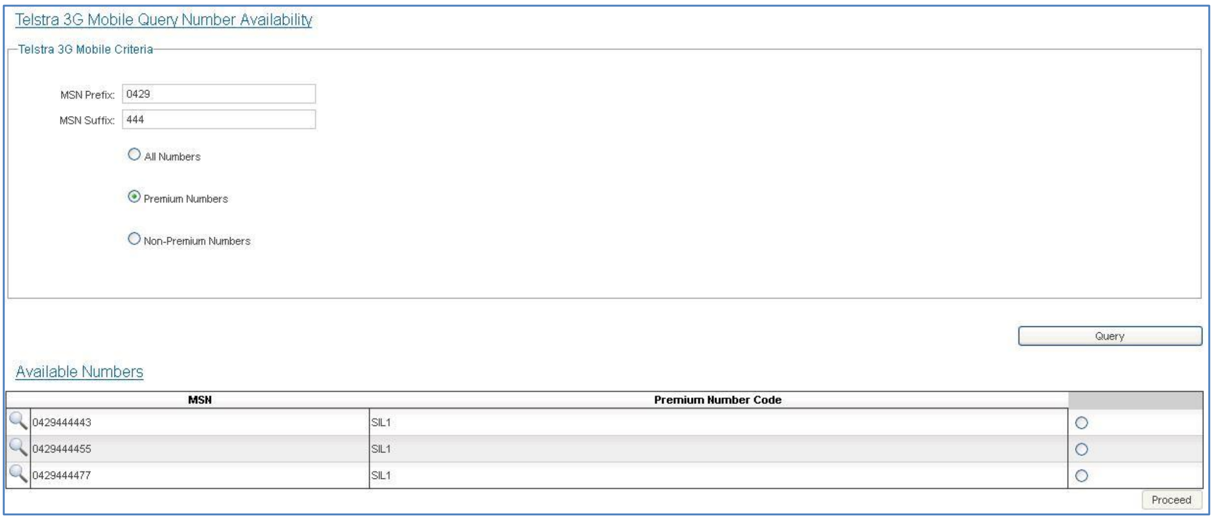


Figure 6. The *Telstra 3G Mobile Criteria* page showing *Available Numbers*

10. Click the radio button beside the required number to select the MSN.

> Premium numbers attract additional charges (i.e. if the MSN chosen shows *SL1* or *GOL1* in the *Premium Number Code* column)

11. Click the **Proceed** button.

    The MSN selected will be confirmed by Telstra after the order is submitted. Monitor the order and provisioning logs for any updates about the selected MSN's availability.

12. The *Order* page will display showing a system generated order number, the SQ's *Status* and the *Result*, which will correspond to the type of order selected in step 2.
13. If you selected to Port an existing service from another provider, Telstra will check the mobile number entered and confirm it can be ported. Until a response is received from Telstra's system, the SQ *Status* will remain *Pending*.

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

Click the **Refresh** link. The system will update the *Order* page and show the latest SQ *Status* 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* corresponding to the type of order selected.

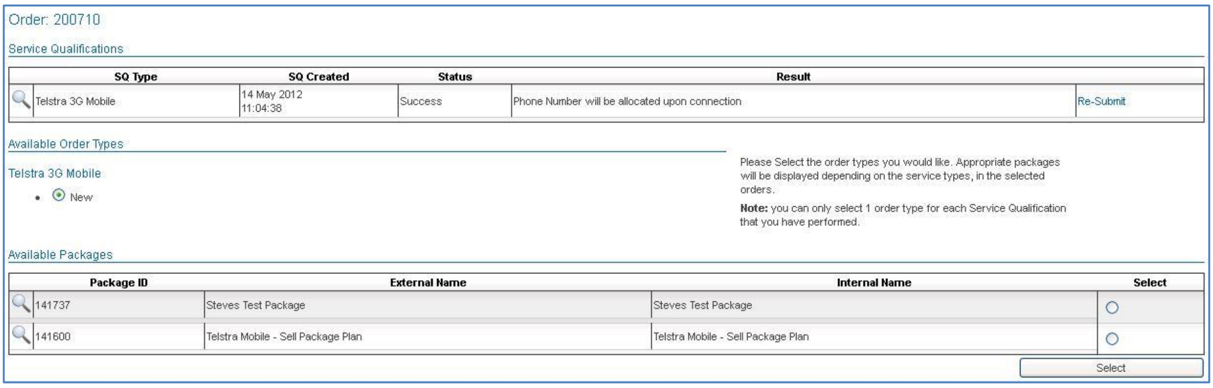


Figure 8. The *Service Qualification* page showing a completed SQ

14. If you wish to perform another SQ, click the **Re-Submit** link. The system will return to the *Telstra 3G Mobile Service Qualification* screen to allow you to perform another SQ if required.

Order Package Plan

Once the SQ has been completed successfully, you need to select the package to create the service against. The package selected will determine the charges and costs to invoice to your customer, as well as determine any other services that may be bundled together within the package.

1. Once the SQ has completed successfully, a list of available packages for the mobile service will be displayed.

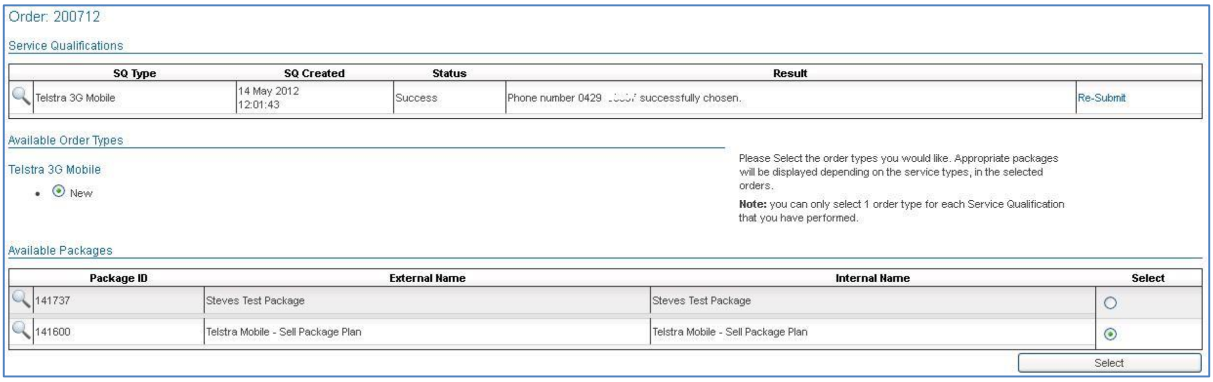


Figure 9. The *Order* page showing available packages

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 previous SQ details, the package name, and the MSN details.

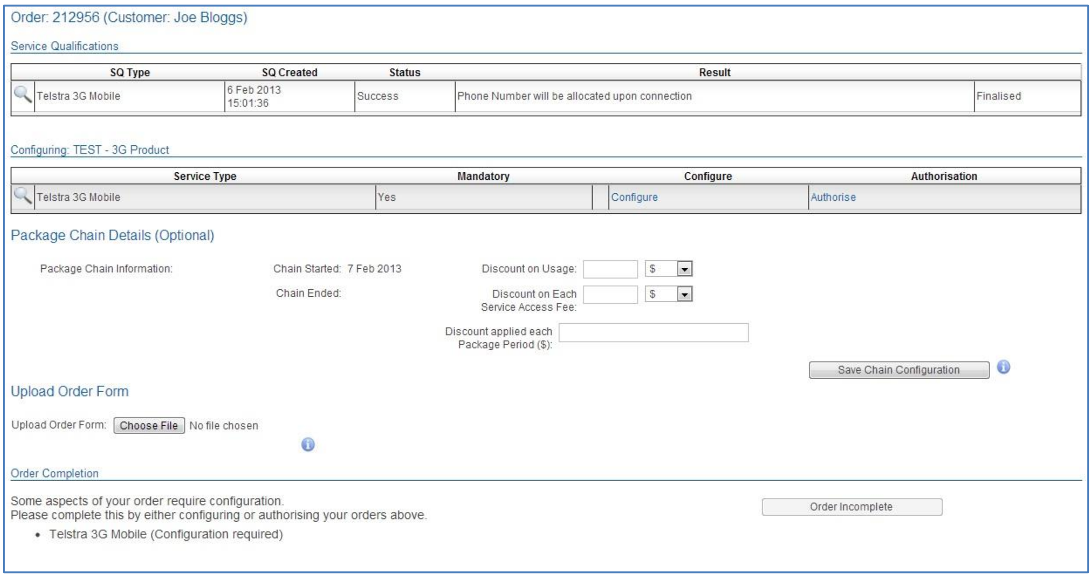


Figure 10. The *Configuring - package* page

If you have not selected a customer, see the *Select Customer* section below. Otherwise, go to the *Configure Service* section on page 14.

> The system 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 Mobile service and enter the SQ type as described previously. However, once the SQ has completed successfully, the system will prompt you to select the required customer to continue the order.

Select Customer

If you performed an SQ without first creating a customer order, you must select a customer to order the Mobile service. After you have selected the package, the *Customer Choice* page will display a list of existing customers.

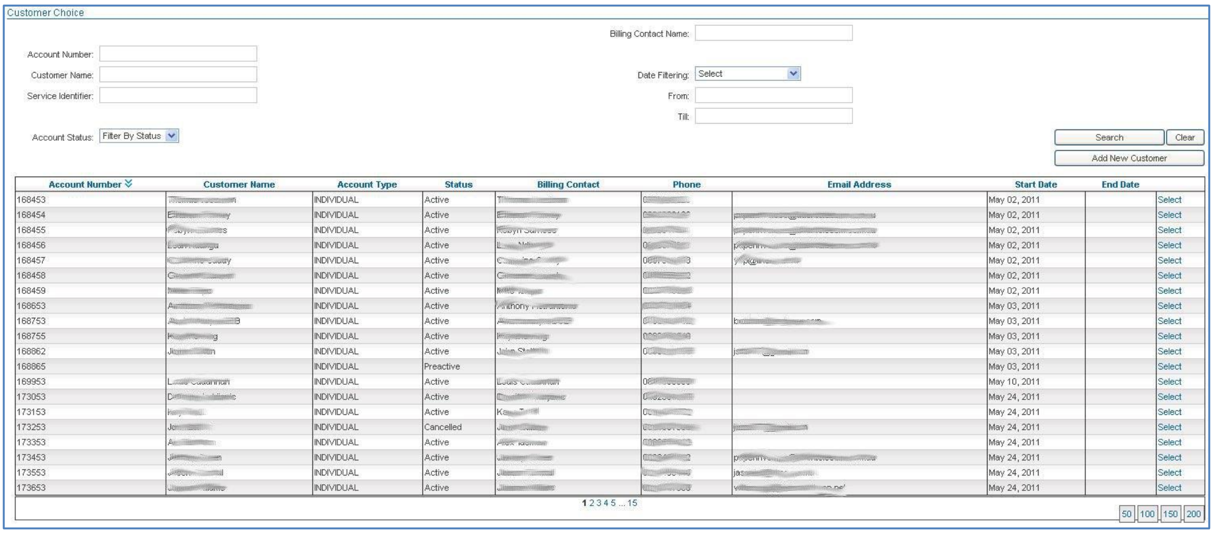


Figure 11. The *Customer Choice* page showing a list of customers

4. Locate the required customer to order the Mobile service and click the **Select** link beside the customer record.
5. 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 *order number* from the top of the service qualification *Order* page to enable you to return to the order and continue the provisioning process.

6. Once a customer is selected, the *Configuring package* page will display.

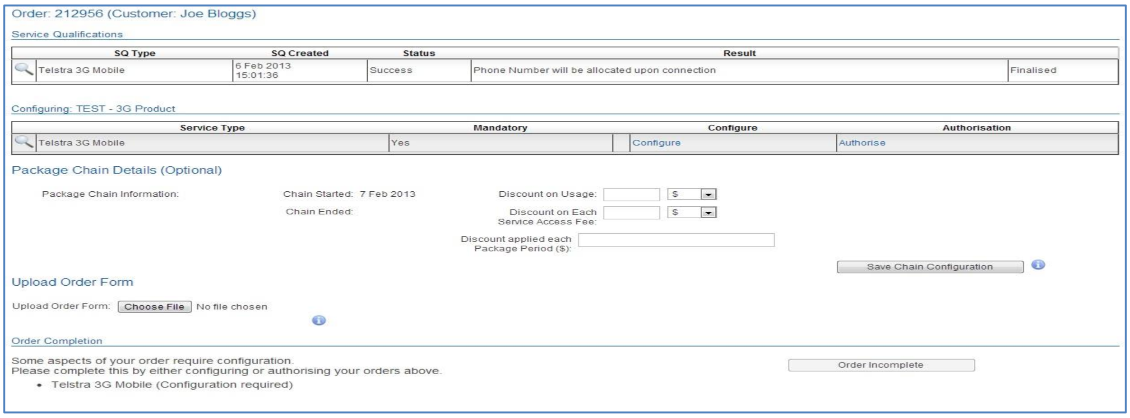


Figure 12. The *Configuring - package* page

Configure Service

The *Service Configuration* page allows you to set up the specific service related features of the Mobile service, such as the SIM number, Service features, data plan component, and service barring options etc. For specific product information about these service features, please refer to your wholesale service provider or Telstra.

1. From the *Configuring Telstra 3G Mobile - package* page, click the **Configure** link. The *Service Configuration* page will appear.

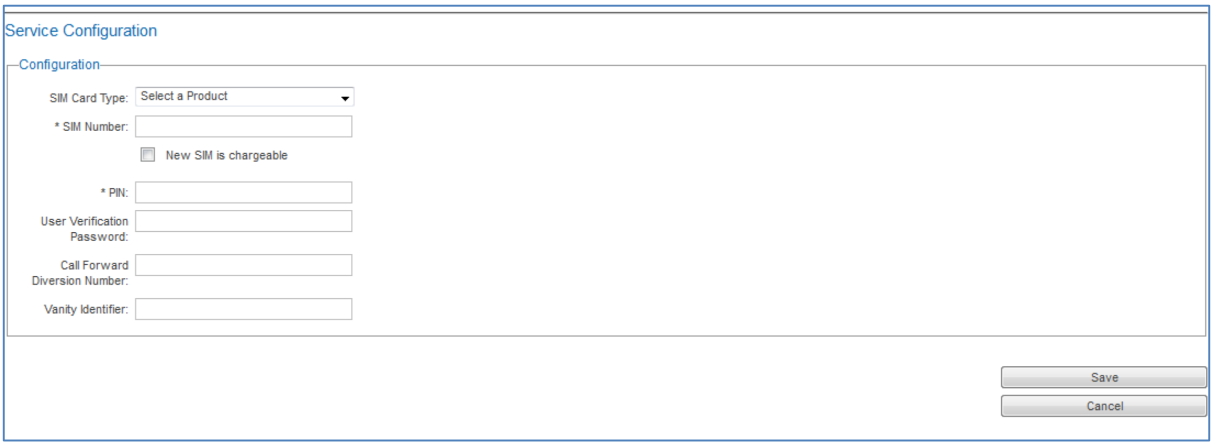


Figure 13. The *Service Configuration* page

2. In the *Configuration* section, select the *SIM Card Type* from the drop list. The list may include *Inventory* and / or *Non Inventory* SIM card types, which mean:
   - Inventory — allows the SIM to be selected from a list of SIMs allocated to you that are held in your product inventory
   - Non Inventory — the SIM number is required to be entered manually

ⓘ SIMs will be allocated to you from your wholesale service provider or Telstra.

3. Enter the *SIM Number* to allocate to this service.

   If you selected an *Inventory SIM Card Type*, the **Search** button will appear beside the *SIM Number* field.

Figure 14. The *Configuration* section showing the *Search* button

a. Click the **Search** button to select a SIM number from a list of available SIMs. The *Search SIM Inventory* window will appear.

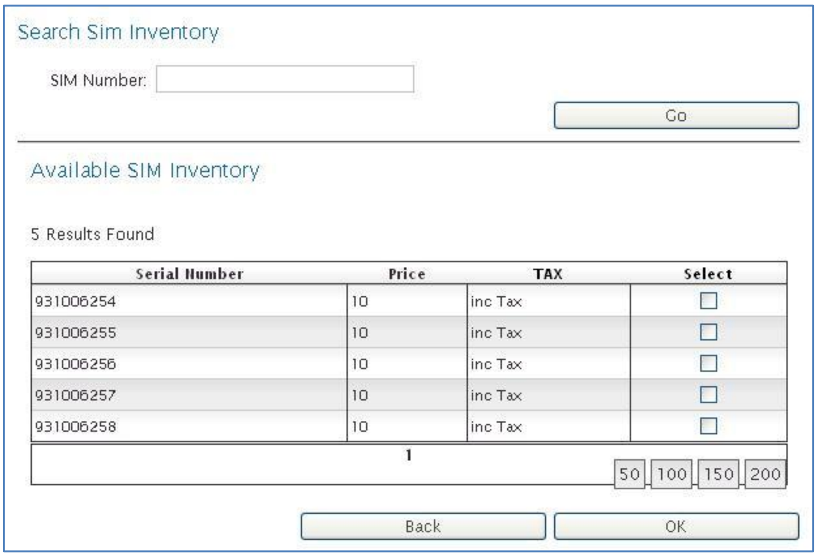


Figure 15. The *Search SIM Inventory* window

b. To search for a particular SIM, enter part or all of the SIM number in the *SIM Number* field, and then click the **Go** button. The window will update and show all SIMs that match the number entered.

c. Click the check box beside the required SIM in the *Select* column.

d. Click the **OK** button.

e. The selected SIM will appear in the *SIM Number* field on the *Service Configuration* page.

4. If you do not wish to charge the customer for the SIM, untick the *New SIM is chargeable* check box. The price information fields will appear below the *SIM Number* field.

   The system will examine the SIM's price (i.e. from the product information) and show the SIM price details in the price fields.

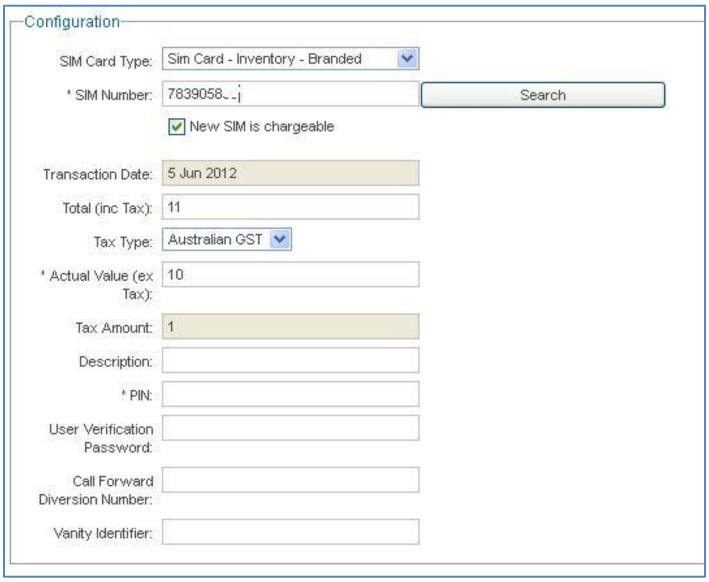


Figure 16. The *Service Configuration* section showing *price* fields

   a. If required, enter or update the price of the SIM in the *Total (inc Tax)* field. The system will automatically calculate the price *Actual Value (ex Tax)* and *the Tax Amount.*

      Alternately, enter the price of the SIM in the *Actual Value (ex Tax)* field. The system will automatically calculate the price *Total (inc tax)* and the *Tax Amount*.

   b. Select the *Tax Type* applicable to the SIM in the drop list. By default, this is set to ‘Australian GST’.

   c. Enter a *Description*, as required.

5. Enter the PIN code for the SIM in the *PIN* field. This must be 4 digits.
6. If required, enter a *User Verification Password* for the service.
7. Enter a *Call Forward Diversion Number*, as required.
8. If required, enter a *Vanity Identifier* for the service, which is an alternate way to identify the service and will appear on the customer’s invoice (e.g. instead of the MSN, you could enter “Joe’s business mobile phone”).
9. If you are porting the MSN from another service provider, you need to enter additional information.

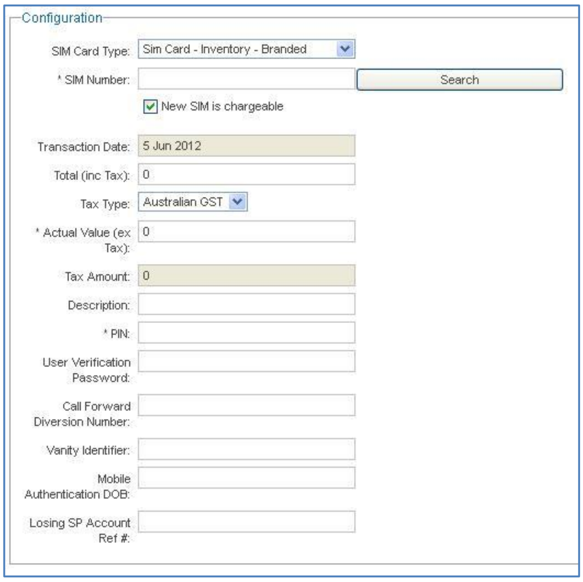


Figure 17. The *Service Configuration* section showing the additional *Port* fields

   a. Enter the customer’s date of birth in the *Mobile Authentication DOB* field. A calendar tool will appear to allow you to select the required date.

   b. Enter the *Losing SP Account Ref #*, which is the customer’s previous service provider’s account number.

10. Select the required call forwarding settings from the available options in the *Call Forward* section. By default, the option *None* is selected.
11. Tick the check box corresponding to each service feature required by the customer in the *Service Features* area, below the *Call Forward* section. Some of these features attract additional charges, which you can on bill to your customer.

> ⓘ All features that can be set up on the Mobile service are listed in the *Service Features* section.

12. Select the required call barring from the available options in the *Normal Call Barring* section. This setting will control any numbers that are barred from being called by the service. By default, the option *Call Barring - Bar 190, Value Added + IDD* is selected.

    The *Alternate Call Barring* options will match the option selected in the *Normal Call Barring* section.

13. Tick the check box corresponding to other service barring options required by the customer in the *Service Features* section, below the *Normal Call Barring* options. By default, the option *Bar Premium SMS* is selected.

> All service barring options that can be set up on the Mobile service are listed in the *Service Barring Options* section.

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

    To return to the service configuration, click the *Configure* link to return to the *Service Configuration* page.

Customer Authorisation

The *Customer Authorisation* page allows you to enter the customer's authorisation information. To provision services, you must obtain a valid customer authorisation to verify that the customer wishes you to provide their Mobile service, particularly if the customer is churning their service and leaving 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.

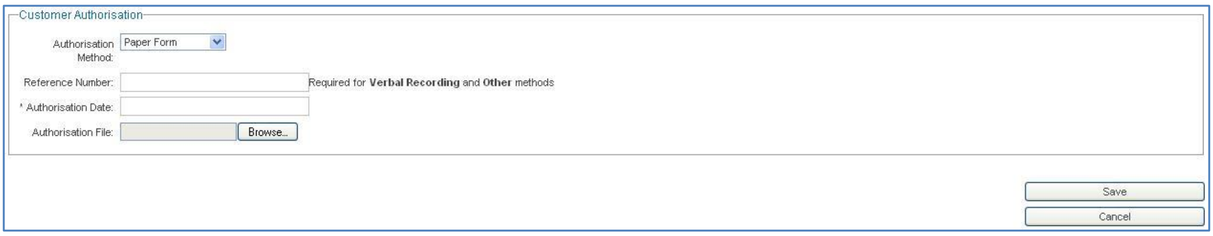


Figure 18. The *Customer Authorisation* page

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 page, click the **Authorise** link.

Package Chain Details (Optional)

If you are using the system to bill your end customers, the *Package Chain Details* will allow you to edit the *Package Chain* information. You can create discounts on all usage within the package or a set discount to apply to each of the services Access Fees within the package – these can be set as either a dollar amount or percentage. A set discount at the package level (*Discount applied each Package Period ($)*) can also be configured.

Note: *Discount on Each Service Access Fee* will only apply if there are no Package Access Fees and therefore Service Access Fees are charged instead. This discount will not apply if fees are applied at a package level.

1. Enter the *Discount on Usage* if required, and select whether the discount is a percentage (%) or dollar amount ($).
2. Enter the *Discount on Each Service Access Fee* if required, and select whether the discount is a percentage (%) or dollar amount ($).
3. Enter the *Discount applied each Package Period* as a dollar amount if required.
4. Click the **Save Chain Configuration** button to save the *Package Chain Details*.

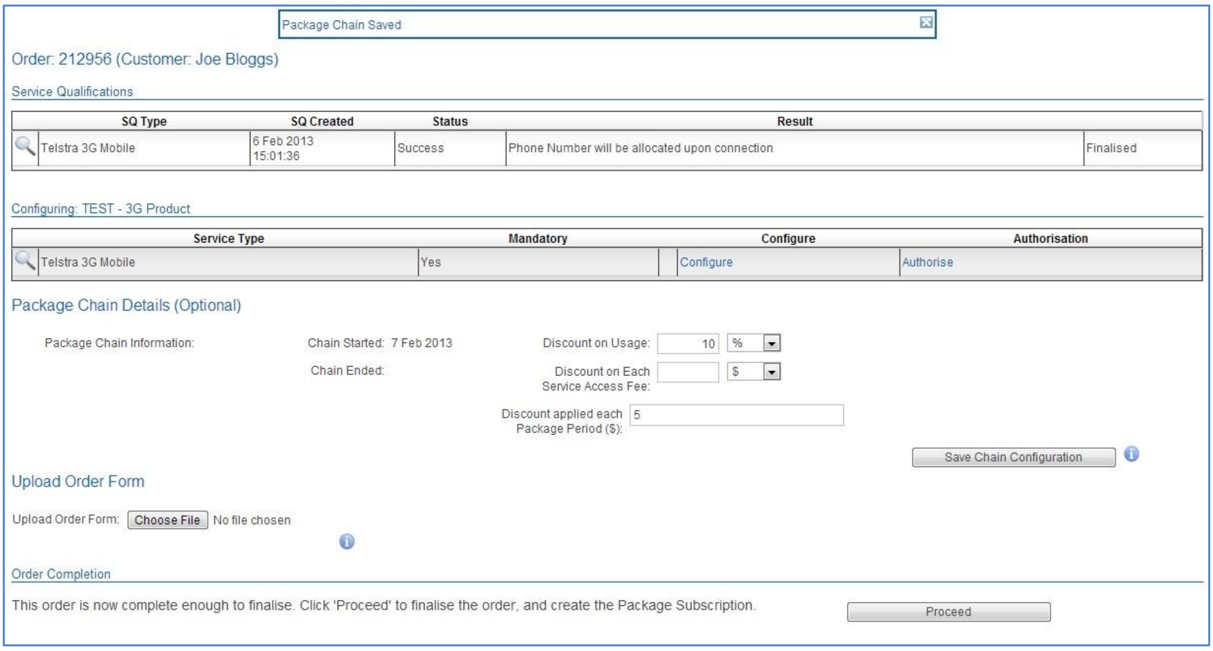


Figure 19. The *Configuring - package* page showing saved package chain details

Submit Order

Once all the service details have been completed, submit the order to provision the service. You can optionally upload a copy of the customer's order (i.e. scanned paper form or electronic file) for easy future reference.

ⓘ You will not be able to submit an order until all the required service configuration information and customer authorisation details have been entered.

1. To upload a copy of the customer's order, click the *Choose File* button in the *Upload Order Form* section. The *File Upload* window will appear. Navigate to, and select, the required file, and then click **Open**.
2. 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".

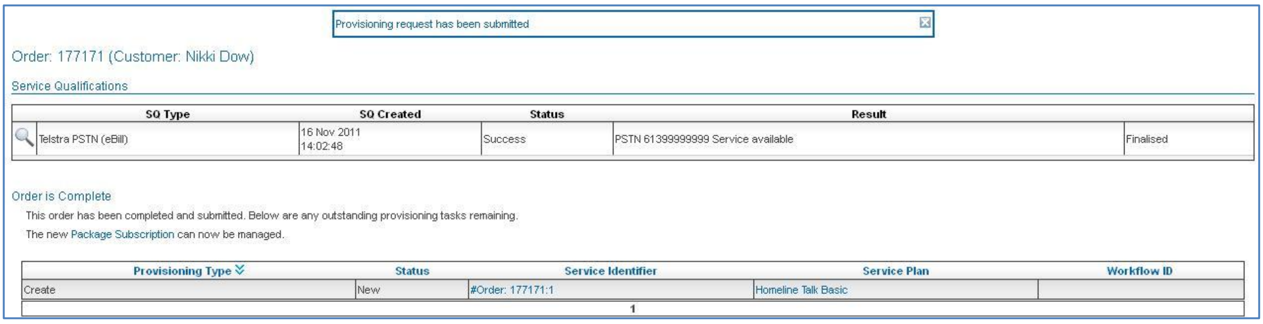


Figure 20. The *Order* page showing completion

ⓘ If the required service configuration information has not been entered, the *Proceed* button will not be displayed. You will see an *Order Incomplete* note in its place

3. The system will automatically send the provisioning request to Telstra.

   The system polls Telstra for the provisioning request's response and updates the *Provisioning Log* and the *Order* with any response received.
4. Use the *Provisioning Log* to monitor and update the status of the service order.
5. Once the service order has completed successfully, and the service status is Active, you can add the required data plan by added a Bolt On (see To Add a Bolt On on page 40).

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 Telstra (depending on the service 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.

ⓘ 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.

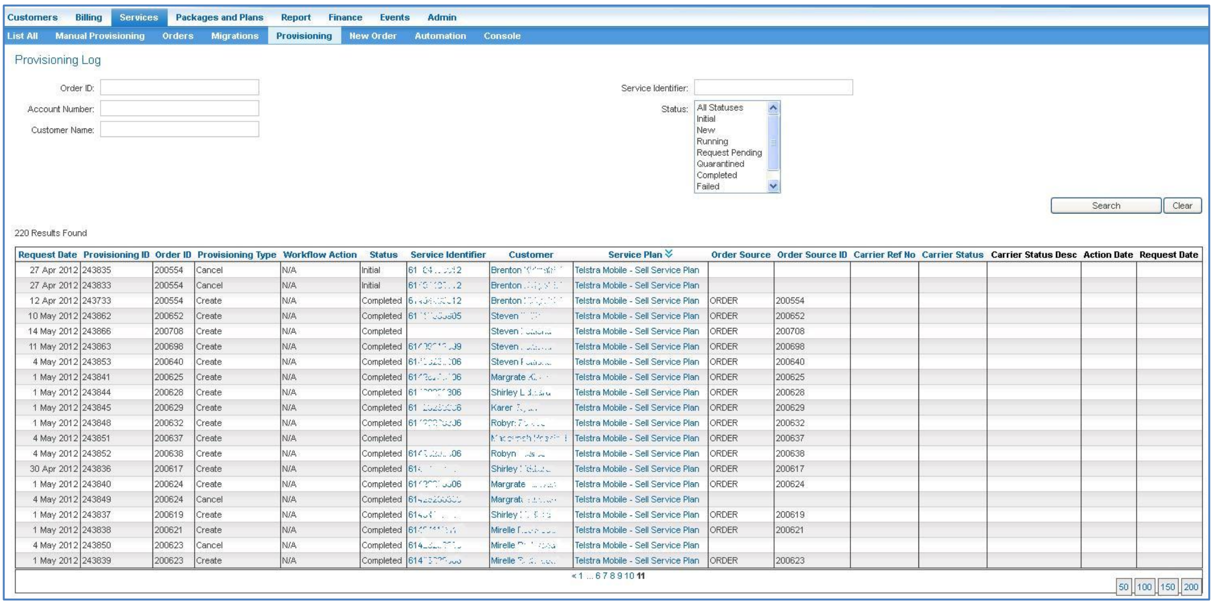


Figure 21. The *Provisioning Log* page

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 described below:

Provisioning Type	Description
Create	A new service provisioning request submitted to Telstra
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)

Provisioning Request Status

Provisioning Requests may have one of the statuses described below:

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

Orders List

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 to proceed with the order.

To Display the Orders list

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

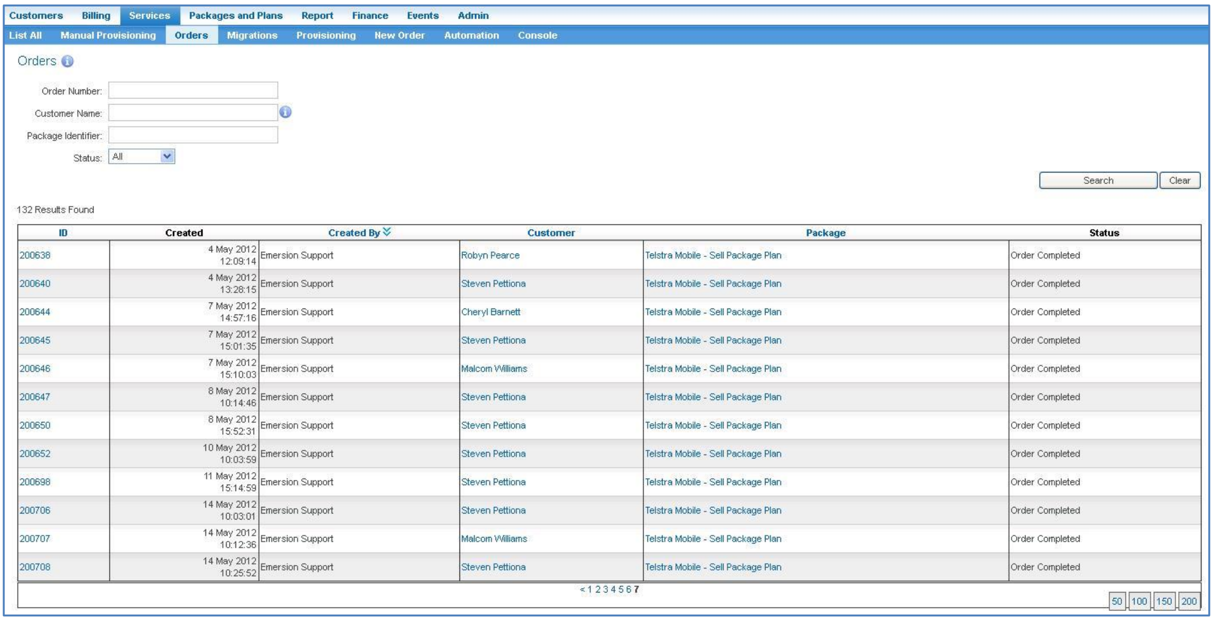


Figure 22. The *Orders* page

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.

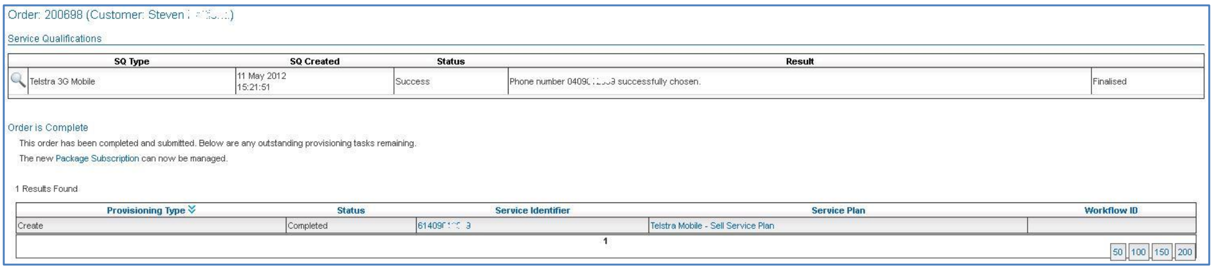


Figure 23. The *Order* page showing a completed Mobile service order

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

   If the service has not been configured, the *Order* page will show *Order Incomplete*.

   You must complete the required order details (i.e. Configure and Authorise) and click the **Proceed** button to submit the order.

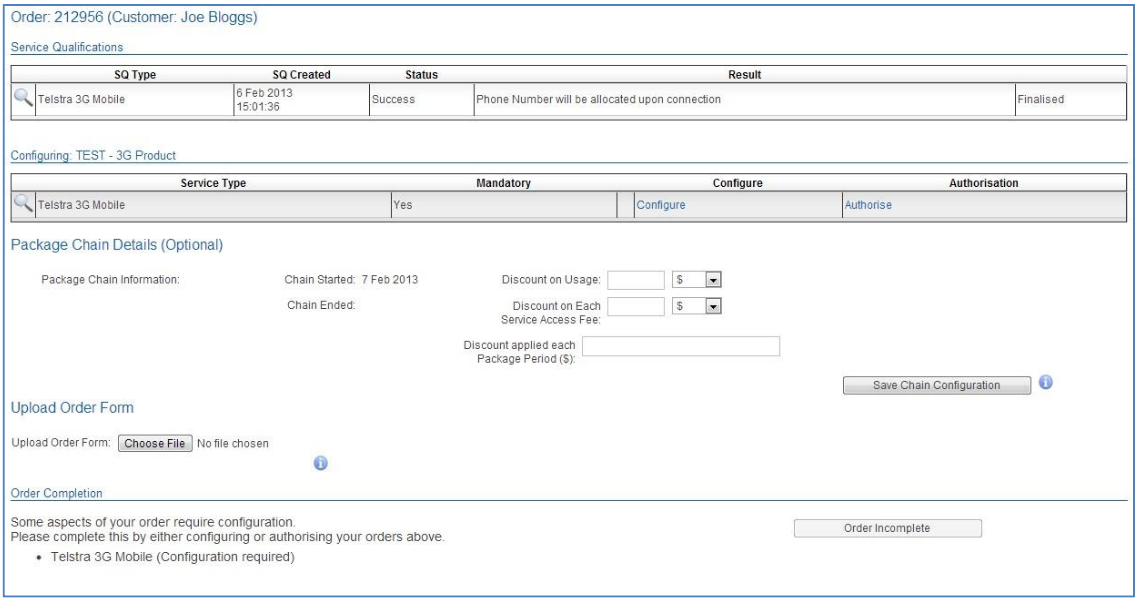


Figure 24. The *Order* page showing an incomplete Mobile service order

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 the 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.

Service Details

The *Service Details* page allows you to view and manage active services.

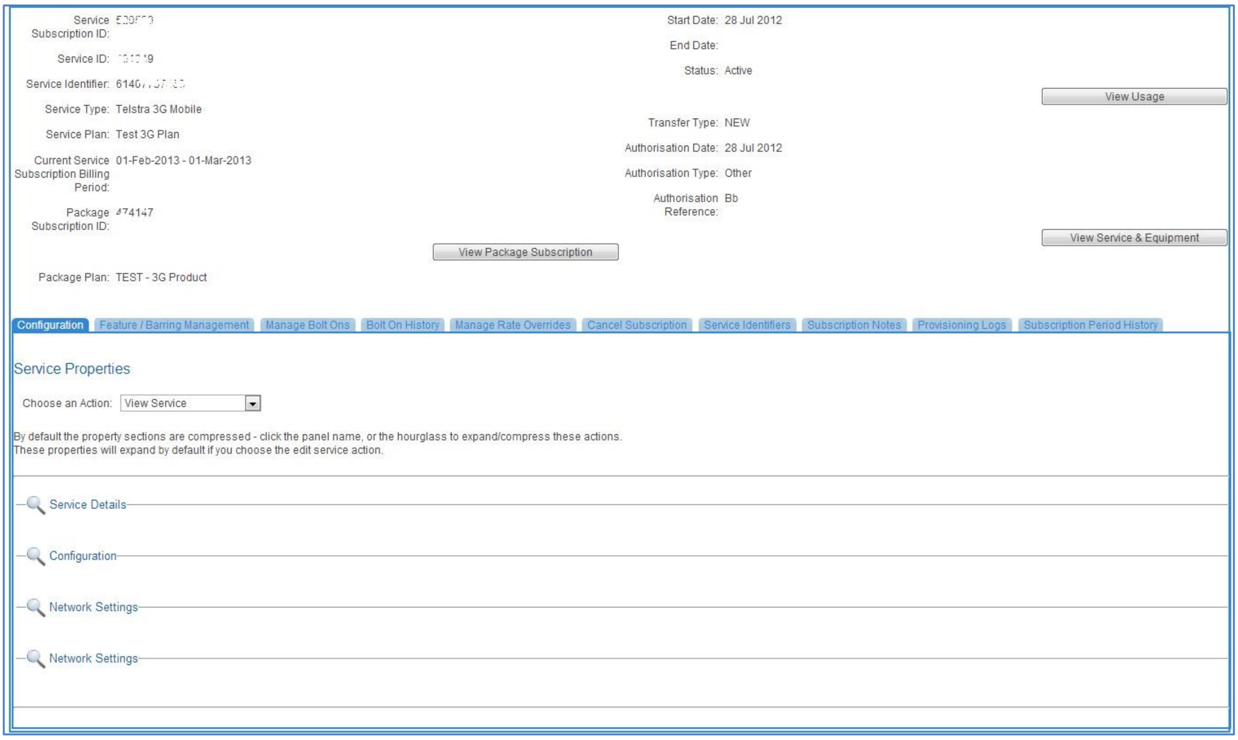


Figure 25. The *Service Details* page

Generic service details are displayed at the top of the screen, including:

- Service Subscription ID
- Service ID
- Service Identifier
- Service Type
- Service Plan
- Current Service Subscription Billing Period
- Package Subscription ID
- Package Plan
- Start Date of the service subscription
- End Date i.e. if the service was cancelled
- Status – this will include information if the service has been suspended or disconnected
- Transfer Type (i.e. Churn or New)
- Authorisation Type
- Authorisation Reference.

These service details cannot be modified.

From the *Service Details* page's generic details area, you can perform a number of actions:

➢ View Usage	displays the service usage, such as calls made or data used etc
➢ View Service & Equipment	displays any service & equipment charges
➢ 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).

A number of tabs are available below the generic details that allow you to view and manage the service, as follows:

➢ Configuration	display and manage the service properties and configuration
➢ Feature / Barring Management	manage service features and call barring options
➢ Mange Bolt Ons	add and manage data bolt ons
➢ Bolt On History	view the bolt on history logs
➢ Manage Rate Overrides	manage service plan custom rate overrides
➢ Cancel Subscription	cancel the service subscription
➢ Service Identifiers	view the system service identifiers
➢ Subscription Notes	view and add notes related to the service
➢ Provisioning Logs	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.

Configuration

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

- Service Details — displays the service identifier, which is the MSN
- Configuration — displays the *SIM Number and SID*
- Network Settings — displays the *IMSI*, *HLR*, *Call Forward Diversion Number, Vanity Identifier, Mobile Authentication DOB, Losing Account* and *Reference* number.

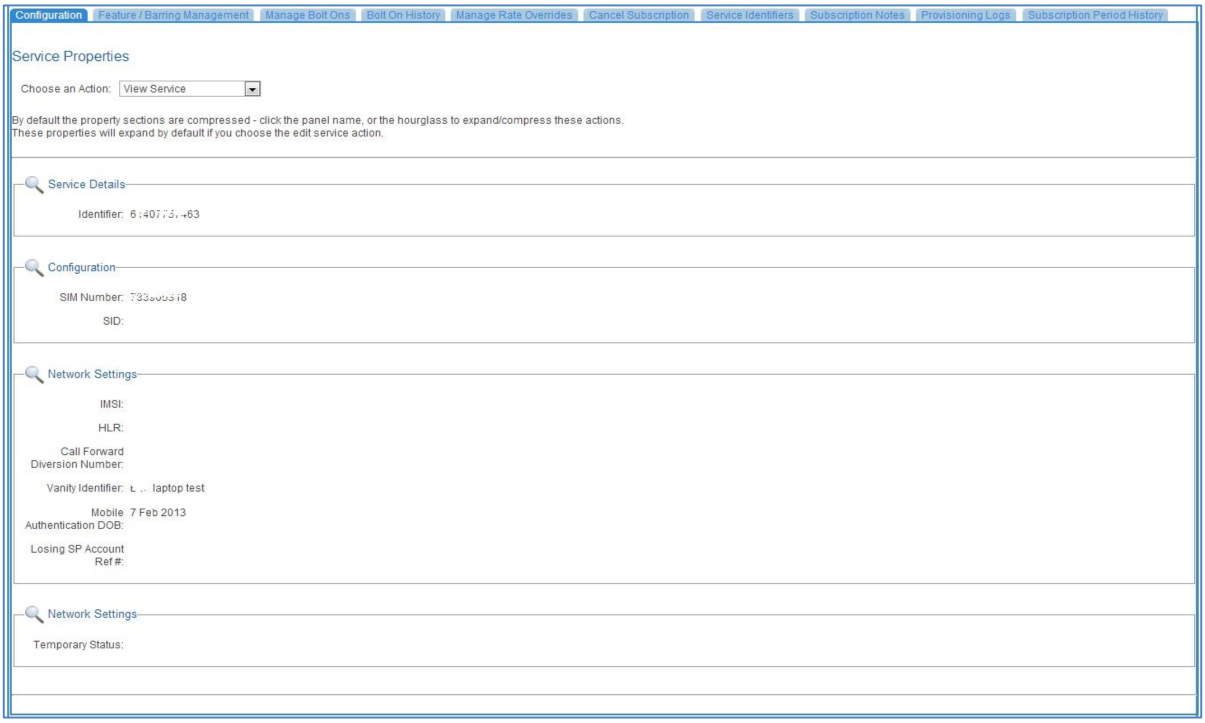


Figure 26. The *Service Details* page showing the *Service Properties* section

Service Actions

From the Service Properties on the *Configuration* tab, you can perform a number of actions on the service:

- View Service — view the service properties, which is the default action
- Edit Service — update the service properties information, and change the MSN
- Replace SIM — replace the SIM on the Mobile service e.g. if it was lost or is not working
- Create Service Fault — lodge a service fault with Telstra on the Mobile service
- Temporarily Suspend — temporarily suspend the service e.g. if the customer's phone has been lost or stolen
- Temporarily Disconnect — temporarily disconnect the service e.g. for credit management purposes
- Reactivate — re-activate the service if it had previously temporarily suspended or temporarily disconnected
- Query PUK — obtains the personal unlocking key set against this service e.g. if the customer has entered their SIM password incorrectly

To perform any of the above actions, select the required action from the *Choose an Action* drop list under the *Service Properties* section heading.

Edit Service Properties

1. Select *Edit Service* from the *Choose an Action* drop list. The *Service Properties* fields will be enabled for editing.

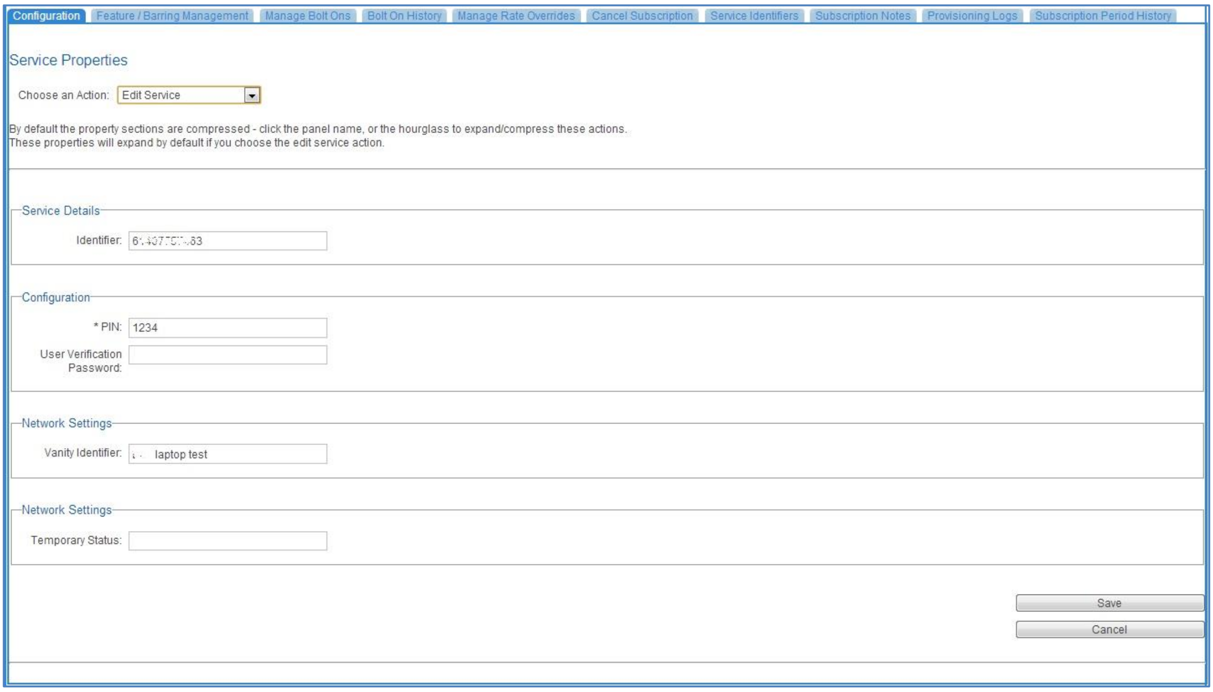


Figure 27. The *Configuration* tab showing the *Service Properties* fields enabled for editing

2. To change the MSN, see the *Change MSN* section below.
3. Enter or update the other service property fields, as required.
4. Click the **Save** button.

Change MSN

1. Select *Edit Service* from the *Choose an Action* drop list. The *Service Properties* fields will be enabled for editing.
2. Click on the *Identifier* field in the *Service Details* section. The *Change MSN for service* window will appear.

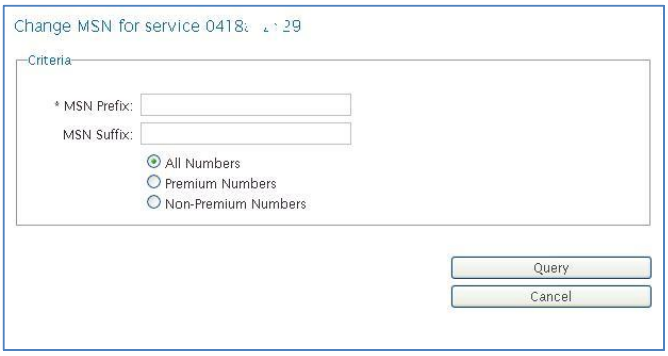


Figure 28. The *Change MSN for service* window

3. Enter a 4-digit *MSN Prefix* to search for a particular range of numbers. You must enter a prefix for the search to complete successfully.
4. If required, enter a *MSN Suffix*. The *MSN Suffix* allows wildcard characters, such as an asterisk (‘*’), to be entered.

   You can enter all 6 numbers in the *MSN Suffix* field to search for a particular MSN.
5. Select the type of numbers to search for by selecting an *All Numbers*, *Premium Numbers* or *Non-Premium Numbers* option button.
6. Click the **Query** button to initiate the search. The system will interact with Telstra’s system to obtain a list of MSNs that match the search criteria entered. Note that this make take a few moments.
7. Once the system has received a response from Telstra, the *Available Numbers* will display.

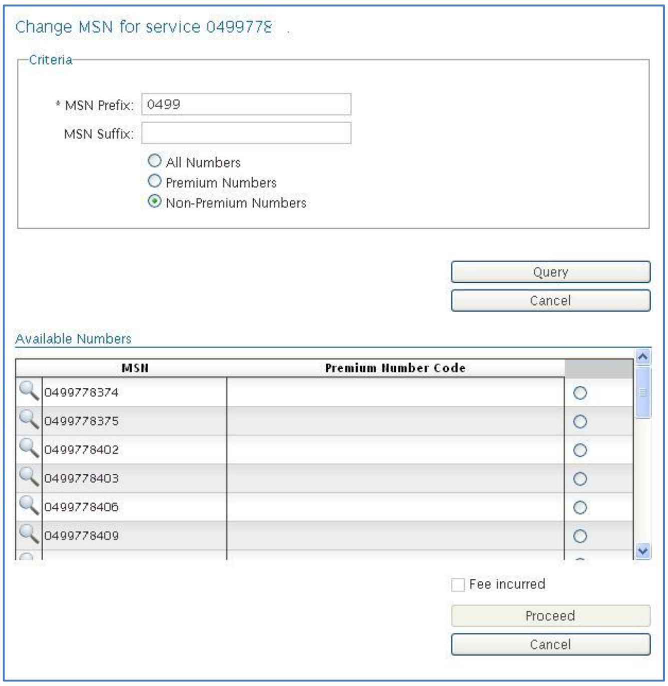


Figure 29. The *Change MSN for service* window showing *Available Numbers*

8. Click the radio button beside the required number to change the current MSN to in the list.

> Premium numbers attract additional charges (i.e. if the MSN chosen shows *SL1* or *Gold1* in the *Premium Number Code* column)

9. Click the *Fee incurred* check box to charge the customer for the change of MSN.
10. Click the **Proceed** button.

11. If you clicked the *Fee incurred* check box, the *Change MSN* window will update to show the price fields.

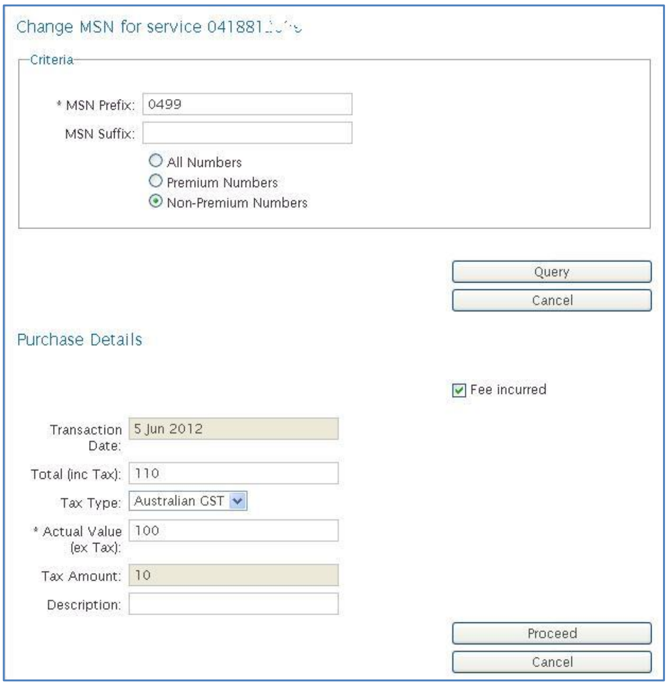


Figure 30. The *Change MSN* window showing the price fields

a. The system will examine the price set up (i.e. on the *change number product* held in the product information) and show the details in the price fields.

b. If required, enter or update the price in the *Total (inc Tax)* field. The system will automatically calculate the price *Actual Value (ex Tax)* and *the Tax Amount.*

   Alternately, enter the price in the *Actual Value (ex Tax)* field. The system will automatically calculate the price *Total (inc tax)* and the *Tax Amount*.

c. Select the *Tax Type* applicable in the drop list. By default, this is set to 'Australian GST'.

d. Enter a *Description*, as required.

e. Click the **Process** button.

12. The system will automatically send the change MSN request to Telstra and update the service. The MSN selected will be confirmed by Telstra once the request is processed

    The system polls Telstra for the change MSN request's response and updates the *Provisioning Log* with the responses received. Monitor the provisioning log for any updates on the selected MSN's availability.

Replace SIM

1. Select *Replace SIM* from the *Choose an Action* drop list. The *Replace SIM* window will appear.

Figure 31. The *Replace SIM* window

2. Select the *SIM Card Type* from the drop list. The list may include *Inventory* and / or *Non Inventory* SIM card types. The *Replace SIM* window will update to show additional fields.

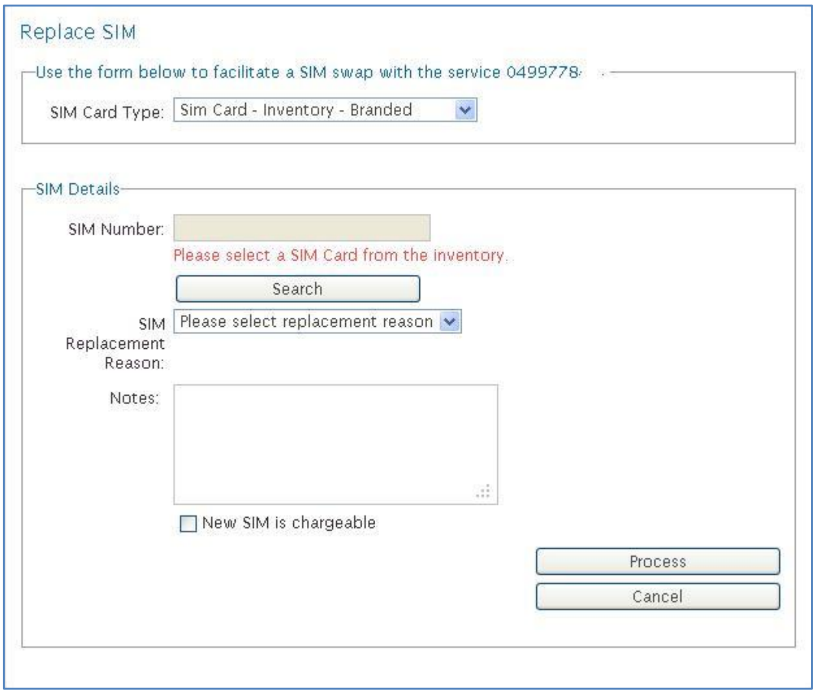


Figure 32. The *Replace SIM* window expanded

3. Enter the *SIM Number* to allocate to this service.

If you selected an *Inventory SIM Card Type*, the **Search** button will appear below the *SIM Number* field.

a. Click the **Search** button to select a SIM number from a list of available SIMs. The *Search SIM Inventory* window will appear.

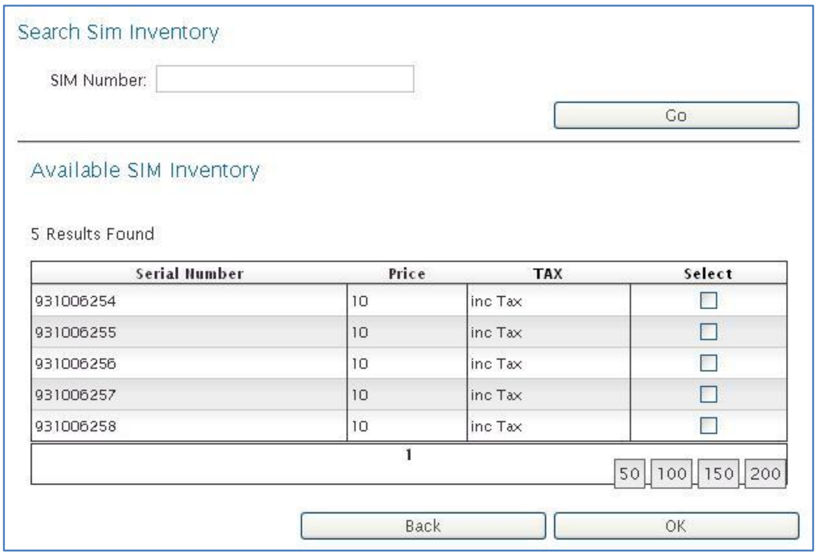


Figure 33. The *Search SIM Inventory* window

b. To search for a particular SIM, enter part or all of the SIM number in the *SIM Number* field, and then click the **Go** button. The window will update and show all SIMs that match the number entered.

c. Click the check box beside the required SIM in the *Select* column.

d. Click the **OK** button.

e. The selected SIM will appear in the *SIM Number* field on the *Replace SIM* window.

4. Select the reason for replacing the SIM from the *SIM Replacement Reason* drop list. Options include:
   - Damaged Chip
   - Damaged Plastic
   - Early Life Failure Replacement
   - Failed Card
   - Lost Card / Handset
   - Stolen Card / Handset.
5. Enter any Notes as required (e.g. any customer specific information etc).
6. Click the *New SIM is chargeable* check box to charge the customer for the replacement SIM.
7. Click the **Process** button.

8. If you clicked the *New SIM is chargeable* check box, the *Replace SIM* window will update to show the price fields.

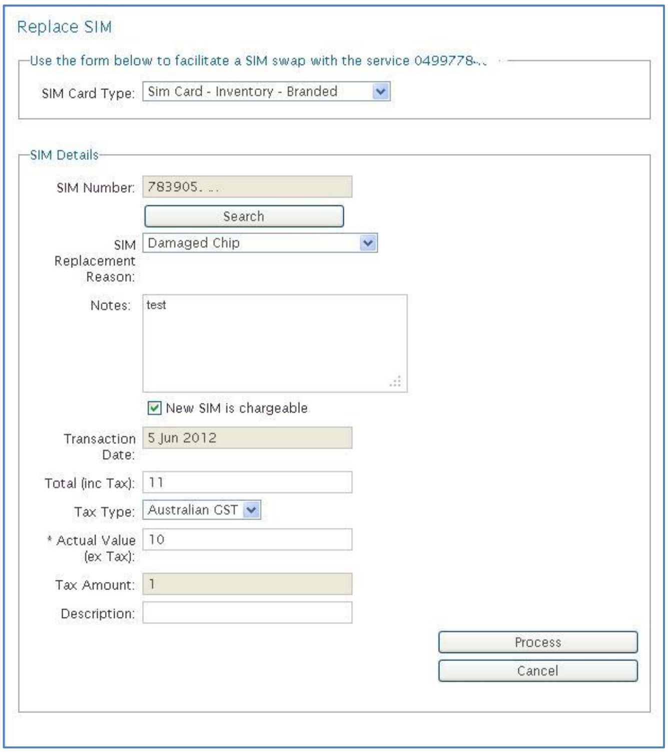


Figure 34. The *Replace SIM* window with price fields

a. If required, enter or update the price of the SIM in the *Total (inc Tax)* field. The system will automatically calculate the price *Actual Value (ex Tax)* and *the Tax Amount.*

   Alternately, enter the price of the SIM in the *Actual Value (ex Tax)* field. The system will automatically calculate the price *Total (inc tax)* and the *Tax Amount*.

b. Select the *Tax Type* applicable to the SIM in the drop list. By default, this is set to 'Australian GST'.

c. Enter a *Description*, as required.

d. Click the **Process** button.

9. The system will automatically send the SIM replacement request to Telstra and update the service.

   The system polls Telstra for the SIM replacement request's response and updates the *Provisioning Log* with the responses received.

Create Service Fault

1. Select *Create Service Fault* from the *Choose an Action* drop list. The *Create service fault for service* window will appear.

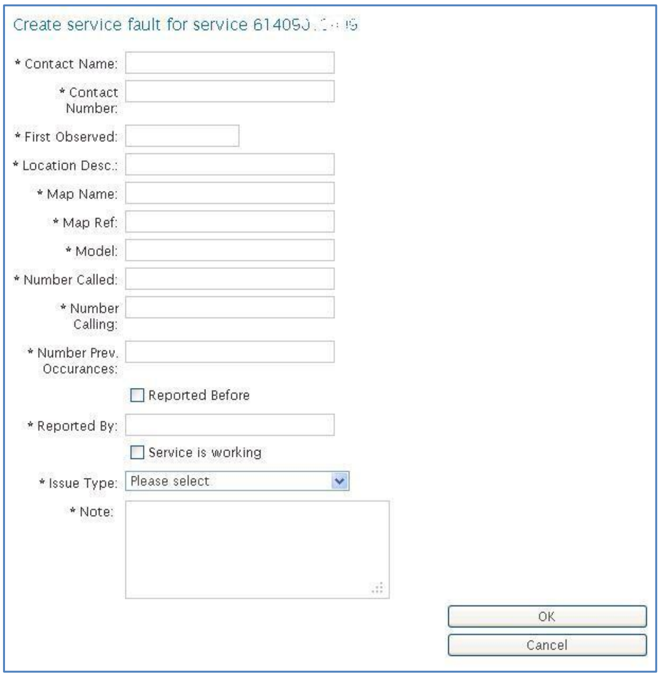


Figure 35. The *Create service fault for service* window

2. The *Contact Name* field will default to your wholesaler's name
3. The *Contact Number* field will default to your wholesaler's contact number.
4. Enter the date the fault was first detected in the *First Observed* field. A calendar tool will appear to allow you to select the required date.
5. Enter the description of the location the fault occurred in the *Location Desc* field.
6. Enter the map type or name the location refers to in the *Map Name* field (e.g. Melways etc).
7. Enter the map referenced in the location in the *Map Ref* field (e.g. map 156, K6).
8. Enter the customer's phone handset make and model in the *Model* field.
9. Enter the number the customer was attempting to call from their Mobile service when the fault occurred in the *Number Called* field.
10. Enter the number the phone number that was attempting to call the customer's Mobile service when the fault occurred in the *Number Calling* field.
11. Enter the number of times the fault has been observed in the *Number Prev Occurrences* field.
12. Tick the *Reported Before* check box if the fault has previously been report to Telstra.
13. Enter the name of the user or customer reporting the fault in the *Reported By* field.
14. Tick the *Service is working* check box if the Mobile service is working other than the fault being reported (i.e. able to receive and make calls).

15. Select the type of fault from the *Issue Type* check box. Fault types available include:
    - Call drop outs
    - Coverage
    - MMS or Internet fault (GPRS)
    - Messagebank Problem
    - Mobile originated call problem
    - Mobile terminated call problem
    - Network enquiry
    - No progress both ways
    - Other
    - Poor transmission
    - No signal/service
    - Validation
    - WAP Error (GPRS)
16. Enter other details about the fault in the *Note* field.
17. Click the **OK** button. The system will automatically send the Service Fault to Telstra for attention.

    The system polls Telstra for the Service Fault's response and updates the *Provisioning Log* on the *View Service Subscription* page with the responses received.

Temporarily Suspend Service

1. Select *Temporarily Suspend* from the *Choose an Action* drop list. The *Temporary Suspension of Service* window will appear.

Figure 36. The *Temporary Suspension of Service* window

2. Select the reason for suspending the service from the *Reason for suspension* drop list. Reasons available include:
    - Lost or Stolen
    - Customer Requested
3. Enter any information required in the *Notes* field.
4. Click the **OK** button. A message will display at the top of the page informing that the temporary suspension request is provisioned.

    The system will automatically send the suspension request to Telstra for attention. The system polls Telstra for the suspension request response and updates the *Provisioning Log* on the *View Service Subscription* page with the updates received.

5. Refresh the page by clicking the **Reload** link in the message at the top of the page. The service details page will be updated. An additional line will appear below the *Status* information.

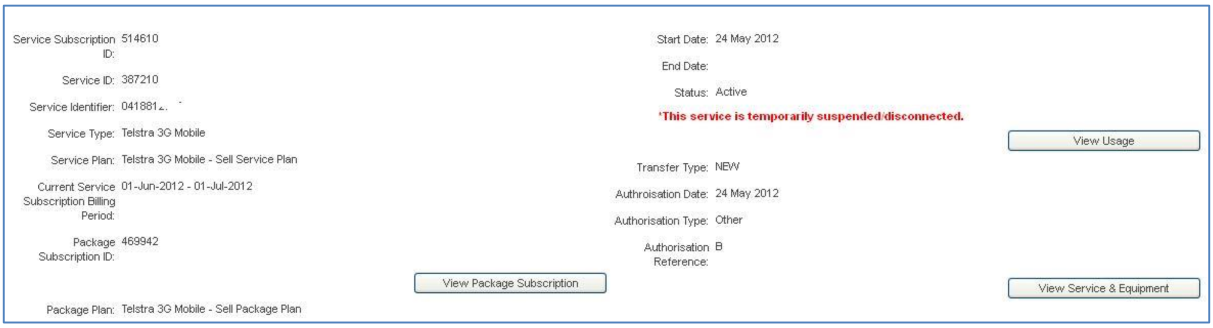


Figure 37. The *service details* showing a temporarily suspended service

Temporarily Disconnect Service

1. Select *Temporarily Disconnect* from the *Choose an Action* drop list. The *Temporary Disconnection of Service* window will appear.

Figure 38. The *Temporary Disconnection of Service* window

2. Select the reason for disconnection the service from the *Reason for disconnection* drop list. Reasons available include:

   - Temporary Disconnection

3. Enter any information required in the *Notes* field.
6. Click the **OK** button. A message will display at the top of the page informing that the temporary disconnection request is provisioned.

   The system will automatically send the disconnection request to Telstra for attention. The system polls Telstra for the disconnection request response and updates the *Provisioning Log* on the *View Service Subscription* page with the updates received.

7. Refresh the page by clicking the **Reload** link in the message at the top of the page. The service details page will be updated. An additional line will appear below the *Status* information.

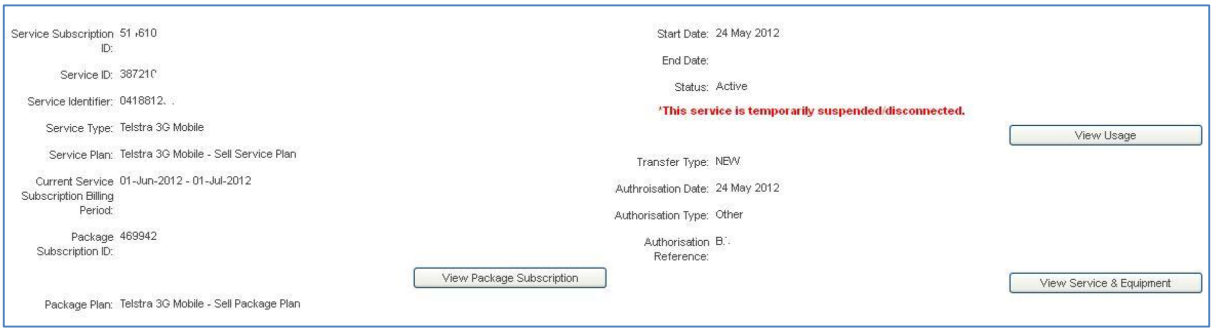


Figure 39. The *service details* showing a temporarily disconnected service

Reactivate a Service

Services that are either temporarily suspended or temporarily disconnected can be reactivated e.g. if the customer finds their phone or pays their outstanding balance etc.

1. Select *Reactivate* from the *Choose an Action* drop list. The *Reactivation of Service* window will appear.

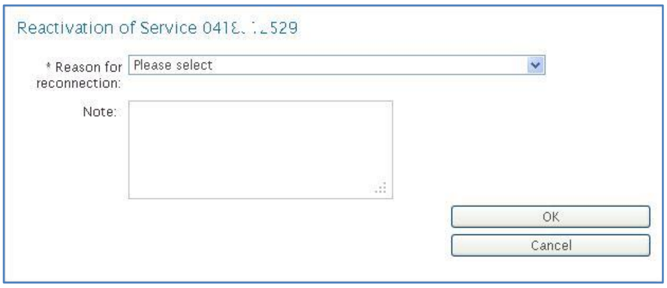


Figure 40. The *Reactivation of Service* window

2. Select the reason for reactivating the service from the *Reason for reconnection* drop list. Reasons available include:
   - Customer Request
   - New / Replacement Handset
   - Phone Recovered
3. Enter any further information required in the *Notes* field.
4. Click the **OK** button. A message will display at the top of the page informing that the reactivation request is provisioned.

   The system will automatically send the reactivation request to Telstra for attention. The system polls Telstra for the request response and updates the *Provisioning Log* on the *View Service Subscription* page with the updates received.

8. Refresh the page by clicking the **Reload** link in the message at the top of the page. The service details page will be updated. The suspended or disconnected line will no longer appear below the *Status* information.

Query PUK

1. Select *Query PUK* from the *Choose an Action* drop list. The system will send the PUK query to Telstra. Once the response has been received, the *Querying PUK for service* window will appear.

Figure 41. The *Querying PUK for service* window

2. Review the *SIM* and *PUK* information displayed.
3. Click the **OK** button to dismiss the *Querying PUK for service* window.

Feature / Barring Management

The *Feature Barring Management* tab allows you to add service features such as Voicemail, International Roaming, Premium SMS limit, and Calling Number Display to the mobile service, as well as barring options such as Bar GPRS, Bar Premium SMS etc. For specific product information about these service features and barring options, please refer to your wholesale service provider or Telstra.

Service Features

Service features already set up on the service will appear in the *Edit Service Features* section below the *Add Service Feature* area.

Figure 42. The *Feature / Barring Management* tab showing the *Add* and *Edit Service Features* sections

To Add a Service Feature

1. On the *Feature / Barring Management* tab, 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. If a feature is not listed in the list, it is probably already set up on the service.
2. Depending on the feature selected, enter the feature's identifier in the *Identifier* field (e.g. for *Voicemail*, you would enter the PIN).
3. Enter the feature's *Diversion Number*, if required.
4. Click the **Add Feature to Service** button. The selected feature will display in the *Edit Service Features* section.
5. Click the **Save** button.

Barring Options

Barring options already set up on the service will appear in the *Add Barring Options* section, below the *Add Service Features* section.

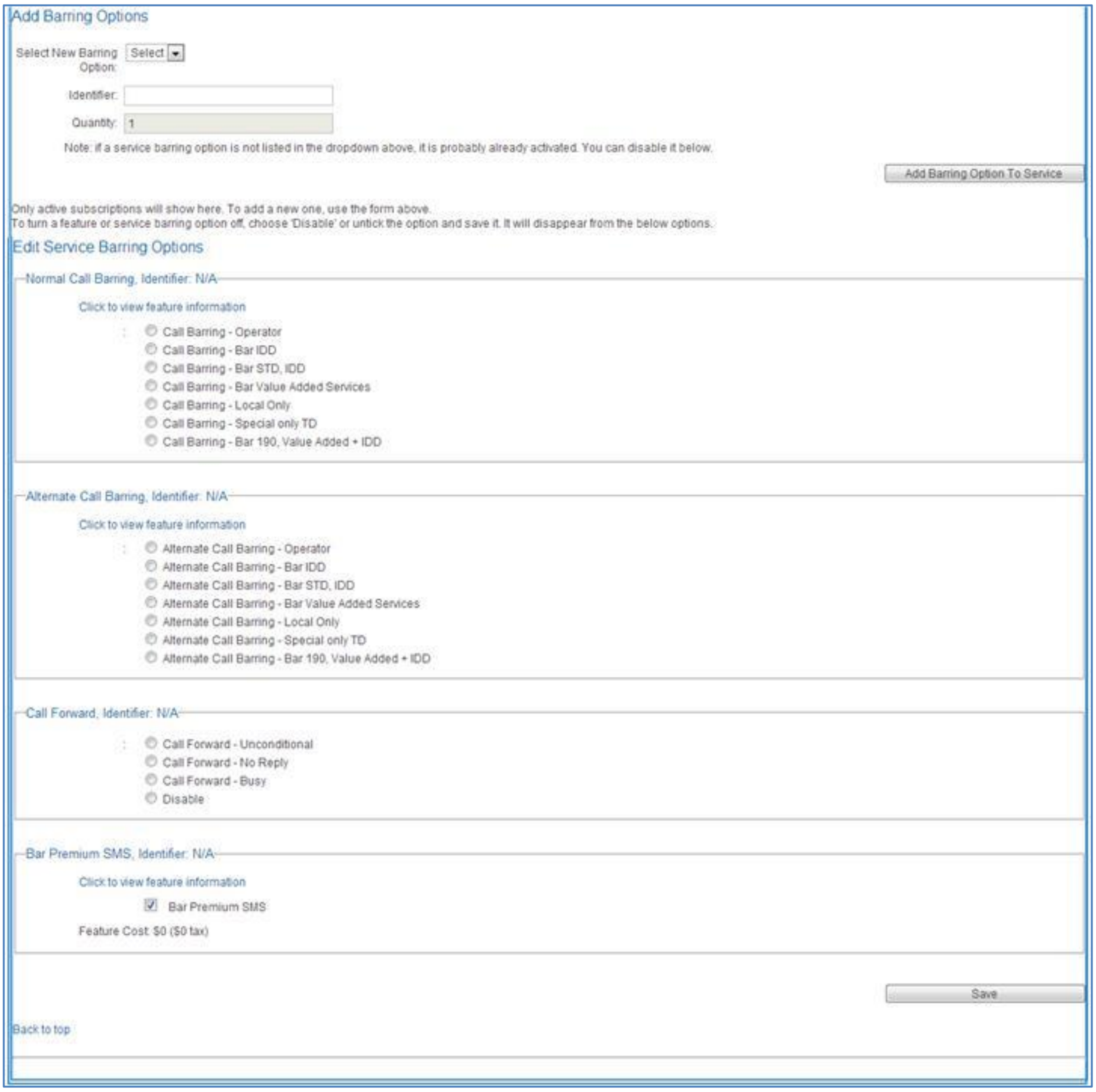


Figure 43. The *Feature / Barring Management* tab showing the *Barring Options* section

To Add a Barring Option

1. *On the Feature Barring Management* tab, select the required barring option from the *Select New Barring Options* drop list. The list will contain all available barring options that are not already set up on the service. If an option is not listed in the list, it is probably already set up on the service.
2. Depending on the option selected, enter the identifier in the *Identifier* field.
3. Click the **Add Barring Option to Service** button. The selected barring option will display in the *Edit Service Barring Options* section.
4. Click the **Save** button.

Manage Bolt Ons

The *Manage Bolt Ons* tab allows you to add and manage bolt ons on the mobile service. Bolt ons control the data plans associated with the service (e.g. the data pack's access fee, amount of data included and the price per kilobyte charged when the usage exceeds the include amount of data). For further information about Bolt Ons, please refer to the Packages and Plan User Manual.

> ⓘ Bolt ons can only be added to Active services i.e. once service provisioning has completed successfully.

Figure 44. The *Manage Bolt On* tab showing the service bolt on

To Add a Bolt On

1. Click the **Manage Bolt Ons** tab. The system will show the *Bolt On table* showing any existing bolt ons associated with the service.

   If no bolt on is associated with the service, the table will show the text, "Noting Found".

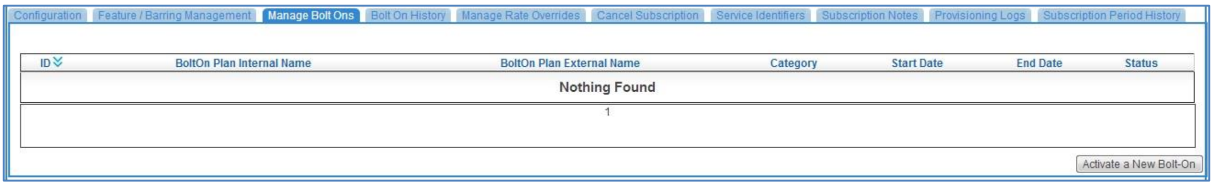


Figure 45. The *Manage Bolt On* tab showing no bolt ons associated with the service

2. Click the **Activate a New Bolt-On** button. The *Activate a new Bolt On* section will appear displaying the available bolt ons associated with the service plan.

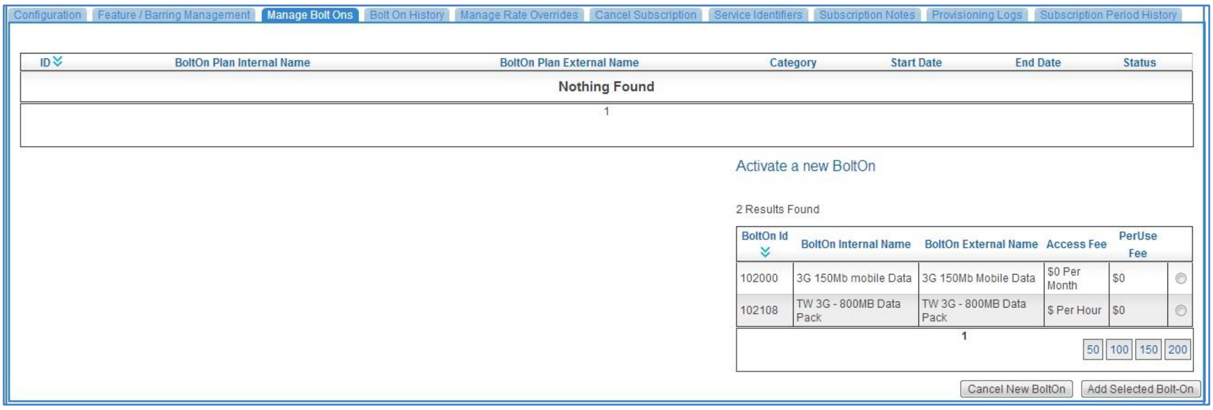


Figure 46. The *Manage Bolt On* tab showing the Activate a new Bolt On section

3. Click the option button beside the required bolt on in the list.
4. Click the **Add Selected Bolt-On** button. The system will show the selected bolt on in the *Bolt On table*. The system will automatically send the data bolt on provisioning request to Telstra.

   The system polls Telstra for the provisioning request's response and updates the *Bolt On Status* once a response is received.

To Remove a Bolt On

1. Click the **Manage Bolt Ons** tab. The system will show the *Bolt On table* showing the existing bolt ons associated with the service.

Figure 47. The *Manage Bolt On* tab showing the existing service bolt on

2. Click the **Cancel** link in the *Status* column of the *Bolt On* table. The system will display a message prompting you to confirm that you wish to cancel the bolt on.

Figure 48. The *Confirm Bolt On Cancellation* message

3. Click the **Yes** to confirm the cancellation of the bolt on. The status of the bold on in the *Bolt On table* will show as 'PendingProvCancel'. The system will automatically send the cancel data bolt on provisioning request to Telstra.

   The system polls Telstra for the provisioning request's response and updates the *Bolt On Status* once a response is received.

To change the data plan bolt on, you must first remove the existing Bolt On, and then add the new Bolt On required.

Bolt On History

The *Bolt On History* tab allows you view a history of all Bolt Ons added and removed from the mobile service.

The *Prior Bolt On Changes* table shows all Bolt Ons that have been associated with the service, including the *Start Date* that the Bolt On was provisioned on the service, as well as the *End Date* if the Bolt On has been removed. If there is no End Date, then that Bolt On is still active against the service.

Figure 49. The *Bolt On History* tab

Manage Rate Overrides

A custom rate allows you override the default rate as set in the Service Plan’s Rate Card for the Mobile service. For example, if your customer calls a particular destination often, and you wish to give them a special rate for those calls, but for all other calls, you wish to retain the standard rate set up in your plan. The *Manage Rate Override* tab allows you to override that rate for this specific customer’s service without affecting your other customers and their service rates. You can also view the Mobile service *Tariff Structure Hierarchy*.

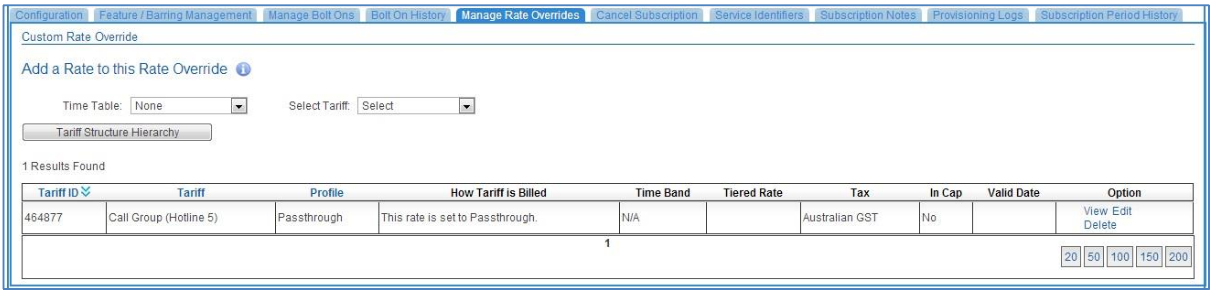


Figure 50. The *Manage Rate Overrides* tab

For information about setting and updating Rates and Time Tables, refer the *Packages and Plans Management User Manual*.

Cancel Subscription

The *Cancel Subscription* tab 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 51. The *Cancel Subscription* tab

Service Identifiers

The *Service Identifiers* tab allows you view all system identifiers associated with the mobile service.

Figure 52. The *Service Identifiers* tab

Subscription Notes

The *Subscription Notes* tab allows you to display any notes attached to the service. The Note ID, Author, Date Created, Subject and Details are displayed.

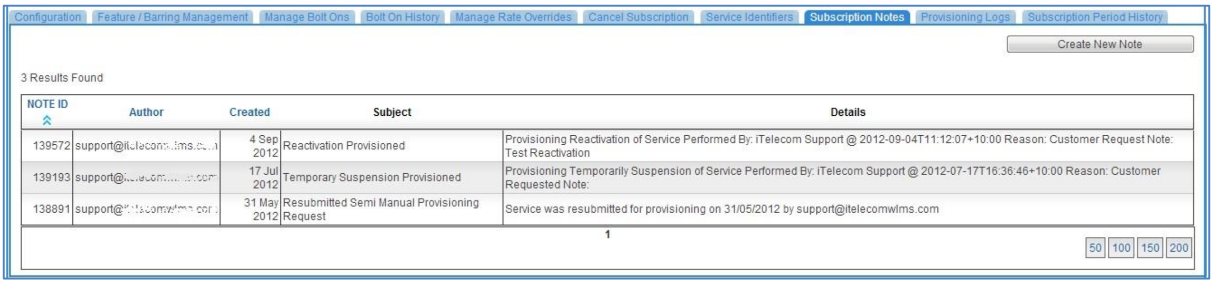


Figure 53. The *Subscription Notes* tab

To Add a Note

1. Click the **Create New Note** button. The *New Note* section will appear.

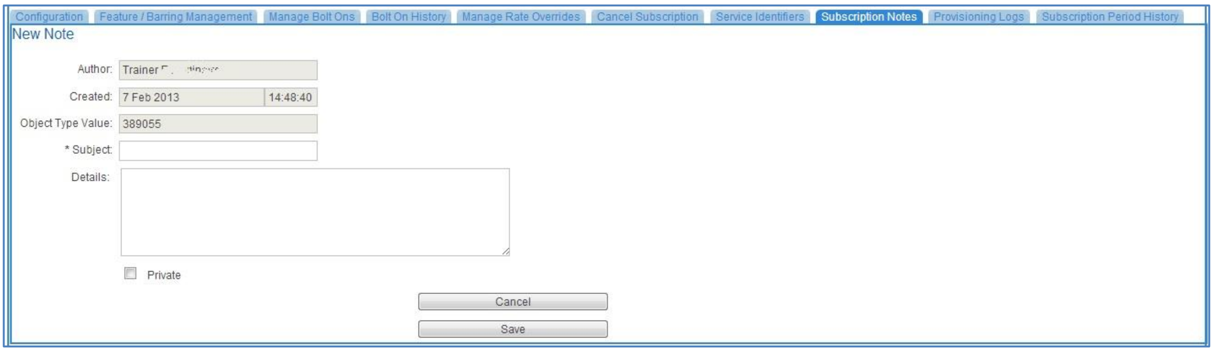


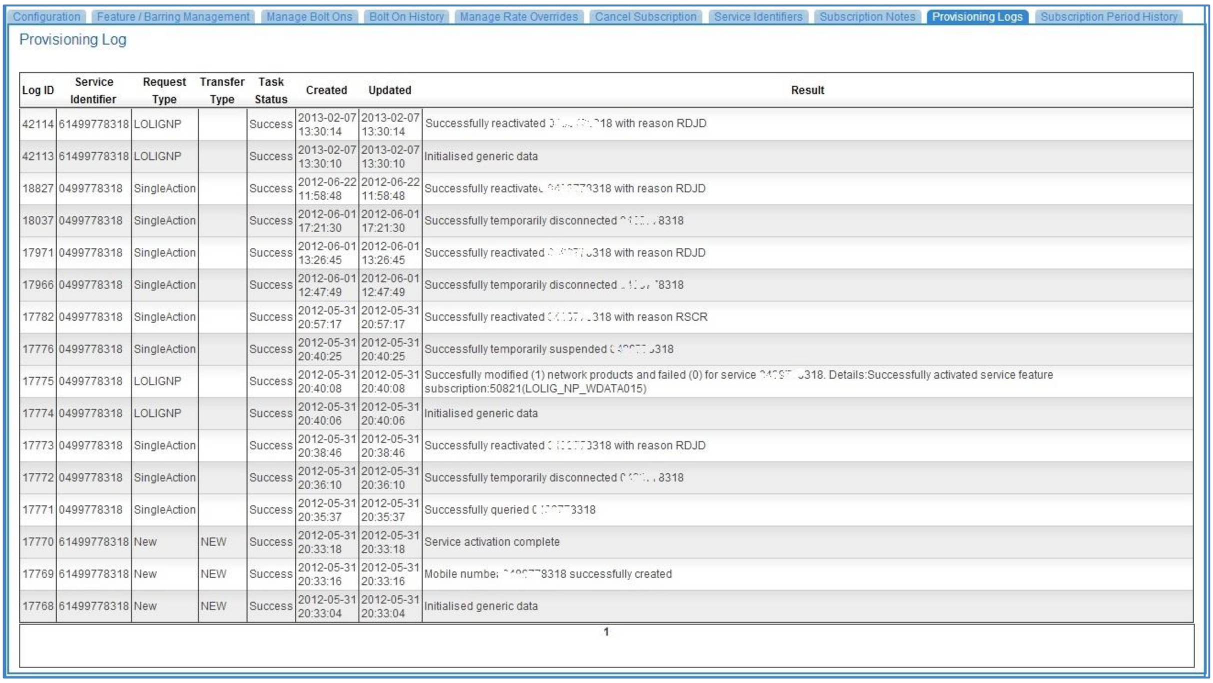
Figure 54. The *New Note* section

By default, the Author and date created will default to your user name and current system date and time respectively.

2. Enter the note's *Subject*.
3. Enter the required text in the *Details* field.
4. Tick the *Private* check box to keep the note from being displayed in the end user portal.
5. Click the **Save** button. The Note will appear in the *Subscription Notes* table.

Provisioning Logs

The *Provisioning Logs* tab displays information about all provisioning requests related to the service and their status, including all information and updates received from Telstra. The provisioning log will also show service fault history.



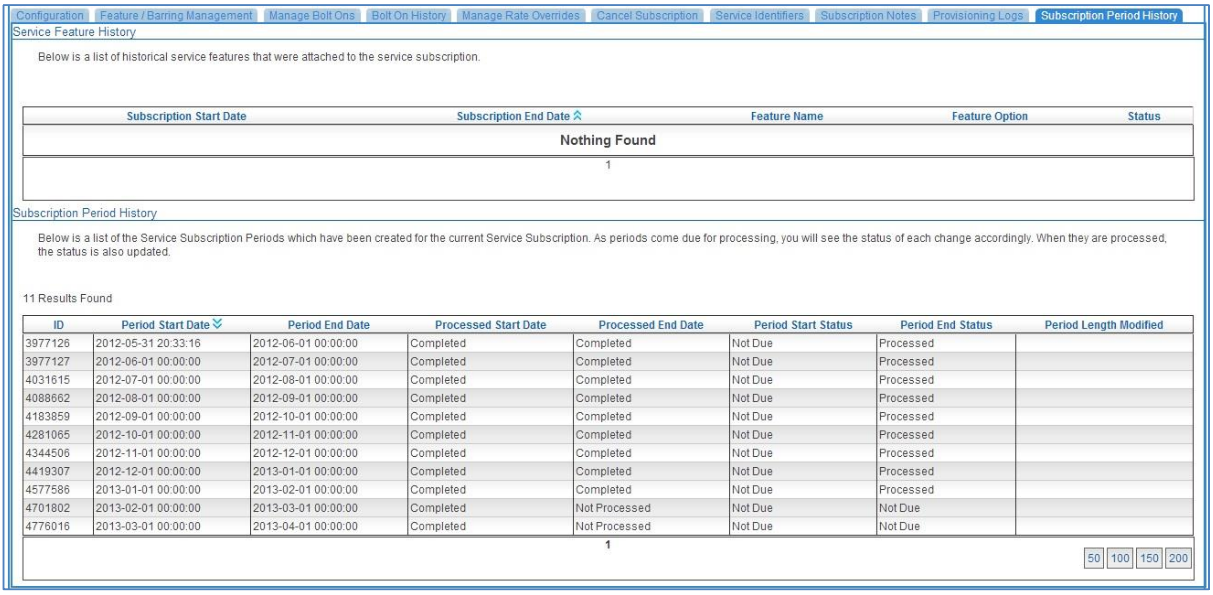
Log ID	Service Identifier	Request Type	Transfer Type	Task Status	Created	Updated	Result
42114	61499778318	LOLIGNP		Success	2013-02-07 13:30:14	2013-02-07 13:30:14	Successfully reactivated [illegible]18 with reason RDJD
42113	61499778318	LOLIGNP		Success	2013-02-07 13:30:10	2013-02-07 13:30:10	Initialised generic data
18827	0499778318	SingleAction		Success	2012-06-22 11:58:48	2012-06-22 11:58:48	Successfully reactivate[illegible]318 with reason RDJD
18037	0499778318	SingleAction		Success	2012-06-01 17:21:30	2012-06-01 17:21:30	Successfully temporarily disconnected [illegible]8318
17971	0499778318	SingleAction		Success	2012-06-01 13:26:45	2012-06-01 13:26:45	Successfully reactivated [illegible]318 with reason RDJD
17966	0499778318	SingleAction		Success	2012-06-01 12:47:49	2012-06-01 12:47:49	Successfully temporarily disconnected [illegible]8318
17782	0499778318	SingleAction		Success	2012-05-31 20:57:17	2012-05-31 20:57:17	Successfully reactivated [illegible]318 with reason RSCR
17776	0499778318	SingleAction		Success	2012-05-31 20:40:25	2012-05-31 20:40:25	Successfully temporarily suspended [illegible]318
17775	0499778318	LOLIGNP		Success	2012-05-31 20:40:08	2012-05-31 20:40:08	Succesfully modified (1) network products and failed (0) for service [illegible]318. Details:Successfully activated service feature subscription:50821(LOLIG_NP_WDATA015)
17774	0499778318	LOLIGNP		Success	2012-05-31 20:40:06	2012-05-31 20:40:06	Initialised generic data
17773	0499778318	SingleAction		Success	2012-05-31 20:38:46	2012-05-31 20:38:46	Successfully reactivated [illegible]3318 with reason RDJD
17772	0499778318	SingleAction		Success	2012-05-31 20:36:10	2012-05-31 20:36:10	Successfully temporarily disconnected [illegible]8318
17771	0499778318	SingleAction		Success	2012-05-31 20:35:37	2012-05-31 20:35:37	Successfully queried [illegible]3318
17770	61499778318	New	NEW	Success	2012-05-31 20:33:18	2012-05-31 20:33:18	Service activation complete
17769	61499778318	New	NEW	Success	2012-05-31 20:33:16	2012-05-31 20:33:16	Mobile numbe[illegible]8318 successfully created
17768	61499778318	New	NEW	Success	2012-05-31 20:33:04	2012-05-31 20:33:04	Initialised generic data

1

Figure 55. The *Provisioning Logs* tab

Subscription Period History

The *Subscription Period History* tab displays a list of billing periods created for the service subscription, with period dates, processing dates, and statuses.



Subscription Start Date	Subscription End Date	Feature Name	Feature Option	Status
Nothing Found				

1

Subscription Period History

Below is a list of the Service Subscription Periods which have been created for the current Service Subscription. As periods come due for processing, you will see the status of each change accordingly. When they are processed, the status is also updated.

11 Results Found

ID	Period Start Date	Period End Date	Processed Start Date	Processed End Date	Period Start Status	Period End Status	Period Length Modified
3977126	2012-05-31 20:33:16	2012-06-01 00:00:00	Completed	Completed	Not Due	Processed	
3977127	2012-06-01 00:00:00	2012-07-01 00:00:00	Completed	Completed	Not Due	Processed	
4031615	2012-07-01 00:00:00	2012-08-01 00:00:00	Completed	Completed	Not Due	Processed	
4088662	2012-08-01 00:00:00	2012-09-01 00:00:00	Completed	Completed	Not Due	Processed	
4183859	2012-09-01 00:00:00	2012-10-01 00:00:00	Completed	Completed	Not Due	Processed	
4281065	2012-10-01 00:00:00	2012-11-01 00:00:00	Completed	Completed	Not Due	Processed	
4344506	2012-11-01 00:00:00	2012-12-01 00:00:00	Completed	Completed	Not Due	Processed	
4419307	2012-12-01 00:00:00	2013-01-01 00:00:00	Completed	Completed	Not Due	Processed	
4577586	2013-01-01 00:00:00	2013-02-01 00:00:00	Completed	Completed	Not Due	Processed	
4701802	2013-02-01 00:00:00	2013-03-01 00:00:00	Completed	Not Processed	Not Due	Not Due	
4776016	2013-03-01 00:00:00	2013-04-01 00:00:00	Completed	Not Processed	Not Due	Not Due	

1

50 100 150 200

Figure 56. The *Subscription Period History* tab

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

Phone: 1300 793 310

Fax: 1300 793 320

Email: emesupport@emersion.com.au

Emersion Web Site:

www.emersion.com.au

Glossary of Terms and Abbreviations

ACA means the Australian Communications Authority.

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.

ADEA means Account Enquiry Notification.

BCC means Broadcast Cutover Completion.

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.

CSP means Carriage Service Provider.

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.

EIR means Equipment Identity Register.

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

EN means Expiry Notification.

EDGE means Enhanced data rates for GSM evolution

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.

GCSP means Gaining Carriage Service Provider

GPRS means General Packet Radio Services

GSM means Global System for Mobiles

HLR means Home location register

HSPA means High speed packet access

IDD means International direct dial

ISDN means Integrated services digital network

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.

IWF means Inter Working Function

LCSP means Losing Carriage Service Provider

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*.

LOLM means Linx OnLine Mobiles.

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.

MMS Multimedia Messaging Service

MNP Mobile Number Portability

MOU Memorandum Of understanding

MSA Mobile Service Area

MSC Mobile switching centre

MSN means a Mobile Service Number

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.

ODB means Operator determined barring

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.

PCN means Port Cutover Notification

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

PIN means Personal Identification Number

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.

PLMN means Public land mobile network

POTS means Plain Old Telephony Service.

PN means Port Notification

PUK means Personal Unblocking Key

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.

QoS means Quality of service

RC means Retail Carrier.

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

RVA means Recorded voice announcement

Service means a Telstra Mobile 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.

SIM means Subscriber Identity Module, which is a small, "smart card" used in a mobile phone that identifies the user to the carrier.

SMS means Short Message 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.

SSL means Secure Sockets Layer

Telstra means Telstra Corporation Limited.

UDI means Unrestricted digital information

UMTS means Universal mobile telecommunications system

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.

WAP means Wireless Application Protocol

WCDMA means Wideband code division multiple access

WCTA means Wholesale Customer Transfers Adelaide

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

WN means Withdrawal Notification