

# CONSULT21

**BT** wholesale

## BRIEFING

---

### Pathfinder Pre-migration Voice Transfer Engineering activities: Framework for CP Participation & Review

*Issue 1: Briefing Number C21-IM-023*

*Date: 23<sup>rd</sup> February 2007*

#### **IMPORTANT NOTE**

This document is circulated, in confidence, within the context of the BT Consult21 process and for the purposes of open consultation.

As such, the contents are subject to change during this process.

This document must not be circulated outside the Consult21 Communications Provider community

Copyright © British Telecommunications plc 2007

#### **DOCUMENT HISTORY**

Issue 1 – 23/02/07	First issue, including invitation to CPs to participate in the Customer Experience Assessment and Review process for TCP install

# CONTENTS

<b>1</b>	<b>INTRODUCTION.....</b>	<b>3</b>
1.1	Background .....	3
<b>2</b>	<b>OVERVIEW &amp; PURPOSE.....</b>	<b>5</b>
2.1	Methodology & service outage validation.....	5
2.1.1	TCP Shoe Installation Trial Information.....	5
2.2	Customer Experience Assessment & Review.....	5
2.2.1	Customer Experience `Assessment Information.....	6
<b>3</b>	<b>NEXT STEPS.....</b>	<b>4</b>
3.1	CP Pre-registration .....	4
3.2	Questions, queries and further discussion.....	4
3.3	Next Steps following registration.....	4

# 1 Introduction

BTw<sup>1</sup> has now reached the stage where it is preparing to enact its live service pilot (also known as FOA2 or First Office Application 2) for the service affecting pre-migration activities for the Pathfinder area

BTw anticipates that the undertaking of these key activities will serve to validate the TCP shoe installation process from a transfer engineering perspective and from an end customer experience perspective. As such assessments are an important element of Pathfinder Review, BTw is keen to ensure that its Communication Provider customers are active participants within the process and that there is a clear and transparent framework for this participation.

Following the successful completion of the assessments outlined/anticipated in this briefing, BTw's anticipates continuing TCP installation work on a business as usual basis under the Planned Engineering Works process for the remainder of the Pathfinder DLEs.

## 1.1 Background

Grooming/Compression and TCP (Transfer Connectivity Point) Shoe installation are pre-migration Transfer Engineering activities.

- Grooming/compression – typically takes place between 5 and 3 months before the targeted transfer activity and in this instance it is the DLE that is groomed and therefore it affects voice lines only
- TCP shoe installation - typically takes place up to 3 months in advance of the targeted transfer activity

BTw has already outlined its Testing and Trials framework for assuring the transfer engineering methodology to support the 21CN migration of PSTN lines (see briefing C21-CT-13 for further information). BTw's testing and trials framework includes lab testing and out of service (FOA1) activity to demonstrate prior to the first use of those tools and processes on live customers in FOA2.

Both TCP Shoe installation methods and grooming/compression methods have been successfully tested and trialled at BT's labs and out of service network using real equipment. These activities have enabled BTw to confirm that there will be a short outage for voice end customer as a consequence of this activity as highlighted in the TE Impact Matrix. These results have been shared at the October IMWG [IMWG Material for 17th October 06](#)

## 1.2 Purpose of this Briefing

Following initial discussions at the IMWG on 20<sup>th</sup> February, this briefing provides:

- an outline of the framework for the Customer Experience assessments which will take place as part of the wider Pathfinder Operational Review for pre-migration Transfer Engineering activities and the basis for participation
- a schedule of anticipated Customer Experience Assessments for pre-migration activities

---

<sup>1</sup> BTw in this instance includes BT Wholesale and Openreach

Consult21 anticipates updating this briefing as and when activities are scheduled by BTw to enable the Customer Experience Assessment Schedule of activities to be completed.

### **1.3 Fit within the I&M Working Group Plan**

As indicated this Customer Experience Assessment for Pre-migration activities forms part of the Pathfinder Operational Review for PSTN Voice migration and as such the activity will be managed under the Pathfinder Experts (a sub-group of the Implementation & Migration Working Group)

#### **1.3.1 Fit within the I&M Document library**

The Assessment process outlined in this briefing should therefore be considered as providing further detail on the practical operation of Pathfinder Operational Review as outlined in principle in briefing C21-IM-011

#### **1.3.2 Pre-Migration Customer Experience Assessment Schedule**

<b>Assessment Description</b>	<b>Location</b>	<b>Forecast/Confirmed Dates</b>
TCP Install (inc PEW Notification to CPs)	Caerphilly	March 07
Grooming/Compression (inc PEW Notification to CPs)	TBC	TBC

### **1.4 Next Steps & CP actions**

#### **1.4.1 CP Pre-registration**

In order to facilitate the co-ordination of engineering activity with CP/end user feedback, CPs are required to pre-register their intention to participate in the customer experience assessment and review for the TCP Shoe Installation FOA2 at Caerphilly. You can register by emailing [consult21@bt.com](mailto:consult21@bt.com) and confirming your lead contact details (name and telephone number). Please note that by registering you will be assumed to be agreeing to the principles of participation as outlined in section 2.2

#### **1.4.2 Questions, queries and further discussion**

Should you have any questions or queries regarding this briefing please contact:

**Marco Valdivia, BTW Customer Engagement – 077 4092 0071 or**

**Charlotte Grice, BTW Customer Engagement - 01749 345762**

#### **1.4.3 Next Steps following registration**

BTW has established through the Consult21 process a weekly audio to manage this activity which will run weekly on Fridays @ 11am during March (starting on 2<sup>nd</sup>). Appropriate face to face meetings will be scheduled to progress the completion of the assessment once the TCP installation activity has been completed to facilitate the completion of the assessment and review.

## **2 Overview & Purpose**

The first of these Customer Experience Assessments will be for TCP Shoe installation and therefore this section has been written from this perspective although the principles of operation apply equally as well to grooming and compression activities.

### **2.1 Methodology & service outage validation**

The purpose of the TCP Shoe Installation FOA2 is to enable BTw to demonstrate its ability to carry out TCP shoe in accordance with the designed method and “live” end customers at a real DLE.

Its objective is the validation of the relevant information in the TE Impact Matrix (outage times etc) for TCP installation.

This activity will be carried out by BTw and the results will be shared with CPs following its completion.

#### **2.1.1 TCP Shoe Installation Trial Information**

**Trial Owner:** Openreach in conjunction with BT Wholesale

**Location:** Caerphilly Telephone Exchange

**Trial Start:** 29/01/2007

**Trial End:** 31/03/2007

This activity will only affect PSTN end at Caerphilly Telephone exchange (circa 20,500 lines, including a number of WLR2 & CPS lines) and will initially operate between midnight and 06:00. After this initial phase, the trial will continue on a 24/7 shift banding basis from mid February 2007 until end March 2007.

The TCP shoe installation FOA2 will operate under a Planned Engineering Works (PEW) notice covering any outages derived from the activity and will include:

- BTw monitoring customer lines for voice and data usage prior to TCP shoe installation – no disconnection will be made while the line is in use
- Verification testing pre & post TCP shoe installation to ensure continuity of service.
- Immediate rectification of any faults as a consequence of the TCP shoe installation activity, before re-fitting TCP modules.

### **2.2 Customer Experience Assessment & Review**

Whilst BTw anticipates that this TCP shoe installation activity will have a very low impact on end customers and few customers will notice any breaks in service, BTw believes that it is beneficial to include a customer experience assessment as part of this FOA2 activity.

In addition to this the Customer Experience Assessment will enable BTw and CPs to identify and assess any impacts on customer experience (in addition to the predicted service outages) as a consequence of this transfer engineering activity. Potential responses to any identified issues can then be discussed and explored by the Pathfinder Experts

## **2.2.1 Customer Experience `Assessment Information**

**Trial Owner:** Consult21 in conjunction with Openreach and BT Wholesale

**Location:** Caerphilly Telephone Exchange

**Trial Start:** 05/03/2007

**Trial End:** 31/03/2007

The Customer Experience Assessment will cover a subset of the 20,500 end customer lines scheduled for TCP installation after 5<sup>th</sup> March 2007 and served by registered participating CPs.

BTw will provide registered participating CP's with a list of Directory Number's which

- will be monitored by BTw as to when they were affected by TCP shoe installation or related activity (date and time) and
- can be monitored by CPs during the period of the assessment for reported faults or customer contacts and these events recorded for inclusion in the assessment/review (including date/time and reason for contact).

CPs can elect whether or not to advise any of their end customers on the Caerphilly Exchange of the planned TCP shoe install in line with their anticipated customer communication processes for mass migration.

BTw is keen to understand whether in addition to recording customer contact/faults, any end customer interviews or surveys should be conducted. CPs can feedback on this proposal at the initial audio on 2<sup>nd</sup> March 2007.

Participating CPs will be required to share information with BTW on a weekly basis for "tying up" with the engineering log and a summary of this information will be reviewed by all participating CPs in the multi-lateral customer experience assessment and review process. The outcome of this process will be shared with all CPs participating in the Consult21 process.

The Assessment and review will be managed through multi-lateral audios with a final report back to the IMWG (Pathfinder Experts) in April 2007.

**END**