

CONSULT21

BT wholesale

BRIEFING

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

Issue 1: Briefing Number C21-IM-024

Date: 27th March 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 – 30/03/07	First issue, including invitation to CPs to participate in the Customer Experience Assessment and Review process for BB Grooming & Compression activities.

CONTENTS

1	INTRODUCTION.....	3
1.1	Background	3
1.2	Purpose of this Briefing	4
1.3	Fit within the I&M Working Group Plan	4
1.3.1	Fit within the I&M Document library	4
1.3.2	Pre-Migration Customer Experience Assessment Schedule.....	4
1.4	Next Steps & CP actions	4
1.4.1	CP Pre-registration	4
1.4.2	Questions, queries and further discussion	4
1.4.3	Next Steps following registration	5
2	OVERVIEW & PURPOSE.....	5
2.1.1	TCP Cable Splicing Trial Information	5
2.2	Methodology & service outage validation.....	5
2.3	Customer Experience Assessment & Review.....	5
3	APPENDIX 1 – LICHFIELD TCP TRIAL RESULTS.....	7

1 Introduction

BTw¹ 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.

A successful assessment has already been conducted for the Voice TCP fitment methods in Caerphilly (see briefings C21-IM-013 & C21-IM-023 for further information). The same trial methodology & collaborative working approach is now proposed for the BB pre-migration activities.

BTw anticipates that the undertaking of these key activities will serve to validate the BB TCP Cable Splicing and the Grooming & Compression processes 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 anticipates continuing TCP Cable Splicing and Grooming & Compression work on a business as usual basis under the Planned Engineering Works process for the remainder of the Pathfinder DLEs.

It should be noted that a successful assessment has already been conducted for the Voice TCP fitment methods in Caerphilly and Bonvilston.

Furthermore the Cable Splicing (non intrusive) method has already been trialled at Lichfield TE. Section 2 of this document refers.

1.1 Background

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

- Grooming/compression – typically takes place between 5 and 3 months before the targeted transfer activity
- TCP Cable Splicing - 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 BB lines (see briefing C21-CT-013 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 the TCP Shoe installation/splicing 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 BB end customers as a consequence of this activity as highlighted in the TE Impact Matrix ref C21-IM-020. These results have been shared at the October IMWG [IMWG Material for 17th October 06](#)

¹ BTw in this instance includes BT Wholesale and Openreach, BT Groups Upstream businesses

1.2 Purpose of this Briefing

Following initial discussions at the BB Experts IMWG on 13th March, 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

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 BB 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

Assessment Description	Location	Forecast/Confirmed Dates
TCP Cable Splicing	Lichfield	26/01/2007 – 09/02/2007
Grooming/Compression (inc PEW Notification to CPs)	Kings Norton	01/05/2007

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 Grooming/Compression FOA2 at Kings Norton, **by 17/04/2007**.

You can register by emailing 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:

Charlotte Grice, BTW Customer Engagement – 07795 981937 or;

Marco Valdivia, BTW Customer Engagement – 077 4092 0071

1.4.3 Next Steps following registration

BTW has established through the Consult21 process a daily audio to manage this activity which will initially run daily, (starting on 01/05/2007). Appropriate face to face meetings will be scheduled to progress the completion of the assessment once the Grooming/Compression activity has been completed to facilitate the completion of the assessment and review.

2 Overview & Purpose

The Customer Experience Assessments will be for Grooming & Compression activities.

The TCP Splicing trial has already been conducted at Lichfield TE outlined below, the results of which are shared in Appendix 1.

2.1.1 TCP Cable Splicing Trial Information

Trial Owner: OpenReach in conjunction with BT Wholesale

Location: Lichfield Telephone Exchange

Trial Start: 26/01/2007

Trial End: 09/02/2007

This activity took place at Lichfield TE and operated between midnight and 06:00.

The trial covered all outages derived from the activity and included:

- BTW monitoring customer lines for voice and data usage prior to TCP Splicing.
- Verification testing pre & post TCP Splicing to ensure continuity of service.
- Immediate rectification of any faults as a consequence of the TCP Splicing activity.

Note: The trial proved that the Splicing activities were non-intrusive and therefore it is BTW's intention not to trial this activity further, see Appendix 1 for further details.

2.2 Methodology & service outage validation

The purpose of the Grooming & Compression FOA2 is to enable BTW to demonstrate its ability to carry out Grooming & Compression 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 (anticipated Voice outage time of 3- 5 mins per line, anticipated BB outage time of 5-10 mins per line) for Grooming & Compression. This activity will be carried out by BTw and the results will be shared with CPs following its completion.

2.3 Customer Experience Assessment & Review

BTw believes that it is beneficial to include a customer experience assessment as part of this FOA2 activity in order to gauge 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.

Trial Owner: OpenReach in conjunction with BT Wholesale

Location: Kings Norton Telephone Exchange

Trial Start: 01/05/2007

Trial End: 15/05/2007

The Customer Experience Assessment will cover a subset of the Kings Norton Exchange end customer lines scheduled for Grooming & Compression activities after 01/05/2007 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 Grooming & Compression activities 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 Kings Norton Exchange of the planned Grooming & Compression activities 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 18/04/2007.**

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 June 2007.

3 APPENDIX 1 – Litchfield TCP Trial Results

3.1.1 PROJECT:	Litchfield TCP Trial Splicing	Date: 09.02.07		
3.1.2 Period Covered:	26.01.07 – 09.02.07			
3.1.3 Schedule Status – Ahead of initial forecast plan				
	Original Planned End	Current Forecast	Complete Y/N/Ongoing	Within Tolerance
Trial	30 March 07	28 Feb 07		Y
Major Milestones				
- Cabling all DSLAMS	22 Jan	22 Jan	Y	Y
- Splicing Fujitsu Gen 2	26 Jan	20 Jan	Y	Y
- Splicing Fujitsu Gen 3	15 Feb	20 Jan	Y	Y
- Splicing Marconi Gen 2	07 March	30 Jan	Y	Y
- Splicing Alcatel	07 Feb	07 Feb	Y	Y
- Data Analysis	29 March	07 Feb	N	Y
- Present Output & Sign Off	30 March	20 Feb	N	Y
3.1.4 Products completed during the period				
Physicals overview: All cabling and splicing work is now complete at both Litchfield and Walsall				
Service:				
<ul style="list-style-type: none"> ➤ Not 1 line re trained ➤ No faults reported, no service impact 				
3.1.5 Actual or potential problems and risks identified				
PEW Issues				
<ul style="list-style-type: none"> ➤ Reactive control unable to identify common faults for frames down to DSLAM level ➤ PEW's build for DSLAM TCP work 				
These are now being dealt with outside of the trial				
3.1.6 Products to be completed during the next period				
<ul style="list-style-type: none"> ➤ Trial output review – Feb 12th ➤ Final client review and sign off for trial – 21st Feb ➤ TCP method acceptance within Openreach - TBC 				
3.1.7 Project Issue Status - GREEN				
Further Information: Trial Manager – Mark Broughton 07885131451				

END