

# CONSULT21

# **BT** wholesale

## BRIEFING

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Summary of Responses to CP-MG 019 -  
BT's Consultation regarding the migration  
processes for BT's existing Featurenet  
and Featureline products

*Issue 1 : Briefing C21-MG-022*

*Date: 5<sup>th</sup> October 2007*

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### **IMPORTANT NOTE**

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## **1 Overview**

In July, BT issued a consultation document seeking interest in identifying issues with migrating between the existing Featurenet and Featureline products and similar CP products.

BT has held three bi-lateral meetings with CPs to discuss the requirement, and this document summarises the four responses received from CPs.

## **2 What did we consult on?**

The consultation focussed on the existing processes used when a customer chooses to cease their Featurenet or Featureline service in favour of alternative services or solutions provided by other CPs.

The objectives were to:

1. Understand industry issues with the existing processes and improve the current customer experience.
2. Provide an input on issues concerning the cessation of Featurenet and Featureline and potential re-use of line plant to the development of the Openreach bulk lines product.
3. Ensure that Industry requirements for these processes are considered on the 21CN platform.

## **3 The Purpose of this Document**

The purpose of this document is to provide visibility of the responses received as a prelude to further action.

## **4 Consultation Management**

The Consultation is being managed via the Consult21 team, the BT contact: [nigel.scott@bt.com](mailto:nigel.scott@bt.com)

Questions from Communications Providers on this briefing should be sent to: [nigel.scott@bt.com](mailto:nigel.scott@bt.com) and [peter.brownlow@bt.com](mailto:peter.brownlow@bt.com)

## **5 Questions for Customers**

Below are the questions that CPs were invited to respond to, and their responses. CP B stated that they had already provided detail to the product line:

1. What issues or concerns do you have with the current BT processes associated with the existing Featurenet and BT Featureline products when an end customer replaces:
  - Featurenet with a CP's service?
  - Featureline with a CP's service?

Featurenet: CP A considered that the primary issue is that there is no agreed migration process. This means that there is no transparency of the likely costs or timescales involved in migrating a customer to an alternative product. CP D considered that the processes were untested, not fit-for-purpose with long and unspecified lead times.

Featureline: CP C detailed several issues with the use of CPS (Carrier re-Select). CP D noted the manual nature of the processes and expensive migration costs.

CP D further observed that both processes could use project management, at different levels depending on the complexity of the migration.

2. What do you consider the priorities to be to improve the existing customer experience with the cease / provide processes for these existing products?

CP A considered that there are four required elements to be addressed to meet both the current and any future services:

1. A means of interconnecting with the Featurenet platform (on a wholesale basis) as a first step towards migrating the customer from the Featurenet service to a CPs equivalent offering to enable a CP to take over the Featurenet service in the short term, whilst the migration to their own service is managed in a controlled manner;
2. Visibility of the dial plan and any routing (or other) arrangements that BT has in place.
3. A robust porting solution for the dial plan;
4. Clear charges for each element of the transition process; and
5. Clear timescales for managing the process.

CP C identified potential solutions to the issues raised.

CP D stated that the real problem is the existing poor customer experience provided by the processes, so improvements were needed as a matter of urgency. Additionally they noted that there are no Featureline/Featurenet WLR variants so the customer would still have a relationship with BT, which again they consider needs addressing as a matter of urgency.

3. How would you like to be involved in the development of this Consultation?

CP A considers that finding the right solution to the migration of these services will require significant industry engagement, involving a number of different experts, including technical, process, product, number portability and commercial.

CP A indicated their willingness to play an active role in all elements of this process, suggesting that as a starting point, BT should arrange a workshop with industry to begin to flesh out the issues and explore possible solutions with a view to driving it through to fruition with a clear and challenging timetable for agreeing the new process, concluding the design by the end of the year and commencing trialling during the first few months of 2008.

CP C considered that the issues did need progressing, but had no strong view on whether CPS related issues should be progressed via the CPS process group or e.g. further in-depth bi-laterals.

CP D similarly suggested a workshop to create an action plan to identify and resolve common issues.

## **6 Timetable**

Consultation document issued	18 July 2007
Bilateral discussions completed	10 August 2007
Deadline for CPs' responses on Condoc (Consultation closes)	17 August 2007
BT publishes summary of responses	31 August 2007*
BT publishes Consultation Closure Document	12 October 2007

\* Delayed to enable late input to be discussed and included.

## **7 Next Steps**

BT is assessing the contributions to ascertain the best course of action to address the issues for the two products from an engagement, viability and timeline perspective to enable a clear proposed course of action to be shared.

end