

CUSTOMER HANDBOOK INFORMATION NOTE

BT IPstream - Advanced Services

DATE OF NOTICE	EFFECTIVE DATE	OVERVIEW OF CHANGES
30th January 2008	28th February 2008	Revision to section 4.5.4. Non service affecting issues - Technical Assistance and 6.2 Customer Reports

The BT IPstream Advanced Services Customer Handbook will be updated to Issue 7 and will become effective from 28th February 2008. A copy of this Information Note will be co-located with the current BT IPstream – Advanced Services Customer Handbook until the up-issue has taken place on the effective date above. The amended sections are shown below.

Description	Ref. Section
Revision to the technical assistance section of non service affecting issues due to business re-organisations within BTW	4.5.4 Non service affecting issues - Technical Assistance
Clarification to the customer reporting section of the handbook to based upon customer feedback	6.2 Customer Reports

DETAILS

Issue seven of the BT IPstream – Advanced Service customer handbook will include the following revisions regarding technical assistance for non-service affecting issues and customer reporting.

The technical assistance revisions are required because of structural re-organisations within BT Wholesale, the customer reporting changes are aimed to clarify this section of the handbook and are based upon customer feedback.

Section 4.5.4 Non service affecting issues - Technical Assistance now will read as follows, the amended text is highlighted in yellow;

4.5.4 Non service affecting issues - Technical Assistance

In the case where the CP has network, service or platform issues which are not causing end-user faults or the CP's ability to manage critical aspects of the service, they should contact their BT Account Management Team

Section 6.2 Customer Reports now will read as follows, the amended text is highlighted in yellow;

6.2 Customer Reports

This section gives details of Customer reports and how we will invoice you for the services we provide.

NOTES

1. **The BT IPstream-Advanced Services reports are made available via BBCR or netVIEW plus. Reporting via PAR-B is not supported**

6.2.1 Reports available via Broadband Customer Reports (BBCR)

The following reports will be available via Broadband Customer Reports (BBCR) in addition to the current Reports and Invoices that are applicable to the current IPstream services (e.g. IPstream Office Max 2000) as detailed in standard BT IPstream Customer Handbook . Application for SP level access to the Advanced Services reports on BBCR is not necessary as this will be implemented by BTW as part of the order fulfilment process.

Advanced Services End User Order and Regrade Report - BBCR

The BBCR End User Order Report has been updated to include “Policy” Fields. The report will show:

- Order Summary Screen
- Order Detail Record View
- Order Progress Summary
- Order Progress Detail
- Order History Summary
- Order History Detail
- Rejected and Cancelled Orders
- Order Column Administration
- Order Email Administration
- Order Delta XML

Advanced Services End User Fault Reports – BBCR

The BBCR End User Fault Report has been updated to include “Policy” and “Transaction ID” fields. The report will show;

- Fault Summary Screen
- Fault Detail Record View
- Fault Progress Summary
- Fault Progress Detail
- Fault History Summary
- Fault History Detail
- Fault Column Administration
- Fault Email Administration
- Fault Delta XML

Advanced Services > Billing Transaction CSV

This report enables Customers to download their billing data between two specified dates. The Customer can download the data by product type (QOS or EUISC), invoice number or pending billable transactions/errors. The Customer can further specify to download successful billing transactions, billing errors or both.

Note ; This data is retained and made available to Customers for a period of 10 Calendar days. Customers may download and archive this information and use it to verify the aggregated information displayed on the BT Bill or for verification against the Customers own records. The report provides the following data:

Transaction_Id
Request_Type
Service_Id
Service_Provider_Id
Action_Date
Success_Code
Reason_Code
Session_Identifier
Policy_Requested
StartTime Requested
EndTime_Anticipated
StartTime Actual
EndTime_Actual

This report will be available in the following formats:
CSV format for download and XML

Advanced Services > Session Requests Report

This report is available in CSV format for download or via XML

This report enables Customers to view both their successful and failed transaction requests over a specified period; with failures further grouped by the reason code for the failure. The Customer can also filter on the request type, service ID and service requested (EUSC or QOS). Customers have the option of viewing the data in a tabular or graphical form. The data is retained and made available to Customers for a period of 3 months.

Advanced Services > Billing Exceptions Date Search

This report is available in CSV format for downloads or via XML

This report enables Customers to view their billing exceptions online. The Customer can specify a date period and filter by product type (QOS or EUSC).

Advanced Services > Bandwidth per SP

This report is available in CSV format for downloads or via XML

This report shows the concurrent Assured Rate bandwidth (in Mbps) requested by Advanced Services QOS Customers. Daily reports show data aggregated on an hourly basis. Monthly reports show data aggregated on a daily basis. Results can be viewed as a table or a graph. Note that this report shows the requested total bandwidth and not the actual data throughput.

Advanced Services > Circuit Move Search Screen

This report is available in CSV format for downloads or via XML

This report enables Customers to view which of their End Users are about to be; or, have been moved to another Virtual Path within the DSLAM; because the amount of bandwidth available

for QoS on the original Virtual Path has become over contended. Customers have the option to search on the Scheduled Completion Date, Actual Completion Date, Status and Service ID.

Advanced Services > AS Policy Information

This report is available in CSV format for downloads or via XML

This report enables Customers to view End Users who are enabled for Advanced Services and their default policy values. End Users who have a “Throttle To” or “Unthrottled” default policy can be viewed separately.

Details of these reports will contained in the Broadband Customer Reports user guide available from

<http://www.btwholesale.com/broadband> (via Service / Reports)

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