

Audit File Product Description

1. The Product

Audit Files are requested by Communication Providers (CPs) to compare their customer data with that data held on the Operator Services Information System (OSIS). An Audit File can be requested as frequently or infrequently as the CP requires. One Audit File per calendar year will be provided free of charge, all those thereafter will be chargeable. The OSIS Audit Files appear as text files and will be in SFF10 Audit File format. The full specifications of these files are listed within the BT Wholesale Directory Solutions (BTW DS) Standard File Format (SFF) document found at:

http://www.btwholesale.com/application?pageid=editorial_two_column&nodeId=navigation/node/data/solutions/directory_solutions/library

Audit Files can also be requested via an OSIS Data Interrogation and it is likely to be used for requests that contain 10,000 records or less, or where a CP does not have the facility to electronically transfer data to the mainframe. For details regarding the completion of the Data Interrogation request, please contact BTWDS Data Compilation Manager.

On receipt of an Audit File, the CP reconciles the data against that held on their own database and if there are differences found, amendments are sent via the normal daily electronic file or paper orders to update the data held on OSIS, or the amendments are made directly via OSIS On-line.

Audit files can be received by the CP in the form of SFF. The mandatory fields within the file are listed within the BTW DS SFF documentation, details of which can be found at the link quoted above.

1.1 Product Options

Audit files are available in the following formats:

- Floppy disk
- CD-Rom
- Text Document
- Back processed through OSIS/LORS system

1.2 Product Benefits

The benefit of using Audit files is the ability to check the customer information held by BTW DS against the information held on your own database. This will highlight any discrepancies between the two systems and amendments can then be forwarded to BTW DS using your normal process.

1.3 Product Availability

The products are currently available to existing Suppliers of data to BTW DS that have signed Schedule 11.

1.4 Geographical Coverage

The product is available within the United Kingdom and European countries that have Data Protection Legislation equivalent to those in British law. The majority of the countries are full members of the European Union.

2. Product Support

Helpdesk

For assistance and enquiries regarding this Product, contact BTW DS Data Compilation Manager on UK Freephone number 0800 085 3127 choosing option 3, between the hours of 09:00 – 17:00, Monday to Friday, (excluding Bank Holidays).

Escalation / Complaints

All formal complaints should be received in writing. All escalations / complaints will be acknowledged by the owner within 2 working days of receipt and we will endeavour to close within 10 working days.

Verbal Contact (hours of opening)

All escalations / complaints will be received via BTW DS on UK Freephone number 0800 085 3127 choosing option 3.

Written Contact

There are two options for written contact:

Firstly, via the BTW DS group email account: btcontact@bt.com

Secondly, by written requests posted to:

Ewen Watson
OSIS Product Manager
BTW DS
pp3EW5 Telecom House
Church Street
Wolverhampton
WV2 4BA.

3. Glossary

CP	Communications Provider
LORS	Licensed Operator Registration System
OSIS	Operator Services Information System
SFF	Standard File Format