

BT Wholesale

eCo / Symmetric Ordering System (SOS) XML – How to Interface to Broadband Provisioning for Asymmetric Digital Subscriber User Guide

eCo XML User Guide

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1. About this handbook

This user guide is for helpdesks and systems teams within your organisation who will need to interface with the eCo and SOSordering systems via XML.

For Symmetric Digital Subscriber Line (SDSL) orders, you should ensure you are registered with both the eCo and the SOSapplications prior to implementing an XML SDSL order solution.

If you are a customer, please make sure you wait for each batch to be successfully uploaded and parsed before submitting your next batch.

If the batch fails, please re-submit once. If it fails again please contact the e-contact team for help - on 0800 7835639 (option 1) or via email at broadband.eco.admin@bt.com

The following changes will be made:

- Re-grade - this functionality has been removed from 31st January 2007 as the Generic Modify "Modify" functionality has replaced it. Provide with MAC key is available for all CPs from 21'st December 2006
- Conversion – this functionality has been removed from 30th June 2007. An alternative process is being followed if Asymmetric Digital Subscriber Line (ADSL) broadband has to be provided on a line containing convertible blocking products (ISDN/ Home Highway). Please refer section 7.2 for details.

You may also notice changes to eCo and the published XML in preparation for future developments, some of which are on trial at the moment. Please do not use these new features or place any orders of the type provided unless we advise you to do so. If you place an order using any of these features before we tell you to, you may be adversely affected during this time. We cannot be held responsible for any loss incurred due to unauthorised use.

Introduction

The eCo / SOSXML interface has been designed to allow you to control your own BT broadband orders in eCo / Symmetric Ordering System (SOS).

The XML interface supports the following order types for ADSL broadband product types. :

Provision	a new installation or end user migration if the migration key is supplied
Cease	removing broadband (not cancelling an order in progress)

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Simultaneous	order broadband to be installed at the same time as the Public Switched Telephone Line (PSTN) (requires PSTN to be ordered or conversion from ISDN/Home Highway to PSTN separately, but then orders will be progressed simultaneously). Also simultaneous home mover orders (where an existing broadband account is transferred to a new address, in conjunction with a PSTN order). For details see section 7 (Simultaneous / Home Mover orders).
Modify	make changes to product, speed, service level, etc – <i>replaces and extends regrade order type</i> . For details see section 6 (Modify orders).
SPMigration	changing to a new service provider (requires MAC key) and optionally make changes to the service at the same time – <i>replaces and extends MigrateEU</i> . For details see section 5 (End User Migrations).

Note:

- Migrate EU orders have been de-scoped from 30th June 2006
- The XML interface does not support the above mentioned order types for BT IP Stream Broadband Enabling Technology (BET) 1M and BT IP Stream BET 2M products

The following older order types for ADSL broadband product types are still supported but please use the newer order types (above):

- SP Migration changing to a new service provider (requires MAC key) interchangeable with Provision with Migration Key order type.

The XML interface supports the following order types for SDSL broadband product types:

- Provision a new installation (requires appointment)
- Cease removing broadband (**not** cancelling an order in progress) – non appointed only

The XML interface also supports an additional transaction, which is not an actual order type:

- Request migration key Obtain a MAC key, which the EU can take to a new service provider who can then raise a Provision with migrate key or SP Migration order.

The system can be used in one of two ways:

1. A Service provider who is using eCo or SOScan monitor the orders entered via XML on the client application. If an eCo ADSL order, has failed on input, you should be able to recover it and move it on manually via the client. For SOSDSL you will have to correct errors by submitting a new order.
2. If the you do not wish to use the client, then you can retrieve results in XML format instead. You simply access a web page and download the results in XML format.

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Our normal working day is 08.00 - 18.00, which are the core service management centre hours. eCo, SOSand XML will normally be available outside these hours – apart from scheduled downtime.

Normal scheduled downtime is published on BT Wholesale's 'Broadband' web site (to be found at <http://www.btwholesale.com/>).

Please tell your account manager what your intended order volumes are and send them with your signed off terms & conditions. We will regularly review volumes and system performance.

If things don't go right, don't worry. This document gives you guidance on what to do. The procedure is also available from BT Wholesale's 'Broadband' website (<http://www.btwholesale.com/>).

1.1 Version Control

Please ensure that you have the latest version of this Handbook.

1.2 Further Information.

Please refer to the B2B and Web Services pages on the BT Wholesale web site for further information

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2. Getting Started

2.1 Prerequisites

2.1.1 Account on eCo

You will need to register for an account on eCo if you do not already have one. This is used for both ADSL and SDSL orders. Both ADSL & SDSL orders are submitted to the same XML interface where they are then directed to the correct ordering system for the requested product.

Once you have registered, your company will be given a reference number in the format **O/M12345678**.

There is a web-browser manual interface to the eCo system, called the **eCo Thin Client**. Each individual user of the eCo Thin Client will need a **Broadband eCo Username**.

You do not need to use the eCo Thin Client in order to use the XML interface, but it is useful for monitoring orders.

Even if you are not using the eCo Thin Client, you will still need at least one Broadband eCo Username, as you will need this to request a **Digital Certificate** (see below).

You should have been advised of your 'O/M' number and eCo username(s) when you signed up to use eCo. If you are unsure of your account details please contact the eContact helpdesk on 0800 783 5639 (select option 1) or via email at broadband.eco.admin@bt.com.

2.1.2 Account on SOS

If you wish to submit SDSL orders then you will also need an account on SOS. On submitting an SDSL order it is the SOS account number or Geneva reference that is specified as the AccountCode in the upload file and not the eCo account number.

To enquire about registering on the SOS system please contact the eContact helpdesk on 0800 783 5639 (select option 1) or via email at broadband.eco.admin@bt.com.

2.1.3 XML activation

The XML interface to eCo and SOS is accessed using your company's O/M number.

Before you use XML for the first time, the O/M number must be activated for XML use. The XML Technical Account Management team normally activates this automatically when you first express interest in using the XML interface.

If you are unsure if your account has been activated for XML usage, please contact the XML Technical Account Management team at broadband.eco.xml@bt.com.

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2.1.4 Digital certificate

Access to the XML interface is via secure HTTP. This is authenticated by a digital certificate which is tied to your eCo account.

To obtain the X509 client digital certificate needed for authentication simply enrol at the digital ID centre (URL below) and request a certificate:

<https://onsite.trustwise.com/services/BritishTelecommunicationsplcBroadbandeCoHelpdesk/digitalidCenter.htm>

You will need to quote a Broadband eCo Username when you request your certificate. Your request will be validated, and you will receive an email when your certificate is ready for you to download.

Note 1: when you enrol for your digital certificate, you are asked for an email address. If you can give a generic email address, that may be preferable to one specific to a member of staff. Requests for the annual renewal of the certificate will be sent to that address, so you will want to ensure that you will continue to receive email at that address in the future.

Note 2: the download of the digital certificate has been designed for use by Microsoft Internet Explorer, although once downloaded it may be exported for use on a different machine running your choice of operating system and software.

The certificate is free and valid for one year, when it will be renewable.

If you have any queries about obtaining your digital certificate, please contact the eContact helpdesk on 0800 783 5639 (select option 1) or via email at broadband.eco.admin@bt.com.

2.1.5 Documentation

The XML definitions are held in the Broadband content area of the <http://www.btwholesale.com/> web site (which requires a user-id and password).

Registration only takes about 10 minutes, but after registration we need to authorise your access, so unfortunately you won't be able to view the documents immediately. **So make sure you request access as soon as possible to avoid holding up your development.**

For details of accessing the relevant documentation, see section 11 (References)

2.1.6 Web browser

To use the web page upload facility, or view the response files online, you will need a web browser installed on the computer you are using to send requests, and have, your Digital Certificate installed. We recommend Microsoft Internet Explorer v5.0 or later. Other browsers should work, but we may not be able to give support in configuring them unfortunately .

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2.1.7 Technical skills

A very basic understanding of XML formatting is useful, although it is possible to generate XML files of the correct format by following the examples in the “Broadband XML File Transfer Definitions” [3].

A knowledge of sending files via HTTPS (invoking a digital certificate) is necessary if you wish to send XML files programmatically. It is not needed if you will be manually uploading your XML orders via a web browser.

2.2 Overview

The XML interface requires you to:

- 1) Create a batch of one or many orders formatted in accordance with the “Broadband XML File Transfer Definitions” [3]. The file is essentially just in plain text and could be produced in many ways from straight text editing, through a mail merge using your database as the data source, to custom written programs.

Recommendation regarding order uploads:

- Under 100 orders per day can be in single order batches.
- For 100 to 500 orders per day the minimum batch size should be 30 orders.
- For more than 500 orders per day the minimum batch size should be 100 orders.

The optimum batch size is still 100-150 orders per batch. We recommended that you design your system taking into account future forecasts, so that you won't need to make lots of changes to the batching system if your volumes increase in future.

- 2) Send the file to a URL we will provide using the HTTPS protocol, with a digital certificate for authentication. You can automate this, or just use a web browser which will display a form where you manually select the file to upload.
- 3) Check the HTTPS response to ensure that the file has been received and parsed so that it is accepted for further data validation.
- 4) Send another HTTPS message to another URL to request the response file which tells you the fate of each order request. This gives an order number if successful or error messages indicating reasons for failure. You can automate this. Or just use a web browser (we can supply a JavaScript html page and an XSLT file which requests and displays the response for easy human analysis). You will want to take appropriate action.

Recommendation regarding response checks:

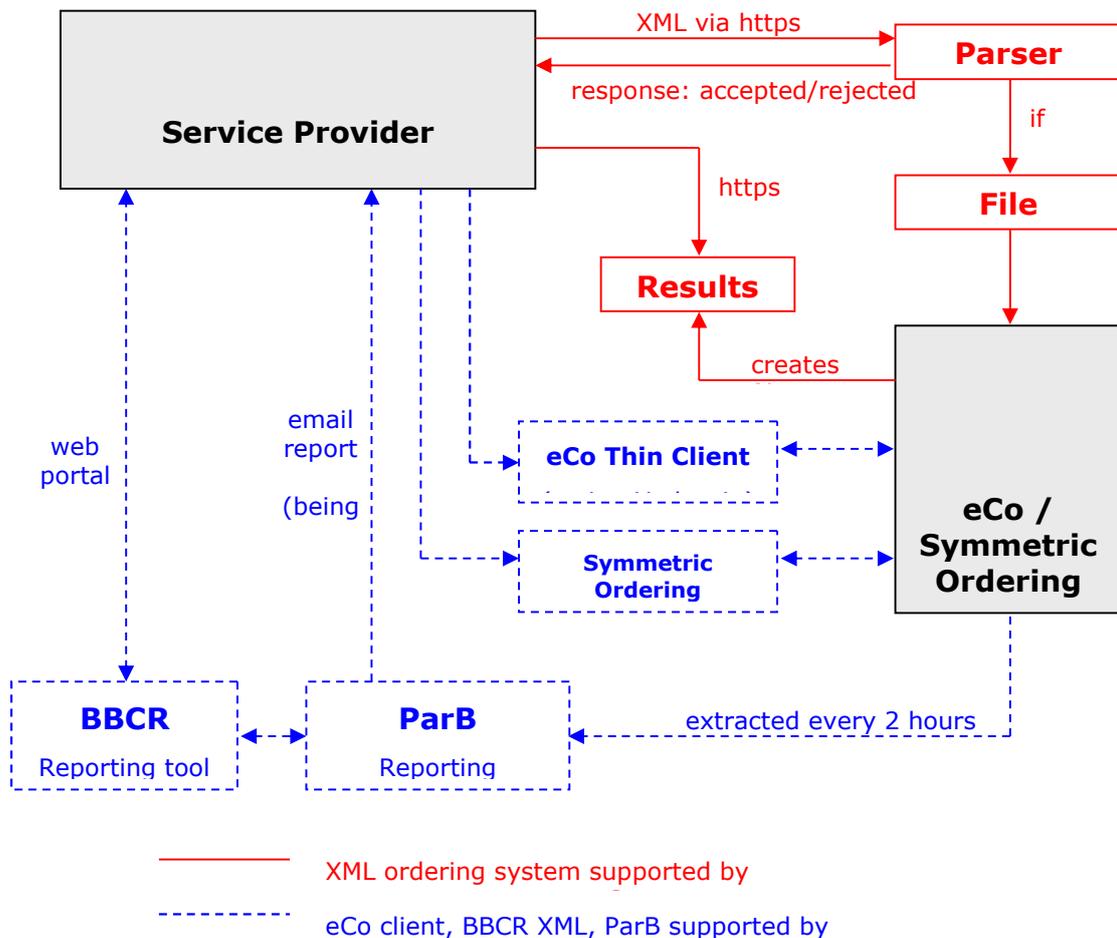
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You should do an initial response file check one hour after the file has been uploaded onto eCo. If you don't get a response you can make another six (maximum) response checks 30 minutes apart. If you still don't get a response file please contact the eContact helpdesk on 0800 783 5639 (select option 1) or via email at broadband.eco.admin@bt.com.

Note that if an ADSL order fails with a minor error it will have raised an eCo order which can be updated to progress it. If it has a major error it will not have any record on eCo.

If a SDSL order fails then no order will be placed. That means you will need to re-submit the order to correct the error.

The following diagram summarises the main flow of orders through the BT system:



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2.3 Additional systems

eCo Thin Client

The eCo Thin Client is a browser plug-in that connects to the eCo system. It allows interactive viewing, creating, editing and cancelling of ADSL orders.

You will need a **Broadband eCo Username** to access the eCo Thin Client.

It is a useful supplement to the XML system, as it allows you to check on the status of your order, manually correct errors, and cancel orders submitted by XML.

Cancelling orders is particularly useful during the testing phase of developing your XML system.

You can find the documentation for the eCo Thin Client on the BT Wholesale website: after logging in, from the “Broadband” menu select “Service”; then from the “Service” menu in the top right select “eCo Broadband” and then “eCo Documentation”.

For support of the eCo Thin Client please contact the eContact helpdesk on 0800 783 5639 (select option 1) or via email at broadband.eco.admin@bt.com.

SOSclient

The SOSclient is a web interface to the SOS ordering system for SDSL orders.

You will need an SOS account to access the SOS client.

For support of the SOS Client please contact the eContact helpdesk on 0800 783 5639 (select option 1) or via email at broadband.eco.admin@bt.com.

Availability Checker

We suggest that you make use of the ADSL and SDSL Availability Checkers to pre-verify your order data for line quality, incompatible products, exchange availability, and post code. This can be automated within your systems by accessing a URL.

By using the Availability Checker as part of your system, you can catch problems early on that would otherwise not be discovered until further down the chain.

The documentation for the Availability Checkers can be found on the BT Wholesale website.

Before you use the Availability Checker, you will need to apply for an account, giving your O/M number, eCo account name, and your contact details and saying that it is for availability checking to improve eCo Broadband order data quality.

Please contact the eContact helpdesk on 0800 783 5639 (select option 1) or via email at broadband.eco.admin@bt.com to apply for an account and for the support of the Availability Checker,

Authorisation of your account may take a couple of days.

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SDSL Address Matching

The SDSL Availability Checker service should be used to check that the address details for each order match the details contained in the BT database. Access to the checker is via an XML interface run over a HTTPS connection. See the document referenced in the “Availability Checker” section for more details.

Note: You must use the address returned as a result of using the SDSL Availability Checker service in your SDSL order. If there isn't an exact match the order will be rejected when it is submitted to the SOS XML Interface.

The SDSL Availability Checker returns some address fields whose contents can be copied into the required fields within an SDSL order (see “XML Definition for BT DataStream Symmetric Products” or “XML Definition for BT IPStream Symmetric Products” in the “Broadband XML File Transfer Definitions” [3]).

SDSL Checker Field		SDSL Order Field
<code><ADDRESS_DETAILS></code> <code><ADDRESS_DETAIL></code> <code><ADDRESS></code>	copy content	<code><sro:Site End="B"></code> <code><sro:Address></code> <code><sro:BritishAddress></code>
<code><SUBPREMISES></code>	←	<code><sro:SubPremises></code>
<code><PREMISESNAME></code>	←	<code><sro:PremisesName></code>
<code><THOROUGHFARENUMBER></code>	←	<code><sro:ThoroughfareNumber></code>
<code><THOROUGHFARENAME></code>	←	<code><sro:ThoroughfareName></code>
<code><LOCALITY></code>	←	<code><sro:Locality></code>
<code><POSTTOWN></code>	←	<code><sro:PostTown></code>
<code><POSTCODE></code>	←	<code><sro:PostCode></code>

Note that `<SUBPREMISES>` may not be returned by the Checker, but it may be added as an optional field within the order.

Example of data returned by the SDSL Checker

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```
<SDSL_CHECKER>
  <ERRORID>0</ERRORID>
  <ADDRESS_DETAILS>
    <ADDRESS_MATCHED>TRUE</ADDRESS_MATCHED>
    <ADDRESS_DETAIL>
      <ADDRESS>
        <SUBPREMISES>MAIN</SUBPREMISES>
        <PREMISESNAME>RETAIL PARK HOUSE</PREMISESNAME>
        <THOROUGHFARENUMBER>50</THOROUGHFARENUMBER>
        <THOROUGHFARENAME>SHOP AVENUE</THOROUGHFARENAME>
        <LOCALITY>SHOP AVENUE</ LOCALITY>
        <POSTTOWN>RINGTON</POSTTOWN>
        <POSTCODE>RG1 4AB</POSTCODE>
        <DISTRICTID>LC</ DISTRICTID>
      </ADDRESS>
    </ADDRESS_DETAIL>
  </ADDRESS_DETAILS >
  <SITE>
    <EXCHANGE_CODE>LCWHI</EXCHANGE_CODE>
    <EXCHANGE_NAME>WHITTON</EXCHANGE_NAME>
    <REASON_CODE>Z</REASON_CODE>
    <READY_DATE />
    <EXCHSTATE>N</EXCHSTATE>
    <SUGGESTED_MSG>Sorry -
SDSL is not planned for Exchange WHITTON. However, if it became available, the table below
shows the range of Broadband Symmetric
services that you may be able to receive at this address. This needs to be
confirmed by a survey. For further information on other Broadband products
please refer to the <www.btwholesale.com/broadband> web-site.</SUGGESTED_MSG>
    <SPEED>
      <TYPE>256k</TYPE>
      <RAG>G</RAG>
    </SPEED>
    <SPEED>
      <TYPE>512k</TYPE>
      <RAG>G</RAG>
    </SPEED>
    <SPEED>
      <TYPE>1Mb</TYPE>
      <RAG>G</RAG>
    </SPEED>
    <SPEED>
      <TYPE>2Mb</TYPE>
      <RAG>G</RAG>
    </SPEED>
  </SITE>
</SDSL_CHECKER>
```

If you cannot find an address match with the SDSL Address Checker please contact us at cemc0@bt.com so that we can check our records for the address.

You can also contact that team on 0800 389 8027, but the initial enquiry should be by email with the exact address you are looking for. This avoids confusion with dictating addresses over the phone.

ParB / BCCR ("Actuate")

You can track order progression using the "ParB" database and the BCCR (BroadBand Customer Reporting) system. The BCCR system uses Actuate technology and is sometimes

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referred to as Actuate. You can retrieve details of your orders from BCCR using XML (again via HTTPS, but to a different URL), or you can use a web portal.

For documentation on these systems, log into the BT Wholesale website, from the “Broadband” menu select “Service”; click on “Reports”, and then select the appropriate section from the “Reports” menu in the top right.

For support of the ParB and BCCR systems, please contact the eContact helpdesk on 0800 783 5639 (select option 1) or via email at broadband.eco.admin@bt.com.

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3. Detailed description of facilities

ADSL and SDSL orders share the same transport mechanism for uploading order batches and retrieving batch response files. However, SDSL orders will not be placed on the eCo system but be passed to a different order management system within BT Wholesale (SOS). Therefore the eCo client will not capture or give visibility of any SDSL orders, and cannot be used to track or manage SDSL orders.

3.1 Placement of orders – via the eCo upload web page

There are various software packages available which can be used to automate this process, but the example shown below assumes that an XML order file (which has been generated in conformance with the XML definitions) will be uploaded by manually accessing the eCo web browser for a customer with identifier O/M93899389.

The access to the upload page is defined by entering the customer's unique identifier in an address which will be provided by BT's Broadband XML Technical Account Management Team*. It will look something like this:

`https://.../Upload.asp?b_customerID=[O/M93899389]`

Please note that it is ESSENTIAL to include the surrounding brackets with your identifier.

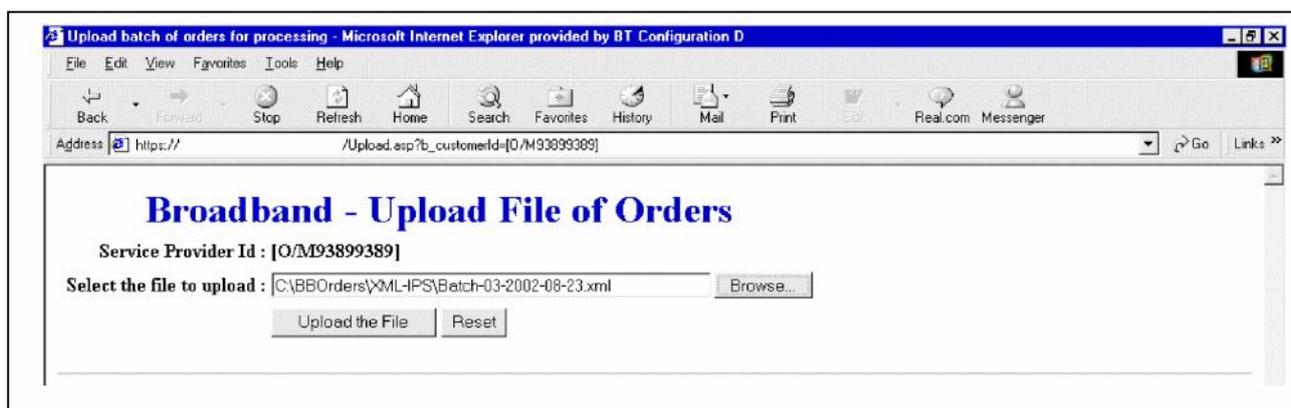
*You can contact the Broadband XML Technical Account Management Team in the first instance via email at broadband.eco.xml@bt.com

The format of the customer's unique identifier must be 'O/M' followed by eight numbers.. You may know this number your customer ID, but it will always begin with 'O/M'. Any queries about the number assigned to the service provider should be directed to the e-contact helpdesk - on 0800 7835639 (option 1) or via email at broadband.eco.admin@bt.com.

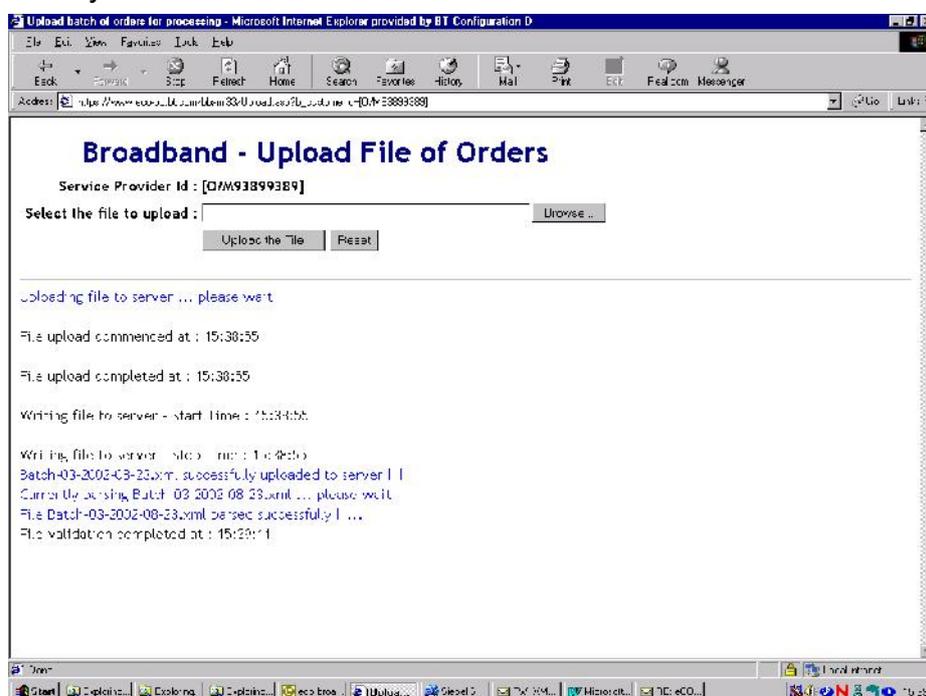


A digital certificate will then be requested. Once this has been accepted you will be asked for the location of the XML order file to be uploaded...

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Once selected and the 'upload' button is pressed, the file will enter the parsing routine. After uploading, messages will be displayed to indicate whether the file has been parsed successfully...



Note that:

- 1) Order batches should contain either ADSL or SDSL orders but not both. The first order in a batch will trigger whether that batch is processed as ADSL or SDSL, whether or not it is successful. Any orders within a batch that do not match the DSL type of the first order will be rejected with the appropriate error message.
- 2) Each XML order file must have a valid Windows file name (a maximum of 35 characters, which includes the mandatory '.xml' extension).
- 3) The batch ID contained within the XML order file must uniquely identify that batch.
- 4) Please don't use 'reserved' characters in the batch ID – such as punctuation characters (for example ; , : /) as well as the ampersand character (&) – which are invalid as part of filenames on Windows file systems

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- 5) The rules for re-submitting a batch are different for ADSL and SDSL orders. See section 3.5 (“Resubmission of orders”) for details.
- 6) Please submit XML batch files using 'UTF-8' encoding, preferably including the specification as `<?xml version="1.0" encoding="UTF-8"?>` in the header. If no encoding is specified then UTF-8 encoding will be assumed. **If accented characters (e.g. ú) are to be included in the batch then they will need to be represented as decimal or hexadecimal character references e.g. the character "ú" should be represented as "ú" in the batch file.**
- 7) We know about a problem with the current parser where a blank space after the encoding attribute causes a parsing failure – so please keep this in mind. (Note that there is no space in the example above between "UTF-8" and the question mark.)
- 8) If decimal or hexadecimal character references are included in an input XML batch file, the characters will be converted to the UTF-8 encoding scheme in the results file. For example, `ú` for the character ú (lower case u with acute accent). **Note:** if accented characters appear anywhere in the batch and are not encoded in this manner, the batch will appear to parse correctly but fail to enter the eCo system – **no error is returned**.
- 9) Each results file will be encoded using the UTF-8 encoding scheme and the file header will explicitly state this.
- 10) Parsing of XML batch files will fail if they contain a Byte-Order-Mark (BOM), no matter which encoding scheme is used. In practice, this has not been a problem and if does happen, it will be found by the Broadband XML Technical Account Management Team during the testing phase.
- 11) When submitting Cease orders using only the directory number as a key **or** Asset id as a key, order processing of these orders will be slightly slower than Cease orders which use the directory number **and** the Asset ID as the key. So if you can please use both when submitting Cease order.
- 12) DataStream orders will be checked for Virtual Path (VP) to Virtual Circuit (VC) compatibility, and to ensure all VPs are on the same Digital Subscriber Line Access Multiplexer (DSLAM).
- 13) SDSL Address matching – the customer address will be validated for an exact match against BT Wholesale’s records. If we can’t match the address we will have to reject the order. If this happens you will need to double check the address., See “SDSL Address Matching” for details .

3.2 Placement of orders – via HTTPS post

An alternative method of uploading is via an HTTPS post request.

The following example shows the essential parts of the message stream required for an upload of an XML order file (the file contents appear between the `<?xml version="1.0" ?>` and `</bat:Batch>` tags, inclusive) for a customer with identifier ‘O/M93899389’.

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The format of the customer's unique identifier must be 'O/M' followed by eight numbers. . You may know this number as your customer ID, but it will always begin with 'O/M'. If you have any questions about your number please get in touch with our eContact helpdesk – on 0800 7835639 (option 1) or via email at broadband.eco.admin@bt.com

```
.POST /.../Upload.asp?b_customerID=[O/M93899389] HTTP/1.1
Content-length: 12345
Content-type: multipart/form-data; boundary=vxv xv
Host: www.eco-bb.bt.com

--vxv xv
Content-disposition: form-data; name="File1";
filename="noColonsSpacesOrAmpersandsInHere"
Content-type: text/xml

<?xml version="1.0" encoding="UTF-8"?>
...
<bat:Batch ...
.....
</bat:Batch>
--vxv xv--
```

Note that:

- 1) Once again, the upload address has not been shown in full here. This will be provided by the Broadband XML Technical Account Management Team, who should be contacted in the first instance via email at broadband.eco.xml@bt.com.
- 2) **Once again, it is ESSENTIAL to include the surrounding brackets with the customer's identifier.**
- 3) "File1" must be used for the name in the Content-disposition.
- 4) The 'boundary' value is anything which doesn't occur in the data, to mark the start and end of message content (note the two hyphens before each boundary marker AND after the FINAL boundary marker).
- 5) 'filename' is a name which will be used to save the file on BT's server – this must be a valid Windows file name (a maximum of 35 characters, which includes the mandatory '.xml' extension).
- 6) 'Content-length' should be the number of characters of data in the body of the POST, i.e. from "--vxv xv" through to "--vxv xv--" (and including any trailing newline characters).
- 7) Content-type: text/plain also works.
- 8) A blank line is required before the first boundary marker and also before the start of the XML data.
- 9) HTTP requests, in common with all internet standards, require lines to be delimited with a carriage return (CR) character followed by a line feed (LF) character. These are ASCII codes 13 and 10, often indicated by \r and \n in programming languages. Depending on

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your programming language and operating system, these may or may not be inserted automatically for you. If in doubt you can check the output XML file in a hex (binary) editor.

The batch ID will be contained within the XML and this will be taken as the batch ID on eCo and SOS. The results file will be returned as normal after processing on the eCo or SOSsystem. This will enable an automated upload, as long as your Operational Support System (OSS) has the facility to do this.

If the XML file content upload isn't the same as that defined in the SOX (Schema for Object-Orientated XML – used to define/validate the structure of XML files) files (& supporting XML definitions), you will get an error message.

Some of the possible errors which may be returned at this stage are:

- Invalid tag or value.
- Case-sensitive rules may have been broken
- The file header may not be calling the correct SOX file paths
- The SOX structure may have not been followed correctly
- There may be a typing error resulting in two closing structures
- An element structure may not have been closed
- The child elements may be inconsistent with the SOX schema
- An invalid value may have been submitted
- A tag, structure, value, SOX path may be missing.

These are general categories and do not reflect the entire or exact nature of the parser results. However, the parsing errors will point specifically to the tag that is causing the parser errors. In this case you should have a look at the SOX files [2] and supporting "Broadband XML File Transfer Definitions" [3] to locate the 'problem' tag and resolve this in accordance with the XML file you wish to submit.

Sample errors from previously failed orders

<p>1. <ERROR creator="Validation">file:///C:/Pfe/batchIPSelfInstall.xml:67:20: Element &quot;quantity&quot; is invalid here: Content model of &quot;ServiceRequestOrder ns=&apos;urn:x-commerceone:document:telcoapisox:ServiceRequestOrder.sox\$1.0&apos;&quot; does not allow it.</ERROR> This error refers to the <quantity> tag being invalid due to the Upper Case 'Q' being absent.</p>
<p>2. <ERROR creator="Validation">file:///C:/Pfe/batchIPSelfInstall.xml:99:36: Element &quot;dsl:ProvisionAEnd&quot; is invalid here: Content model of &quot;ProvisionGeneral ns=&apos;urn:x-commerceone:document:btsox:DSL.sox\$1.0&apos;&quot; does not allow it.</ERROR> This error refers to the absence of the closing tag.</p>
<p>3. <ERROR creator="Validation">file:///C:/Pfe/batchIPSelfInstall.xml:106:26: Element &quot;dsl:AllowedDomain&quot; is invalid here: Content model of &quot;USB ns=&apos;urn:x-commerceone:document:btsox:DSL.sox\$1.0&apos;&quot; does not allow it.</ERROR> This error refers to the invalid schema structure being input – the Allowed domains for USB</p>

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Structure as defined within the SOX files and definitions is not consistent with what has been input as the USB structure within the submitted file.

NOTE – As demonstrated above in the table, the content of the error message should locate the error or problematic tag, by giving the location as line : column (e.g. 106:26 = line 106 character 26) as well as naming the tag. It should highlight that the SOX file does not support this ‘problem tag’. However it is generally not explicit in the reasons why the tag has failed. The cause may be resolved by comparing your submitted XML with the published XML definitions and SOX files.

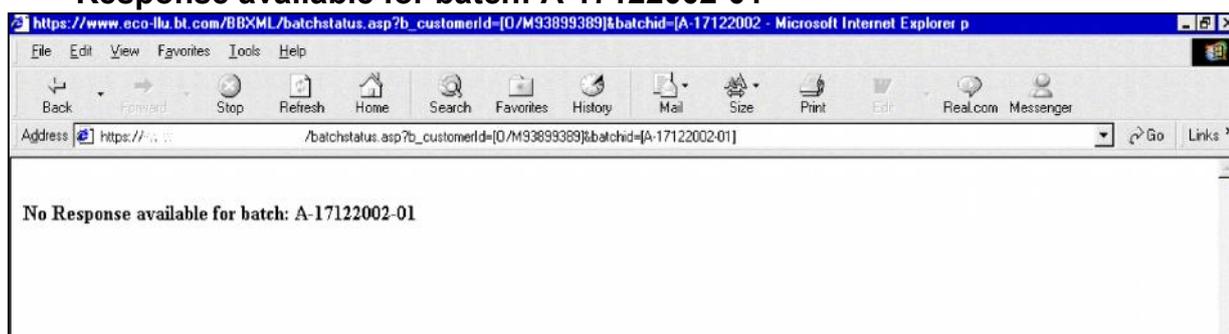
3.3 Batch Order status

After an XML orders file has been uploaded and processed by the eCo or SOSsystems. You can check whether the order(s) contained within the batch file have been accepted. To do this, simply request a URL (from the Broadband XML Technical Account Management Team at broadband.eco.xml@bt.com) with the same customer ID and batch ID used for the upload (this example is for the same customer and batch file as shown above):

[https://...../batchstatus.asp?b_customerid=\[O/M93899389\]&batchid=\[A-17122002-01\]](https://...../batchstatus.asp?b_customerid=[O/M93899389]&batchid=[A-17122002-01])

Please note that:

- 1) The O/M number must be the one assigned to you and linked to your digital certificate (the example shown here is again for a customer with identifier O/M93899389).
- 2) The batch- is in the format that you require (up to a maximum of 20 characters). For ADSL orders this will appear in the same format on the Activity View on the eCo client.
- 3) If an ADSL batch file is re-submitted for any reason (see below) the results files for any previous submissions will be over-written once the new submission has been re-processed.
- 4) If the batch file has not yet been processed the following message will be returned: **‘No Response available for batch: A-17122002-01’**



- 5) As expected, from time to time we will alter error texts or introduce new codes.
- 6) Please note that Response Files will not be available after they have been archived. The archival period is based on a changeable parameter, which is currently set to 30 days. (i.e. response files will only be available for 30 calendar days after creation).

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The results file will be displayed on the ASP page at the URL above protected by a digital certificate. It will appear as the latest submission (see above) of the requested batch with additional tags. These tags will give a code of '0' (for no errors) or one of the codes detailed in the Error Codes & Message Texts document [1]. On resubmission of an ADSL file, only the last submission will be available via the page.

To get this information, you can access the ASP page with your O/M number and batch number as part of the URL parameter. If this is correct and the security is cleared then the last file with that identifier will be displayed in XML format, which you can then save on to your system using the "Save As" option.

If you don't input a valid O/M and batch identifier you will get the following failure message:

'No Response available for batch: A-17122002-01'

To monitor the progress of the batch, access the eCo or SOSclient, which will show the orders going on to the system if the batch is running. However, if many users are accessing the XML system there could be some delay before the batch is processed. Note that you will only be able to view **placed** orders: for a full view (including rejections) you will need to view the results file.

3.4 Duplicate Order check

There is a check to prevent duplicate orders getting raised on eCo. The table below contains the existing Duplicate Order search criteria and the new Duplicate order search criteria for different order types.

Order Type	Existing Search Criteria	New search Criteria
Provision	Installation DN, Order type, Batch ID and Customer ID	Installation DN, Order type and Null Migration Key, Null Service ID.
*Provision with Migration Key	Installation DN, Order type, Batch ID, Customer ID and Migration Key	Installation DN, Order type and Migration Key.
Provision with Service ID	N.A.	Order type and Service ID
Simultaneous	Installation DN (DN will be considered only if the order is a Simultaneous Mover order), Order Matching Reference, Order type, B End Post Code, B End Contact Last Name, Batch ID and Customer ID	Installation DN (DN will be considered only if the order is a Simultaneous Mover order), Order Matching Reference, Order type, B End Post Code and B End Contact Last Name.
Cease, SP Migration, Modify	Installation DN, Order type, Batch ID and Customer ID	Installation DN and Order type

If status of the latest order returned after doing the above search is "5. SMC Validated", "6. Placed", "7. Awaiting Issue" or "8. Issued", then the new order being raised will be considered as a Duplicate Order and the order will be rejected with error code 9019 for simultaneous orders and 9020 for all other orders.

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Enhancement in Duplicate Order check in case of Modify and SP Migration orders:

While raising Modify and SP Migration orders, if order already exists on requested DN then order will fail with error 9020 and will not be submitted to flow ([See LIVE Date](#)).

3.5 Resubmission of orders

Resubmission of ADSL orders

If one or more orders in a batch fail, then the orders that fail can be modified and re-submitted in an XML batch using the upload process in sections 3.1 and 3.2.

The batch **must** have the same Batch ID as the original failed batch.

The batch can contain all the orders from the original batch, or it can just contain the modified failed orders.

The results can then be displayed using the process as detailed in section 4.3. Any re-submitted orders which were accepted on the initial run should be returned with a message indicating their rejection as duplicate orders, with the eCo order number attached. The re-submitted orders which failed should be processed and have appropriate success or failure codes.

However, it must be emphasised that the new results file will overwrite the previous version, i.e. that created following the submission of the first XML file.

Alternatively, if the order failed with error code 4000 “Order created in error”, then the facility exists to update the order on the client and revalidate/submit it from there. The XML error message will not be displayed in the order record, but the problem can be identified by revalidating the order and then viewing the error messages.

Resubmission of SDSL orders

If one or more orders in a batch fail, then the orders that fail can be modified and re-submitted in an XML batch using the upload process in sections 3.1 and 3.2.

The batch must not have the same Batch ID as the original failed batch – resubmission of rejected SDSL orders must be made using a fresh Batch ID.

A batch that re-uses a previous Batch ID will be accepted and parsed by the eCo XML interface but will not be processed.

If a batch response file was generated as the result of the first batch submission, the same response file will be available and will not be overwritten by any subsequent resubmission. The new response file will be available using the new Batch ID.

Unlike ADSL orders, there is no facility to modify partially-failed orders using the client.

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3.6 Provision on Cease

Provision on Cease', referred to, as 'Online Provide ON Pending Cease' in previous communications, has been launched on The 8th December 2006. This facility will allow you to place a provision order when there is an ADSL cease in progress in our systems.

The "Provision on cease" orders are available for all CP's

Provision lead times of those orders that have been placed whilst there is a cease in progress will depend on the Cease CRD, and may be amended to reflect an outstanding cease. We will calculate the earliest date that the ADSL will be provided based on the outstanding cease Customer Required Date (CRD) and current ADSL minimum provision lead times.

E.g. ADSL Order placed Friday 06th October for 01234 567 980. Cease order in progress on 01234 567 980 with CRD Monday 09th October 2006. The earliest day BT Wholesale will be able to provide Service is Monday 16th October 2006 (Cease CAD 09th October 2006 + 5 days Lead time for Provision orders).

When a Provision order is raised whilst there is a cease in progress and you give us the wrong CRD in the input XML file. (For Eg: After 6th October 2006 and before 16th October 2006 as per the above example) the order will be accepted by amending the CRD to 16th October 2006+Lead Time for Provisioning. if the amended CRD is not acceptable please cancel the order. The informational message in the response file will be:

```
<dcc:DSLCompletionMsg MessageText="Order is linked to a Cease order. Please note new Acceptable Date for this order: 20061016"/>
```

 (The date will be in "YYYYMMDD" format.)

When a Provision order is raised successfully whilst there is a cease in progress and you give us the right CRD in the input XML file. (On or after 16th October as per the above example) the date will be the one you supplied while raising the order, and then informational message in the response file will be:

```
<dcc:DSLCompletionMsg MessageText="Order is linked to a Cease order"/>
```

Please note: Provision on Cease is not an order type. It's a normal Provision order, which is accepted against a pending or a completed Cease order on the same directory number.

Also the 'n' days lead time refer to 'n' working days. (week ends and holidays are excluded.)

3.7 Provision with Service ID

Our new Broadband product line known as WBC (Wholesale Broadband Connect) has a new Strategic Operational Support System on the new 21C Network. Wholesale Broadband Connect (WBC) is the strategic replacement for the 20CN DataStream and the 20/21CN IP Stream Broadband products.

With introduction of another broadband product line, eCo needs to support Product Family Migration (One Siebel to eCo BB). This functionality is supported at eCo end using Provision with Service ID order.

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Service ID representing the WBC (One Siebel) asset will be supplied against the Provision order in the input file. Line Qualification Check will be done on the basis of this Service ID supplied and according to the results returned order will be progressed.

3.8 Local Loop Unbundling (LLU) Migration Order

This functionality is an enhancement to normal Provision order. You can use the same setup of normal Provision order to raise a Local Loop Unbundling (LLU) Migration order.

This facility has been provided so that you can migrate from your current services to us in bulk without the need of generating MAC keys. To do this you simply need to register for this process,. Alternatively you could receive approval from the previous communications provider and then we will fulfil the order without a MAC key, but with a Project ID reference instead.

You should be registered on eCo BB through BAU process in order to use this facility. Once you are configured on eCo BB, you will be a BT Wholesale customer and you will have access to eCo BB for raising orders.

When you raise a Local Loop Unbundling (LLU) Migration order, you will follow the same process as a normal Provision order. The Line Qualification Check done for the Installation directory number given will determine if the order can be progressed or not.

The date supplied in “RequestedDeliveryDate” tag will be used to book the slot for the order completion.

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3.9 IPStream / Datastream Removal

As a part of the IPstream/Datastream removal, the error codes 9026 and 9027 are being modified ([See Live Date](#)). Please refer the error code document for further details.

3.10 Blocking provision of Advanced Services

Provision & Simultaneous Order:

If advanced service functionality is disabled, provision & Simultaneous orders with policy speed will fail with error 7068 and if it is enabled it will work as BAU ([See Live Date](#)).

Modify & SP Migration orders:

1. If advanced service functionality is disabled, Modify & SP Migration orders with policy speed change will fail with error 7068 and when it is enabled it will work as BAU.
2. If advanced service functionality is disabled, user will not be allowed to change policy speed for Modify & SP Migration order with product change and will fail with error 7068. When it is enabled it will work as BAU.
3. Policy Opt Out will work as BAU whether the functionality is enabled or disabled.
4. Please note that the advance services will be withdrawn by the end of March 2013.

4. Lead time calculations

It is important that the value of RequestedDeliveryDate (see Appendix A) in an XML order allows sufficient lead time for the order type.

If you don't leave a long enough lead time, error codes 6010 ADSL or 6011 (SDSL) will be returned in the batch response file. Error 6010 is 'Requested Delivery Date has to be greater than or equal to the earliest date the service could be made available but within maximum acceptable days from Today'. Error 6011 is 'Requested Appointment Date is before Earliest Available Date'.

This section details the calculation of the earliest valid requested delivery date (Requested Delivery Date (RDD)) to enable you to build enough lead time into your orders.

For Local Loop Unbundling (LLU) Migration, new messages have been introduced to let you know when the lead time is not long enough, Please refer to the Error Code document for the Local Loop Unbundling (LLU) Migration changes which can be found on the BT Wholesale web site.

4.1 Red, Amber, Green Black (RAGB) status check

For some order types our records are checked for the line status, signal quality and distance from the nearest exchange, and for SDSL orders, whether the exchange is SDSL enabled and availability of SDSL speeds.

This will be carried out using the supplied postcode followed by the directory number, and the directory number if the postcode fails.

For ADSL, one of five values may be returned as the 'RAGB status': red, amber, green, black data or black no data. Red indicates that ADSL can't be installed on the line in question (in which case an error message will be returned to explain this); amber indicates that it may be possible to install ADSL (and further line checks will be performed); green indicates that ADSL can be installed; and black indicates that no definite data on line suitability is available (in which case the order may be raised, but may be rejected at a later stage following further checks).

For SDSL, one of three values may be returned as the 'RAG status': red, amber, green. Red indicates that SDSL can't be installed on the line in question (in which case an error message will be returned to explain this); amber indicates that it may be possible to install SDSL (and further line checks will be performed); and green indicates that SDSL can be installed.

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4.2 Standard lead time

The next step in the calculation involves the standard lead time (Standard Lead Time (SLT)). The minimum lead time for Provision orders is five days. Provision orders with lead time less than five days will be rejected.

ADSL Order type	Standard Lead Time (SLT) (working days)
Provision	5**
Provision (progressing as Local Loop Unbundling (LLU) Migration)	12(**)
Cease	0(##)
Home Mover & Simultaneous PSTN	5 (*)
(*) for Home Mover & Simultaneous orders, the standard lead time does not start until both PSTN and ADSL orders have been received and matched by BT	
** Provision lead times of those orders that have been placed whilst there is a cease in progress is dependent on the Cease CRD. Refer Section 4.6 for more information	
(**) Please refer to section 4.8 for more information on this order. (<u>See Live Date</u>)	

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**(##)Change in Standard Lead Time (SLT) Determination for Cease Order.
(See Live Date)**

Post Live Date for this change, Cease orders can be uploaded with Requested Delivery Date (RDD) as the same day.

This essentially means:

1. If the order is uploaded before cut-off time (16:00), Standard Lead Time (SLT) will remain same as mentioned above and the order would be accepted with a Requested Delivery Date (RDD) of the same day.
2. If the orders are uploaded after cut-off time (16:00) one additional working day will be added to Standard Lead Time (SLT).
3. Earliest Requested Delivery Date (RDD) will be calculated as per section 4.3.

Where order is raised after cut-off time and a Requested Delivery Date (RDD) is supplied without considering the additional lead time as mentioned in point 2 above, the order will be accepted but a modified Customer Agreed Date (CAD) value will be supplied taking into account the additional working day. In this scenario, an informational message will be displayed in the response log informing you about the modified Customer Agreed Date (CAD). For exact details please refer to the error Code "4100" in the Error Code document.

ADSL Modify and SP Migration with changes to ...	RAGB status	Standard Lead Time (SLT) (working days) NB. Use maximum Standard Lead Time (SLT) of all changes requested
Product (within a family*)		1
Product (across families*)		3
BT IPStream-Advanced Services Enablement (Opt In)		0***
BT IPStream-Advanced Services Enablement (Opt Out)		1
Product from rate adaptive to fixed rate	Amber / Black	5
Care Level**		1

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Domain name (LSS) (IPStream only)		1
VP ID (DataStream only)		3
Port Retermination ****		5

SDSL Order type	Standard Lead Time (SLT) (working days)
Provision	10
Cease	5

Notes:

1. In all these calculations, For Provision and Simultaneous orders, working days exclude Saturdays, Sundays and the relevant public holidays in the country in which the exchange line is located (England or Wales, Northern Ireland, Scotland). For all the other order types, working days exclude Saturdays, Sundays and the English public holidays irrespective of the country in which the exchange line is located.
2. If more than one change is ordered using a Modify or SP Migration order type, then the lead time for the order will be the maximum of the lead times for all the changes.
3. A Standard Lead Time (SLT) of one day means the Requested Delivery Date (RDD) should be on the next working day after the order was raised.

* The product families are IP Stream and DataStream

**** Change in Standard Lead Time (SLT) Determination for Modify & SP Migration Orders {See Live Date}**

This functionality will be impacting only Modify & SP Migration Orders.

An **additional one/three day** will be added to the Standard Lead Time (SLT) calculated as per the above example, The Standard Lead Time (SLT) for various combinations have been mentioned below:

Change type	Standard SLT
a. Care Level + Migration (IP>DS)	3 days
b. Care Level + Migration (DS>IP)	3 days
c. Care Level + Migration (DS>DS) (Speed, VP, SP, etc)	1 day

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This will lead to change in 'Earliest Requested Delivery Date (RDD)' calculated in the below section.

If the Requested Delivery Date supplied in the input XML file doesn't satisfy the 'Earliest Requested Delivery Date (RDD)' calculated as per new Standard Lead Time (SLT) the order will be rejected as usual with the error code 6010.

***Change in Standard Lead Time (SLT) Determination for BT IP Stream-Advanced Services Enablement standalone change **{See Live Date}**.

**** Standard Lead Time (SLT) Determination as a part of Port Retermination change for Modify orders. **(See Live Date)**

The change would be applicable only for modify orders raised with stand alone change type as BT IPStream-Advanced Services Enablement. Such orders can be uploaded with Requested Delivery Date (RDD) as the same day. This essentially means:

1. If the order is uploaded before cut-off time (16:00) and the Requested Delivery Date (RDD) supplied in the input file is same day on which the order is uploaded, then the order would be accepted with same day Requested Delivery Date (RDD).
2. If the orders are uploaded after cut-off time (16:00) and Requested Delivery Date (RDD) supplied in the input file is same day on which the order is uploaded, then the Requested Delivery Date (RDD) would be changed automatically to next calendar day, and the order would be accepted. No informational message would be returned in the response file for modification of Requested Delivery Date (RDD).
3. Standard Lead Time (SLT) calculation for such orders will use **calendar days** instead of **working days**.
4. The changes are applicable only for Advanced Service Enablement (**ASE**) **Opt in**.

4.3 Exchange availability date

The next step in the calculation uses the exchange availability date (EAD).

Order type	EAD	Earliest Requested Delivery Date (RDD)
ADSL Provision	> today's date	EAD + Standard Lead Time (SLT)
SDSL Provision	> today's date	N/A
Provision	<= today's date	today's date + Standard

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		Lead Time (SLT)
Cease (recovery / no recovery)		today's date + Standard Lead Time (SLT)
SPMigration		today's date + Standard Lead Time (SLT)
Modify		today's date + Standard Lead Time (SLT)
Home Mover & Simultaneous PSTN	> today's date	EAD + Standard Lead Time (SLT)
Home Mover & Simultaneous PSTN	<= today's date	today's date + Standard Lead Time (SLT)

* For asset based orders while calculating EAD English calendar will be used irrespective of the country where the service is installed.

** There is a change in implementation how "today's date" is considered in above table. See updates under "New Implementation to Calculate Earliest Requested Delivery Date (RDD)"

New way to calculate earliest Requested Delivery Date (RDD) {[See Live Date](#)}

This will be only impact on ADSL batches. As per the current functionality:

1. The Customer Agreed Date (CAD) will be on working days only. As per this functionality:
 - a. Public holidays for all the Order types will be considered as per the English calendar, no matter which country the exchange line is in.
 - b. The Customer Agreed Date (CAD) will not be allowed on non-working days (Weekends or public holidays). If you give us a Requested Delivery Date (RDD) in XML file which is a non-working day (Weekend or Public Holiday) then it will be automatically move to the next working day.
 - c. If this happens you will get a message to let you know. For exact details please refer to the error Code "4096" in the Error Code Document having the updates for CR 180, which can be found in the 'Error codes and messages – L2C' document on BT Wholesale.com

A new functionality will be introduced, wherein you will be allowed to select a non-working day (Saturday, Sunday or Public Holiday) for CAD.

However, this has the following dependencies:

- It is subject to the availability of an Openreach engineering resource
- The CAD selected should be greater than the Earliest RDD

Provided the above conditions are satisfied, you will be receiving an informational message indicating that, for this order to be completed, additional charges would be levied. Kindly refer the error code 7092 in the Error Code Document for more information.

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Please note that, at the time of launch (see [Live Date](#)), this functionality will only allow to select CAD for Saturday. You will be notified at a later date when CAD can be selected for Sunday and Public Holiday.

This functionality is applicable for the following Order types.

- Standard Provide with DN
- Simultaneous provides / Home Movers
- SPMigration(LLU to BT IPStream)
- SPMigration (21C WBC to BT IPstream)
- SPMigration (FTTP to BT IPstream)
- Provide with Service Id (21C WBC to BT IPstream)
- Provide with Service Id (FTTP to BT IPstream)
- Amend of the above order types.

The Functionality is not applicable for Below order types

- SPMigration (FTTC to BT IPstream)
 - SPMigration (BT IPStream to BT IPstream)
 - Provide with Service Id (FTTC to BT IPstream)
 - All BET , BT Datastream Orders
2. The earliest Requested Delivery Date (RDD) will be calculated from working days only. If this functionality is switched ON and order is raised on a non-working day (Weekend or public holiday) then:
 - a. The order will be considered as if it's raised on the next working day and the lead-time calculation will be done accordingly. So in this case Earliest Requested Delivery Date (RDD) will be '(Next Working day from today's date) + Standard Lead Time (SLT)'
 - b. If you give us a Requested Delivery Date less than the Earliest Requested Delivery Date (RDD) (calculated as per Point 'a') then order will get rejected as usual with error code 6010.

4.4 Maximum advanced order days

The final step in the calculation involves a check of how far in advance you request the delivery date.

4.4.1 Appointed products

For appointed products, the Requested Delivery Date (which also equates to the Requested Appointment Date) is checked.

SDSL

Appointing of SDSL orders will not be attempted by the SOSXML interface. Where an appointment is required, we will manage this.

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For appointed products there are two appointment slots available to book on any one working day. These are **08:00 to 10:30** and **10:30 to 13:00**. Any orders that specify times outside of the period 08:00 – 13:00 will be rejected, even if they adhere to the standard lead times required.

For example a valid request time would be:

<RequestedDeliveryDate>20040524T08:00:00</RequestedDeliveryDate>

4.4.2 Self-install products

For self-install products, the Requested Delivery Date is checked.

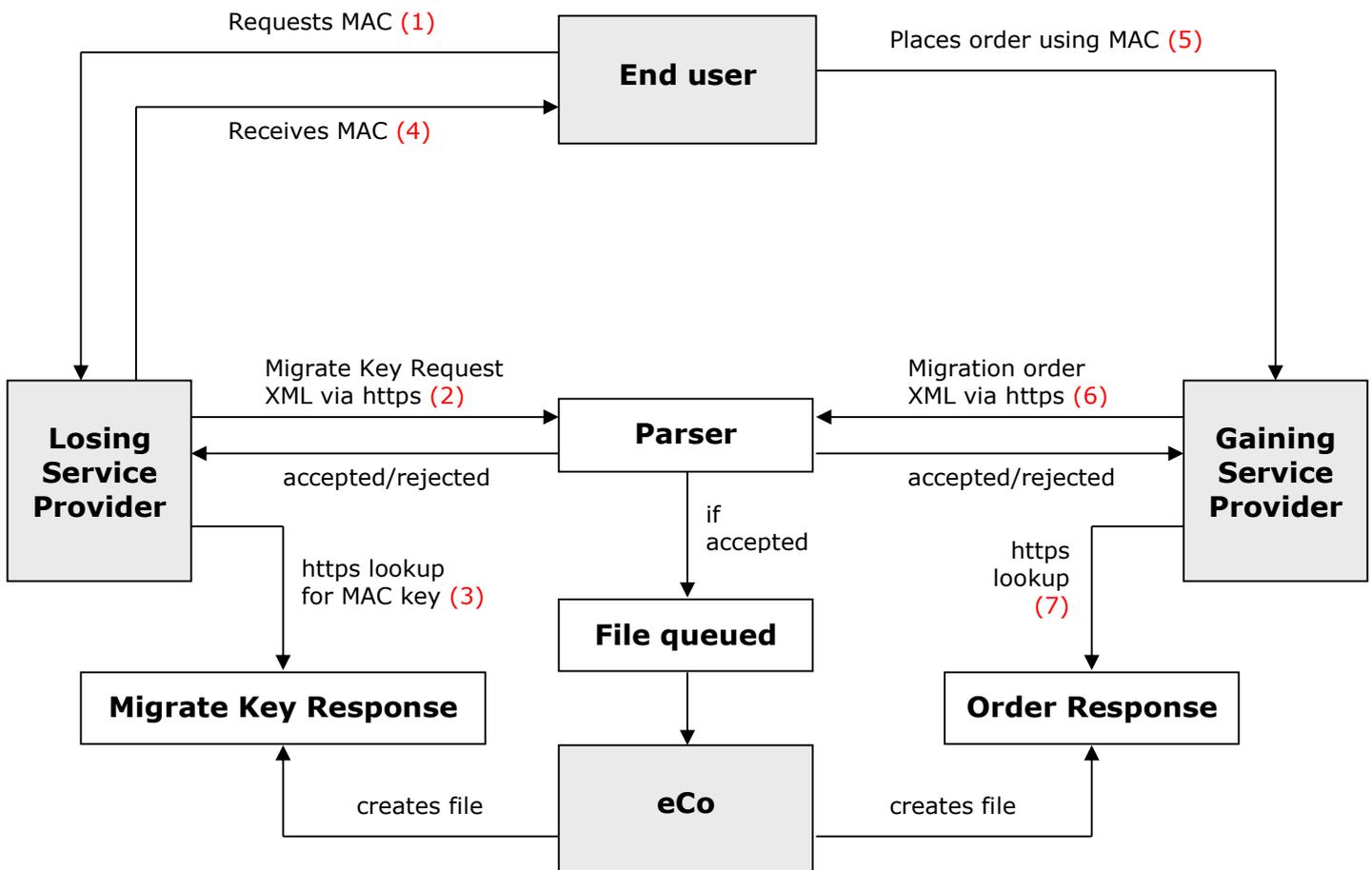
If Requested Delivery Date (RDD) > Today + Maximum Advanced Delivery Days then the order is rejected and error code 6010 is reported.

The value of Maximum Advanced Delivery Days has been changed to 90 days effective from 1st September 2006 (this includes all weekends and public holidays). If this changes then the new value will be communicated to service providers in the usual way.

5. End User Migrations

This is where your customer decides to change their ADSL broadband service from one service provider to another.

The process for this is slightly different to the other order types, as the process involves two service providers, referred to here as the **losing service provider** and the **gaining service provider**.



For the losing service provider:

- 1) The end user requests a Migration Authority Code (MAC) from their service provider.
- 2) The service provider sends a special XML request ("Migrate Key Request") to request the MAC key. The format of the XML is different to other orders, but is still sent to the same URL using the same HTTPS method
- 3) The service provider picks up the Response File, and parses out the MAC key.
- 4) The service provider gives the MAC key to the end user.

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Note: If the end user uses the MAC key to migrate to an Local Loop Unbundling (LLU) (Local Loop Unbundling) service, then an automatic Cease order may be raised on behalf of the losing service provider. Placing Local Loop Unbundling (LLU) orders are outside the scope of this document.

For the gaining service provider:

- 5) The end user gives their MAC key to the new service provider.
- 6) The service provider raises an XML order of type Provision order with migration key or SPMigration, quoting the MAC key.
- 7) The order proceeds in the usual way.

Two order types support end user migrations: **Provision order with migration key** and **SPMigration**.

Note: There are plans to remove the SP migration order types in the near future. All SPs are requested to make the appropriate changes to their interfaces accordingly. SP Migration and Provision with Migration key order types are interchangeable. Reverse migration will be supported only by provide with MAC key.

Provision with Migration key is similar to Provide order with an additional data i.e. Migration Key captured and the Provide with Mac process will support each of the following migrations:

- Local Loop Unbundling (LLU) SMPF to ADSL End User Migrations - BT DataStream and BT IPstream (including MAX Products)
- BT Wholesale ADSL to BT Wholesale ADSL End User Migrations (BT DataStream and BT IPstream)

Even in the case of WBC migrations, **Provision with Migration key** will be used. Migration scenario that will be supported for the same is:-

- SP supporting WBC product to SP supporting BT IPStream/DataStream products

Note: If the end user uses the MAC key to migrate to SP supporting WBC product, then an automatic Cease order may be raised on behalf of the losing service provider.

SPMigration order type allows changes to the product details during the migration. This means that the gaining service provider can, in consultation with the end user, change the underlying product type and/or configuration to suit the new service.

For details of which product changes are valid with order type SPMigration, see “Appendix B – Valid order types”.

6. Modify orders

Modify orders allow you to make changes to various aspects of an existing ADSL service.

The features that can be changed are:

- Product speed (within a product family)
- Product family (e.g. IP Stream to DataStream and vice versa)
- BT IP Stream-Advanced Services Enablement
- Care level
- Domain name Limited Service Selection (LSS) – IP Stream products only
- Virtual path – DataStream products only
- Interleave
- Service Option.

IMPORTANT NOTE FOR ADVANCED SERVICES CUSTOMERS

If you want to raise a Modify order to change the product on a line that is already BT IP stream Advanced Services enabled you need to make sure that the XML file contains a valid Advanced Services policy and that it doesn't state "Opt out of Advanced Services"; otherwise the order will be rejected with error code 7079.

If these changes are done at the same time as changing Service Provider, you should use order type 'SP Migration' instead.

For details of which changes are valid with order type Modify, see "Appendix B – Valid order types".

7. Simultaneous / Home Mover orders

A Simultaneous order means that your customer can request a Public Switched Telephone Line (PSTN) line and an ADSL broadband service to be provided at the same time to the same place.

A Home Mover order is a special instance of a Simultaneous order where your customer is moving their broadband service from a previous address. The phone number at the previous address is given in the XML to validate that they are not changing service provider as part of the home move.

Note: the ADSL service at the old address is only automatically ceased as part of a Home Mover order if AutoCease="Y" is specified in the order – otherwise you must raise a separate Cease order as well. Take a look at Appendix A for more information.

Simultaneous ordering is not possible in all circumstances. For full details on Simultaneous and Home Mover orders, see the section "Broadband Movers Simultaneous PSTN and ADSL delivery" on btwholesale.com (select 'Products' from the 'Broadband' menu)

7.1 Simultaneous process

For this, your customer needs to place two orders: one for the Public Switched Telephone Line (PSTN) with service provider providing PSTN Services (ex: BT Retail) and a second for ADSL with you.

Either party can be approached first and it is the responsibility of the first contact to generate the unique **Order Match Reference** that will be used to match the two separate orders when they are both finally submitted.

The Order Match Reference will be given to your customer and they need to pass this reference number to the party who will be taking the second order (either BT Retail or you).

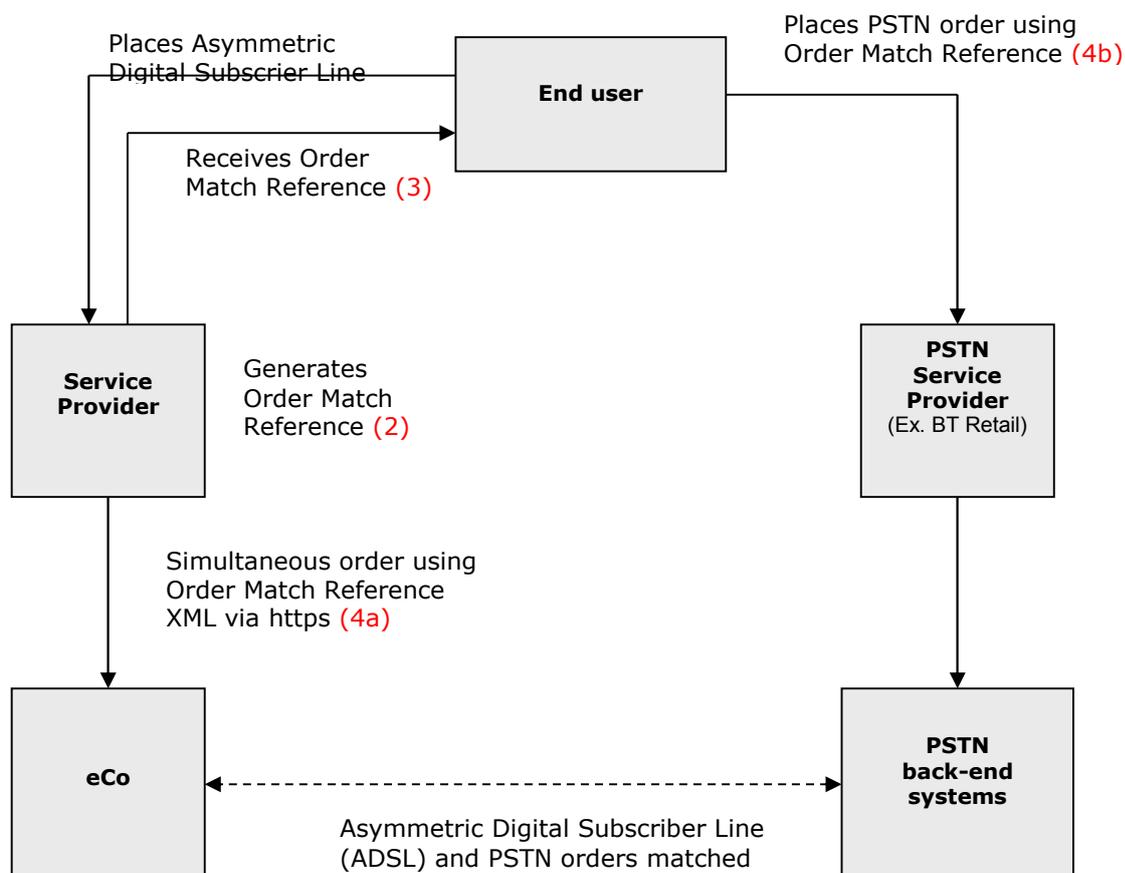
You should then submit an order via XML using the Simultaneous order type in which the Order Match Reference is included.

The two orders are then matched using the Order Match Reference. Once this is matched, the PSTN order is completed and the ADSL order progresses as usual, needing notification that the PSTN is done before the final completion of the ADSL order.

Note: the standard lead time does not start until both PSTN and ADSL orders have been received and matched by us.

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Scenario 1 – Service Provider contacted first



Generating the Order Match Reference

A key element vital to the process is the generation of reference numbers by either BT Retail or the ADSL provider which we will use to link the PSTN and ADSL broadband orders for both a broadband mover and simultaneous delivery order. If the customer contacts you first you must use this unique reference number. The reference must consist of a three character prefix unique to your company followed by a maximum of seven unique characters of your choice unique to the order. For example:

PHX1234567

The 'PHX' prefix needs to be the one supplied via the URL below and the characters are unique for each order placed. You will need to give your customer the Order Match Reference and they will need to quote this when placing their order for the PSTN line.

To obtain your unique reference prefix, or to remind yourself of it, please access the following website: <http://62.239.21.52/bbmoversrefs/>

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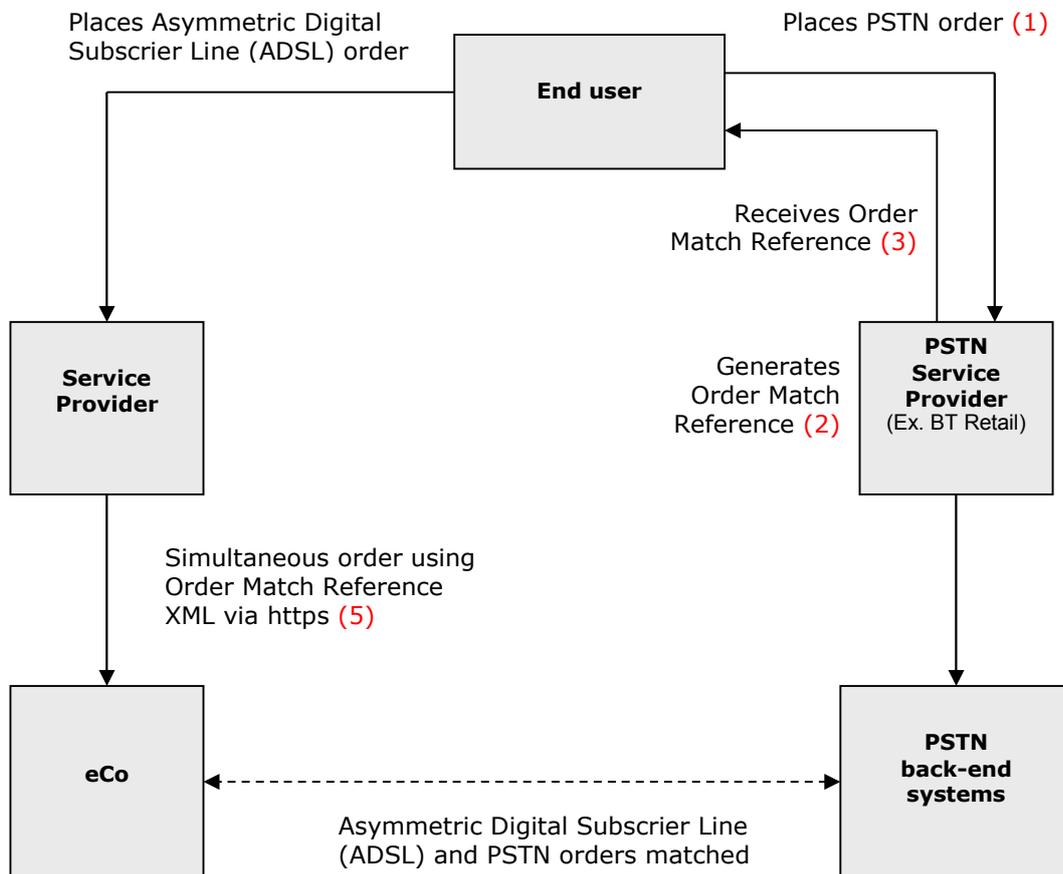
There is also an API available at <http://62.239.21.52/bbmoversrefs/wsGetThreeCharPrefix.aspx>

In order to access this site, you need to enter your O/M number (unique customer identification) and the password.

When you first enter this site you will be allocated your unique prefix which will not change. You can log-in to this site whenever you require if you need to be reminded of your prefix.

Please contact eContact help desk at broadband.eco.admin@bt.com to obtain the password for the same.

Scenario 2 – PSTN Service Provider contacted first



7.2 Conversion of Convertible Blocking products

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If the existing technology on the line is a Convertible Blocking product (ISDN2, Home Highway) then your customer is required to place two orders: one for the conversion of ISDN2/Home Highway to PSTN with PSTN service provider and a second for ADSL (Simultaneous order) with their Broadband service provider. Details of the simultaneous order process can be found in the section 8.1 above.

7.3 IPStream / Datastream Removal

As a part of the IPstream/Datastream removal, the error codes 9026 and 9027 are being modified ([See Live Date](#)). Please refer the error code document for further details.

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8. IPStream/DataStream Migration to B2B gateway

The 20CN Asset Migration would be carried out for 20CN CPs in a phase-wise manner with the below four phases ([See LIVE Date](#)):

- 1) CP Migration Phase:** In this phase, the CP's assets would be migrated from eCo BB to One Siebel (OS). CPs would be using only eCo BB for L2C journeys in this phase.

- 2) CP Transition Phase (Trial Phase):** In this phase, the CPs would be using both OS (as trial) and eCo BB for L2C journeys.
During this phase, if an order is raised on an asset which is mastered at OS, then the XML Order would get rejected with a new error code 7093 (Please refer error-code document for more details regarding this new error code).

- 3) CP Cutover Phase:** The beginning of this phase would indicate that the CPs are now comfortable with OS for L2C Journeys and new orders on eCo BB would be stopped for the CPs in CP Cutover Phase. The CPs would be asked to progress with the in-flight (open) orders on eCo BB.
During this phase, if an order is raised against a customer account which is in CP Cutover Phase, then the XML Order would get rejected with a new error code 7094 (Please refer error-code document for more details regarding this new error code).

- 4) CP can use only OS Phase:** This phase would indicate that CPs would be suspended on eCo BB, all the open orders on eCo BB would be cancelled and re-raised on OS. CPs can use only OS for L2C journeys.
During this phase, if an order is raised against a customer account which is in Suspended Phase, then the XML Order would get rejected with a new error code 7094 (Please refer error-code document for more details regarding this new error code).

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9. Testing

You can perform tests within the live XML ordering environment.

Please follow the testing rules below to ensure your testing runs smoothly:

- 1) Use your company's O/M number, which you should have.
- 2) Ask the XML Technical Account Management team (broadband.eco.xml@bt.com) for the URLs for the live system. We only issue URLs for the live system when you are about to start testing, as we like to monitor your first few orders to check for any problems.
- 3) Talk to the XML Technical Account Management team on broadband.eco.xml@bt.com before you start testing, so we can monitor the test orders at our end.
- 4) Make sure that any test orders you send have a installation date **at least one month in the future** (rather than the usual five days or so).

This is very important, as we cancel the test orders after they are posted on the system, and this gives plenty of leeway.

If you submit orders with shorter lead-times you may get charged for cancellations.

- 5) If possible, make sure the Batch ID of the orders you send contains the word 'TEST'. This allows us to quickly spot any test orders going through the system.
- 6) If your test orders are successful (error code 0) or partially successful (error code 4000), then they will need to be cancelled before the delivery date.

If you have the eCo Thin Client then you can monitor your test orders and cancel them yourself.

Otherwise we can cancel them for you (please contact us on broadband.eco.xml@bt.com if you need a test order cancelled).

However it is useful for you to learn how to use the client anyway as it allows you to have complete visibility of your orders.

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10. Problem reporting

Problems can be reported to the eContact team on 0800 7835639 (select option 1) or via email at broadband.eco.admin@bt.com. They will check whether the problem is related to the format of the XML or whether it is an eCo / SOSissue and take appropriate action. The BT Broadband e-contact helpdesk has access to the BT back-end systems and they are able to track the history of the fault/problem that has happened. The e-contact helpdesk is available for system issues/problems 24 hours a day, seven days a week.. Alternatively, it may be an operational issue and if so, we will send the fault to the right support people for you.

For ADSL orders, if you have an eCo client, you may be able to resolve some of the order problems by accessing the client. The system will load orders in most cases where the pre-order check has been passed, and will allow on-line amendment to move the order forward. Alternatively, the changes can be made in XML and re-presented.

For SDSL orders, you may be able to resolve some of the order problems by making changes if appropriate to the XML and re-submitting. However, please note that resubmission of rejected orders must be made using a fresh batch ID. Batches with reused batch IDs will be accepted and parsed by the eCo XML interface but will **not** be processed.

Please note that error codes and messages may be subject to change. Those displayed in the XML results file are shown in the Error Codes & Message Texts document [1], which can be downloaded from the BT Wholesale web site. The following section summarises these messages.

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11. XML Results File Messages - summary

The following table summarises the messages appearing in the returned XML results file for each input batch. While the individual messages and their associated codes are documented in the Error Codes & Message Texts document [1], this summary describes the range of codes and what action is advised for each.

CODE RANGE	MESSAGE CATEGORY / TEXT & ACTION REQUIRED
0200 - 0299	<p>Message category: Data validation errors</p> <p>These messages generally indicate that a field has either not been entered or is in an invalid format or does not match the value held on BT's back end system(s).</p> <p>Action required by service provider: Please enter the correct value and retry. If the problem persists please contact the e-contact team - on 0800 7835639 (option 1) or via email at broadband.eco.admin@bt.com</p>
0300 – 3999	<p>Message category: Not used at present</p> <p>Action required by service provider: None</p>
4000 – 4999	<p>Message category: Information messages</p> <p>These are returned as part of the Firm Order Response and are for information only.</p> <p>Action required by service provider: As deemed necessary by the service provider</p>
5000 – 5999	<p>BT System errors</p> <p>These messages indicate a problem internal to BT.</p> <p>Action required by service provider: Please re-submit the order batch (ONCE only). If the problem persists contact the e-contact team - on 0800 7835639 (option 1) or via email at broadband.eco.admin@bt.com</p>

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CODE RANGE	MESSAGE CATEGORY / TEXT & ACTION REQUIRED
6000 – 6999	<p>Message category: Appointing errors</p> <p>These error messages signify that an error has occurred with appointment or delivery dates or times.</p> <p>Action required by service provider: Please amend the relevant date / time and re-submit the batch. If the problem persists please contact the e-contact team - on 0800 7835639 (option 1) or via email at broadband.eco.admin@bt.com</p>
7000 – 7999	<p>Message category: Data validation errors</p> <p>These errors indicate that one or more data value is invalid or missing – either out of range; or invalid combinations; or not matching the corresponding values held on BT’s system(s).</p> <p>Action required by service provider: Please correct the data and re-submit. If the problem persists please contact the e-contact team - on 0800 7835639 (option 1) or via email at broadband.eco.admin@bt.com</p>
8003	<p>Message text: ‘Order allocation has been reached’</p> <p>If there is a limit to the orders per day allowed for you as a Service Provider, then this message will be displayed. Currently there are no eCo / SOSsystem limits set, but this might be used in the case of over demand to ensure fair allocation between service providers.</p>
9000 – 9999	<p>Message category: Line check / exchange availability check</p> <p>These messages indicate the availability or otherwise of ADSL / SDSL for the telephone line for which a firm order has been placed. Those messages which indicate availability are for information only, while those indicating non-availability should be regarded as error messages and need to be acted upon.</p> <p>Action required by service provider: Consult the Error Codes & Message Texts document [1] for further information.</p>

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Appendix A – Data Definitions

This appendix defines the data requirements for the XML batch order files. Please read it in conjunction with the Broadband XML File Transfer Definitions [3] published on the BT Wholesale web site.

This appendix should be regarded as a reference section, whereas the Broadband XML File Transfer Definition documents are much more accessible, with detailed explanations of the structure of the XML files, including examples.

Path Attribute / element name	Description	Source	Mandatory / optional	Format	Validation
/bat:Batch					
BatchID	Unique identifier for the XML file	SP	M	Alphanumeric(20)	Must only include characters valid for use in Windows file names (reserved characters, such as : are invalid)
NoOfEntries	The number of purchase orders in the batch file	SP	M	Numeric	This must match the number of orders within the batch file and should not exceed that agreed with BT
/bat:Batch/PurchaseOrder/OrderHeader					
POIssuedDate	Date / time of creation of the order by the service provider	SP	M	ccyymmddThh:m m:ss	Must be a valid date / time
RequestedDeliveryDate	Date / time by which the order is required by the service provider	SP	M	ccyymmddThh:m m:ss	Must be a valid date / time; cannot be a date in the past. This date / time is repeated later in the order and both occurrences must be the same. This tag will be used to book slot date in case of Local Loop Unbundling (LLU) Migration orders. (See Live Date) *Refer the section “Lead time calculations” for further details..
/bat:Batch/PurchaseOrder/OrderHeader/OrderReference/AccountCode/Reference					
RefNum	Billing account reference	BT	M	Alphanumeric(12)	This must match the value supplied on registration for eCo.For DataStream products PCBIS account should be used and for IPStream products Geneva account should be used .
/bat:Batch/PurchaseOrder/OrderHeader/OrderReference/BuyerRefNum/Reference					
RefNum	The unique identifier for the end user order.	SP	M	Alphanumeric(20)	

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Path Attribute / element name	Description	Source	Mandatory / optional	Format	Validation
/bat:Batch/PurchaseOrder/OrderHeader/OrderParty/BuyerParty/Party/ListOfIdentifier/Identifier					
Agency	Not used at present	-	M		Empty element
Ident	The service provider's identifier	BT	M	'O/M' followed by numeric(8)	The 'O/M' must be in upper case and there must be no space between that and the numeric part. The combination of this value and the BatchID must be unique; the BuyerRefNum must be unique over time.
/bat:Batch/PurchaseOrder/OrderHeader/OrderParty/BuyerParty/Party/OrderContact/sro:DetailedContact					
ContactName	Surname of the general contact within the service provider's organisation	SP (BT)	M	Alpha (50)	
Telephone	The telephone number of the general contact	SP	M	Numeric(10) or numeric(11)	Must contain the STD code (starting with a zero); must not contain spaces, hyphens or any other delimiting characters
sro:Title	The title of the general contact	SP (BT)	M	Mr/Mrs/ ... Alpha(15)	Maintain case
sro:FirstName	The forename of the general contact	SP (BT)	M	Alpha(50)	
sro:Initials	The initials of the general contact	SP (BT)	O	Alpha	Alphabetic characters only; must contain no spaces or other punctuation marks
/bat:Batch/PurchaseOrder/OrderHeader/OrderParty/SupplierParty/Party/ListOfIdentifier/Identifier					
Agency	Not used at present	-	M		Empty element
Ident	The supplier's identifier	-	M	'BT'	
/bat:Batch/PurchaseOrder/OrderHeader					
OrderCurrency	The currency which will be used to bill for the order	-	M	'GBP'	
OrderLanguage		-	M	'en'	
PartialShipmentAllowed		-	M	'false'	

Path Attribute / element name	Description	Source	Mandatory / optional	Format	Validation
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					<p>‘BT IPStream Office 1000’ or ‘BT IPStream Office 2000’ or ‘BT IPStream Max Premium’</p> <p>***New provides (Provide/simultaneous) are not allowed for BT IPStream Home 250 product</p> <p>(the value is case-sensitive and the SP must be registered with eCo as a supplier for the product specified)</p> <p>or</p> <p>BT IPStream Symmetric 250 BT IPStream Symmetric 500 BT IPStream Symmetric 1000 BT IPStream Symmetric 2000 BT DataStream Symmetric 250 BT DataStream Symmetric 500 BT DataStream Symmetric 1000 BT DataStream Symmetric 2000</p> <p>(the value is case-sensitive and the SP must be registered with SOSas a supplier for the product specified) (See Live Date) The CP can subscribe for bypassing the Existing Product Validation check for Modify and Cease orders. In this case if an invalid value or blank value is supplied in the tag, the value will be ignored and Existing Product received from BT records will be used for progressing the order.</p>
PartIDExt	the value to represent the selected package for the product being ordered	SP	M	Numeric(2)	1 – 50. DataStream Symmetric products only

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Path Attribute / element name	Description	Source	Mandatory / optional	Format	Validation
/bat:Batch/.../sro:Features/dsl:FeatureSet/dsl:Modify/dsl:ModifyBEnd/dsl:ChangeProduct/PartNum (optional block for Modify orders only)					
/bat:Batch/.../sro:Features/dsl:FeatureSet/dsl:Migration/dsl:MigrationBEnd/dsl:ChangeProduct/PartNum (optional block for SPMigration orders only)					
Agency	Not used at present	-	M	-	Empty element
PartID	The full name of the new product being ordered	EU SP	M	Alphanumeric	'BT DataStream Office500' or 'BT DataStream Office500 VBRrt' or 'BT DataStream Office500 CBR' or 'BT DataStream Office1000' or 'BT DataStream Office1000 VBRrt' or 'BT DataStream Office1000 CBR' or 'BT DataStream Office2000' or 'BT DataStream Office2000 VBRrt' or 'BT DataStream Office2000 CBR' or 'BT DataStream Max Premium' or 'BT DataStream Max Premium VBRrt' or 'BT DataStream Max Premium CBR' or 'BT DataStream Max' or 'BT DataStream Max CBR' or 'BT DataStream Max VBRrt' or 'BT IPStream Home 500' or 'BT IPStream Home 1000' or 'BT IPStream Home 2000' or 'BT IPStream Max' or 'BT IPStream Office 500' or 'BT IPStream Office 1000' or 'BT IPStream Office 2000' or 'BT IPStream Max Premium' (the value is case-sensitive and the SP must be registered with eCo as a supplier for the product specified)
/bat:Batch/PurchaseOrder/ListOfOrderDetail/OrderDetail/sro:ServiceRequestOrder/Quantity					
Qty	The number of lines being ordered for this end user	-	M	Numeric	1
/bat:Batch/PurchaseOrder/ListOfOrderDetail/OrderDetail/sro:ServiceRequestOrder/Quantity/UnitOfMeasure					

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UOM		-	M	Alpha	'EA'
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Path Attribute / element name	Description	Source	Mandatory / optional	Format	Validation
/bat:Batch/PurchaseOrder/ListOfOrderDetail/OrderDetail/sro:ServiceRequestOrder/sro:Site[@End="A"]					
sro:Id	The service provider's site identifier	BT	O / M	'GB/' followed by Postcode, then '/' and 3 alpha exchange code	<p>The alpha characters must be in upper case and there must be no space in the postcode. Supplied when the service provider registers as an eCo or SOSuser.</p> <p>For Modify: optional unless changing from non-DataStream to DataStream. Should not be provided for modify orders where there is no change in SPNominatedVP</p> <p>For SPMigration: optional unless migrating an existing DataStream product or migrating and changing from non-DataStream to DataStream at the same time.</p>
/bat:Batch/PurchaseOrder/ListOfOrderDetail/OrderDetail/sro:ServiceRequestOrder/sro:Site[@End="A"]/sro:DetailedContact					
ContactName	The name of the Service Provider employee who should be contacted with any queries for this order	SP	O / M	Alpha(50)	Optional for Modify and SPMigration orders.
Telephone	The telephone number of the contact person	SP	O / M	Numeric	<p>This number must contain the full STD code (including leading zero) and must not contain any spaces, hyphens, or any other delimiting characters. Alternatively, it may be an international number, and if so it must be in full international format with leading zeroes.</p> <p>Optional for Modify and SPMigration orders but will be validated if present.</p>
Sro:Title	The title of the contact person	SP	O / M	Alpha	Maintain case. Optional for Modify and SPMigration orders.
Sro:FirstName	The first name of the contact person	SP	O / M	Alpha(28)	Optional for Modify and SPMigration orders.
Sro:Initials	The initials of the contact person	SP	O	Alpha	This must contain no spaces or punctuation marks

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Path Attribute / element name	Description	Source	Mandatory / optional	Format	Validation
/bat:Batch/PurchaseOrder/ListOfOrderDetail/OrderDetail/sro:ServiceRequestOrder/sro:Site[@End="B"]					
Sro:CompanyName	The name of the end user's company	EU	O	Alpha(56)	
/bat:Batch/PurchaseOrder/ListOfOrderDetail/OrderDetail/sro:ServiceRequestOrder/sro:Site[@End="B"]/sro:Address/sro:BritishAddress					
sro:SubPremises	The name of the end users sub premises	EU	O	Alpha(50)	
sro:PremisesName	The name of the end user's premises	EU	O	Alpha(45)	If PremisesName of length greater than 45 is supplied then the first 45 characters will be stored and used for all future references, remaining portion will be ignored.
sro:ThoroughfareNumber	The street number of the end user's premises	EU	O	Alphanumeric(6)	If thorough fare number of length greater than 6 is supplied the first 6 characters will be stored and remaining will be ignored.
sro:ThoroughfareName	The name of the street, road, etc. of the end user's premises	EU	O	Alpha(56)	If ThoroughfareName of length greater than 56 is supplied then the first 56 characters will be stored and used for all future references, remaining portion will be ignored.
sro:Locality	The locality/general area of the end users premises	EU	O	Alpha(50)	
sro:PostTown	The town / city of the end user's premises	EU	O	Alpha(28)	If PostTown of length greater than 28 is supplied then the first 28 characters will be stored and used for all future references, remaining portion will be ignored.
Sro:PostCode	The postcode of the end user's premises	EU	O / M	Alphanumeric	The postcode must be in upper case and must contain one space between the two parts. Mandatory for Provide and Simultaneous orders, optional for Cease, Modify and SPMigration orders. Where supplied, this will be checked against BT's records for the telephone number (provide orders only) Note: Above text has been updated on 24/12/2007 as "Removal of Postcode check" is reverted. (<i>See Live Date</i>) The CP can subscribe for bypassing the existing Post Code Validation check for the following provision order types

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					<ul style="list-style-type: none"> • Provide No Appoint • Provide with MAC • Provide with Service ID • Provision on Cease and Provision with reservation ID <p>In this case if an invalid format or invalid value or blank value is supplied in the tag, the value will be ignored and Post Code received from BT records will be used for progressing the order. N.B. Postcode validation is to be retained where no DN exists – i.e., there is to be no impact on SIM provide orders.</p>
/bat:Batch/PurchaseOrder/ListOfOrderDetail/OrderDetail/sro:ServiceRequestOrder/sro:Site[@End="B"]/sro:Location (optional block, used where an appointment is required –Modify / SPMigration orders only. Mandatory for IPStream Symmetric Provision and Cease With Recovery orders)					
sro:Floor	The floor to which the end user would like the network terminating equipment moved	EU	M	Alphanumeric	
sro:Room	The room (on the specified floor) to which the end user would like the network terminating equipment moved	EU	M	Alphanumeric	
sro:Position	The position (in the specified room) to which the end user would like the network terminating equipment moved	EU	M	Alphanumeric	

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Path Attribute / element name	Description	Source	Mandatory / optional	Format	Validation
/bat:Batch/PurchaseOrder/ListOfOrderDetail/OrderDetail/sro:ServiceRequestOrder/sro:Site[@End="B"]/sro:Features/bat:AccessDetails (Optional block for Modify / SPMigration. Mandatory for IPStream Symmetric Provision and Cease With Recovery orders.)					
HSHazards	any potential hazards which may impact the engineer at the end user's premises, where an appointment is required	EU	M	Alpha(60)	Must have the value "None" if no hazards
Notes	any additional information relating to accessing the end user's site	EU	O	Alpha(200)	
/bat:Batch/PurchaseOrder/ListOfOrderDetail/OrderDetail/sro:ServiceRequestOrder/sro:Site[@End="B"]/DetailedContact					
ContactName	The surname of the contact for access to the end user's premises	EU	O / M	Alpha(50)	Optional for Modify and SPMigration orders.
Telephone	The telephone number of the access contact	EU	O / M	Numeric(10) or numeric(11)	This number must contain the full STD code (including leading zero) and must not contain any spaces, hyphens or any other delimiting characters. It must be 10 or 11 digits in length. Optional for Modify and SPMigration orders but will be validated if present.
Sro:Title	The title of the access contact	EU	O / M	Alpha	Maintain case. Optional for Modify and SPMigration orders.
Sro:FirstName	The first name of the contact person	EU	O / M	Alpha(28)	Optional for Modify and SPMigration orders.
Sro:Initials	The initials of the contact person	EU	O	Alpha	This must contain no spaces or punctuation marks.

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Path Attribute / element name	Description	Source	Mandatory / optional	Format	Validation
/bat:Batch/PurchaseOrder/ListOfOrderDetail/OrderDetail/sro:ServiceRequestOrder/sro:Features/dsl:FeatureSet/dsl:Provision/dsl:ProvisionGeneral (provision orders – all products) OR /bat:Batch/PurchaseOrder/ListOfOrderDetail/OrderDetail/sro:ServiceRequestOrder/sro:Features/dsl:FeatureSet/dsl:Simultaneous/dsl:SimultaneousGeneral					
CareLevel	the level of care or service that is provided	BT	M	Alpha	‘StandardCare’ (valid for all products and order types) or ‘Broadband Enhanced Care’ (valid for all product orders).
Interleave	Defines the way that interleaving will be applied for this service.	BT	O	Alpha	“No” – Interleaving not be placed on the line, or if already applied, for it to be removed. “Auto” – BT to decide if and when Interleaving will be placed on the line (generally as part of line stabilisation and fault rectification). “Yes” – Interleaving will be placed on the line if not already applied..
ServiceOption	This allows the end user to select a service option for his /her line.	EU	M (for all MAX products)	Numeric	Mandatory for all MAX products on Provision and Simultaneous orders Value supplied for the service option should be either 1, 2 or 3.
Mover	If ‘Y’ then the end user is moving house and wishes to move their existing Broadband service to the new location. If ‘N’ then the end user wishes to order PSTN and Broadband services to be available at the same time, hence simultaneous.	EU	M (for Simultaneous orders)	Alpha	‘Y’ or ‘N’. Valid for Simultaneous orders only.
OrderMatchRef	Allows two parts of the simultaneous order to be associated once within BT’s systems.	BT	M (for Simultaneous orders)	Alpha Numeric(10)	Valid for Simultaneous orders only.
AutoCease	Indicates that a cease should be raised on the old service upon completion of a Home Mover order	EU	O	‘Y/N’	Valid for Home Mover orders only (ie Mover=”Y”). If AutoCease=”N” or is not provided then no cease will be performed on the old service upon completion of the Home Mover order.

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Dsl:ServiceID	<p>In the case of a Simultaneous order, it identifies the Service Id to be Ceased. 21C Service ID can be supplied in this Tag if the end user service is to be migrated from WBC Product to BT IPStream/DataStream Product</p> <p>In the case of a Provision order, it identifies the end user service that is to be migrated from WBC Product to BT IP Stream/DataStream Product.</p>	EU	O/M	Alpha Numeric	<p>Simultaneous Order: Only required if AutoCease="Y", the service identifier of the old end user service that you wish to cease on completion of the move. If AutoCease="N" or Null, then even if ServiceID is present, it will be ignored and the Simultaneous order will be progressed (without the AutoCease aspect). 21C Service Id should be starting with "BBEU" followed by 8 numeric characters e.g. BBEU12345678. (See Live Date)</p> <p>Provision Order: In the case of a Provision order, this is an optional parameter; if supplied then order will be treated as Provision With Service ID order. In such case the Service ID should be of length 12 and starting 4 characters of Service ID must be "BBEU".</p>
Dsl:MigrationKey	Identifies a broadband service which an EU has asked to be moved to another Service Provider	BT	O	Alpha Numeric	<p>If provided with Provision order it will be treated as a migration order. If the supplied migration key is not found on eco the order will be treated as reverse migration order</p> <p>"The format is the service identifier (10 to 12 characters), a "/" and then 5 alphanumeric characters"</p> <p>NOTE : some older ServiceIDs can be longer, eg those starting with FTIP can be 13 characters"</p> <p>Will be ignored if supplied with Simultaneous orders</p>
<p>/bat:Batch/PurchaseOrder/ListOfOrderDetail/OrderDetail/sro:ServiceRequestOrder/sro:Features/dsl:FeatureSet/dsl:Modify/dsl:ModifyGeneral/dsl:ChangeCareLevel (Modify orders) OR /bat:Batch/PurchaseOrder/ListOfOrderDetail/OrderDetail/sro:ServiceRequestOrder/sro:Features/dsl:FeatureSet/dsl:Migration/dsl:MigrationGeneral/dsl:ChangeCareLevel (SPMigration orders)</p>					
CareLevel	the level of care or service that is provided	BT	O	Alpha	'StandardCare' or 'Broadband Enhanced Care'. Valid for

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					Modify and SPMigration orders only.
/bat:Batch/PurchaseOrder/ListOfOrderDetail/OrderDetail/sro:ServiceRequestOrder/sro:Features/dsl:FeatureSet/dsl:Modify/dsl:ModifyGeneral/dsl:ChangeServiceOption (Modify orders) OR /bat:Batch/PurchaseOrder/ListOfOrderDetail/OrderDetail/sro:ServiceRequestOrder/sro:Features/dsl:FeatureSet/dsl:Migration/dsl:MigrationGeneral/dsl:ChangeServiceOption (SPMigration orders)					
ServiceOption	This allows the end user to change service option for his /her line	EU	M/O (Mandatory for all MAX products)	Numeric	Mandatory for all MAX products on SP migration orders. It will be mandatory for Modify orders if there is a change from Non-Max to Max products.. Value supplied for the service option should be either 1, 2 or 3.
/bat:Batch/PurchaseOrder/ListOfOrderDetail/OrderDetail/sro:ServiceRequestOrder/sro:Features/dsl:FeatureSet/dsl:Modify/dsl:ModifyGeneral/dsl:ChangeInterleave (Modify orders) OR /bat:Batch/PurchaseOrder/ListOfOrderDetail/OrderDetail/sro:ServiceRequestOrder/sro:Features/dsl:FeatureSet/dsl:Migration/dsl:MigrationGeneral/dsl:ChangeInterleave (SPMigration orders)					
Interleave	Defines the way that interleaving will be applied for this service.	BT	O	Alpha	<p>“No” – Interleaving not be placed on the line, or if already applied, for it to be removed.</p> <p>“Auto” – BT to decide if and when Interleaving will be placed on the line (generally as part of line stabilisation and fault rectification).</p> <p>“Yes” – Interleaving will be placed on the line if not already applied..</p>
/bat:Batch/PurchaseOrder/ListOfOrderDetail/OrderDetail/sro:ServiceRequestOrder/sro:Features/dsl:FeatureSet/dsl:Migration/dsl:MigrationGeneral/dsl:ChangeServiceProvider (SPMigration orders)					
dsl:MigrationKey	Identifies a broadband service which an EU has asked to be moved to another Service Provider	BT	M	Alpha Numeric	<p>“The format is the service identifier (10 to 12 characters), a “”/”” and then 5 alphanumeric characters”</p> <p>NOTE: some older ServiceIDs can be</p>

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					<p>longer, eg those starting with FTIP can be 13 characters"</p> <p>, based on the date, e.g. BBIP12345678/CA19N. Valid for SPMigration orders only.</p>
<p>/bat:Batch/PurchaseOrder/ListOfOrderDetail/OrderDetail/sro:ServiceRequestOrder/sro:Features/dsl:FeatureSet/dsl:Modify/dsl:ModifyGeneral/dsl:ChangePortRetermination (Modify orders) (See Live Date)</p>					
Flag	This should be supplied as "Y" or "N"	BT	M/O (Mandatory if ProjectID is supplied)	'Y/N'	If ProjectID is supplied then it will be mandatory and value supplied should be "Y" or "y" for Modify orders. If ProjectID is not supplied then it will not be mandatory and value if supplied should be "N" or "n" for Modify orders.
ProjectID	This is the ProjectId used for Bulk Port Retermination	BT	O	2 nd Character should be '_'. Other Characters Alpha Numeric.	Minimum allowed length is 9 characters and maximum allowed length is 50 characters. Second character should be '_' (under-score). All other characters should be Alpha Numeric. Example: N_BTWFEB09R
Path Attribute / element name	Description	Source	Mandatory / optional	Format	Validation
<p>/bat:Batch/PurchaseOrder/ListOfOrderDetail/OrderDetail/sro:ServiceRequestOrder/sro:Features/dsl:FeatureSet/dsl:Provision/dsl:ProvisionAEnd (provision orders – DataStream only) OR /bat:Batch/..../sro:Features/dsl:FeatureSet/dsl:Simultaneous/dsl:SimultaneousAEnd (Simultaneous orders – DataStream only) OR /bat:Batch/..../sro:Features/dsl:FeatureSet/dsl:Modify/dsl:ModifyAEnd/dsl:ChangeVirtualPaths (Modify orders – DataStream only) OR /bat:Batch/..../sro:Features/dsl:FeatureSet/dsl:Migration/dsl:MigrationAEnd/dsl:ChangeVirtualPaths (SPMigration orders – DataStream only)</p>					
SPNominatedVP	The virtual path nominated by the service provider	SP	O / M	Alphanumeric (10)	4 uppercase alpha characters followed by 6 numeric digits. For provision /simultaneous: valid (and mandatory) for DataStream products. For Modify: valid (but optional) for DataStream products if Service Category is not changing – mandatory if changing from non-DataStream to DataStream or DataStream to DataStream where Service Category is changing or while raising Bulk Port Retermination order for DataStream.

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					<p>For SPMigration: valid (and mandatory) when migrating an existing DataStream product or when migrating and changing from non-DataStream to DataStream at the same time.</p> <p>Note this element should only be provided for Modify orders where there is a change in value. If there is no change in SPNominatedVP then neither this value nor the ID under</p> <p>/bat:Batch/PurchaseOrder/ListOfOrderDetail/OrderDetail/sro:ServiceRequestOrder/sro:Site should be provided.</p>
<p>/bat:Batch/PurchaseOrder/ListOfOrderDetail/OrderDetail/sro:ServiceRequestOrder/sro:Features/dsl:FeatureSet/dsl:Provision/dsl:ProvisionAEnd/dsl:VirtualPaths (provision orders – DataStream Symmetric only)</p>					
dsl:VPPSI ID	ID contains the unique identifier for the VPPSI	SP	O	Alphanumeric (10)	In format four upper case characters followed by six digits, e.g. "DSUK123456". Up to 5 VPPSI's can be supplied, each having one or more VC's associated to it.
Dsl:VC Number	Number to identify the VC that the VPPSI is mapped to.	SP	O	Numeric (1)	A VC can only have one VPPSI mapped to it and is a value between 1 and 5
Path Attribute / element name	Description	Source	Mandatory / optional	Format	Validation
<p>/bat:Batch/... /sro:Features/dsl:FeatureSet/dsl:Provision/dsl:ProvisionBEnd/dsl:Policies/dsl:Policy (IPStream products only) OR /bat:Batch/... /sro:Features/dsl:FeatureSet/dsl:Simultaneous/dsl:SimultaneousBEnd/dsl:Policies/dsl:Policy (IPStream products only) OR /bat:Batch/... /sro:Features/dsl:FeatureSet/dsl:Migration/dsl:MigrationBEnd/dsl:Policies/dsl:Policy (IPStream products only) OR /bat:Batch/... /sro:Features/dsl:FeatureSet/dsl:Modify/dsl:ModifyBEnd/dsl:Policies/dsl:Policy</p>					
Reference	The speed policy to be applied.	SP	O	Alphanumeric	<p>Order will be rejected if both Reference and Opt Out are supplied.</p> <p>Text must match one of the valid policy references given in the table below. No value supplied will result in the default value being assigned.</p> <p>For Modify orders with no product change if speed is not supplied then the existing policy speed will be passed to back end system.</p> <p>Only valid if the service provider (Gaining service</p>

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					<p>provider in case of SP Migration order) is signed up for “BT IPStream-Advanced Services ”</p> <p>For modify orders If a new Policy Reference is changing the speed option for an asset currently using BT IPStream-Advanced Services, then another feature must also be changed for it to be a valid order.</p>
OptOut	Indicates that the end user wishes to opt out of BT IPStream-Advanced Services.	SP	O	‘Y’	<p>Order will be rejected if both Reference and Opt Out are supplied. Only valid for Modify, SPMigration order types.</p> <p>OptOut is valid only if the existing asset has some policy specified against it.</p> <p>When migrating to an SP not signed up to BT IPStream-Advanced Services or when migrating to a datastream service, this tag is invalid.</p> <p>The only valid value for OptOut is ‘Y’</p>

Valid Policy Reference

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IPStream	Policy Reference options	Default
250 products	"Throttle To_64k", "Throttle To_135k" or "Throttle To_250k"	Blank
500 products	"Throttle To_64k", "Throttle To_135k", "Throttle To_250k" or "Throttle To_500k"	Blank
1000 products	"Throttle To_64k", "Throttle To_135k", "Throttle To_250k", "Throttle To_500k" or "Throttle To_1000k"	Blank
2000 products	"Throttle To_64k", "Throttle To_135k", "Throttle To_250k", "Throttle To_500k", "Throttle To_1000k", "Throttle To_1500k" or "Throttle To_2000k"	Blank
Max or Max Premium	"Throttle To_64k", "Throttle To_135k", "Throttle To_250k", "Throttle To_500k", "Throttle To_1000k", "Throttle To_1500k", "Throttle To_2000k", "Throttle To_2500k", "Throttle To_3000k", "Throttle To_3500k", "Throttle To_4000k", "Throttle To_4500k", "Throttle To_5000k", "Throttle To_5500k", "Throttle To_6000k", "Throttle To_6500k", "Throttle To_7000k" or "Throttle To_7150k", "Unthrottled".	Blank

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Path Attribute / element name	Description	Source	Mandatory / optional	Format	Validation
/bat:Batch/PurchaseOrder/ListOfOrderDetail/OrderDetail/sro:ServiceRequestOrder/sro:Features/dsl:FeatureSet/dsl:Provision/dsl:ProvisionBEnd/dsl:NTE (provision orders – all products) OR /bat:Batch/..../sro:Features/dsl:FeatureSet/dsl:Simultaneous/dsl:SimultaneousBEnd/dsl:NTE (Simultaneous orders ONLY) /bat:Batch/..../sro:Features/dsl:FeatureSet/dsl:Modify/dsl:ModifyBEnd/dsl:NTE (Modify orders ONLY) /bat:Batch/..../sro:Features/dsl:FeatureSet/dsl:Migration/dsl:MigrationBEnd/dsl:NTE (SPMigration orders ONLY)					
CheckAlarmAfterInstall	confirmation that the end user has been advised to test any security alarm system connected to the telephone line after the service has been installed	SP	M	Alpha	'Y'. Not required for Symmetric products.
AdvisedOfRestrictions	confirmation that the end user has been advised that service cannot be provided on a telephone line that supports RedCare, Pulse Metering Facilities or a coinbox	SP	O	Alpha	'Y'. Not required for SPMigration/Modify orders. Not required for Symmetric products.
PowerDetails	confirmation that the user has been advised that the service requires, from the appointment day/time two 13 amp sockets to be available	SP	O	Alpha	'Y'.
KnowsAppointmentTime	confirmation that the end user has been advised of the appointment date and time	SP	O	Alpha	'Y'.
RentsLine	confirmation of whether the end user rents the telephone line over which the service should be provided	SP	O	Alpha	'Y' or 'N'. Not required for SPMigration/Modify orders. Not required for Symmetric products.
Dsl:TelephoneNumber	The telephone number on which the service is to be provided	EU	M (O – for Provision With Service ID and Simultaneous Orders, M for Mover Orders)	Numeric(10) or numeric(11)	<p>This number must contain the full STD code (including leading zero) and must not contain any spaces, hyphens or any other delimiting characters. It must be 10 or 11 digits in length. The telephone number must be registered with BT (i.e. not a cable company or OLO) and not have an incompatible service (e.g. ISDN)</p> <p>If Service ID is supplied with Provision order it will be treated as Provision With Service ID order and in such case the tag will be optional. Even if the value is supplied for the tag it will be ignored.</p> <p>For provision of symmetric products, this node should contain on-site BT PSTN telephone number. This is used for the line qualification check.</p>

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Path Attribute / element name	Description	Source	Mandatory / optional	Format	Validation
/bat:Batch/.../dsl:FeatureSet/dsl:Modify/dsl:ModifyBEnd/dsl:ChangeDomains/dsl:AllowedDomains (Modify orders on IPStream products)					
/bat:Batch/.../dsl:FeatureSet/dsl:Migration/dsl:MigrationBEnd/dsl:ChangeDomains/dsl:AllowedDomains (SPMigration orders on IPStream products)					
dsl:Domain	The domain name(s) or service selection name(s) for the BT Central link to which the end user service will be connected	SP BT	O / M	Alphanumeric (including full stops)	A minimum of one domain name must be entered and a maximum of five. Do not enter empty dsl:domain elements. Only valid for IPStream products. For SPMigration orders this element is mandatory . For Modify orders this element is optional unless the product is changing from non-IPStream to IPStream when it is mandatory .

Path Attribute / element name	Description	Source	Mandatory / optional	Format	Validation
/bat:Batch/... /sro:Features/dsl:FeatureSet/dsl:Provision/dsl:ProvisionBEnd/dsl:CPE/dsl:USB/dsl:AllowedDomains (for IPStream products) OR					
/bat:Batch/... /sro:Features/dsl:FeatureSet/dsl:Simultaneous/dsl:SimultaneousBEnd/dsl:CPE/dsl:USB/dsl:AllowedDomains (for IPStream products)					
dsl:Domain	The domain name(s) or service selection name(s) for the BT Central link to which the end user service will be connected	SP BT	M	Alphanumeric (including full stops)	A minimum of one domain name must be entered and a maximum of five. Do not enter empty dsl:domain elements. Valid for all IPStream products. For Provision / Simultaneous orders this element is mandatory .

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Path Attribute / element name	Description	Source	Mandatory / optional	Format	Validation
/bat:Batch/... /sro:Features/dsl:FeatureSet/dsl:Provision/dsl:ProvisionBEnd/dsl:CPE/dsl:ATM/dsl:NoNAT/dsl:AllowedDomain (only for IPStream products) or /bat:Batch/... /sro:Features/dsl:FeatureSet/dsl:Simultaneous/dsl:SimultaneousBEnd/dsl:CPE/dsl:ATM/dsl:NoNAT/dsl:AllowedDomain (only for IPStream products)					
dsl:Domain	The domain name(s) or service selection name(s) for the BT Central link to which the end user service will be connected	SP BT	M	Alphanumeric (including full stops)	Do not enter an empty dsl:domain element. Only valid for IPStream products. For Provision/ Simultaneous orders this element is mandatory .

Path Attribute / element name	Description	Source	Mandatory / optional	Format	Validation
/bat:Batch/.../OrderDetail /sro:ServiceRequestOrder/sro:Features/dsl:FeatureSet/dsl:Cease/dsl:CeaseGeneral (all products) OR /bat:Batch/.../OrderDetail /sro:ServiceRequestOrder/sro:Features/dsl:FeatureSet/dsl:Modify/dsl:ModifyGeneral (all products)					
dsl:ServiceID	The service identifier of the end user service that is to be ceased or modified. This can be either the Service ID or the Network/Circuit ID. Either Service ID or Telephone Number or both may be submitted to identify an ADSL service. Only Service ID is used to identify an SDSL service.	SP	M	Alphanumeric	<u>DataStream:</u> 'CBUK' followed by 6 numeric digits OR 'CBUK' followed by 8 numeric digits OR 'BBDS' followed by 8 numeric digits; <u>IP Stream:</u> 'CBUK' followed by 6 numeric digits OR 'CBUK' followed by 8 numeric digits OR 'BBIP' followed by 8 numeric digits;
/bat:Batch/PurchaseOrder/ListOfOrderDetail/OrderDetail/sro:ServiceRequestOrder/sro:Features/dsl:FeatureSet/dsl:Cease					
dsl:CeaseAEnd		-	M		Blank
/bat:Batch/PurchaseOrder/ListOfOrderDetail/OrderDetail/sro:ServiceRequestOrder/sro:Features/dsl:FeatureSet/dsl:Cease/dsl:CeaseBEnd					

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RecoveryRequired	Indicates whether the end user's equipment is to be recovered (requires an appointment)	SP	O	'Y/N'	Possible values are 'Y' or 'N', but default value is "N", therefore if the attribute is not supplied in the input XML file it will be taken as "N". This is only used for engineer installed products at present.
Dsl:TelephoneNumber	The telephone number of the end user service which is to be ceased.	SP	M	Numeric(10) or numeric(11)	This number must contain the full STD code (including leading zero) and must not contain any spaces, hyphens or any other delimiting characters. It must be 10 or 11 digits in length. The telephone number must be registered with BT (i.e. not a cable company or OLO)

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Path Attribute / element name	Description	Source	Mandatory / optional	Format	Validation
/bat:Batch/PurchaseOrder/ListOfOrderDetail/OrderDetail					
RequestedDeliveryDate	Date / time by which the order is required by the service provider	EU SP	M	ccyymmddThh:mm:ss	Must be a valid date / time, cannot be a date in the past. This date / time must match that given in the OrderHeader.
/bat:Batch/PurchaseOrder/ListOfOrderDetail/OrderDetail/BuyerExpectedUnitPrice/Price					
UnitPrice	Not used at present	-	M	Numeric	0
/bat:Batch/PurchaseOrder/OrderSummary					
TotalAmount	Not used at present	-	M	Numeric	0

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Provision Order with Migration key / SPMigration – Migrate Key Request and Response

Path Attribute / element name	Description	Source	Mandatory / optional	Format	Validation
/bat:Batch/PreOrderCheckRequest/OrderNotificationRequestHeader					
OrderNotificationRequestDate	The date and time that the order has been created.	SP	M	YYYYMMDDTH H:MM:SS	
/bat:Batch/ PreOrderCheckResponse/OrderNotificationHeader					
OrderNotificationDate	The date and time that the order has been created.	SP	M	YYYYMMDDTH H:MM:SS	
/bat:Batch/PreOrderCheckResponse/OrderNotificationSummary/MessageInfo/DSLCompletionCode					
MessageCode	Four digit code	BT	-	Numeric	
/bat:Batch/PreOrderCheckResponse/OrderNotificationSummary/MessageInfo/DSLCompletionMsg					
MessageText	a free text field with information about the error	BT	-	Alpha	
orn:Severity	This field will have the value "Error".	BT	-	Alpha	Error
/bat:Batch/PreOrderCheckRequest/OrderNotificationRequestHeader/OrderReference/AccountCode/Reference /bat:Batch/ PreOrderCheckResponse/OrderNotificationHeader/ OrderReference/AccountCode/Reference					
RefNum	This is only used to confirm that the requesting party owns the asset for the Migrate Key Request. It is returned unchanged in the Response. The billing account number is alpha-numeric, max 12 characters, with no spaces. Orders not matching this format will be rejected. Please ensure that this value is valid.	SP	M	Alpha numeric (max 12 characters, No Spaces)	Must match specified format. Value must be valid

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Path Attribute / element name	Description	Source	Mandatory / optional	Format	Validation
/bat:Batch/PreOrderCheckRequest/OrderNotificationRequestHeader/OrderReference/BuyerRefNum/Reference					
/bat:Batch/ PreOrderCheckResponse/OrderNotificationHeader/OrderReference/BuyerRefNum/Reference					
RefNum	The unique identifier for this Request. This value can be any combination of characters, up to a maximum of 20 characters in length. Note that the combination of this value and the BatchID provided in the XML file header must be unique, otherwise the order will be rejected. The Buyer Ref Num ID must be unique over time. It is returned unchanged in the Response.	SP	M	Alpha numeric (max 20 characters)	Combination of BatchID and RefNum must be unique, otherwise order will fail.
/bat:Batch/PreOrderCheckRequest/OrderNotificationRequestHeader/OrderParty/BuyerParty/Party/ListOfIdentifier/Identifier/Agency/					
/bat:Batch/ PreOrderCheckResponse/OrderNotificationHeader/OrderParty/BuyerParty/Party/ListOfIdentifier/Identifier/Agency/					
Ident	The Service Provider identifier, the format is O/M<8 digits> with no spaces. The O/M must be in uppercase. Ident values not matching this format will cause the order to be rejected. Please ensure that this value is valid. It is returned unchanged in the Response.	SP	M	Alpha numeric O/M<8digits>	Must match specified format. Value must be valid

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Path Attribute / element name	Description	Source	Mandatory / optional	Format	Validation
/bat:Batch/PreOrderCheckRequest/OrderNotificationRequestHeader/OrderContact/sro:DetailedContact					
/bat:Batch/ PreOrderCheckResponse/OrderNotificationHeader/OrderContact/sro:DetailedContact					
ContactName	the surname of the general contact within the Service Provider.	SP	O	Alpha	
Telephone	the telephone number of the general contact. Note that telephone numbers should contain the STD code (including leading zero), and must not contain spaces, hyphens or any other de-limiting characters. This number can be an international number, and should be the full international format with leading zeros, i.e. 0033198765432, and not +33198765432	SP	O	Numeric	
sro:Title	The title of the general contact.	SP	O	Alpha	
sro:FirstName	The forename of the general contact.	SP	O	Alpha	
sro:Initials	The initials of the general contact, alpha-characters only (no spaces, no ‘.’s).	SP	O	Alpha	

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Path Attribute / element name	Description	Source	Mandatory / optional	Format	Validation
/bat:Batch/PreOrderCheckRequest/ListOfOrderNotificationRequestDetail/OrderNotificationRequestDetail/sro:ServiceRequestOrder /bat:Batch/PreOrderCheckResponse/ListOfOrderNotificationDetail/OrderNotificationDetail/sro:ServiceRequestOrder					
LineItemNum	The number of the transaction within the file, i.e. the first end user transaction within the file will be 1, the second end user transaction within the file will be 2, etc	SP BT	M	numeric	
/bat:Batch/PreOrderCheckRequest/ListOfOrderNotificationRequestDetail/OrderNotificationRequestDetail/sro:ServiceRequestOrder/SupplierPartNum/PartNum /bat:Batch/PreOrderCheckResponse/ListOfOrderNotificationDetail/OrderNotificationDetail/sro:ServiceRequestOrder/SupplierPartNum/PartNum					
PartID	this has the same value for both the Request and the Response: <PartID>Migration Key Request</PartID>	SP	M	Alpha"	

Path Attribute / element name	Description	Source	Mandatory / optional	Format	Validation
/bat:Batch/PreOrderCheckRequest/ListOfOrderNotificationRequestDetail/OrderNotificationRequestDetail/sro:ServiceRequestOrder/dsl:MigrationRequestDetails /bat:Batch/PreOrderCheckResponse/ListOfOrderNotificationDetail/OrderNotificationDetail/sro:ServiceRequestOrder/dsl:MigrationResponseDetails					
dsl:ServiceID	the service identifier. The format is CBUKxxxxxxnn, in uppercase and followed by six or eight digits, or BBIPxxxxxxx, in uppercase and followed by eight digits.	Asset owning SP	M / O	Alpha numeric	Either ServiceID or TelephoneNumber or both can be specified
dsl:TelephoneNumber	the telephone number. Note that telephone numbers should contain the STD code (including leading zero), be 10 or 11 digits in length and must not contain spaces, hyphens or any other de-limiting characters.	Asset owning SP	M / O	numeric	Either ServiceID or TelephoneNumber or both can be specified
/bat:Batch/PreOrderCheckResponse/ListOfOrderNotificationDetail/OrderNotificationDetail/sro:ServiceRequestOrder/dsl:MigrationResponseDetails					
dsl:MigrationKey	"The format is the service identifier (10 to 12 characters), a ""/"" and then 5 alphanumeric characters" based on the date, eg. BBIP12345678/CA19N. NOTE: some older ServiceIDs can be longer, eg those starting with FTIP can	BT	-	Alpha numeric	

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	be 13 characters"				
ExpiryDate	The expiry date associated with the Migration Key, after which it becomes invalid. The format is YYYYMMDD – as digits for the year, month and day; e.g. 20040206.	BT	-	YYYYMMDD	

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Appendix B – Valid order types

Product changes – Modify / SPMigration

Please see the tables below for information on which changes to product type are supported by Modify and SPMigration:

To / From	IPS Home 500	IPS Home 1000	IPS Home 2000	IPS Max	IPS Office 500	IPS Office 1000	IPS Office 2000	IPS Max Premium	DS Office 500	DS Office 1000	DS Office 2000	DS Max Premium*	DS Max	DS Max CBR	DS Max VBRrt
IPStream Home 250	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
IPStream Home 500	N/A	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
IPStream Home 1000	Yes	N/A	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
IPStream Home 2000	Yes	Yes	N/A	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
IPStream Max	Yes	Yes	Yes	N/A	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
IPStream Office 500	Yes	Yes	Yes	Yes	N/A	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
IPStream Office 1000	Yes	Yes	Yes	Yes	Yes	N/A	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
IPStream Office	Yes	Yes	Yes	Yes	Yes	Yes	N/A	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

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2000				Yes								Yes			
IPStream Max Premium	Yes	N/A	Yes												
DataStream Office 500	Yes	N/A	Yes	Yes	Yes	Yes	Yes	Yes							
DataStream Office 1000	Yes	N/A	Yes	Yes	Yes	Yes	Yes								
DataStream Office 2000	Yes	N/A	Yes	Yes	Yes	Yes									
DataStream Max Premium *	Yes	N/A	Yes	Yes	Yes										
DataStream Max	Yes	N/A	Yes	Yes											
DataStream Max CBR	Yes	N/A	Yes												
DataStream Max VBRt	Yes	N/A													

DataStream Max Premium* includes products like DataStream Max Premium CBR and DataStream Max Premium VBRt.

The **Modify** order type supports multiple changes to ADSL products, including changing the underlying product type.

The **SPMigration** order type is similar to Modify, but allows changes to the product and product type at the same time as migrating an end user from one service provider to another.

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Changes within product – Modify / SPMigration

The **Modify** order type supports multiple changes to ADSL products, including changing domain names, router configuration, care level and virtual paths.

The **SPMigration** order type is similar to Modify, but also allows migrating an end user from one service provider to another, whilst optionally making changes to the product at the same time.

Please see the table below for information on which changes to a product are supported by Modify and SPMigration:

	Care Level	Domain name / LSS	Virtual Path	Package	Service Provider (migration)	Interleave	BT Ipstream-Advanced Services Enablement	ServiceOption
IPStream Home 250	Yes	Yes	N/A	N/A	No	N/A	Yes	N/A
IPStream Home 500	Yes	Yes	N/A	N/A	Yes	N/A	Yes	N/A
IPStream Home 1000	Yes	Yes	N/A	N/A	Yes	N/A	Yes	N/A
IPStream Home 2000	Yes	Yes	N/A	N/A	Yes	N/A	Yes	N/A
IPStream Max	Yes	Yes	N/A	N/A	Yes	Yes	Yes	Yes
IPStream Office 500	Yes	Yes	N/A	N/A	Yes	N/A	Yes	N/A
IPStream Office 1000	Yes	Yes	N/A	N/A	Yes	N/A	Yes	N/A
IPStream Office 2000	Yes	Yes	N/A	N/A	Yes	N/A	Yes	N/A

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IPStream Max Premium	Yes	Yes	N/A	N/A	Yes	Yes	Yes	Yes
DataStream Office 500	Yes	N/A	Yes	N/A	Yes	N/A	N/A	N/A
DataStream Office 1000	Yes	N/A	Yes	N/A	Yes	N/A	N/A	N/A
DataStream Office 2000	Yes	N/A	Yes	N/A	Yes	N/A	N/A	N/A
DataStream Max Premium	Yes	N/A	Yes	N/A	Yes	Yes	N/A	Yes
DataStream Max Premium CBR	Yes	N/A	Yes	N/A	Yes	Yes	N/A	Yes
DataStream Max Premium VBRrt	Yes	N/A	Yes	N/A	Yes	Yes	N/A	Yes
DataStream Max	Yes	N/A	Yes	N/A	Yes	Yes	N/A	Yes
DataStream Max CBR	Yes	N/A	Yes	N/A	Yes	Yes	N/A	Yes
DataStream Max VBRrt	Yes	N/A	Yes	N/A	Yes	Yes	N/A	Yes
IPStream Symmetric 250	N/A							
IPStream Symmetric 500	N/A							
IPStream Symmetric 1000	N/A							
IPStream Symmetric 2000	N/A							
DataStream Symmetric 250	N/A							
DataStream Symmetric 500	N/A							
DataStream Symmetric 1000	N/A							

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DataStream Symmetric 2000	N/A							
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Note: It is possible to Opt in* or Opt out** of BT IP Stream-Advanced Services without changing anything else.

* Opt in here means: For Modify orders - To select a Policy profile for an Asset which does not have an existing policy profile set against it. For SP Migration Order - Gaining SP is advanced service enabled and if there is policy profile existing on the asset or Policy profile is selected by the gaining SP.

** Opt out means to discontinue the BT IP Stream-Advanced Services. . If the Policy Reference field is not populated it is interpreted as an Opt out.

If you have any queries or require assistance in implementing these order types the Technical Account Management team will be happy to assist. Please contact them via e-mail in the first instance at broadband.eco.xml@bt.com.

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12. References

Ref.	Title	Source
1.	Error Codes & Message Texts Supporting the Broadband Provisioning Interface	BT Wholesale Broadband web site (http://www.btwholesale.com/)
2.	Definitive SOX files to cater for XML interface	BT Wholesale Broadband web site (http://www.btwholesale.com/)
3.	Broadband XML File Transfer Definitions <i>a collection of documents, including:</i> Batch Firm Order Responses <i>format of Batch Order Status file (see §3.3)</i> BT IPStream 500 and S <i>orders of engineer-install IPStream products</i> BT IPStream – Self Install products <i>orders of self-install IPStream products</i> BT DataStream – Self Install products <i>orders of self-install DataStream products</i> XML definition for Migration Transaction <i>requesting MAC keys and migration orders</i>	BT Wholesale Broadband web site (http://www.btwholesale.com/)

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Note:

For security reasons, the technical documentation at <http://www.btwholesale.com/> are only available to service providers, or to software houses developing interfaces for use by service providers. You will need an account to access the online documents.

Registration takes about 10 minutes, but after registration you will have to wait for access to be authorised, so you will not be able to view the documents immediately.

To register for access to the BT Wholesale website:

1. Register on <http://www.btwholesale.com/> – you can do this by visiting the website and clicking on the link to “Register” on the left hand side of the screen under customerzone.
2. Complete the Registration process, including selecting a user name and password.
You will then need to request additional access to get to the section containing the XML documents:
3. Once you have registered, return to the home page and log in using the details selected during registration.
4. Once logged in to “Customer zone”, click on the link to “Subscribe to other applications” of “Applications” section. This link is located on the left hand side of the screen.
5. Please check the appropriate checkbox(Broadband Content for Broadband).At the bottom of the Enhanced Service page, is a text box marked “Other Information” – within this text box, you need to type the following: “Current Broadband Extra user”. Please then click on the Ready button at the bottom of the screen.
6. The application for access to the secure broadband content area will be received by BT Wholesale and vetted – if appropriate, access will be applied to your profile, and you will receive an email to confirm this.
You will then be able to return to the site and access the documents:
7. Upon receiving the email, return to the site and log in once more.

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8. Navigate to the Broadband Service area by selecting “Broadband” link in “Broadband Community”. This link is available on the right hand side of the page.
9. Please click the “Service” link in “Broadband Community Resources”.
10. Navigate to the XML document area by clicking the “XML” link.
11. Use the menu in the top right (under XML) to navigate to pages of interest. Once in the XML area, the documents that are likely to be of most interest are:

XML User Guide (*this document*)

Technical overview of the XML ordering system.

Broadband XML File Transfer Definitions

This section contains individual documents for each product you can order via XML, with detailed definitions of the XML file formats. Each document has an example XML file which is very useful to copy as a template for your own XML files. This section also contains the Firm Order Responses, these are the format of the response to the batch, giving success & failure codes.

Definitive SOX(Schema for object oriented XML) files

SOX files could be used to validate the XML before submission. Use of SOX is optional as eCo software performs validation routines automatically.

XML Error Codes

Lists all the possible error codes you can receive back from the XML system.

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13. Live Date References

SL No	Short Description	Live Date
1	Change in the logic of Lead Time and Earliest Requested Delivery Date (RDD) calculation.	29 th September 2008
2	Change in Standard Lead Time (SLT) Determination For Modify & SP Migration Orders	04 th November 2008
3	Change in Standard Lead Time (SLT) Determination for BT IPStream-Advanced Services Enablement standalone change	30 th November 2008
4	Changes for Customers opting in to bypassing Existing Product validation and/ or Post Code check Validation.	12 th January 2009
5	Changes in Standard Lead Time (SLT) Determination for Cease Orders.	31 st March 2009
6	Change as a part of functionality introduced to raise bulk orders for port retermination. This functionality will be used by BT Operate to raise the Bulk Port Retermination orders on behalf of CPs. This functionality will not be available to CPs.	31 st May, 2009.
7	Change as a part of new functionality which enables a CP to raise a simultaneous mover order to move services from 21CN to 20CN by using a postcode and service ID.	06 th July, 2009
8	Changes as a part of a new functionality which enables an Local Loop Unbundling (LLU) CP to migrate their services to BTW in bulk without the need of generating MAC keys.	05 th October 2009
9	Changes as a part of a new functionality wherein the customer is allowed to select a Non-working day for CAD	25 th June, 2012
10	Changes made for two error codes. This pertains to the IP Stream/DataStream removal.	21 st October, 2012
11	IPStream/DataStream migration to B2B gateway	14 th January, 2013
12	Changes as a part of Blocking Provision of Advanced services and Duplicate Order Check	18 th March, 2013

14. Glossary

ADSL	Asymmetric Digital Subscriber Line
API	Application Programme Interface
ASE	Advance Service Enablement
ASG	Application Support Group
ASP	Active Server Page. Language used by Microsoft web server to produce Dynamic web pages
BET	Broadband Enabling Technology
BT	British Telecommunications plc.
CRD	Customer Required Date
DN	Directory Number
DSLAM	Digital Subscriber Line Access Multiplexer
eCo – BB	Electronic Customer Ordering (for) Broadband
EU	End User
GUI	Graphical User Interface
HTTP	Hyper Text Transfer Protocol
LSS	Limited Service Selection
O/M	This is the prefix for the Customer number
OSS	Operational Support System
PO	Purchase Order
POR	Purchase Order Response
PSTN	Public Switched Telephone Line
SDSL	Symmetric Digital Subscriber Line
SMC	Service Management Centre
SOS	Symmetric Ordering System
SP	Service Provider
SOX	Schema for Object-Oriented XML – used to define / validate structure of XML files
VC	Virtual Circuit
VP	Virtual Path
XML	Extensible Mark-up Language
RDD	Requested Delivery Date
SLT	Standard Lead Time
CAD	Customer Agreed Date
CP	Communications Provider
LLU	Local Loop Unbundling

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15. Document control information

15.1 History

Date	Issue No	Author	Description
19/3/02	1.2	PEM team	Up issued from 1.1 to 1.2
1/5/02	1-5	PEM team	Final changes prior to putting on BbeXtra Site
24/5/02	6	PEM team	Changes to inclusion as part of Service Wrap for XML Launch
31/07/02	7.0a (draft)	PEM team	Removal of XML results file & client messages (definitive versions on BB Extra web site)
28/08/02	7.0b (draft)	PEM team	Addition of data definition appendix
18/11/02	8	PEM team	Updates to reflect re-issue of XML Data Definitions (September, 2002)
25/11/02	9	PEM team	Corrections for cease / shift order ServiceID field; PartID field (IPStream & IPStream Self Install)
16/02/03	10	PEM team	BuyerRefNum corrected to be mandatory element; dsl:ServiceId description corrected to include shift orders; correction of HTTP POST request syntax; sro:Initials (in 'A' end contact details) corrected to be optional; addition of earliest RDD calculation information (for error code 6010); SPNominatedVP element changed from 12 characters to 10; removal of reference to eCo 3.0; addition of dsl:ATM to data appendix; renaming of Broadband XML Support Team to Broadband XML Technical Account Management Team
21/01/03	11	PEM team	Changes for Broadband Enhanced Care; note added concerning Broadband Enhanced Care & PSTN care level; addition/correction of maximum lengths for various attribute and element values.
27/04/03	12	PEM team	Altered requirement that Broadband Enhanced Care can only be ordered on a PSTN line which already has this care level; addition of new DataStream products; correction of ThoroughfareNumber element to be alphanumeric (was numeric); change of SPNominatedVP element to be optional / mandatory (dependent on PartId); change of sro:PostCode element to be optional (cease and shift orders), but mandatory for provide and convert orders.
26/05/03	13	PEM team	Additional information added to lead time calculations concerning working days and maximum advanced order dates.
30/05/03	14	PEM team	Minor correction of wording of error message 6010; change of conversion order standard lead time from 10 to 5 working days
16/07/03,	15	PEM	Addition of notes on encoding scheme issues; change of cease orders (with recovery) and cease orders (without recovery) standard lead-time

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11/08/03		team	from 3 and 1 to 5 working days respectively, in line with Terms & Conditions; addition of new product BT IPStream Home 1000; removal of requirement for entry of either the 'B' end PremisesName or the ThoroughfareNumber (these are both optional elements); correction of dsl:ServiceId (to dsl:ServiceID); sro:Site["@End="A"]/sro:DetailedContact corrected to be SP data (was BT data)
13/10/03	16	PEM team	Section 4.1 Altered note 1 to recommend submitting larger batches as opposed to single order batches. Lead Times added for regrades Appendix A – Data Definitions:- Added regrade to the IP Product Features Included validation table for NAT & PAT on regrade orders
25/11/03	16	PEM team	Section 4.1 Added point 11 – Recommend using both DN and Asset ID when submitting Cease or Re-grade orders. Section 4.3 added point 6 – Response Files will not be available after they are archived. Currently set to 30 days. Appendix A – <i>RecoveryRequired</i> flag set as Optional
09/12/03	17	PEM team	Section 4.1 Added point 11 – Recommend looking at Appendix B for all regrade orders supported by the XML interface. Appendix B – Regrade Order Matrix
17/02/04	18	PEM team	Inclusion of MigrateEU in introduction as one of the facilities offered. Section 4.1 added point 13 – referenced out to XML definition for Migration Transactions document on btwholesale for further information on End User Migration. Added Data Definitions for End User Migrations.
06/05/04	18b	PEM team	Section 4.1 added point 14 – Introduction of product IPStream Home 250 APPENDIXES A – Added product IPStream Home 250 to PartID list. APPENDIXES B – Added product IPStream Home 250 to table.
07/04/03	19	PEM team	APPENDIXES A – Altered PAT/NAT Table on page 28, point 9. No longer produces an error. “No Validation error” Simultaneous & Home Mover order type added – details throughout document and data definitions added to Appendix A Section 4.1, point 1 – Altered recommended batch size from 50-100 to 100-150.
23/08/04	20a	PEM team	Added IPStream Home 2000 product. Removed DataStream Home products. Detailed problems with accented characters in batch files, improved description of HTTP POST. Fixed miscellaneous errors and typos. Added Modify and SPMigration order types. Expanded explanations of order types and overview. Added new sections on Prerequisites, Additional Systems, Migrations, Testing and accessing documentation.
09/09/04	20b	PEM team	Merged with SDSL User Guide v1.0 and added Modify and SPMigration for SDSL . Miscellaneous errors corrected.
22/09/04	20c	PEM team	Added note for dsl:TelephoneNumber for Symmetric products
12/10/04	20d	PEM team	Removed Modify and SPMigration for SDSL since this functionality will only be provided for ADSL .
21/01/05	21a	PEM team	Added information about automatic cease orders for Local Loop Unbundling (LLU) migrations to end user migrations losing SP information. Added information about SOSaccount codes for SDSL orders.

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03/03/05	21b	PEM team	Incorporated changes to Generic Modify XML tags. Added section on Simultaneous orders. Clarified lead-times table. Changed maximum number of days in advance for orders from 150 to 550. Added contact details for SDSL address matching queries. Miscellaneous improvements to explanations.
09/03/05	21c	PEM team	Added section on Modify order type. Added details of ADSL appointments. Indicated that Regrade and MigrateEU order types may be withdrawn in the future. Consistent spelling of MigrateEU and SPMigration order types. Consistent use of IPStream vs. IPStream S. Further clarification to lead-times table. Miscellaneous typos corrected.
09/03/05	21d	PEM team	Improved SPMigration explanation.
16/03/05	21e	PEM team	Removed SPMigration and Modify order types until a release date for this new functionality is published.
23/03/05	22	PEM team	Reinstated SPMigration and Modify order types with a release date.
29/07/05	23a	PEM team	Added Max products and removed videostream products – updated appendices A and B. Updated list of document reviewers.
17/08/05	23b	PEM team	Removed further references to “shift” orders, updated document date and table of contents.
22/08/05	23c	PEM team	Further updates to appendix A following feedback from development.
13/09/05	23d	PEM team	Added information regarding Advanced Services-End User Speed Control and AutoCease for Home Mover orders
19/09/05	23e	PEM team	Updated as a result of feedback from document review
26/09/05	23f	PEM team	Removed information regarding Advanced Services-End User Speed Control
26/09/05	23	PEM team	Removed draft status
27/10/05	24 draft A	PEM team	Add interleave Tag
31/10/05	24 draft B	PEM team	Added ChangeInterleave
31/10/05	24	PEM team	Removed draft status
08/12/05	25 draft A	PEM team	Clarified note on SDSL address matching

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16/12/05	25 draft B	PEM team	Max product names changed Filename updated to "25 draft B"
20/12/05	25	PEM team	Included interleave, New DataStream Max Products added. Updated the file status from optional to mandatory. Updated note on front page regarding availability of functionality. Removed document draft status.
07/02/06	25 draft C	PEM team	Max product names changed for launch to IPStream Max (replacing home) and IPStream Max Premium(replacing Office) and for DataStream, DataStream Max(replacing Home), DataStream Max Premium (replacing Office). For interleaving, removed the foot note : (this option will not be supported initially)
13/02/06	25 draft D	PEM team	Updated the table on page no 70 as suggested by the Development team. Changed the lead-time for the provision orders from 3 to 5 days. Updated note no 1 in section 5.2
15/02/06	25 draft E	PEM team	Incorporated (Product Translation Functionality). Deleted the reference to DSL max trial
20/02/06	25	PEM team	Removed draft status
23/02/06	26 draft A	PEM team	Added information regarding Advanced Services
01/03/06	26 draft B	PEM team	Changed End User Speed Control (EUSC) to Advanced Services Introduced the description of Advanced services after page 51 instead of page 58
02/03/06	26 draft C	PEM team	Added Advanced services enablement in section 5.2 and section 7
08/03/06	26 draft D	PEM team	Added a column for "Policy Reference or Optout" on p72 ...
17/03/06	26	PEM team	Removed draft status
21/03/06	26 draft E	PEM team	Removed AS information Removed reference to Migrate EU orders sro:Post Town made optional for all order types Provision order type updated to Provision with Migration key
22/03/06	26 draft F	PEM team	Removed reference to EU orders Modified Appendix A
23/03/06	26 draft G	PEM team	Removed the paths specified for the tag dsl:Migrate Modified the validation for dsl:Migrationkey tag Added information regarding the AS Document updated to include 135k Policy profile. Document updated to mention that it should be possible to Opt in* or Opt out** of Advanced Services without changing anything else.

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27/03/06	26 draft H	PEM team	<p>Advanced Service Enablement added to the table on page 70, Minor changes on page 71</p> <p>Mentioned dates for 135K Policy, Advance services enablement as change type for Modify and SP Migration.</p> <p>Mentioned that Migrate EU orders will be descoped from 1st July 2006</p>
28/03/06	26 draft I	PEM team	<p>From the attribute dsl:domain on page 55 the line 'Required if Policy reference is used' .Is removed</p> <p>Mentioned that Provision with Migration key will be available from 1st July 2006</p> <p>The column "Policy Reference or OptOut" from the table on page 70 is removed.</p> <p>Modified attribute Reference on page 52.</p>
31/03/06	26	PEM team	<p>Changed the reference to Advanced Services as BT Istream-Advanced Services</p> <p>Added a note stating that the User Guide contains the documentation related to release 14.4 /14.5</p> <p>Changed the EOI dates to 30th June instead of 1st of July.</p> <p>Changed the date on the front page from 7 may to 30 June</p> <p>Added notes provided by the legal team on the front page</p> <p>Removed draft status</p>
19/04/06	27 draft A	PEM team	<p>Minor changes</p>
21/04/06	27 draft B	PEM team	<p>modified the Note on page no 4</p> <p>Included Opt out option on page 30</p>
29/05/06	27 draft C	PEM team	<p>Mentioned that Regrade and GM from appointed products to Self install products is allowed but from Self-install to appointed is not allowed .</p>
30/05/06	27 draft D	PEM team	<p>Made changes as suggested by the Development team.</p> <p>Changed maximum number of days in advance for orders from 550 to 90.</p> <p>Modified note on pg 69</p>
01/06/06	27	PEM team	<p>Removed draft status</p>
14/07/06	28 draft A	PEM team	<p>Added information regarding Duplicate Order check section 4.4</p> <p>Added Recommendations for Upload section and and Recommendation for checking response in section(3.2)</p>
17/07/06	28 draft B	PEM team	<p>Removed the Advanced Services note on page number 70.</p> <p>Removed the 135kthrottle policy note on page number 53</p> <p>Changed the Author name from the Mark Heseltine to XML TAM Team.</p> <p>Changed the release date from 20th August to 3rd September.</p> <p>Added Duplicate order check section (4.4)</p> <p>Added contact team in the reviewers list</p>

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31/07/06	28	PEM team	Removed draft status
11/08/06	29 draft A	PEM team	Informed SP's not to use the Provide with MAC functionality unless specifically advised by BT Wholesale to do so.
16/08/06	29	PEM team	Removed draft status.
30/08/06	30 draft A	PEM team	Removed the note on page 42/43 and 45/46 for old max names. Format for sro:PostTown changed to Alpha(28) and validation changed for the same.
09/10/06	30 draft B	PEM team	Updated the User Guide to include Tags on the Line change.
10/10/06	30 draft C	PEM team	Updated as per the comments from the Development team
17/10/06	30	PEM team	Removed the draft status
1/12/2006	31 draft A	PEM team	Removal of Regrade order service and Regrade Order Matrix Availability of Provide with MAC specified MAC key format specified in End user Migration
21/12/2006	32 draft A	PEM team	Removal of Conversion Order Service. After the removal of Convert orders if a line contains a convertible blocking product the SP's will have to raise a Simultaneous Provision order. Addition of new Process for Conversion of Convertible Blocking Products
29/3/2007	33 draft A	PEM team	Removed changes made in version 32
25/4/2007	34 draft A	PEM team	Standard Lead Time (SLT) of ADSL Cease order changed from 5 days to 1 day
08/5/2007	34 draft B	PEM team	Added Comments for Cease order in the Standard Lead Time table for ADSL orders.
09/5/2007	34	PEM team	Removed the Draft status
31/5/2007	35 draft A	PEM team	One day cease: Added note to inform CPs about the delay in the implementation of one day cease.
06/6/2007	35 draft B	PEM team	Added notes for the removal of Conversion Order functionality from 30th June 2007 Addition of new Process for Conversion of Convertible Blocking Products
20/06/2007	36 draft A	PEM team	Added a note in section 7 for modify order.

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29/06/2007	37 draft A	PEM team	Changes made in format column for PremisesName and ThoroughfareName and added note in validation column
06/12/2007	38 draft A	PEM team	Changes made to section 7 and Appendix A The document is updated for the Max-CCOP (Service Option) and "Removal of post-code check" changes.
10/12/2007	38 draft B	PEM team	Changes made to appendix according to the review comments. The document is updated for the Max-CCOP (Service Option) and "Removal of post-code check" changes.
21/12/2007	39 draft A	PEM team	Document updates for "Removal of post-code check" changes have been reverted. Changes for Max-CCOP are still valid.
13/03/2008	40 draft A	PEM team	Updated for the changes introduced as a part of WBC Changes.
10/07/2008	40a draft A	PEM team	Updated for the changes introduced as a part of Home 250 K removal.
05/06/2008	41 draft B	PEM team	Document updated for the changes introduced as a part of changes in CR-180.
17/07/2008	41a draft A	PEM team	Document updated as a part of Home 250K Product Removal in Userguide version v41
24/07/2008	41b draft A	PEM team	Document updated for New Implementation to Calculate Earliest Requested Delivery Date (RDD)
20/08/2008	42 Draft A	PEM team	Document updated for changes in Standard Lead Time (SLT) determination for modify & SP migration orders
08/09/2008	42 Draft B	PEM team	Document updated for changes in Standard Lead Time (SLT) determination for modify & SP migration orders.
23/09/2008	43 Draft C	PEM team	Document updated for removal of existing product validation and post code validation.
06/11/2008	43a Draft B	PEM team	Document updated for Change in Standard Lead Time (SLT) Determination for BT IPStream-Advanced Services Enablement standalone change
19/12/2008	44 Draft A	PEM team	Document updated for the changes in Standard Lead Time (SLT) determination for Cease orders.
22/12/2008	44 Draft B	PEM team	Document updated for the changes in Standard Lead Time (SLT) determination for Cease orders.
23/12/2008	44 Draft C	PEM team	Document updated for the changes in Standard Lead Time (SLT) determination for Cease orders.
24/12/2008	44 Draft D	PEM	Document updated for the changes in Standard Lead Time (SLT) determination for Cease orders.

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		team	
24/12/2008	44 Draft E	PEM team	Document updated for the changes in Standard Lead Time (SLT) determination for Cease orders.
20/04/2009	44a Draft A	PEM team	Document updated for Change as a part of functionality introduced to raise bulk orders for port retermination.
23/04/2009	44a Draft B	PEM team	Document updated for Change as a part of functionality introduced to raise bulk orders for port retermination.
29/04/2009	44a Draft C	PEM team	Document updated for Change as a part of functionality introduced to raise bulk orders for port retermination.
10/03/2009	45a Draft A	PEM team	Document updated for changes in eCo XML Application for accepting 21 CN Service ID in Simultaneous Mover Orders.
16/03/2009	45a Draft B	PEM team	Document updated for changes in eCo XML Application for accepting 21 CN Service ID in Simultaneous Mover Orders.
08/07/2009	46 Draft A	PEM team	Document modified for changes to be incorporated with respect to dsl:Domain tag for IPStream products.
20/07/2009	46 Draft B	PEM team	Tags relevant to IPStream S and IPStream 500(USB) removed from the Userguide as these products are no longer used.
07/08/2009	46 Draft C	PEM team	Document modified as a part of functionality introduced which enables an Local Loop Unbundling (LLU) CP to migrate their services to BTW in bulk without the need of generating MAC keys.
26/11/2009	47 Draft A	PEM team	Document modified for changing the contact details related to ADSL Availability checker and to reflect the change in the host name of the eCo server.
01/11/2009	47 Draft B	PEM team	Document modified to remove the details pertaining to FastPROBE as it is not functional any more.
30/06/2010	47a Draft A	PEM team	Section 8.1 of the document modified to highlight that BT Retail is an example of a PSTN service provider.
09/02/2011	48 Draft A	PEM team	Section 2 of the document has been modified to include information on the two BET products introduced. Appendix A has been corrected to match the IPStream self Install documentation.
14/02/2011	48 Draft B	PEM team	Section 2 of the document has been modified to include information on generation of MAC request for the two BET products introduced.
22/03/2011	49 Draft A	PEM team	Section 2 of the document has been edited to reflect the introduction of MAC request generation for the two BET products.
30-09-2011	50	BTW team	Aligned to One-Voice & BTW.com guides & templates
13-03-2012	51	PEM Team	Updated section 4.3 of the User Guide to incorporate changes in relation to the new functionality available for the customers to select CAD on Non-working days.
20/07/2012	52	PEM Team	Added Section 3.9 and Section 7.3 which pertains to IP Stream / DataStream Removal

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13/12/2012	53	PEM Team	Added a new section called IPStream/DataStream migration to B2B gateway
18/03/2013	54	PEM Team	Updated Section 3.4 and 3.10 to include information about Duplicate order check and Blocking provision of Advanced Services.

End of Document