BT wholesale

NewKBD: WBC Copper & Fibre Customer Best Practice Guide Effective From: 15th January 2017

For any queries, please contact:

James Lamb
Service Operations Systems Manager
Email: james.f.lamb@bt.com

CONFIDENTIALITY AND LEGAL STATEMENT:

The content of this document is confidential information for Customer use only and should not be disclosed without British Telecommunications plc (BT's) permission. Please treat it accordingly and do not forward, republish or permit unauthorised access.

Please note that BT has taken reasonable care to check that the information contained in this document is accurate at the time of issue, however, it is subject to change.

Applicable BT standard terms and conditions apply.

© British Telecommunications plc
2015 British Telecommunications plc
Registered office: 81 Newgate Street London EC1A 7AJ
Registered in England no: 1800000

BT wholesale

Introduction

This document is intended to provide a list of any recent changes to NewKBD; including the addition or removal of codes, changes to wording, etc.
A full list of the current NewKBD outcome codes is provided with a high level summary of the diagnostic outcome and recommendation on next steps.

Following the introduction of the Self Service Repair tool a section of the NewKBD outcomes can be addressed without the need to raise a fault.
This reduces time to fix a potential issue and improves the customer experience.
A list of the relevant NewKBD codes applicable to the Self Serve Repair tool are available at the end of this guide.
For further information on the Self Service Repair tool refer to the relevant user guide on BTW.com (see location at bottom of page).

A list of the Openreach line test MFL (Main Fault Location) codes is located at the end of this guide.

A list of all KBD handbooks and system documentation can be viewed on BTW.com:
My BT Wholesale > Help & Support > Knowledge Based Diagnostics > Knowledge Based Diagnostics (KBD)

A list of all broadband diagnostic best practice user guides can be viewed on BTW.com:
My BT Wholesale > Help & Support > Faults, Performance Issues & Troubleshooting > Orders & Faults > Broadband Faults, Performance Issues & Troubleshooting

WBC Copper Codes:

Outcome Alphabetical Prefix	Domain Description	Outcome Numbers
FD	Further Diagnostics	02,03,04,05,07,08,09,10,11,12,13
ND	Network Domain	01,02,03,04,05,07,09,10,11,12,13,14,15,16,18,19,20,21,22,23,24
NF	No Fault	01,02,03,05,10,11,12,13,14,15,16,17,18,19,20,25,26,27,28,29,30,33,36,37
NK	Non-Intrusive KBD Testing	01
OD	Openreach Domain	01,02,03,04,05,06,07,08,12,13,14,15,16
UD	User Domain	01,02,04,05,06,07

WBC Fibre Codes:

Outcome Alphabetical Prefix	Domain Description	Outcome Numbers
FD	Further Diagnostics	501,504,505
ND	Network Domain	501,502,504,505,506,507,509,510,511,512
NF	No Fault	501,502,503,504,507,508,509,510,511,512
NK	Non-Intrusive KBD Testing	501
OD	Openreach Domain	501,502,503,504,505,506
UD	User Domain	501,502,504,506,507

NewKBD: Summary of Changes

Tech	New Codes	Removed Codes	Wording Changes
Copper	No changes in Release BD (15th Jan 17)	Removed error code 302 under 21NCE-100726 in Release BC+ (Dec 16). No changes in Release BD (15th Jan 17)	No changes in Release BD (15th Jan 17)
Fibre	Added UD507, UD506 under BTWCE-75279 in Release BC (13th Nov 16). No changes in Release BD (15th Jan 17)	Removed UD503 under BTWCE-75279 in Release BC (13th Nov 16). Removed error code 302 under 21NCE-100726 in Release BC+ (Dec 16). No changes in Release BD (15th Jan 17)	No changes in Release BD (15th Jan 17)

WBC Copper Outcome Codes (in alphanumerical order)

NewKBD Code	NewKBD Outcome	Invite In?	Flow Overview	What Does the Customer Do Next ?
FD02	Problem Explanation: Unable to perform Copper Line Test < Error Code >. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. The Copper Line test returned an Openreach error code [see Openreach Error Codes]	1. Confirm all CP/ End User checks complete. 2. Take appropriate action based on issues identified. 3. Report to BT Wholesale.
FD03	Problem Explanation: The Copper Line test is inconclusive (DT). Resolution/Recommendation: BTW cannot progress this fault as the root cause is the PSTN failure. Please report to your Copper Line Service Provider.	No	1. The Copper Line test has failed indicating a inconclusive result..	1. Advise your End User to report this issue to their Telephony provider [this is a PSTN and not a ADSL issue]
FD04	Problem Explanation: All other testing did not find any problem in the BTW network. However we have been unable to perform Copper line test. Resolution/Recommendation: Please ensure that line being tested is not currently in use and rerun KBD.	Yes	1. Unable to perform Copper Line test. 2. No BTW Network fault identified.	1. Please ensure line being tested is not in use & retest with NewKBD. 2. Confirm all End User checks complete. 3. Review BRAT & RRT Graphs for issues. 4. Take appropriate action based on issues identified. 5. IF further assistance is required Report to BT Wholesale.
FD05	Problem Explanation: Annex M cannot be supported on this Line. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. Copper characteristic test. 2. Annex M = YES 3. ANFP = 'L'	1. Confirm all CP/ End User checks complete. 2. Take appropriate action based on issues identified. 3. Report to BT Wholesale.
FD07	Problem Explanation: Possible LTVN configuration issue identified. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. 2nd VC info available = YES 2. TAM test = Generic/Single Channel Access Problem. 3. Tam matrix check Video Layer fail/No data + other layers pass/No data. 4. MA response = No LTVN id.	1. Confirm all CP/ End User checks complete. 2. Take appropriate action based on issues identified. 3. Report to BT Wholesale.
FD08	Problem Explanation: Unable to perform Copper Line Test < New MFL >. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. The Copper Line test returned an unexpected result.	1. Confirm all CP/ End User checks complete. 2. Take appropriate action based on issues identified. 3. Report to BT Wholesale.

WBC Copper Outcome Codes

NewKBD Code	NewKBD Outcome	Invite In?	Flow Overview	What Does the Customer Do Next ?
FD09	Problem Explanation: We have been unable to confirm connectivity. TAM test not available. Resolution/Recommendation: Please follow CP diagnostic procedures to progress the End User's problem. If the issue persists please rerun KBD. If further assistance is required please report the fault into BTW.	Yes	1. The Copper Line test returned an Openreach error code .	1. Confirm all CP/ End User checks complete. 2. Take appropriate action based on issues identified. 3. Report to BT Wholesale.
FD10	Problem Explanation: All other testing did not find any problem in the BTW network. However we have been unable to perform the Video layer test. Resolution/Recommendation: Please retest with KBD. If further assistance is still required please report the fault into BTW.	Yes	1. 2nd VC info available = YES 2. TAM test = Generic/Single Channel Access Problem. 3. Tam matrix check Video Layer fail/No data + other layers pass/No data. 4. MA response = LTVN id available/No video layer data available.	1. Please re-run NewKBD test. 2. If you receive the same result please Report to BT Wholesale
FD11	Problem Explanation: The circuit is not in sync. Circuit is not TAM-enabled. Resolution/Recommendation: Please follow CP diagnostic procedures to progress the End User's problem. If further assistance is required please report the fault into BTW.	Yes	1. Circuit not in sync and asset is not TAM enabled.	1. Confirm all CP/ End User checks complete. 2. Take appropriate action based on issues identified. 3. Report to BT Wholesale if issue persists.
FD12	Problem Explanation: We have been unable to confirm a PPP session. Circuit is not TAM-enabled. Resolution/Recommendation: Use Self Service Repair to perform port flex. If further assistance is required please report the fault into BTW.	Yes	1. Circuit in sync but IP connectivity not confirmed and asset is not TAM enabled.	1. Confirm all CP/ End User checks complete. 2. Take appropriate action on issues identified. 3. Report to BT Wholesale if issue persists.
FD13	Problem Explanation: All other testing did not find any problem in the BTW network. However we have been unable to perform the Video layer test as the circuit is not TAM-enabled. Resolution/Recommendation: Please follow CP diagnostic procedures to progress the End User's problem. If further assistance is required please report the fault into BTW.	Yes	1. TV Access problem indicated. All other diagnostic tests are a PASS but asset is not TAM enabled.	1. Confirm all CP/ End User checks complete. 2. Take appropriate action on issues identified. 3. Report to BT Wholesale if issue persists.
ND01	Problem Explanation: Unable to obtain active PPP session within BTW Domain <PPP Layer Failure> Resolution/Recommendation: Please pass to BTW for further diagnostics. E.g: Unable to obtain active PPP session within BTW Domain PPP Layer Failure.	Yes	1. TAM network check failed at PPP layer. 2. No current PPP session.	1. Confirm all CP/ End User checks complete. 2. Take appropriate action on issues identified. 3. Apply Self Serve PORT FLEX. 4. Report to BT Wholesale if Self Serve activity fails.

WBC Copper Outcome Codes

NewKBD Code	NewKBD Outcome	Invite In?	Flow Overview	What Does the Customer Do Next ?
ND02	Unable to obtain active PPP session within <BTW Domain>/<CP Domain> <ATM Layer Failure> Resolution/Recommendation: Please pass to BTW for further diagnostics E.g: Unable to obtain active PPP session within CP Domain ATM Layer Failure.	Yes	1. TAM network check failed at PPP layer. 2. No current PPP session.	1. Confirm all CP/ End User checks complete. 2. Take appropriate action based on issues identified. 3. Apply Self Serve PORT FLEX. 4. Report to BT Wholesale if Self Serve activity fails.
ND03	Problem Explanation: Unable to obtain Sync. <Modem Layer Failure> Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. TAM check passed. 2. TAM matrix check = Modem Layer Failure	1. Confirm all CP/ End User checks complete. 2. Take appropriate action based on issues identified. 3. Report to BT Wholesale.
ND04	Problem Explanation: End user QOS related issue identified. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. Potential QoS related performance issue.	1. Confirm all CP/ End User checks complete. 2. Take appropriate action based on issues identified. 3. Report to BT Wholesale.
ND05	Problem Explanation: Unable to obtain Sync. <DSL Layer Failure> Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. TAM network check failed at DSL layer.	1. Confirm all CP/ End User checks complete. 2. Take appropriate action based on issues identified. 3. Apply Self Serve PORT FLEX & RESET. 4. Report to BT Wholesale if Self Serve activity fails.
ND07	Problem Explanation: DSL and BRAS profile mismatch has been identified. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. Consistency check failed.	1. Apply Self Serve KILL PPP SESSION. 2. Report to BT Wholesale if Self Serve activity fails.
ND09	Problem Explanation: Potential issue identified in BT Network. MSAN State is 'Out of Service'. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. MSAN out of service.	1. Report to BT Wholesale.

WBC Copper Outcome Codes

NewKBD Code	NewKBD Outcome	Invite In?	Flow Overview	What Does the Customer Do Next ?
ND10	Problem Explanation: This circuit is affected by <PEW/MSO/AR>. The Incident detail is as follows- <Incident ID, Start Date and Estimated Completion Date>. For details about all the incidents affecting this circuit, click 'Manage Associate' button in the Drill Down View. Resolution/Recommendation: Please inform the End User of this.	No	1. This Circuit/service is affected by <PEW/TT/MSO/EMU>.	1. Refer to Network Incident check in the drilldown detail for further information.
ND11	Problem Explanation: A possible stale PPP session was identified. Resolution/Recommendation: CP to Perform Kill Session and confirm with End User if the fault is cleared. If further assistance is required please report the fault into BTW.	Yes	1. Stale session identified.	1. Apply Self Serve KILL PPP SESSION. 2. Report to BT Wholesale if Self Serve activity fails.
ND12	Problem Explanation: Potential Performance issue has been identified related to VLAN Utilization. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. Copper Line test has passed. 2. Performance test results = Fail/No data/Timeout. 3. Hot VLAN/Packet loss check = Hot VLAN.	1.Report to BT Wholesale.
ND13	Problem Explanation: Potential Performance issue has been identified related to Packet loss on VLAN. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. Copper Line test has passed. 2. Performance test results = Fail/No data/Timeout. 3. Hot VLAN/Packet loss check = Packet Loss.	1.Report to BT Wholesale.
ND14	Problem Explanation: The Copper Line test has failed (EX). BTW exchange fault found. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. Copper Line test failed [EX]	1.Report to BT Wholesale.
ND15	Problem Explanation: VC Configuration issue identified. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. 2nd VC info available = NO	1.Report to BT Wholesale.
ND16	Problem Explanation: Unable to obtain active PPP session within CP domain. <PPP Layer Failure> Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. Circuit is in synch. 2. IP test failed. 3. TAM test passed. 4. No PPP session with End User Modem active. 5. PPP session proven on BTW Network.	1. Confirm all CP/End User checks complete. 2. Check End User Username & Password. 3. Check CP network/backhaul configuration.

WBC Copper Outcome Codes

NewKBD Code	NewKBD Outcome	Invite In?	Flow Overview	What Does the Customer Do Next ?
ND18	Problem Explanation: TAM test is unable to run successfully; potential connectivity issue. Resolution and Recommendation: Please pass to BTW for further diagnostics.	Yes	1. TAM network check failed at Modem layer.	1. Confirm all CP/ End User checks complete. 2. Take appropriate action based on issues identified. 3. Apply Self Serve PORT FLEX & RESET. 4. Report to BT Wholesale if Self Serve activity fails.
ND19	Problem Explanation: A problem has been seen with access to multicast channels. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. 2nd VC info available = YES 2. TAM test = Generic/Single Channel Access Problem. 3. Tam matrix check Video Layer fail/No data + other layers pass/No data. 4. MA response = LTVN id available/No Stream [Multicast] data found.	1.Report to BT Wholesale.
ND20	Problem Explanation: A problem has been seen with the performance of multicast channels. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. 2nd VC info available = YES 2. TAM test = Generic/Single Channel Access Problem. 3. Tam matrix check Video Layer fail/No data + other layers pass/No data. 4. MA response = LTVN id available/Threshold breach [Multicast].	1.Report to BT Wholesale.
ND21	Problem Explanation: Potential performance issue has been identified as performance test has failed. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. Copper Line test has passed. 2. Hot VLAN/Packet loss check = Test OK. 3. Performance test results = FAIL	1. Confirm all CP/End User checks complete. 2. Take appropriate action if issue(s) identified and re-Run Performance test. 3. Report to BT Wholesale if issue persists.
ND22	Problem Explanation: Potential Performance issue has been identified related to a network node. Device Id is <SNE ID >. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. Copper Line test has passed. 2. Performance test results = Fail/No data/Timeout. 3. Potential network performance issue.	1.Report to BT Wholesale.
ND23	Problem Explanation: Potential Performance issue has been identified related to VLAN Utilization. Resolution/Recommendation: Please inform the End User the VLAN Regrade date is {actual date}. Please wait until Regrade is complete before retesting. OR Resolution/Recommendation: Please inform the End User the VLAN Upgrade will be completed by {PEW End Date}. Please wait until Upgrade is complete before retesting.	No	1. Copper Line test has passed. 2. Performance test results = Fail/No data/Timeout. 3. Hot VLAN/Packet loss check = Hot VLAN with regrade/upgrade date.	1. Retest when regrade/upgrade has completed.

WBC Copper Outcome Codes

NewKBD Code	NewKBD Outcome	Invite In?	Flow Overview	What Does the Customer Do Next ?
ND24	Problem Explanation: Potential Performance issue has been identified related to a network node. Device Id is <SNE ID >. Resolution/Recommendation: Please inform the End User the VLAN Upgrade will be completed by {PEW End Date}. Please wait until Upgrade is complete before retesting.	No	1. Copper Line test has passed. 2. Performance test results = Fail/No data/Timeout. 3. Potential network component performance issue with regrade/upgrade date.	1. Retest when regrade/upgrade has completed.
NF01	Problem Explanation: The circuit is dropping connection. The circuit is opted out of Interleaving. Resolution/Recommendation: Please note that Interleaving may stabilize the circuit if applied. To switch on interleaving please raise a modify order with BTW.	No	1. Dropping connection identified. 2. Interleaving is switched off.	1. Confirm all CP/End User checks complete. 2. Review RRT graphs for issues. 3. Interleaving may stabilize the circuit if applied. 4. To apply interleaving please raise a modify order with BTW.
NF02	Problem Explanation: The End User does not have an active PPP session. IP connectivity has been confirmed with BTW network. Resolution/Recommendation: KBD tests indicate no BTW network fault. Please perform all CP and End User checks.	No	1. No current PPP session. 2. IP connectivity confirmed in BTW network. 3. Diagnostics show no issue in the BTW network.	1. Confirm all CP/End User checks complete. 2. Take appropriate action based on issues identified.
NF03	Problem Explanation: The Copper Line test has failed. <MFL> Resolution/Recommendation: BTW cannot progress this fault as the root cause is the PSTN failure. Please report to your Copper Line Service Provider.	No	1. Copper Line test has failed [CA/CE/LN].	1. Advise your End User to report this issue to their Telephony provider [this is a PSTN and not a ADSL issue].
NF05	Problem Explanation: No issues have been identified in the BTW network. Resolution/Recommendation: KBD tests indicate no BTW network fault. Please perform all CP and End User checks. <BTW Performance/Speed test has not been run.>	No	1. Copper Line test has passed. 2. Performance test results = Not Available 3. Hot VLAN/Packet loss check = Test OK.	1. Confirm all CP/End User checks complete. 2. Take appropriate action based on issues identified. 3. Re-Run Performance test.
NF10	Problem Explanation: Packet drops seen against this service in the network. Resolution/Recommendation: Please confirm the Real Time QoS profile you have ordered is correct for the amount of traffic required for this End User. Please perform all CP and End User checks.	Yes	1. Consistency check passed. 2. IP test passed. 3. Real Time QoS identified. 4. TAM test passed. 5. No MTBE errors. 6. Packet drop errors seen.	1. Confirm all CP/End User checks complete. 2. Confirm the Real Time QoS profile ordered is sufficient for the End User traffic requirements.

WBC Copper Outcome Codes

NewKBD Code	NewKBD Outcome	Invite In?	Flow Overview	What Does the Customer Do Next ?
NF11	Problem Explanation: No performance issues have been identified in the BTW network. Resolution/Recommendation: KBD tests indicate no BTW network fault. Please perform all CP and End User checks.	No	1. Copper Line test has passed. 2. Hot VLAN/Packet loss check = Ok. 3. TAM test = Pass. 4. RTQoS packet drop = none over 10 second duration.	1. Confirm all CP/End User checks complete. 2. Take appropriate action based on issues identified.
NF12	Problem Explanation: Your Sync speed is less than the Real Time QoS profile you have ordered. Resolution/Recommendation: KBD tests indicate no BTW network fault. Please perform all CP and End User checks.	No	1. RTQ = Yes. 2. Synch speed <RTQ Profile ordered. 3. Copper Line Test passed.	1. Confirm all CP/End User checks complete. 2. Check RTQ Profile ordered.
NF13	Error: The queried circuit does not exist, please check the service id and try again. You cannot report this outcome.	No	1. Unable to find circuit/service in inventory records.	1. Please check that you have the correct circuit/service id.
NF14	Error: KBD does not recognise this circuit. Please ensure that a valid WBC/FTTX/SOGEA service id is entered and try again. If KBD is still unable to test this circuit please retry later or report to the BTW Systems Support Help Desk.	No	1. Failed user authentication. 2. Circuit/service cannot be validated by the KBD application.	1. Please validate Service i.d. 2. Re-run NewKBD. 3. If NewKBD is still unable to test this circuit please re-try later or for multiple KL09 failures only, please report to System Support helpdesk [DNA].
NF15	Error: The circuit cannot be tested as the circuit service status is - <circuit state>. You cannot report this Outcome. E.g. The circuit cannot be tested as the circuit service status is - In Course of Provision. You cannot report this outcome.	No	1. This circuit/service is suspended/inactive.	1. Unable to test circuit/service is in Course of Provision.
NF16	Problem Explanation: No Fixed rate product related performance issues have been identified in the BTW network. Resolution/Recommendation: KBD tests indicate no BTW network fault. Please perform all CP and End User checks.	No	1. A potential CP or Internet issue identified (TAP1 failed). 2. Diagnostics indicate this is not a BTW issue.	1. Confirm all CP/End User checks complete. 2. Review RRT graphs for issues. 3. Take appropriate action based on issues identified.

WBC Copper Outcome Codes

NewKBD Code	NewKBD Outcome	Invite In?	Flow Overview	What Does the Customer Do Next ?
NF17	Problem Explanation: No performance issues have been identified in the BTW network. Resolution/Recommendation: KBD tests indicate no BTW network fault. Please perform all CP and End User checks.	No	1. Copper line test passed. 2. Performance Test passed. 3. Diagnostics indicate this is not a BTW issue.	1. Confirm all CP/End User checks complete. 2. Review RRT graphs for issues. 3. Take appropriate action based on issue(s) identified.
NF18	Problem Explanation: The circuit is not in sync. Resolution/Recommendation: KBD tests indicate no BTW network fault. Please perform End User checks.	No	1. Circuit is not in sync. 2. Copper Line test passed. 3. Diagnostics show no issue in the BTW network.	1. Confirm all CP/End User checks complete. 2. Review RRT graphs for issues. 3. Take appropriate action based on issues identified.
NF19	Problem Explanation: KBD Tests indicate intermittent drop in connection. Resolution/Recommendation: KBD tests indicate no BTW network fault. Please perform End User checks.	No	1. Dropping connection issue. 2. Diagnostics indicate no BTW issue.	1. Confirm all CP/End User checks complete. 2. Review RRT graphs for issues. 3. Take appropriate action based on issues identified.
NF20	Problem Explanation: The End User does not have an active PPP session. IP connectivity has been confirmed with CP Domain. Resolution/Recommendation: KBD tests indicate no BTW network fault. Please perform all CP and End User checks.	No	1. No current PPP session. 2. IP connectivity confirmed in BTW & CP network. 3. Diagnostics show no issue in the BTW network.	1. Confirm all CP/End User checks complete. 2. Take appropriate action based on issues identified.
NF25	Problem Explanation: The current performance of the End User Line is not suitable for all the TV Connect Channels. <Status check shows errors on End User line.> Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. For more details please look at the TVC test result section.	No	1. TAM Matrix check = All layers passed. 2. Video layer = No data and others layers pass/no data. 3. Status check = High Video error volume. 4. TVC Bandwidth = RED.	1. Confirm all CP/End User checks complete. 2. For more details please look at the TVC test result section. 3. Take appropriate action based on issues identified.

WBC Copper Outcome Codes

NewKBD Code	NewKBD Outcome	Invite In?	Flow Overview	What Does the Customer Do Next ?
NF26	Problem Explanation: The current performance of the End User Line is on the border of the acceptable limit of the service. This may be the cause of the fault. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. For more details please look at the TVC test result section.	No	1. TAM Matrix check = All layers passed. 2. Video layer = No data and others layers pass/no data. 3. Status check = No errors/no data. 4. TVC Bandwidth = AMBER.	1. Confirm all CP/End User checks complete. 2. For more details please look at the TVC test result section. 3. Take appropriate action based on issues identified.
NF27	Problem Explanation: No Performance issue has been identified for TV Connect channels. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. For more details please look at the TVC test result section.	No	1. TAM Matrix check = All layers passed. 2. Video layer = No data and others layers pass/no data. 3. Status check = No errors/no data. 4. TVC Bandwidth = GREEN	1. Confirm all CP/End User checks complete. 2. For more details please look at the TVC test result section. 3. Take appropriate action based on issues identified.
NF28	Problem Explanation: No TV Connect issue identified. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault.	No	1. TAM Matrix check = All layers passed.	1. Confirm all CP/End User checks complete. 2. Take appropriate action based on issues identified.
NF29	Problem Explanation: BTW BRAT Fault Localization Analysis indicates a potential Local Access Network issue. Resolution/Recommendation: KBD test indicates no BTW network fault. Please perform all CP and End User checks.	No	1.Local Access Network issue indicated by BRAT.	1. Confirm all End User checks complete. 2. Review BRAT & RRT graphs for issues. 3. Take appropriate action based on issues identified.
NF30	Problem Explanation: No BTW fault identified. Please check the TAM Network check result, Inventory data and Radius Log Check result for IPv6 related data. Resolution/Recommendation: If issue is not resolved then pass to BTW for further diagnostics.	Yes	1. TAM Network check [Enhanced TAM test]	1. Confirm all End User checks complete. 2. Review Enhanced TAM test result, Inventory data & Radius Log check for IPV6 specific data. 3. Take appropriate action based on issues identified. 4. IF further assistance is required Report to BT Wholesale.

WBC Copper Outcome Codes

NewKBD Code	NewKBD Outcome	Invite In?	Flow Overview	What Does the Customer Do Next ?
NF33	Problem Explanation: The Username/Password entered for Enhanced TAM Test is incorrect. Resolution/Recommendation: Please retry with correct credentials.	No	1. TAM network check = Pass. 2. TAM Matrix check = PPP Fail or invalid credentials.	1. Check Username/Password entered for Enhanced TAM test.
NF36	Problem Explanation: You are trying to perform diagnostics for a TV Connect service but the circuit is not TV Connect enabled. Resolution/Recommendation: Please retry by specifying the correct problem type or check if your customer is enabled for TV Connect services.	No	1. Check circuit is TVC enabled = NO	1. Re-Run NewKBD and select correct Circuit type i.e.: Circuit is NOT TVC enabled.
NF37	Problem Explanation: KBD test indicates a potential intermittent connection or performance related issue. Resolution/Recommendation: KBD test indicates no BTW network fault. Please review your End User checks, If no other underlying Issues are found use the Self Service Repair Tool (DLM) to increase the SNR margin, apply Interleaving etc. and/or consider changing the stability option by placing a modify order.	No	1. No BT network issues identified .	1. Confirm all CP/ End User checks complete. 2. Use Self-Service Repair tool to increase the SNR margin, and/or apply Interleaving and /or set DLM = ON etc. and/or consider changing the stability option via a modify order.
NK01	Problem explanation: No fault identified in Non-intrusive diagnostic test. Resolution/ Recommendation: To diagnose further, please perform intrusive KBD diagnostics.	No	1. Non-intrusive diagnostic test completed.	1. Please perform intrusive KBD test if further diagnostic analysis is required. 2. Fault cannot be reported on this outcome.
OD01	Problem Explanation: The Line associated with the provided Service id is currently in Fault. Resolution/Recommendation: Refer End User to telephony provider to confirm PSTN fault open.	Yes	1. Unable to run a Copper line test. 2. There is an open PSTN fault.	1. Please ensure all PSTN issues are resolved before retesting in NewKBD.
OD02	Problem Explanation: The Enhanced Copper Line test has failed (CA). Appointment Required. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. Copper Line test failed [CA]	1. Confirm all CP/ End User checks complete. 2. Check End User Domain for High Resistance faults, Duel Filters & Bridge Taps. 3. Take appropriate action based on issues identified. 4. Report to BTW for further Openreach investigation

WBC Copper Outcome Codes

NewKBD Code	NewKBD Outcome	Invite In?	Flow Overview	What Does the Customer Do Next ?
OD03	Problem Explanation: The Enhanced Copper Line test has failed (CE). Appointment Required. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. Copper Line test failed [CE]	1. Confirm all CP/ End User checks complete. 2. Check End User Domain for High Resistance faults, Duel Filters & Bridge Taps. 3. Take appropriate action based on issues identified. 4. Report to BTW for further Openreach investigation
OD04	Problem Explanation: The Enhanced Copper Line test has failed (LN). Broadband affecting Openreach network fault found. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. Copper Line test failed [LN]	1. Report to BTW for further Openreach investigation
OD05	Problem Explanation: The Enhanced Copper Line test has failed (CA). Appointment not Required. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. Copper Line test failed [CA]	1. Confirm all CP/ End User checks complete. 2. Check End User Domain for High Resistance faults, Duel Filters & Bridge Taps. 3. Take appropriate action based on issues identified. 4. Report to BTW for further Openreach investigation
OD06	Problem Explanation: The Copper Line test has failed (FU). Openreach Exchange fault found. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. Copper Line test failed [FU]	1. Report to BTW for further Openreach investigation
OD07	Problem Explanation: Potential long line issue. Resolution/Recommendation: Please perform CP internal long line process. If further assistance is required please report a fault to BTW.	Yes	1. Copper Line test passed [TOK]. 2. Line Length/Line Loss check = Potential Long Line.	1. Confirm all CP/ End User checks complete. 2. Perform CP Long Line process (if exists). 3. Take appropriate action based on issues identified. 3. IF further assistance is required Report to BT Wholesale.
OD08	Problem Explanation: The Enhanced Copper Line test has failed (CE). Appointment not Required. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. Copper Line test failed [CE]	1. Confirm all CP/ End User checks complete. 2. Check End User Domain for High Resistance faults, Duel Filters & Bridge Taps. 3. Take appropriate action based on issues identified. 4. Report to BTW for further Openreach investigation
OD12	Problem Explanation: The PSTN service associated with the provided Service ID is currently in fault. Resolution/Recommendation: Please refer the End User to their Telephony Provider to confirm the status of the open PSTN fault.	Yes	1. The Copper Line test returned an Openreach error code	1. Confirm all CP/ End User checks complete. 2. Take appropriate action based on issues identified. 3. Report to BT Wholesale.

WBC Copper Outcome Codes

NewKBD Code	NewKBD Outcome	Invite In?	Flow Overview	What Does the Customer Do Next ?
OD13	Problem Explanation: The Copper Line test has passed. Line Loss Degradation has been identified which may be affecting the Broadband Connection. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. If further assistance is required please report the fault into BTW.	Yes	1. Copper Line test has passed. 2. Line Loss degradation identified. 3. Potential issue between the local Exchange and the Customer Domain.	1. Confirm all End User checks complete. 2. Review RRT graphs for issues. 3. Take appropriate action based on issues identified. 4. If further assistance is required Report to BT Wholesale.
OD14	Problem Explanation: A BET line issue has been identified (#MFL). Appointment Required. Resolution/Recommendation: Report fault to BTW for OR investigation.	Yes	1. Copper Line test failed [BET issue].	1. Confirm all CP/ End User checks complete. 2. Take appropriate action based on issues identified. 3. Report to BTW for further Openreach investigation
OD15	Problem Explanation: A BET line issue has been identified (#MFL). Appointment Not Required. Resolution/Recommendation: Report fault to BTW for OR investigation.	Yes	1. Copper Line test failed [BET issue].	1. Confirm all CP/ End User checks complete. 2. Take appropriate action based on issues identified. 3. Report to BTW for further Openreach investigation
OD16	Problem Explanation: A potential End User BET equipment issue has been identified(#MFL). Appointment Required. Resolution/Recommendation: Please confirm the BET equipment power is on and all End User checks have been completed. If further assistance is required report a fault to BTW for OR investigation.	Yes	1. Copper Line test failed [BET issue].	1. Confirm all CP/ End User checks complete. 2. Confirm BET equipment is Powered on. 3 Take appropriate action based on issues identified. 4. Report to BTW for further Openreach investigation
UD01	Problem Explanation: BTW BRAT Fault Localization Analysis indicates a End User Domain issue. Please check 'Local Access Network' tab for more information. Resolution/Recommendation: KBD test indicates no BTW network fault. Please perform all CP and End User checks.	No	1. Customer Domain issue indicated by BRAT.	1. Confirm all End User checks complete. 2. Review BRAT & RRT graphs for issues. 3. Take appropriate action based on issues identified.

WBC Copper Outcome Codes

NewKBD Code	NewKBD Outcome	Invite In?	Flow Overview	What Does the Customer Do Next ?
UD02	Problem Explanation: Copper line test is OK, but no Modem/Router detected. Resolution/Recommendation: KBD tests indicate no BTW network fault. Please perform all CP and End User checks.	No	1. Copper Line test =Pass. 2. No Modem/Router detected.	1. Confirm all End User checks complete. 2. Check Modem/Router is connected to End User line. 3. Re-run NewKBD once confirmed Modem/Router has been connected. 4. Take appropriate action based on issues identified.
UD04	Problem Explanation: The End User does not have a working PPP session. The problem is caused due to <#problemCause#>. Resolution/Recommendation: Please follow your diagnostic procedures to resolve the fault. Do not report this fault to BTW.	No	1. Circuit is in synch. 2. Copper Line test Passed. 3. No PPP session.	1. Confirm all CP/End User checks complete. 2.Check End User Username & Password. 3. Check correct authentication domain or account barring.
UD05	Problem Explanation: The PSTN service associated with the provided Service ID is Temporarily Out of Service. Resolution/Recommendation: Please refer the End User to their Telephony Provider to confirm the status of the PSTN service.	Yes	1. Unable to run a Copper line test. 2. The PSTN line is temporarily out of service.	1. Please ensure all PSTN issues are resolved before retesting in NewKBD.
UD06	Problem Explanation: The PSTN service associated with the provided Service ID is currently inactive. Resolution/Recommendation: Please refer the End User to their Telephony Provider to confirm the status of the PSTN service.	No	1. The Copper Line test returned an Openreach error code	1.Report to BT Wholesale.
UD07	Problem Explanation: KBD test indicates a potential Intermittent Dropping Connection or performance related issues. Resolution/Recommendation: KBD test indicates no BTW network fault. Use the Self Service Repair Tool (DLM) to increase the SNR margin to the optimum level (Maximum +15DB) and change the DLM setting if required. Changing the stability option by placing a modify order may also be an option.	No	1. No BT network issues identified .	1. Confirm all CP/ End User checks complete. 2. Review BRAT & RRT graphs for issues. 3. Use Self-Service repair to increase the SNR margin to Plus 15db and set DLM = OFF. 4. Consider changing the Stability option by placing a Modify order.

WBC Fibre Outcome Codes (in alphanumerical order)

NewKBD Code	NewKBD Outcome	Invite In?	Flow Overview	What Does the Customer Do Next ?
FD501	Problem Explanation: Data not available from OR Test Resolution/Recommendation: Please report fault to BTW for OR investigation.	Yes	1. Manage Associate test = Pass. 2. IP test = Pass. 3. Performance test [if applicable]. 4. Radius log check = Pass. 5. GEA service test = Inconclusive/Rejected.	1.Report to BT Wholesale.
FD504	Problem Explanation: OR test unable to confirm outcome (DT). Resolution/Recommendation: Please report fault to BTW for OR investigation.	Yes	1. Manage Associate test = Pass. 2. IP test = Pass. 3. Performance test [if applicable]. 4. Radius log check = Pass. 5. GEA service test = Unable to confirm outcome.	1.Report to BT Wholesale.
FD505	Problem Explanation: Possible LTVN configuration issue identified. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. Manage Associate test = Pass. 2. IP test = Pass. 3. Performance test [if applicable]. 4. Radius log check = Pass. 5. TVC Manage Associate = Pass. 6. Multicast enabled. 7. User access problem. 8. IPTV test channel available = Yes. 9. LTVN id not available.	1.Report to BT Wholesale.
ND501	Problem Explanation: Multicast Configuration issue identified. Resolution/Recommendation: Report fault to BTW for OR investigation.	Yes	1. Manage Associate test = Pass. 2. IP test = Pass. 3. Performance test [if applicable]. 4. Radius log check = Pass. 5. TVC Manage Associate = Pass. 6. Multicast not enabled.	1.Report to BT Wholesale.
ND502	Problem Explanation: DSL and BRAS profile mismatch has been identified. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. Consistency check failed.	1. Apply Self Serve KILL PPP SESSION. 2. Report to BT Wholesale if Self Serve activity fails.

WBC Fibre Outcome Codes

NewKBD Code	NewKBD Outcome	Invite In?	Flow Overview	What Does the Customer Do Next ?
ND504	Problem Explanation: This circuit is affected by <PEW/MSO/AR>. The Incident detail is as follows- <Incident ID, Start Date and Estimated Completion Date>. For details about all the incidents affecting this circuit, click 'Manage Associate' button in the Drill Down View. Resolution/Recommendation: Please inform the End User of this.	No	1. This Circuit/service is affected by <PEW/TT/MSO/EMU>.	1. Refer to Network Incident check in the drilldown detail for further information.
ND505	Problem Explanation: A possible stale PPP session was identified. Resolution/Recommendation: CP to Perform Kill Session and confirm with End User if the fault is cleared. If further assistance is required please report the fault into BTW.	Yes	1. Stale session identified.	1. Apply Self Serve KILL PPP SESSION. 2. Report to BT Wholesale if Self Serve activity fails.
ND506	Problem Explanation: Potential Performance issue has been identified related to VLAN Utilization. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. Manage Associate test = Pass. 2. IP test = Pass. 3. Performance test [if applicable]. 4. Radius log check = Pass. 5. Hot VLAN/ Packet loss checks = Hot VLAN.	1.Report to BT Wholesale.
ND507	Problem Explanation: Potential Performance issue has been identified related to Packet loss on VLAN. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. Manage Associate test = Pass. 2. IP test = Pass. 3. Performance test [if applicable]. 4. Radius log check = Pass. 5. Hot VLAN/ Packet loss checks = Packet Loss.	1.Report to BT Wholesale.
ND509	Problem Explanation: Potential performance issue has been identified as performance test has failed. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. Manage Associate test = PASS. 2. Hot VLAN/Packet loss check = OK. 3. Performance test results = FAIL	1. Confirm all CP/End User checks complete. 2. Take appropriate action if issue(s) identified and re-Run Performance test. 3. Report to BT Wholesale if issue persists.
ND510	Problem Explanation: Potential Performance issue has been identified related to a network node. Device Id is <SNE ID>. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Yes	1. Manage Associate test = PASS. 2. Hot VLAN/Packet loss check = OK. 3. Potential network performance issue.	1.Report to BT Wholesale.

WBC Fibre Outcome Codes

NewKBD Code	NewKBD Outcome	Invite In?	Flow Overview	What Does the Customer Do Next ?
ND511	Problem Explanation: Potential Performance issue has been identified related to VLAN Utilization. Resolution/Recommendation: Please inform the End User the VLAN Regrade date is {actual date}. Please wait until Regrade is complete before retesting. OR Resolution/Recommendation: Please inform the End User the VLAN Upgrade will be completed by {PEW End Date}. Please wait until Upgrade is complete before retesting.	No	1. Manage Associate test = PASS. 2. Hot VLAN/Packet loss check = Hot VLAN with regrade/upgrade date.	1. Retest when regrade/upgrade has completed.
ND512	Problem Explanation: Potential Performance issue has been identified related to a network node. Device Id is <SNE ID>. Resolution/Recommendation: Please inform the End User the VLAN Upgrade will be completed by {PEW End Date}. Please wait until Upgrade is complete before retesting.	No	1. Manage Associate test = PASS. 3. Potential network component performance issue with regrade/upgrade date.	1. Retest when regrade/upgrade has completed.
NF501	Problem Explanation: Unable to determine problem in BTW network. Resolution/Recommendation: Please follow your diagnostic procedures to clear the potential End User connection problem. If further assistance is required please report the fault into BTW.	No	1. Manage Associate test = Pass. 2. IP test = PPP down. 3. Performance test [if applicable]. 4. Radius log check = Fail.	1. Confirm all CP/ End User checks complete. 2. Take appropriate action based on issues identified.
NF502	Problem Explanation: No issues have been identified in the BTW network. Resolution/Recommendation: KBD tests indicate no BTW network fault. Please follow your diagnostic procedures to resolve the fault .	No	1. Manage Associate test = Pass. 2. IP test = PPP up. 3. Performance test = Pass. 4. Radius log check = Pass. 5. GEA Service test = Pass. 6. Modem NOT switched OFF.	1. Confirm all CP/ End User checks complete. 2. Take appropriate action based on issues identified.

WBC Fibre Outcome Codes

NewKBD Code	NewKBD Outcome	Invite In?	Flow Overview	What Does the Customer Do Next ?
NF503	Problem Explanation: No Performance issue has been identified for TV Connect channels. Resolution/Recommendation: KBD tests indicate no BTW network fault. Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. For more details please look at the TVC test result section.	No	1. Manage Associate test = Pass. 2. IP test = PPP up. 3. Performance test = Pass. 4. Radius log check = Pass. 5. TVC Manage Associate = Pass. 6. GEA Multicast enabled.. 7. User indicated Performance problem. 8. Error check = Pass. 9. TVC Bandwidth RAG = Green.	1. Confirm all CP/End User checks complete. 2. For more details please look at the TVC test result section. 3. Take appropriate action based on issues identified.
NF504	Problem Explanation: The current performance of the End User Line is on the border of the acceptable limit for some/all of the channels. This may be the cause of the fault. Resolution/Recommendation: Please check for any End User issues that may have caused a reduction in speed. For more details please look at the TVC test result section.	No	1. Manage Associate test = Pass. 2. IP test = PPP up. 3. Performance test = Pass. 4. Radius log check = Pass. 5. TVC Manage Associate = Pass. 6. GEA Multicast enabled.. 7. User indicated Performance problem. 8. Error check = Pass. 9. TVC Bandwidth RAG = AMBER.	1. Confirm all CP/End User checks complete. 2. Check for any End User issues that may have caused the Speed reduction. 3. For more details please look at the TVC test result section. 4. Take appropriate action based on issues identified.
NF507	Problem Explanation: No issues have been identified in the BTW network. Resolution/Recommendation: KBD tests indicate no BTW network fault. Please perform all CP and End User checks. <BTW Performance/Speed test has not been run.>	No	1. Manage Associate test = Pass. 2. IP test = Pass. 3. Performance test [if applicable]. 4. Radius log check = Pass. 5. Hot VLAN/ Packet loss checks = Pass. 6. WCC check = Non WCC/Pass.	1. Confirm all CP/End User checks complete. 2. Take appropriate action based on issues identified.

WBC Fibre Outcome Codes

NewKBD Code	NewKBD Outcome	Invite In?	Flow Overview	What Does the Customer Do Next ?
NF508	Problem Explanation: The current performance of the End User Line may not be suitable for all the TV Connect Premium Channels. <Line monitoring indicates high errors on the End User line.> Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. For more details please look at the TVC test result section.	No	1. Manage Associate test = Pass. 2. IP test = PPP up. 3. Performance test = Pass. 4. Radius log check = Pass. 5. TVC Manage Associate = Pass. 6. GEA Multicast enabled. 7. User indicated Performance problem. 8. Error check = Errors. 9. TVC Bandwidth RAG = RED.	1. Confirm all CP/End User checks complete. 2. For more details please look at the TVC test result section. 3. Take appropriate action based on issues identified.
NF509	Problem Explanation: No TV Connect issue identified. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault.	No	1. Manage Associate test = Pass. 2. IP test = PPP up. 3. Performance test = Pass. 4. Radius log check = Pass. 5. TVC Manage Associate = Pass. 6. GEA Multicast enabled. 7. User indicated Access problem. 8. IPTV test channel = Yes. 9. LTVN id available = Yes. 10. IGMP checks = IGMP Join.	1. Confirm all CP/End User checks complete. 2. For more details please look at the TVC test result section. 3. Take appropriate action based on issues identified.
NF510	Problem Explanation: No TV Connect issue identified. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault.	Yes	1. Manage Associate test = Pass. 2. IP test = PPP up. 3. Performance test = Pass. 4. Radius log check = Pass. 5. TVC Manage Associate = Pass. 6. GEA Multicast enabled. 7. User indicated Access problem. 8. IPTV test channel = Yes. 9. LTVN id available = Yes. 10. IGMP checks = NO BRAS IGMP Join.	1. Confirm all CP/End User checks complete. 2. For more details please look at the TVC test result section. 3. Take appropriate action based on issues identified.

WBC Fibre Outcome Codes

NewKBD Code	NewKBD Outcome	Invite In?	Flow Overview	What Does the Customer Do Next ?
NF511	Problem Explanation: No TV Connect issue identified. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault.	No	1. Manage Associate test = Pass. 2. IP test = PPP up. 3. Performance test = Pass. 4. Radius log check = Pass. 5. TVC Manage Associate = Pass. 6. GEA Multicast enabled. 7. User indicated Access problem. 8. IPTV test channel = Yes. 9. LTVN id available = Yes. 10. IGMP checks = NO IGMP Join.	1. Confirm all CP/End User checks complete. 2. For more details please look at the TVC test result section. 3. Take appropriate action based on issues identified.
NF512	Problem Explanation: You have indicated a problem with access to the Test Channels. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault.	No	1. Manage Associate test = Pass. 2. IP test = PPP up. 3. Performance test = Pass. 4. Radius log check = Pass. 5. TVC Manage Associate = Pass. 6. GEA Multicast enabled. 7. User indicated Access problem. 8. IPTV test channel = No.	1. Confirm all CP/End User checks complete. 2. For more details please look at the TVC test result section. 3. Take appropriate action based on issues identified.
NK501	Problem explanation: No fault identified in Non-intrusive diagnostic test. Resolution/ Recommendation: To diagnose further, please perform intrusive KBD diagnostics.	No	1. Non intrusive diagnostic and Status checks completed.	1. Please perform intrusive KBD test if faults still persists.
OD501	Problem Explanation: OR test has failed and Appointment Required. Resolution/Recommendation: Please report fault to BTW for OR investigation.	Yes	1. Manage Associate test = Pass. 2. IP test = Pass. 3. Performance test [if applicable]. 4. Radius log check = Pass. 5. GEA service test = Fail.	1.Report to BT Wholesale [OR Appointment required].
OD502	Problem Explanation: OR test has failed and Appointment Not Required. Resolution/Recommendation: Please report fault to BTW for OR investigation.	Yes	1. Manage Associate test = Pass. 2. IP test = Pass. 3. Performance test [if applicable]. 4. Radius log check = Pass. 5. GEA service test = Fail.	1.Report to BT Wholesale [OR Appointment NOT required].

WBC Fibre Outcome Codes

NewKBD Code	NewKBD Outcome	Invite In?	Flow Overview	What Does the Customer Do Next ?
OD503	Problem Explanation: CP reported Damaged equipment. <User selected Equipment> Resolution/Recommendation: Please report fault to BTW for OR investigation.	Yes	1. CP Reported Damaged equipment.	1.Report to BT Wholesale.
OD504	Problem Explanation: Problem has been seen with access to one or more TV Channels. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. If the issue is not resolved please pass to BTW for further diagnostics.	Yes	1. Manage Associate test = Pass. 2. IP test = PPP up. 3. Performance test = Pass. 4. Radius log check = Pass. 5. TVC Manage Associate = Pass. 6. GEA Multicast enabled. 7. User indicated Access problem. 8. IPTV test channel = Yes. 9. LTVN id available = Yes. 10. IGMP checks = No MSAN IGMP Join.	1. Confirm all CP/End User checks complete. 2. For more details please look at the TVC test result section. 3. Take appropriate action based on issues identified.
OD505	Problem Explanation: This circuit is affected by an Openreach <PEW/MSO/AR>. The Incident detail is as follows- <Incident ID, Start Date and Estimated Completion Date>. Resolution/Recommendation: Please inform the End User of this.	No	1. This Circuit/service is affected by <PEW/TT/MSO/EMU>.	1. Refer to Network Incident check in the drilldown detail for further information.
OD506	Problem Explanation: OR test has failed, and VRI is detected. An appointment is required. Resolution/Recommendation: Please ensure that the VRI is isolated or removed and then retest in KBD. If problem persists, report fault to BTW for OR investigation.	Yes	1. Manage Associate test = Pass. 5. GEA service test = Fail and VRI (Voice ReInjection) detected.	1. Confirm all CP/End User checks complete and any potential source of the VRI has been removed and retest in NewKBD. 2.If issue persists report to BT Wholesale [OR Appointment required].

WBC Fibre Outcome Codes

NewKBD Code	NewKBD Outcome	Invite In?	Flow Overview	What Does the Customer Do Next ?
UD501	Problem Explanation: OR Test results indicate that the modem is either not connected or not powered up. Resolution/Recommendation: Please ensure the modem is powered up and connected and then retest in KBD.	No	1. Manage Associate test = Pass. 2. IP test = PPP up. 3. Performance test = Pass. 4. Radius log check = Pass. 6. GEA Service test = Pass. 7. Modem switched OFF.	1. Confirm all CP/End User checks complete. 2. Ensure Modem is powered ON and re-test in KBD.
UD502	Problem Explanation: The End User has a high number of short PPP sessions. Resolution/Recommendation: Please perform all End User checks (Software/PC setup/Drivers etc). If problem persists, report into BTW with the following message - The End User has a high number of short PPP sessions. However if more than one customer is affected this may indicate a BTW network issue, please contact BTW Customer Service to investigate further.	No	1. Manage Associate test = Pass. 2. IP test = PPP up. 3. Performance test = Pass. 4. Radius log check = Short number of PPP sessions. 6. GEA Service test = Pass. 7. Modem not switched OFF.	1. Confirm all CP/ End User checks complete. 2. If more than one customer is affected then please report a fault to BTW.
UD504	Problem Explanation: We have detected Voice Re-injection(VRI) within the End Users domain. Resolution/Recommendation: Please take action to clear/remove this before resubmitting further fault reports. All other diagnostic tests within the BTW/Openreach domains have passed and not detected any other underlying faults or issues.	Yes	1. Manage Associate test = Pass. 5. GEA service test = PASS but VRI (Voice RelnjectIon) detected.	1. Confirm all CP/End User checks complete and any potential source of the VRI has been removed and retest in NewKBD. 2.If issue persists report to BT Wholesale.
UD506	Problem Explanation: The End User does not have a working PPP session. The problem is caused due to <#problemCause#>. Resolution/Recommendation: Please follow your diagnostic procedures to resolve the fault. Do not report this fault to BTW.	No	1. Manage Associate test = Pass. 2. IP test = PPP down. 3. Performance test = Pass. 4. Radius log check = Fail.	1. Check Username/Domain. 2. Check Password. 3. Take appropriate action based on issues identified. 4. Re-run KBD once confirmed customer details are correct.

Fibre Outcomes (in alphabetical order)

NewKBD Code	NewKBD Outcome	Invite In?	Flow Overview	What Does the Customer Do Next ?
UD507	Problem Explanation: OR Test results indicate that the modem is not in sync. Resolution/Recommendation: Please ensure that all end user checks are completed and the end user equipment is connected and configured correctly.	Yes	1. Manage Associate test = Pass. 5. GEA service test = PASS but modem not in sync/no sync detected.	1. Confirm all CP/End User checks complete and the End User equipment/set up is OK and retest in NewKBD. 2.If issue persists report to BT Wholesale.
Error Code	**Outcome Wording**	**Invite In?**		
301	Error: The current user is not allowed to test this circuit as this circuit belongs to a different CP. You cannot report this outcome.	No	1. Asset details entered do not belong to the CP running the requested test.	1. Check the input details and retest.
303	Error: The service you are trying to access is currently unavailable, please try again later.	No	1. System error occurred during asset validation call. 2. Timeout occurred during asset validation call.	1. Check the input details and retest.

Self Service Repair Tool: NewKBD Outcome Codes

NewKBD Outcome	Network	Recommended Action
ND01	WBC	Port Flex
ND02	WBC	Port Flex
ND05	WBC	Port Flex / Reset
ND07	WBC	Kill PPP Session
ND11	WBC	Kill PPP Session
ND18	WBC	Port Flex / Reset
NF37	WBC	DLM Setting
UD07	WBC	DLM Setting
ND502	WBC (fibre)	Kill PPP Session
ND505	WBC (fibre)	Kill PPP Session

Openreach MFL (Main Fault Location) Outcome List:

MFL (Main Fault Location)	Meaning	Potential Location Explanation
CA	**C**ustomer **A**pparatus	Customer Premises area
CE	**C**ustomer **E**quipment	Customer Premises area
LN	**L**ocal **N**etwork	Copper network between exchange and customer premises
EX	**EX**change	Exchange area
FU	**F**rames **U**nit	Exchange area
CO	**C**abinet **O**ptical	Street Cabinet/MSAN

BT wholesale

WE MAKE IT POSSIBLE