

ISDN30 CP Issues and response for CFPCG

WLR Product Management

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In confidence



Openreach response to CPs' concerns and clarification on the ISDN30 issues

No DSO wrap – CP issues with DSO Process

- Due to the complexity of the product, the ISDN30 processes differ from processes which support the volume products
- Currently, the DSO acts as an initial gatekeeper for the ISDN30 specialist team and liaises with the Job control teams.
- Once the issue has been accepted, CPs directly manage with the job control team.

Conclusion: There is a DSO process, which is specific to ISDN30.

Proposal: Industry to collate evidence where the current process falls over so that improvements can be investigated further.

Are the planners picking up the correct solution (copper or fibre)?

- CPs can provide the transmission medium as copper or fibre in the input order XML and if no value is provided it will default to Copper
- if CP is aware of an existing medium at the end customer premises CPs should give the required transmission medium on the order XML

Conclusion: CPs to provide the end customer information for the required transmission medium on the order. ISDN30 Planning process currently being reviewed to look at both copper and fibre options together when no transmission medium is given by the CP on the input order

Is I30 taking advantage of improvements to EAD?

- Yes, where the service improvements are appropriate to ISDN30 and subject to the right information being provided on the order journey
- Where Fibre delivery is indicated the planners follow the same process as EAD.

Conclusion: ISDN30 follows the same process where it is appropriate, Specific examples required for further analysis where it is believed the same process was not followed.

Why is I30 not on View My Job (VMJ)?

- View My Job (VMJ) focussed on the volume products as day 1 deliverable

Conclusion: ISDN30 is a complex product and was not part of day 1 scope, however the requirements are understood but are not yet scoped into a later release.