

**BT** wholesale

# FIBRE LINE CALLS (FLC): PRODUCT PROPOSAL CONSULTATION:

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# 1 Disclaimer

The aim of this document is to provide CPs with the latest BT Wholesale views on the Fibre Line Calls (FLC) product proposal and to support further on-going dialogue. The contents may be subject to change as a result of on-going dialogue with stakeholders and further consideration by BT Wholesale. It is supplied to you as part of the wider and on-going BT Wholesale consultation process and is intended for the use of BT Wholesale CP customers. Please use the document for the purposes for which it was made available and do not make it available to a wider audience, including end customers. This wider audience will be informed, if appropriate, in accordance with a communications plan, developed by BT Wholesale.

Factors that could cause differences between actual outcomes and those implied by the forward looking statements include, but are not limited to: material adverse changes in economic and financial markets conditions in the markets served by BT; supplier arrangements; future regulatory actions and conditions in BT's operating areas; technological innovations; developments in the convergence of technologies and the anticipated benefits and advantages of new technologies, products and services, including broadband, not being realised.

The proposal for the Fibre Line Calls (FLC) product, including the product features, represents the current BT Wholesale view at the time of publication. It does not represent a finalised definition/specification of the Fibre Line Calls (FLC) product. That will depend on further consultation with stakeholders and assessment of relevant commercial, legal and regulatory considerations, and the ability of BT Wholesale to make a return on its investment. Any developments carried out by a CP based on the contents of this document are entirely at the CP's own risk.

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## 2 INTRODUCTION

### 2.1 Background

Openreach is delivering Super-Fast Fibre Access to millions of homes, reaching the 10 million homes passed point in May 2012, and BT is planning to make superfast fibre broadband available to two-thirds of the homes in Britain by 2014. As part of this rollout schedule, Openreach are undertaking a Fibre Only Exchange (FOX) Pilot in the Deddington Exchange Area, with the intention to deploy FTTP (with no FTTC), and in due course potentially to close the local exchange, withdrawing all copper access services in the exchange area. BT Wholesale has committed to engage directly with its customers through a consultation process to capture market needs and to work towards a commercially viable FTTP-based voice solution for CP/SPs without a current call server capability. This Product Proposal Consultation is the first phase of that BT Wholesale commitment for the BT Wholesale Fibre Line Calls product.

It should be noted that this product proposal is applicable to the FOX Pilot in the Deddington Exchange Area only BT Wholesale has no current intention to make such a product available outside of that area. Deddington is a small rural exchange area in Oxfordshire near Banbury, served by the BT number ranges 01869336, 01869337 and 01869338. Wider availability of the FLC product will be informed by the outcome of the FOX Pilot in the Deddington Exchange Area.

### 2.2 Cross portfolio considerations

BT Wholesale is proposing to provide a voice line and calls product for purchase by its CP/SP customers that do not have a call server capability and therefore are unable to consume the Openreach Fibre Voice Access (FVA) product directly and provide the voice calls service themselves. FLC will be based on the Openreach FVA product, CP/SPs can view the FVA product specification and pricing via the [Openreach](#) website. Openreach also provides the FTTP Generic Ethernet Access (GEA) product over the FTTP Super-Fast Fibre Access, which provides the Broadband access service for Openreach customers (including BT Wholesale) to consume. Both the FVA and GEA products rely on provision of the same Super-Fast Fibre Access by Openreach, with the separation being provided through the Optical Network Termination (ONT) at the end user customer's site. The initial provision of either FVA or GEA drives the Super-Fast Fibre Access connection into the end user customer's premise along with the ONT installation by Openreach. This linkage between the FVA and GEA products is reflected in the pricing arrangements published by Openreach.

The Openreach FVA product gives CPs control over the voice service provided over FTTP to their end user customer, by enabling CPs to pair their own call server with the ATA embedded in the Openreach ONT. FVA enables CPs to provide a voice service using their own network and call server, without the need for any call routing within the BT network, i.e. without the need for CPS or Indirect Access.

The proposed BT Wholesale FLC commercial product is intended to enable switchless resellers (i.e. those who do not have their own call servers or networks) to provide voice services to FTTP end users in Deddington. FVA would be purchased from Openreach, by BT Wholesale, as the key enabling input (rather than WLR3), and the calls element of the FLC product will, from the CP perspective, be similar to the BT Wholesale "Wholesale Calls (WCLI)" product.

### **3 OBJECTIVES**

The BT Wholesale objectives for the FLC product within the FOX Pilot at Deddington are:

- To establish committed customer demand for a voice service from CP/SP customers who do not have the capability to provide it themselves.
- To maximise the learning gained from the Pilot in enabling CP/SP customers to identify and understand the market for their end user voice services and for BT Wholesale to reflect this in shaping the full development of a commercially viable FLC product based on real customer experience.
- To keep alignment to the existing Wholesale Calls product wherever possible in order to minimise disruption to CP/SP customers' consumption models.

We would anticipate that the FLC product for the FOX Pilot at Deddington will support these aims subject to technical and commercial feasibility along with customer commitment to participate in the Pilot and purchase the product.

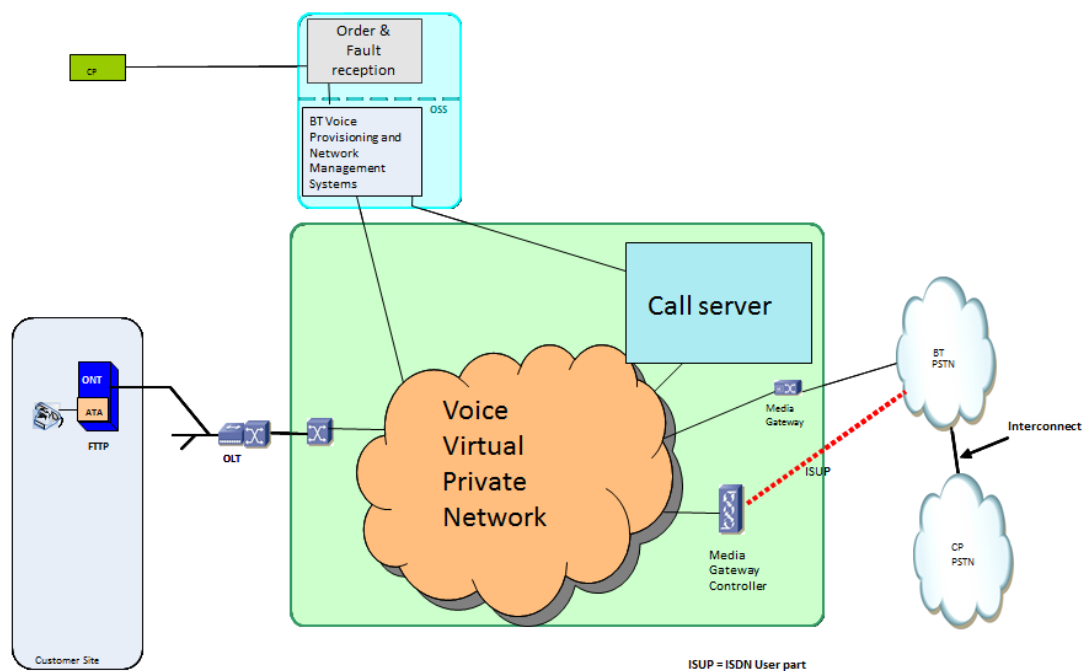
## 4 PRODUCT DESCRIPTION

The FLC product proposed within this document is for availability within the FOX Pilot in the Deddington Exchange Area only and is without prejudice to further product development based on the learning gained from the FOX Pilot in Deddington.

### 4.1 High Level FLC Design Overview

The high level FLC design overview below shows the FLC end user line connecting to the BT Wholesale Voice Services VPN controlled by the BT Wholesale Call Server. The BT PSTN is connected via a media gateway and CP PSTNs in turn via TDM interconnect.

### High Level – Fibre Line Calls (FLC) Design



### 4.2 Feature set

The FLC product will support single PSTN lines and calls made from such a line, it will not support any other line type (e.g. ISDN2, ISDN30 etc.). It is proposed that FLC will reflect the Openreach FVA line features and the call features currently available for WLR3 plus Wholesale Calls as much as possible. Features such as those relating to the CLI Code Of Practice, Call Forwarding and Ring Back When Free (RBF) will be available for Fibre Line Calls. There will however be feature differences, e.g. feature interworking and announcement differences with WLR3. For any clarification relating to a specific feature please contact Kevin Young at [kevin.h.young@bt.com](mailto:kevin.h.young@bt.com). There are a number of features that will **not** be available for the FOX Pilot. The features available and not available for Call Barring and Messaging, along with Indirect Access and CPS, are listed in sections 4.2.1 to 4.2.3.

## **4.2.1 Call Barring**

### **4.2.1.1 Call Barring not available**

- Admin. Call Barring – All (no dial tone)
- Admin. Call Barring – Mobile
- Admin. Call Barring – National & International
- Admin. Call Barring – In-coming calls
- Customer controlled Out-going Call Barring – National, International, Mobile & PRS. However, International, Mobile & PRS will be provided

### **4.2.1.2 Call Barring available**

- Admin. Call Barring – Almost All
- Admin. Call Barring – Route To Number (RTN)
- Admin. Call Barring – PRS
- Admin. Call Barring – International
- Admin. Call Barring – PRS & International
- Admin. Call Barring – Temporary Out of Service (TOS)
- Customer controlled Call Barring – Almost All
- Customer controlled Call Barring – International, Mobile & PRS
- Customer controlled Call Barring – International & PRS
- Customer controlled Call Barring – International
- Customer controlled Call Barring – Operator codes
- Customer controlled Call Barring – PRS
- Customer controlled Call Barring – Numbers with \* or #
- Customer controlled Call Barring – In-coming calls
- Customer controlled Call Barring – Anonymous Call Rejection (ACR)
- Customer controlled Call Barring – Choose To Refuse (CTR)

## **4.2.2 Messaging**

### **4.2.2.1 Messaging not available**

- Call Minder Custom
- Call Minder Extensions
- Call Minder Premium 5 Custom
- Call Mapping
- Call Return on WS1571 and Call Minder
- Personal Greeting on WS1571
- LAMWI (Local Audible Message Waiting Indicator) on WS1571
- Message Alert on WS1571

### **4.2.2.2 Messaging available**

- Call Minder Basic
- WS1571
- BT Text
- Personal Greeting on Call Minder
- LAMWI on Call Minder
- Message Alert on Call Minder



#### 4.2.3 Other features not available

- Carrier Pre-Selection (CPS)
- Indirect Access

Question 1 – Will the planned feature set meet your requirements for the FOX Pilot at Deddington. If not, what features would you foresee as pre-requisite to your participation ?

#### 4.3 Ordering

It is proposed that CPs requiring FLC will order both FLC and FVA from Wholesale. This is because the FVA line will be controlled by the BT Wholesale Call Server and BT Wholesale information will be required to configure the FVA channel. This will provide CPs with a one stop shop for the end to end voice service and BT Wholesale will provide the necessary co-ordination. The ordering mechanism to be employed in the Pilot will be simple in approach and will more likely be manually based rather than provide automated interfaces e.g. downloading and completing a spreadsheet which is then submitted as an order. We plan to utilise existing access methods used for Wholesale Calls by CP/SP customers where these lend themselves to the FLC order capture and processing requirements.

The FLC product will seek to support order types required by CP/SP customers as follows:

##### 4.3.1 Combined Line and Calls

- Provide - new fibre (FLC) voice service
- Provide - Copper (WLR3) to fibre (FLC) voice service
  - Same CP/SP at same location - conversion
  - Same CP/SP at different location - home move (Note 1)
  - Different CP/SP - working line takeover
- Provide - Fibre (FLC) to fibre (FLC) voice service
  - Same CP/SP at different location - home move (Note 1)
  - Different CP/SP - working line takeover
- .Cease FLC (Line and Calls)

Note 1 - Within the Deddington Exchange Area

##### 4.3.2 Call Barring

- Provide RTN
- Provide OCB (Almost All)
- Provide International Barring
- Provide Premium Rate Barring
- Cease RTN
- Cease OCB (Almost All)
- Cease International Barring
- Cease Premium Rate Barring

##### 4.3.3 Call Minder, Wholesale 1571

- Provide Call Minder Basic
- Cease Call Minder
- Provide WS1571
- Cease WS1571

Question 2 – Do the proposed order types and interface arrangements satisfy your requirements for ordering the FLC product in the pilot. If not, what additional ordering capabilities would you foresee as pre-requisite to your participation ?

#### 4.4 Fault reporting

Fault reporting has predominantly been associated with the WLR3 line and as such has been undertaken by Openreach, with CP/SPs dealing directly with Openreach as their supplier. In the case of FLC, BT Wholesale will be the line supplier to our CP/SP customers, with Openreach being the supplier to BT Wholesale.

As with ordering, it is important to ensure that the customer and market requirements shape the FLC product to satisfy the needs of the customer segment where market demand is demonstrated through the Pilot. BT Wholesale will instigate a method of fault report capture and management that reflects the scope of the product in the Deddington FOX Pilot Exchange Area, this will be simple in nature, more likely be manually based rather than provide automated interfaces, will make use of existing CP/SP customer access methods for Wholesale Calls where practicable and will ensure BT Wholesale is able to properly interface with Openreach in relation to FVA fault management.

BT Wholesale will develop appropriate Service Levels for the FLC product on the basis of those provided by Openreach for BT Wholesale's purchase of the FVA product.

Question 3 – Do the proposed fault reporting arrangements satisfy your requirements for fault management of the FLC product in the pilot. If not, what additional arrangements would you foresee as pre-requisite to your participation?

## 5 COMMERCIALS

### 5.1 The Line

BT Wholesale will provide the end user line access for the FLC customer by purchasing the Openreach FVA product. BT Wholesale intend to base the charges for the line element of the FLC product on flow through of the Openreach charges for FVA specified on the Openreach website. There may also be a small addition to these Openreach charges to cater for the provision of dial tone and line control and the Service wrap capability as provided by BT Wholesale. The Openreach website should be referenced by potential FLC calls CP/SP customers in order to understand the FVA pricing applicable to each scenario option available and for the interaction with GEA purchase.

### 5.2 The Calls

As already described, the FLC product is a “Wholesale Calls” based product. It is BT Wholesale’s proposal that the calls element of the FLC product will be charged on the same basis as Wholesale Calls for any other WLR3 line based Wholesale Calls provided to the CP/SP purchasing the FLC product. As a result the calls element of the FLC product will form part of the CP/SP customer’s Wholesale Calls contract and commitment.

### 5.3 Call Barring

It is BT Wholesale’s proposal that the Call Barring element of the FLC product will be charged on the same basis as that for any other WLR3 line Wholesale Calls based Call Barring provided to the CP/SP purchasing the FLC product.

### 5.4 Call Minder

It is BT Wholesale’s proposal that the Call Minder element of the FLC product will be charged on the same basis as Wholesale Calls for any other WLR3 line Wholesale Calls based Call Minder service provided to the CP/SP purchasing the FLC product.

Question 4 – Do the proposed commercial arrangements for the FLC Line, Calls, Call Barring and Call Minder charging meet your requirements for the FOX Pilot ? If not, what changes would be pre-requisite to your participation ?

## 6 TIMESCALES

### 6.1 Pilot/Product timescales

Openreach has announced that the FOX Pilot in the Deddington Exchange Area will commence in January 2013 at which point CPs will be able to purchase both or either of the GEA FTTP and FVA (FTTP) products from Openreach to serve end user customers in the Deddington Exchange Area. BT Wholesale anticipates the FLC product being available for CP/SP customers to purchase to serve end user customers in the Deddington Exchange Area in June 2013.

Question 5 – Does BT Wholesale’s proposal to make the FLC product available for use in the FOX Pilot at Deddington in June 2013 meet your requirements?

### 6.2 Commitment to participate in the Pilot

As described in the objectives section of this document, it is BT Wholesale’s intention to enable CP/SP customers to identify and understand the market for their end user voice services and for BT Wholesale to reflect this in shaping the full development of a commercially viable FLC product based on real customer experience. We will only be able to fulfil this objective if we establish a committed demand for a voice service to CP/SP customers who do not have a call server capability.

In order for us to proceed with our plans for the FLC product development to support the FOX Pilot in the Deddington Exchange Area, we must have firm commitment from CP/SP customers, serving end user customers in the Deddington Exchange Area, to participate in the FOX Pilot and to purchase the FLC product for these end user customers.

Question 6 – Do you intend to participate in the FOX pilot and if so, when do you anticipate placing your first order, and what volume do you anticipate requiring in 2013 ?

Question 7 – What types of end user services do you intend to deploy in the FOX Pilot, for example; do you intend to order only the FLC product, do you intend to order the FLC product from BT Wholesale and the GEA product from Openreach for the same end user, do you intend to order the FLC product and the WBC (FTTP) product from BT Wholesale for the same end user ?

## 7 CONSULTATION RESPONSES

### 7.1 How and when to respond

BT Wholesale invites responses and any comments or views on this initial product proposal consultation. Responses should be submitted to Kevin Young at [kevin.h.young@bt.com](mailto:kevin.h.young@bt.com) by 30<sup>th</sup> June 2012.

### 7.2 Industry conference call

This consultation will be discussed further at a Conference call arranged for 2 p.m. on Friday 15<sup>th</sup> June 2012. Registration details will be provided through a BT Wholesale Briefing.

### 7.3 Customer bi-lateral meetings

As an open invitation to on-going dialogue on this product proposal, if you wish to hold bi-lateral discussions with BT Wholesale, please contact Kevin Young to arrange this at [kevin.h.young@bt.com](mailto:kevin.h.young@bt.com) or by phone on 020 3251 6109.

### 7.4 Further communications

BT Wholesale plan to publish a Summary of Responses to this consultation document by the end of July 2012, this will be published on the BT Wholesale and Openreach websites. Notification of the publication will be given through a BT Wholesale briefing. Further communications relating to the consultation and FLC product development will be notified through BT Wholesale briefings.

## 8 SUMMARY OF QUESTIONS

These questions are additionally contained in Annex A, the Response Form (separate document)

**Question 1** – Will the planned feature set meet your requirements for the FOX Pilot at Deddington. If not, what features would you foresee as pre-requisite to your participation ?

**Question 2** – Do the proposed order types and interface arrangements satisfy your requirements for ordering the FLC product in the pilot. If not, what additional ordering capabilities would you foresee as pre-requisite to your participation ?

**Question 3** – Do the proposed fault reporting arrangements satisfy your requirements for fault management of the FLC product in the pilot. If not, what additional arrangements would you foresee as pre-requisite to your participation?

**Question 4** – Do the proposed commercial arrangements for the FLC Line, Calls, Call Barring and Call Minder charging meet your requirements for the FOX Pilot ? If not, what changes would be pre-requisite to your participation ?

**Question 5** –Does BT Wholesale's proposal to make the FLC product available for use in the FOX Pilot at Deddington in June 2013 meet your requirements?

**Question 6** – Do you intend to participate in the FOX pilot and if so, when do you anticipate placing your first order, and what volume do you anticipate requiring in 2013 ?

**Question 7** – What types of end user services do you intend to deploy in the FOX Pilot, for example; do you intend to order only the FLC product, do you intend to order the FLC product from BT Wholesale and the GEA product from Openreach for the same end user, do you intend to order the FLC product and the WBC (FTTP) product from BT Wholesale for the same end user ?

## 9 GLOSSARY OF TERMS

Abbreviation	Full name
ACR	Anonymous Call Rejection
ATA	Analogue Terminal Adaptor
CLI	Calling Line Identity
CP	Communications Provider
CPS	Carrier Pre-Selection
CTR	Choose To Refuse
FLC	Fibre Line Calls
FOX	Fibre Only Exchange
FTTC	Fibre To The Cabinet
FTTP	Fibre To The Premise
FVA	Fibre Voice Access
GEA	Generic Ethernet Access
ISDN	Integrated Services Digital Network
LAMWI	Local Audible Message Waiting Indicator
OCB	Out-going Call Barring
ONT	Optical Network Termination
PRS	Premium Rate Services
PSTN	Public Switched Telephone Network
RBWF	Ring Back When Free
RTN	Route To Number
SP	Service Provider
TDM	Time Division Multiplex
TOS	Temporary Out of Service
VPN	Virtual Private Network
WBC	Wholesale Broadband Connect
WCLI	Wholesale Calls Line Independent
WLR3	Wholesale Line Rental 3
WS1571	Wholesale 1571

## 10 DOCUMENT CONTROL

Issue No:	Date:	Author/Editor:	Details of change:
Issue 1	31/05/2012	Kevin Young	Initial issue



# 11 Annexes

Annex A – The Response Form (separate document)