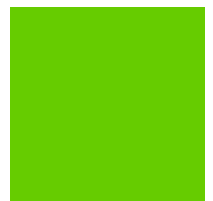
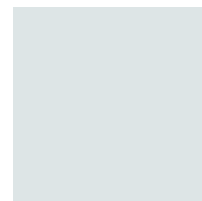
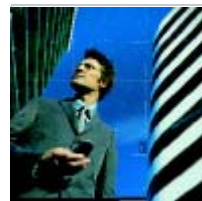
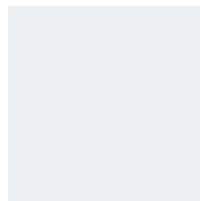
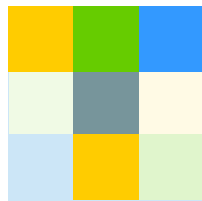
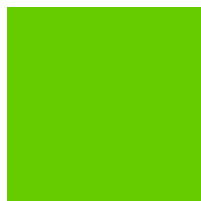
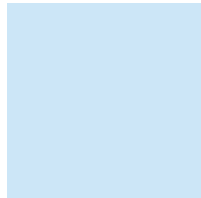
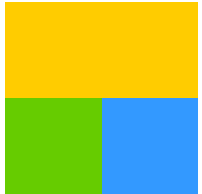
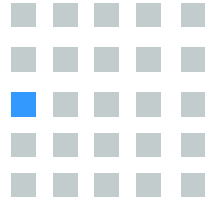


Commerce Commission Workshop on UBS Technical Issues – OSS



Telecom New Zealand
11 February 2005

Operational Support Systems

Questions

Key Points

Background

Progress Made

What's Provided

Summary

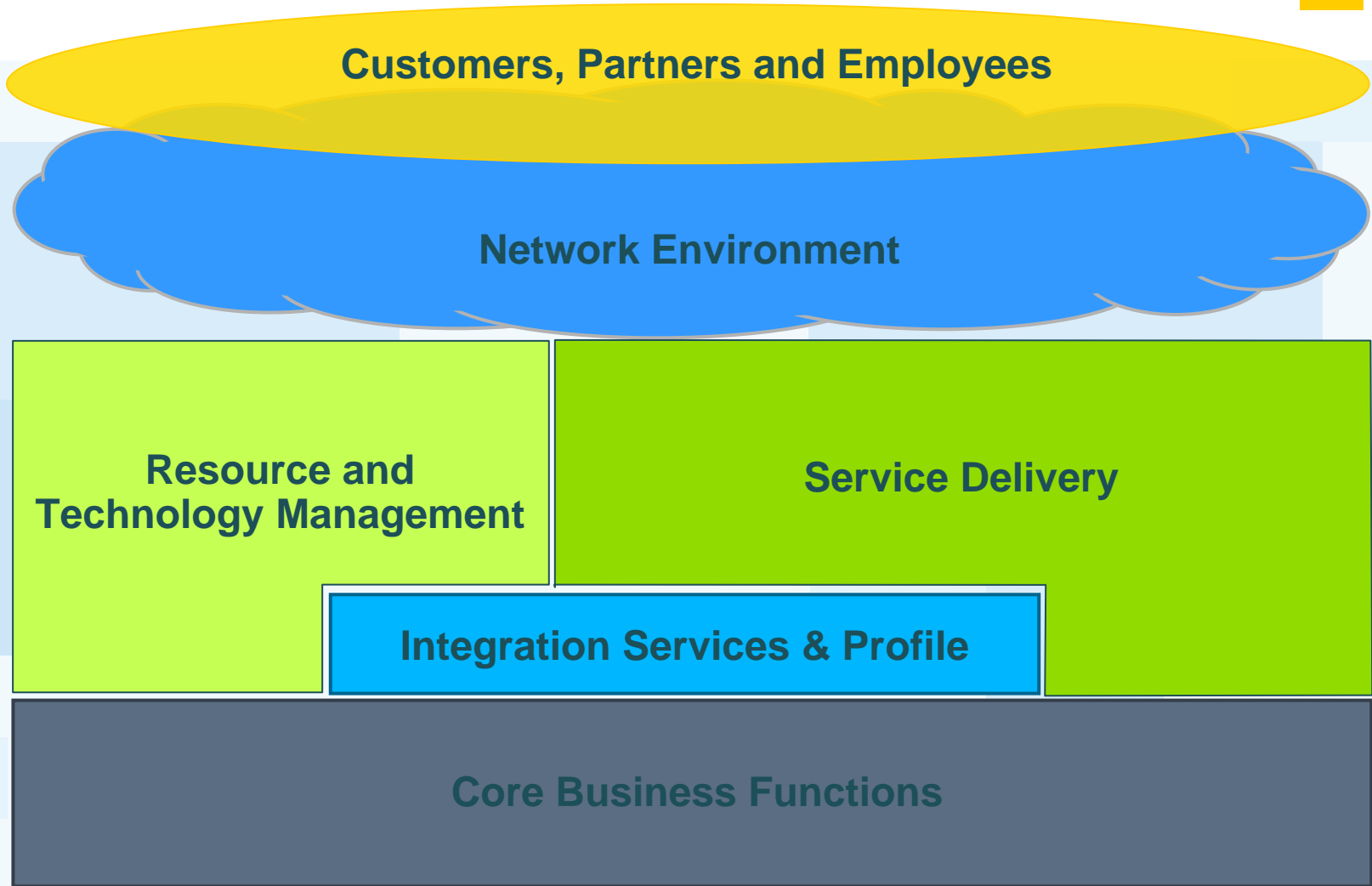
Commission's Questions

1. What level of functionality is TelstraClear requesting?
2. What is being provided by Telecom in terms of functionality and the degree of automation?
3. How easily can this be adapted for other access seekers?

Key Points

- What Telecom is building – eOR, Telezone and others as they occur, are being built for all access seekers – TelstraClear included. eOR is low cost, and easy to get on board with, even for small industry players.
- Telecom remains committed to making the necessary OSS work for all Wholesale services and all customers.
- While Telecom does its best to cater for the needs of all access seekers, we cannot economically tailor systems to suit all the needs and wants of any one particular customer.
- Telecom is part way through an at least 5 year major IS transformation, impacting all systems:
 - Progress has been made.
 - Retail and Wholesale will be delivered together.
 - The IS transformation includes all aspects of a worlds best-practice architecture (diagram following page).
 - Front-end interfaces are only one part.

High-Level Architecture



Key Points (2)

- Automation for automation's sake does not make sense:
 - Processes have to be mature, simple and high volume.
 - Telecom does not, and never will, automate everything – even for Retail.
 - As automation is built for Retail, it is built for Wholesale.
 - With eOR, Wholesale is at present ahead of Retail.
 - Older systems just don't automate, quickly, well or cost-effectively.
- TelstraClear have requested systems developed solely for them.
 - Very inefficient, unnecessary cost and complexity.
 - LOLO (in Australia) is an industry solution.
 - 5 years in development now and high cost.
 - eOR is simpler, less costly and an industry solution.

Background

- TelstraClear's submissions are substantially a repeat of their arguments in both the Residential Resale and Local Loop Unbundling applications viz:
 - Overseas regulators have mandated automation – they have not.
 - Full automation must be available to ensure efficient processes for the access seeker – it does not.
- In their UBS submission TelstraClear repeat their belief that:
 - “Direct real time interworking” (effectively automation) is simple and can be delivered in six months.
 - “Equivalent access” can be delivered in twelve months.
 - Both these grossly oversimplify the transformation necessary to legacy and back-end systems.
- Note TelstraClear “mix n match” the terms electronic OSS, automation, electronic interfaces, B2B, direct real time interworking, equivalent access.

Progress Made

As Telecom submitted, since March 2004:

- eOR (electronic ordering) phase 1 has been developed and is currently in trial with an access seeker.
 - Feedback is being monitored and adjustments made.
 - A further trial access seeker will be added shortly.
 - Full roll out, including to TelstraClear, will then commence.
- eOR is (as TelstraClear acknowledges in their submission), “a step towards more efficient inter-operator processes”.
- An improved reassignment process has been implemented, as has a single service order for reassignment.
- Telezone, a web-based mapping system for wholesale customers, replaced the manual mapping systems.
- Wholesale bills are now delivered through eBill.
- Discussions have been held with TelstraClear, and other access seekers, on electronic interfaces including B2B and portals.

Progress Made (2)

- eOR, according to the table supplied by TelstraClear in their submission already delivers 5 of the 17 functions of LOLO. (see diagram copied from TelstraClear submission on next page). Note:
 - eOR has been in development less than 1 year.
 - LOLO has had 5 years of development.
- Discussions with TelstraClear have identified that the residential reassignment process can be further automated using eOR and further through the back-end systems. Volumes, maturity and simplicity of the process make this cost-effective to do so.
- eOR will, after phase 1 is rolled out, move into phase 2 which will increase the functionality and automation including:
 - Automating the residential reassignment process.
 - Better order queue management.
 - Price-book integration.
 - Further automation, enhancements to user interface and administration.

Figure 28: compares eOR to LOLO/LOLS:

Function	eOR		LOLO/LOLS	
	online	B2B	Online	B2B
Ordering				
Pre-order service qualification (is the line DSL capable)	x	x	✓	✓
Initial order	✓	✓	✓	✓
Variation of order	✓	x	✓	✓
Tracking of order	✓	x	✓	✓
Reassignment back to incumbent retail arm (reassignment reversed) ⁵⁹	x	x	✓	✓
Reassignment between two service providers	x	x	✓	✓
Service visit inquiry and appointment booking	x	x	✓	✓
Order fulfilment	x	x	✓	✓
Order cancellation	✓	x	✓	✓
Service changes				
Orders for moves, adds and changes	✓	x	✓	✓
Service visit inquiry and booking of appointments for MACs	x	x	✓	✓
Faults ⁵⁰				
Fault logging	x	x	✓	x
Online fault testing (e.g. line testing of fixed lines)	x	x	✓	x
Fault tracking	x	x	✓	x
Service visit inquiry and booking appointments for Faults	x	x	✓	x
Notification of fault clearance	x	x	✓	x
Modification of fault details	x	x	✓	x

Source: TelstraClear, UBS Submission, 16 December 2004, page 70.

What's Provided

- Telezone
 - Web-based mapping system.
- eOR Phase 1
 - Electronic ordering (using the Telstra provided table).
 - Initial order, order variation, order tracking and cancellation of order.
 - Orders for moves, adds & changes.
 - Reporting
 - Using the eOR database and information.
- eOR Phase 2 (coming)
 - Faults (again using the Telstra provided table).
 - Logging, tracking, notification and modification.
 - Further reporting.

Summary

- Telecom progressing, as promised, with eOR, for all access seekers – including TelstraClear.
- Telecom is committed to making the necessary OSS work.
- Wholesale and Retail will use the same systems. Wholesale is, for eOR, at present ahead of Retail.
- Automation is underway and will continue, where cost efficient with mature, simple and high volume processes.
- There will never be “full” automation in Telecom, even for Retail.
- Telecom has adopted an industry model, similar to Australia (LOLO) but simpler and much less costly.
- Systems specific to TelstraClear, as they have requested, do not make economic or regulatory sense.
- Functionality and automation progressing for all and to all.