



Proximus Reference ULL Offer

Annex F

Business & Operational Support Systems for BRUO and Bitstream

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Our reference: MSO & Servicing version

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1. Introduction

- 1 This document describes the conditions and modalities concerning the access by the Beneficiary to the Proximus Business & Operational Support Systems, further referred to as BSS and OSS, in scope of the Unbundled Local Loop (ULL) and Bitstream offers. The prices charged (if any) concerning the access to the Proximus IT systems and databases & information retrieval are set out in the Pricing Annex. The User Guides related to the Proximus IT systems are available on the secured part of the Proximus wholesale website.

2. Ordering and Provisioning

- 2 As described in the Annex "Planning and Operations Manual", the exchange of information between Proximus and the Beneficiary in view of the ordering and provisioning (including follow-up) of BRUO Raw Copper Loops and Shared Pairs as well as Bitstream Services will be done through the Multi Service Ordering interface (MSO). This interface gives the Beneficiary the opportunity to perform pre-checks (including location, active installation and network feasibility checks) and, where applicable, order the above-mentioned products to be installed at one particular installation address.
- 3 Two different communication channels are made available to the Beneficiary.
- 4 The Beneficiary can use the MSO GUI (Graphical User Interface) provided by Proximus and thereby request an access to this interface by means of the procedure documented on the Proximus wholesale website.
- 5 If the Beneficiary wants to incorporate the ordering process into its own IT systems, he can use the MSO SOA-based interface provided by Proximus via the Proximus B2B (Business To Business) gateway. SOA stands for Service Oriented Architecture, which is the Proximus integration platform ensuring the integration of the multiple applications (BSS and OSS) used within Proximus for the fulfillment of the end-to-end orders (retail and wholesale). This integration platform makes use of so-called SOA services supporting the different actions the Beneficiary can perform during the Ordering and Provisioning process. Each SOA service contains a given functionality that is provided by an application – called the provider – and that can be used by another application – called the consumer – in order to request information or initiate processing to be done. The SOA services can group together any number of operations – each having their own request and response data – in order to request specific data or request a particular action.
- 6 Prior to be allowed to use the MSO SOA interface, the Beneficiary has to be compliant with the IT security requirements defined in the "Security Addendum". This document is available on the secured part of the Proximus wholesale website.
- 7 Both interfaces (GUI and SOA) will allow in general the same functionalities. Reference is made to the Annex "Basic SLA" for information on the availability of these interfaces.
- 8 Detailed functional and IT specifications are provided in the "User Guide for Multi Service Ordering system" stored on the secured part of the Proximus wholesale website.
- 9 Pursuant to the General Terms and Conditions of the ULL and Bitstream offers, the Beneficiary is entitled to start the order entry via the MSO SOA or GUI ordering interface.

3. Incident Management and Repair

- 10 As described in the Annex “Planning and Operations Manual”, the exchange of information between Proximus and the Beneficiary in view of incident reporting and repair (including follow-up) of BRUO Raw Copper Loops and Shared Pairs as well as Bitstream Services will be done through the Incident & Repair Management Platform. This platform, which is a cloud based out-of-the-box solution and follows industry standards for repair processes, gives the Beneficiary the opportunity to launch, when applicable, diagnosis and repair actions on the ULL and Bitstream Services and consult the history of these actions as well as Planned Works/Outages.
- 11 Two different communication channels are made available to the Beneficiary.
- 12 The Beneficiary can use the Web GUI (e-Troubleshooting Portal) of the Incident & Repair Management Platform provided by Proximus and thereby request an access to this interface by means of the procedure documented on the Proximus wholesale website.
- 13 If the Beneficiary wants to incorporate the incident management process into its own IT systems, he can use the SOA-based interface provided by Proximus, which allows a direct plug-in on the Proximus OSS systems used for wholesale and professional repair. The Beneficiary can interface with the Proximus Incident & Repair Management Platform by using/providing SOA services, e.g. consuming the Proximus service allowing to execute a line test (including Pre-Troubleshooting), providing a service so that Proximus can return the test results and diagnosis, providing a service informing the Beneficiary which of his services are impacted by a Planned Work on the Proximus network infrastructure, providing a service allowing to send to the Beneficiary all status changes for each of his repair cases.
- 14 Prior to be allowed to use the SOA interface, the Beneficiary has to be compliant with the IT security requirements defined in the relevant Security document. This document is available on the secured part of the Proximus wholesale website.
- 15 Both interfaces will allow in general and over time the same functionalities. Reference is made to the Annex “Basic SLA” for information on the availability of these interfaces.
- 16 Detailed functional and IT specifications with respect to the Incident & Repair Management Platform are provided in the Web GUI (e-Troubleshooting Portal) User Guide and SOA IT Package stored on the secured part of the Proximus wholesale website.

4. Network information

- 17 The secured part of the Proximus wholesale website contains the following network information:
 - List of LDCs
 - List of LEXs
 - List LDC-KVD + KVD + Loop Length
 - List LEX-KVD + KVD + Loop Length
 - List LEX - Sub area
 - Netcode limits
 - PQYZ per local

- List of ROPs equipped with AGW (Bitstream)
- 18 The Beneficiary can buy the Network Street Relation Database that contains all streets with the related LEX, LDC, KVD. The contract for the Network Street Relation Database can be requested to the Beneficiary's Proximus Account Manager.
 - 19 The Network Street Relation Database and the MSO Pre-Checks functionality support the Street ID as an input method. The Street ID is the official code of the street assigned by the Belgian National Registry.