Online Fault Management

Business rules

These business rules will assist you with managing your faults by:

- Eliminating any unnecessary delays, resulting in a better customer experience.
- Reducing costs in your business, by saving on unnecessary truck rolls to your customer site.

Before any fault report is submitted via OFM or B2B, carry out Tier 1 Diagnostics on the equipment and connection by using the Service Performance Management (SPM) tool and use Check Mate for diagnosing NGA faults.

Version Number	Date	Page number(s)	Changes
1	05 Feb 2015		Updates for Boost VDSL
1.1	03 May 2017	All	Updating document for new website

Versioning



xUBA/VDSL

1.1 Modems

Check your customer equipment:

- Does it have the correct specification for the service?
- Does it have the correct modem?

For an ADSL2+ based service, the minimum specification for a modem is ADSL2+ capability.

For a VDSL2 based service, the minimum specification for a modem is VDSL2 capability.

You are responsible to ensure modem is ADSL2+ (or higher) capability for ADSL2+ based service.

You are responsible to ensure modem is VDSL2 capable for VDSL2 based service.

You are responsible to ensure modem is operating correctly.

Prior to logging a DSL fault to Chorus, you are responsible to check:

- Modem is operating correctly.
- Modem is ADSL2+ (or higher) capability for ADSL2+ based service.
- modem is VDSL2 capable for VDSL2 based service.

To minimise the possibility of your customer being charged for **no fault found** fee, we recommend you check modem is operating correctly:

If SPM displays:

- The line configuration section: DSL type field displays: 'adsl' in the middle of the string.
- The line configuration section: Spectrum Profile field displays: 'ADSL2' in the middle of the string.

There may be an ADSL1 modem being used with an ADSL2+ based service. If this is case, you should not log a fault to us It is recommended that the modem has ADSL2+ capability.

1.2 SPM

- Service Performance Management (SPM) allows you to run tests on your broadband connection.
- You will be required to provide the reference of these tests in your fault report.
- The following business rules will assist you with managing your faults, however, we're happy to provide training if you need it. Request can be made via your service delivery manager.

1.2.1 Line tests

Prior to logging a DSL fault you'll need to run a line test via SPM (LSD snapshot compulsory, LQD recommended) and provide the line test reference in every DSL fault report logged.

Note: Enter the LSD test reference ID in the test results ref field.

All DSL fault reports that are sent to us with no valid SPM line test reference in the fault report, may be rejected or result in a no fault found fee.

If you suspect SPM is down, you must validate this is the case with all users at your site before calling us to report SPM down.

If you as an individual have a fault with SPM, you must refer this your own SPM administrator or follow your internal fault process for use of that system.

If an individual line test fails, SPM will still provide an SPM reference for use in the fault report.

All speed tests must be completed with the following conditions:

- With PC plugged into the modem (i.e. no wireless tests).
- At least 3 speed tests with corresponding trace routes conducted on NZ based sites, at different times of the day.
- Results are attached to the fault report, or emailed to our faults department, with the relevant fault report reference.

1.3 Other

Premises Wiring

You will be required to use the service order process to proactively address any inadequate premises wiring issues outside of a fault scenario.

To minimise the possibility of your customer being charged a no fault found fee, it's recommended you run an LQD test.

LQD

LQD test is not recommended for **no PPP** and **no DSL** fault scenarios.

LQD fails

If your LQD fails, the fault must be logged direct to Chorus Assure rather than requesting a self service truck roll.

For intermittent DSL faults, you must run an LQD line test for 24 hours prior to logging the fault.

Fault scenarios

You may only log faults for a fault scenario relevant to the product type:

- No DSL.
- Intermittent DSL.
- No authentication on PPP.
- Low sync rate.
- Slow throughout.

SSTR no PPP or slow throughput

You cannot use the **self service truck roll** on **no PPP** or **slow throughput** fault scenarios.

Product – failed installs

The standard seven-calendar-day rule will apply for failed installs. This means that if the service has stood up (sync has been established), all further issues should be raised as faults. Even though these are raised through the fault channel, all issues in the first seven calendars days are reported as right first time failures.

1.4 Boost VDSL

The following business rules apply to Boost VDSL:

Fault logging

You must:

- Check the qualification status of your Boost VDSL line in SPM prior to submitting a fault report.
- Indicate the qualification status of your Boost VDSL line in the fault report.

Fault channel

- Boost VDSL business rules and logic must be applied to both OFM and B2B channels.
- You must log faults via OFM until your B2B has been fully set up and tested to reflect the Boost VDSL OFM business rules and logic.

Fault scenarios

You can only log faults for a Boost VDSL fault scenario relevant to the product type:

- No DSL.
- Intermittent DSL.
- No authentication on PPP.
- Low sync rate.
- Slow throughput.

SSTR No PPP or slow throughput

You must not use the **self service truck roll** for Boost VDSL **No PPP** or **slow throughput** fault scenarios.

Failed installs

The standard Failed Install process for Basic VDSL rule applies to Boost VDSL.

First 10 days low sync fault

You must not log **low sync** faults for the first ten calendar days after the install of Boost VDSL. This is to allow line optimisation to complete.

Port reset

You must not use port reset on Boost VDSL lines.

Qualifying line low sync fault

It is not considered a valid fault if a Boost VDSL qualifying line has a line sync rate measured at or above 12Mbps downstream/1 Mbps upstream, measured at ETP.

Qualifying line drops in performance

It is not considered a valid fault if the line sync rate decreases for a Boost VDSL qualifying line but its performance still meets the Boost service commitment.

Non qualifying line low sync fault

Low sync is not considered a valid fault on a Boost VDSL non qualifying line if that line is connecting (syncing).

Non qualifying line drops in performance

A drop in line sync performance on a non qualifying Boost VDSL line is not considered a valid fault if that line is connecting (syncing).

Qualifying line slow throughput fault

It is not considered a valid fault if a Boost VDSL qualifying line has a downstream average throughput of 10Mbps or above during a 15 minute period.

Non qualifying line slow throughput fault

Slow throughput is not considered a valid fault on a Boost VDSL non qualifying line if that line is connecting (syncing).

Premise wiring impairment flag

Premise wiring impairment flag (in the Qualifying report) does not indicate the magnitude of the improvement if premise wiring is addressed. (It does not guarantee that as a result of premise wiring work being undertaken a non qualifying line will increase performance to the level where it could meet the Boost Service commitment).

Assure team

- **Validation of line test result** For Boost VDSL faults, our Assure team will validate the fault and if the line performs above threshold may reject the fault report.
- **Incorrect tickets** Faults logged incorrectly may result in the fault report being rejected.
- **Throughput fault service provider pre-checks** Chorus Assure will not accept a Boost VDSL throughput related fault report unless you have:
 - 1. Completed a speed test according to the following conditions:

- With PC plugged into the modem, i.e. no wireless tests.
- At least three speed tests with corresponding traceroutes to be conducted on NZ based sites, at different times of the day.
- 2. Attach the results, (including traceroutes), to the fault report or email our faults mailbox providing the relevant fault report reference.

Field Services

- Non qualified line charges Where a low sync fault is logged on a Boost VDSL line that is non qualified for the Boost service commitment, (at the time the fault was logged), a no fault found charge will be applied if that line is:
 - Connecting (syncing), and
 - At the outcome of the repair activity the line sync rate does not meet the Boost service commitment.
- **Qualified line charges** Where a truck is rolled on a Boost VDSL qualifying line fault, there will be no charge to you if at the outcome of the repair activity the service commitment is not met, unless the fault is outside of the Chorus network.

Boost handover on Boost POI

- Boost Handovers must be at Boost POIs (Point of Interconnect). (Boost POIs are in the same locations as the 26 UFB POIs).
- The Boost service commitment only applies to Boost handovers at Boost POIs.

Boost throughput commitment TES

If Commercial Tail Extension Service is taken in conjunction with the Boost service, the throughput component of the Boost service commitment applies from the ETP to the handover in the Boost POI.

Boost throughput commitment no TES

If no Commercial Tail Extension is taken in conjunction with the Boost service, (i.e. the handover is connected to the first data switch), the throughput component of the Boost service commitment applies from the ETP to the first data switch (FDS).