

Chorus Assurance website: frequently asked questions

The Assurance website delivers a single digital interface for our RSPs, integrating service status, testing and fault management.

We've put together some commonly asked questions to give you more information about Assurance website to get you up to speed quickly.

If you have a question that you can't find the answer to, or you have issues for any reason then Chorus is offering ongoing Support and issue resolution through our Chorus Assure Support channel 24x7 by phoning:

- 0800 ITCHORUS (0800 48246787) + Option 1

Q1. How do we get support if the website is not functioning or some of the tests are not working?

Answer: Call 0800 IT CHORUS

Q2. What do we do if the ASID returns a message that it does not belong to our Company?

Answer: If the ASID belongs to any of your company's subsidiaries then you should be able to diagnose and raise a fault against it.

If the circuit is likely with another RSP and you believe this information is wrong then please contact Chorus to correct the information on our systems.

Q3. Are the diagnosis tests cached or does the test re-run each time?

Answer: Tests are re-run each time and are not cached. They are run real time. Additional tests can be triggered manually and are not cached. SPM tests will remain as they do today.

Q4. Will we be able to Self-service Truck roll for NGA?

Answer: Not in Release 1. We are looking at ways to automate the sending of NGA faults where the automated testing has identified Chorus issues direct to field. This will come in a subsequent release.

Q5. What Tests are available that are part of the Assure website (Copper and Fibre)?

Answer: Both current Checkmate and SPM tests, but actions such as call divert will remain in SPM.

Release 1 default tests include:

- ONT Status
- Single Line Test
- Line State Diagnosis
- Electrical (BBIP)

We will be delivering additional tests during future releases.

Q6. MAC address – Will the return of the Mac address be part of the testing or not?

Answer: Not for Release 1. This is quite complicated due to how our systems surface this. It is being investigated to see how we can return this information however it will not be available in the initial release of the Chorus Assurance website.

Q7. Will we see the Status changes? Will they be in the log?

Yes, same as now - But in a better layout column – which will be improved further in later releases.

Q8. Is an SLA timer visible?

Answer: SLA progression (FTT/TTERT/TTR) is reported as an Activity.

Q9. What Reporting is there - on status and other reports available?

Answer: We will be providing the normal monthly RSP reports as well as a CSR report on Chorus recommendation vs action taken. We are providing an online list view of open and closed faults by ASID for all Services. It will have filtering capabilities with a basic function with enhancements coming at a later time.

Q10. What info for DSL/copper tests will be shown?

Answer: PSD and DSD information retrieval capability for troubleshooting will not be migrated to the new channel. Provisioning actions such as call divert will remain on SPM.

Q11. Can you confirm what will happen to eSPM, its ability to run LQDs, etc after we swap over to early access? We do not want to lose the ability to run and view LQD results.

Answer: Single Line Test and Line State Diagnosis will be delivered as part of our Initial release. LQD will be delivered in a subsequent release. All current eSPM "TEST" capability for DSL or copper broadband will still be available via SPM until we are able to migrate these tests at a later date.

Q12. Currently in OFM I can't add any comments (including additional testing information or updates to the site access availability etc) until someone from Chorus does, otherwise my ticket goes to the bottom of the queue. Will that still be the case in this new system?

Answer: We have enhanced the system so if you add a comment it does not drop to the bottom of the queue. This was resolved as the earlier internal HPSM enhancement. The new Website will be a lot clearer to see updates and will show in a chronological order.

Q13. What are the supported browsers for the new Chorus Assurance Website?

Answer: The supported browsers are:

- Google Chrome
- Internet Explorer
- Firefox

We recommend you use the latest version of your browser for the best experience.

Q14. The website returns an Incorrect Service ID error message when the webpage is inactive – what do I do?

Answer: Refresh the page, this is probably due to webpage timeout.

There are two timeouts:

1. The login session lasts 10 hours and is not activity related so if you log in at 8am your access token will remain valid until 6pm.
2. The diagnostics session lasts one hour, if you are logged in and start diagnostics but do not submit the fault within one hour your session will expire and you will be taken back to the home page – but you remain logged in.

Q15. What are the NTU light statuses?

Answer: These are the status lights showing on the NTU (Network Termination Unit) that indicate if there is a network connection.

Q16. What is Traceroute?

Answer: Traceroute is a command line network utility that displays the network route from your host to the destination address and measures transit delays of packets across an Internet Protocol network. It is available on Windows, MacOS and Linux:

- <https://support.microsoft.com/en-nz/help/314868/how-to-use-tracert-to-troubleshoot-tcp-ip-problems-in-windows>
- <https://kb.intermedia.net/article/682>
- <https://www.lifewire.com/traceroute-linux-command-4092586>

Q17. What is Ping?

Answer: Ping is a command line network utility that is used to locate spots that have network latency and network loss.

- <https://www.lifewire.com/how-to-ping-computer-or-website-818405>

Q18. What has happened to the other tests that are in Checkmate and eSPM?

Answer: It is on our technology roadmap to move all Checkmate and SPM tests onto the new Assurance website.

Q19. How does the filter work in the Problem Management screen?

Answer: By default, the status filter shows all statuses that are not closed. If you wish to view a single status you have to unselect all the other statuses. If you unselect all statuses, you will have the same view as all statuses are selected. This is so you are not presented with a blank screen and misinterpret this as having no active problem tickets.

Q20. What happens if I try to cancel a Problem Ticket?

Answer: Depending on the current status or previous statuses of the problem record it will either cancel automatically, go to Chorus Assure team for manual intervention or reject because cancellation is not possible.

If the problem record goes to Assure, it will show Pending Cancel as the status. If the problem record rejects the cancelation request, add a comment to the activity log on why you want to cancel and Assure will assess and process your request.

Q21. Why are my Comments or changes to the Problem Ticket not showing up?

Answer: If Chorus Assure has your problem ticket open in our ITSM the record will be locked, and the update will be queued until we no longer have the ticket locked.

Q22. Why do we sometimes ask different questions for the same product type?

Answer: Some questions are only asked when certain fault types are selected. All questions if asked are mandatory to answer.

Q23. Why does Chorus ask all the questions it does?

Answer: We ask questions based on the product type and the fault type you have selected, this is to give us a better idea of the nature of the fault and to avoid having to go back and ask you for additional information.

We will be reviewing the questions list as part of the next phase of the assure programme and expect to change/reduce the questions as much as practical

Generally, if we ask a question, completing it is mandatory.

Q24. Why is there no 'No' option for accept responsibility for no fault found?

Answer: Part of our terms and conditions is that we can charge if no fault is found, it is therefore a mandatory requirement that you accept that to log the fault. This is a feature in our two other portals.

Q25. Why is there no T & Cs pop up for medical emergency?

Answer: There is no service fee associated with a medical emergency escalation as there is with a critical response so there are no terms and conditions to acknowledge.

When you submit or change a fault that has been flagged as a medical emergency or critical response, you get a reminder that you must call the Assure desk to escalate the problem ticket.

Q26. Why is there no SSTR option like in the previous portal?

Answer: We automatically apply business rules based on the product type and fault type to determine if a truck should roll. This is to avoid rolling truck where it is not necessary and incurring time delays in applying the correct resolution to the fault.

Cannot find a checkbox for a SSTR option in the assurance platform? Gateway has a SSTR checkbox. I assume most fault types are SSTR e.g. No DSL, however for scenarios like slow throughput and PPP, they will not be auto truck rolled – for clarification.

Q27. Why can I put letters in a phone-number field?

Answer: "Site Contact Phone" field:

This allows flexibility for putting in extensions and IVR options.

Q28. Why are there no default or pre-populated responses in the customer information fields?

Answer: We don't provide default or pre-populated responses so that we know explicitly that you have provided us with the correct information.

Q29. Why does Chorus not validate email addresses?

Answer: Even by applying validation rules we cannot test that the recipient name, host name and domain name has been correctly entered for the intended recipient.

Using email fields, you should validate that these are actually email addresses and not permit them otherwise.

"Site Contact Email" and "Alternate Contact Email" fields.

Q30. Does the new website have the ability to add an attachment to a fault both during logging and after on the Problem Activity page?

Answer: Adding an attachment during fault logging or afterwards on the activity page will not be present in this Release, however this will be planned for implementation in later releases.

In the meantime, once a fault has been logged and you have a Chorus reference number, you can email an attachment to us with the reference number in the subject line (SDXXXXXX).