



Chorus Assurance website

Assurance website enhancements

We are deploying Network Events and Related Service enhancements Mid-February 2020.

Network Events

The current automated correlation to our Network Events (database) extends over a large portion of our products. In this release we will expand this to cover additional Chorus services. This will inform you if the service is impacted by a known Chorus Network Event.

The Network Events database contains details of any service impacting unplanned (alarm triggered and 200+Copper pair cable events) network events.

Validated Products that we currently correlate to network events and the Unvalidated Products that we will correlate to network events following Mid-February Release:

Validated Products Currently	Additional Mid-February Release Un- Validated Products
HSNS Lite – Copper	Chorus Regional Transport (CRT)
HSNS Lite - Fibre	Intra Candidate Area Backhaul (ICABS)
HSNS – Premium	Direct Fibre Access (DFAS)
Handover Links	Bandwidth Fibre Access (BFAS)
Enhanced Unbundled Bitstream Access (EUBA)	NGA – Enhanced Business Premium
Basic Unbundled Bitstream Access (BUBA)	
VDSL	
NGA – Residential	
NGA – Business and Education	

Related services

Where your Copper Voice or DSL service has a related (Clothed) service on the same Copper Line, related service details will be displayed in the Assurance Website.

If you own both services, full details of both services will be displayed.

Service Info			
ASID 1624012867	Address 75 DORCHESTER ROAD, WILLOWTON, WILLOWTON, WA62	Product Type Enhanced UBA	Customer Plan EUBA 90 int OFF

Related Service	
ASID 42201513	Product Type PSTN

Diagnostics			
Test Line State Diagnosis		Line State Up	Last run 9 minutes ago
		Stability STABLE	

Network Events
No recent events

Next steps
Confirm service impact with your troubleshooting before you report a problem with us.
Please select your fault type
DSL No PPP <input type="checkbox"/>
DSL Frequent Disconnections <input type="checkbox"/>
DSL Low Sync <input type="checkbox"/>
DSL Slow Throughput <input type="checkbox"/>
Inbound
IB Ring No Reply <input type="checkbox"/>
IB One Ring Only <input type="checkbox"/>

Service Info			
ASID 42201513	Address 75 DORCHESTER ROAD, WILLOWTON, WILLOWTON, WA62	Product Type PSTN	Customer Plan Business Line

Related Service	
ASID 1624012867	Product Type Enhanced UBA

Diagnostics			
Test Single Line Test		Status Good	Last run 5 minutes ago

Network Events
No recent events

Next steps
Confirm service impact with your troubleshooting before you report a problem with us.
Please select your fault type
IB Call Terminating Elsewhere <input type="checkbox"/>
IB Crossed Line <input type="checkbox"/>
Outbound
OB No Dial Tone (Silent) <input type="checkbox"/>
OB No Dial Tone (Noisy / Static) <input type="checkbox"/>
OB No Dial Tone (Beeping) <input type="checkbox"/>
OB No Dial Tone (Beeping) <input type="checkbox"/>

If the secondary service is owned by a different RSP, no detailed information will be provided however the message 'There is a related service on this line owned by a different RSP' will display.

The screenshot displays a service management interface with the following sections:

- Service Info:** ASID 1624012 967, Address 7500 WILSON ROAD, WILSON, BC V3L 1K2, Product Type Enhanced USA, Customer Plan EUBA 90 Int OFF.
- Related Service:** There is a related service on this line owned by another provider.
- Diagnostics:** Line State Up (Last run 6 minutes ago), Stability STABLE.
- Network Events:** No recent events.

The **Next steps** sidebar includes a dropdown menu for fault types:

- DSL No Sync
- DSL No PPP
- DSL Frequent Disconnections
- DSL Low Sync
- DSL Slow Throughput

Fault management will always follow the flow of the ASID supplied.