

Broadband: Guide to 2012 error codes

Briefing Audience:

Application Service Providers	<input type="checkbox"/>
Broadband	<input checked="" type="checkbox"/>
Fixed Operators	<input type="checkbox"/>
Global Carriers	<input type="checkbox"/>
Internet Service Providers	<input type="checkbox"/>
Mobile Network Operators	<input type="checkbox"/>
Voice Resellers	<input type="checkbox"/>
Data Resellers	<input type="checkbox"/>

5th December 2007

In direct response to queries from customers and in keeping with BT Wholesale's drive to improve the customer experience the following information has been produced in order to assist with the management and understanding of 2012 error codes when reporting Broadband faults.

A 2012 error code is generated by BT Openreach systems on faults where the Broadband circuit cannot be tested due to a mismatch between BT Wholesale and BT Openreach systems or the unavailability of PSTN, either because it has been stopped, ceased or has not yet been provided.

BT Wholesale proactively manages 2012 error codes by capturing them in a work queue. For each 2012 a BT Wholesale advisor will check Openreach's Portal and/or call Openreach to identify the cause of the 2012 error. Depending on the cause, BT Wholesale will take a variety of actions in order to resolve or assist customers in resolving and responding to the problem.

Asset missing on Openreach systems

There are occasions when Openreach systems are unable to do a line check against a reported fault because the asset for checking is missing from their systems. When this has been identified as the cause of the 2012 error code the following action is taken;

BT Wholesale check the Openreach Portal for the asset, if not found then an email is sent to Openreach with a request to add the missing asset. The fault is updated to inform the CP that this action has been taken. Adding the asset is usually completed within 48 hours and again the fault is updated to confirm that this has been done; BT Wholesale will then progress the fault.

No action is required by the CP.

Break in PSTN service

BT Wholesale Broadband is provided on the basis that a current working BT line exists; if for any reason the PSTN service is stopped or ceased action has to be taken to cease the Broadband service associated with the line; (this is generally known as the B7 process). There can be many

reasons why the PSTN service has been stopped or ceased and BT Wholesale have no control over what happens to a PSTN.

BT Openreach sends notification that a break in PSTN service has occurred so that BT Wholesale can ensure that its records are ceased; (this is known as a light cease as the circuit is already physically ceased). The CP is notified via BBCR that this is going to happen and billing is also ceased. When a break in PSTN service is identified as the cause of the 2012 error code BT Wholesale will pass the fault back to the CP with an explanation that the Broadband circuit is not working due to a break in PSTN service. BT Wholesale cannot take action regarding the PSTN line.

Action that could be taken by the CP;

1) CPs can prevent some 2012 error codes from occurring initially by proactively monitoring for Broadband circuits that are to be ceased due to a break in PSTN service. This can be done by using the 'order search by criteria' report in BBCR and selecting to run reports on a daily basis of all light ceases.

Select order type cease, then select cease type 'P' or in the customer reference type 'PSTN cease' and select dates received from and to, for example for the last 24hours. Run the same report selecting order type cease and customer reference 'ceaseSD#' also as this is the reference given on light ceases that have had to be placed manually. If by contacting your customer you are advised that the break in PSTN service is/was only temporary and your customer wishes the Broadband service to be retained you can email a cancel request to smc4.support@bt.com. Both the Openreach cease and BT wholesale's light cease are given a 10 day lead time to allow sufficient time for a cancellation to be requested. N.B this will change with the introduction of the Openreach same day cease process for WLR3 lines; customers will be advised about this in due course.

2) If the Broadband circuit is already ceased and a 2012 error code has occurred CP's may need to talk with their end customer to determine whether the PSTN will be re-instated and whether Broadband will be required again. The CP will need to place a new broadband order when the PSTN is in a suitable status to do so. It is not BT Wholesale's responsibility to place these orders on behalf of the end customer and standard cease and provide charges are applicable in these circumstances. It is worth noting here that a check of BBCR or eCo Broadband prior to reporting a fault may negate the need to do so by showing that a cease of the Broadband has taken place. .

Break in PSTN service (no notification from supplier)

Sometimes, for varying reasons, BT Wholesale do not receive a notification from Openreach indicating that there has been a break in the PSTN and that subsequently the Broadband will be ceased. BT Wholesale recognises that in these instances our customer has not had an opportunity to challenge the cease and therefore the Advisor dealing with the 2012 error code will raise a 'light cease' on BT Wholesale systems to assist in the process of new order placement should it be required. No charge for the cease will be raised in these circumstances. The BT Wholesale advisor will pass the fault back to the CP advising that a break in PSTN has occurred but that a light cease has been raised in order to assist with re-ordering the Broadband should that be required and to ensure that billing discontinues; the eco order number for the cease will also be quoted and no charge for the cease will be raised.

DACS still exists on a line.

There are occasions when after completion of a Broadband provide order we discover that a DACS unit still exists on the telephone line; (this would normally be removed during the Broadband provisioning process). When DACS is identified as the cause of the 2012 error code BTW will retain the fault, adding a note that DACS has been identified and then they will provide updates on progress of the DACS removal. BTW will only send the fault back for closure once they know that the line is free from DACS and the Broadband circuit is working.

No action is required by the CP.

Incorrect routing details on Openreach systems

There are instances where the routing information held on Openreach systems is incorrect and this can result in conflict when trying to run a line test. When BT Wholesale checks reveal this to be the problem the following action is taken.

The BT Wholesale Advisor sends an email to Openreach with a request to correct the routing details. The fault is updated to inform the CP that this action has been taken. Amending the information is usually completed within 48 hours and again the fault is updated to confirm that this has been done; BT Wholesale will then progress the fault.

No action is required by the CP.

Incompatible products

It is possible for end customers to add products or services to their telephone line that are incompatible with their current Broadband service. This can result in the Broadband service not working. Where this is the cause of the 2012 error code the following action is taken;

The BT Wholesale Advisor will make enquiries with Openreach as to the nature of the incompatibility and where possible pass the fault back with as much information as possible to assist the CP in the next steps. Where no information can be obtained, due to data protection/compliance reasons, the fault will be passed back with a note informing that an incompatible product/service exists.

CP action

Where no additional information can be offered by BT Wholesale CPs may need to speak with their end user to determine what might be the cause of the problem. If the end user cannot identify what the incompatible product or service might be, then the CP or the EU can call the Tags on The Line helpdesk on 0800 169 0934 for assistance.

Migration to other LLU Operator

When an end user changes Broadband suppliers and moves to a supplier who provides Broadband direct, rather than through BT Wholesale, the Broadband circuit is no longer connected to BT-owned exchange equipment and therefore cannot be tested by us. Where migration to another LLU

Operator is identified as the cause of the 2012 error code BT Wholesale will take the following action;

- 1) Where the migration has been raised with a MAC the fault will be passed back with an explanation that the end user has authorised migration to another Broadband supplier.
- 2) Where no MAC has been supplied, i.e. via a Bulk migration process, BT Wholesale will investigate whether this was an erroneous migration on the part of the gaining CP and if so they will invoke a process to reverse the migration on behalf of the losing CP and their end user. The fault will be updated to reflect that this is being done.

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