

## Best Practice Guide Summary

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Date:	17th July'17				
Version:	v2.7				
Name	Owner	Key Content	Issue date	Version	Location
Best Practice Guide – WLTs-Migrations-ELT Avoidance	OTA2	Guidance to CPs when placing WLT or Migration orders to help minimise the risk of selecting the wrong target line/address, which will otherwise cause an Erroneous Landline Transfer	02/01/18	2.6	OTA2 website - Best Practice Guide
Placing an order to a new property	Openreach	An understanding of the complexity involved in Openreach delivering the required service to new premises and selecting the appropriate date that is mutually convenient with their customer at the point of sale. The interactions that occur between Openreach and the Developer prior to order placement to explain the planning and build stages. Information to keep your customer updated throughout the existing order journey including any unforeseen delays that could occur during the network infrastructure build phase of the process.	01/08/14	1	Openreach Portal - Help & Support / How-to guides
Booking an engineer visit	Openreach	Point of Sale – <ul style="list-style-type: none"> <li>•Searching for an address</li> <li>•Providing Company Name details</li> <li>•Primary and secondary contact info</li> <li>•Booking Appts</li> <li>•H&amp;S info</li> <li>•Notes</li> <li>•Advising End User of requirements</li> </ul> Repair – <ul style="list-style-type: none"> <li>•Contact Info</li> <li>•Booking Appts</li> <li>•H&amp;S info</li> <li>•MPF specific notes</li> <li>Inflight orders / faults –</li> <li>•Managing Appts</li> <li>•Cancelling Orders / faults</li> </ul> Technical info for design community – field lengths etc.	02/09/2014	2.5	Openreach Portal - Help & Support / How-to guides
Address Management	Openreach	Key information on how to manage addresses when interacting with Openreach to ensure your customer receives the service they have ordered and where required, will also help ensure a successful engineering visit. The guide is aimed at the CP's business analysts, IT designers, product and process specialists and includes - <ul style="list-style-type: none"> <li>•Dialogue Services</li> <li>•Searching for an address –                             <ul style="list-style-type: none"> <li>- Best Practice</li> <li>- Gold Key / Silver Key</li> <li>- Adding an address</li> </ul> </li> <li>•Structuring a Bronze key</li> <li>•Missing addresses</li> <li>•Managing addresses against your assets</li> <li>•Emergency Services Database (ESDB)</li> <li>•Best practices for the design community</li> </ul>	22/09/2014	1.4	Openreach Portal - Help & Support / How-to guides
Industry Guide to Selling compliantly (GC24)	Kathy Dean on behalf of the Industry Cancel Other Workshop	Guidance to communication providers (CPs) and resellers on the rules to follow when selling Fixed Line Telephony Services (WLR, MPF, CPS and Wholesale Calls)	21/09/2015	2	OTA2 website - Best Practice Guide
Cancel Other Expedite Process - Flow Chart	OTA2	Cancel Other Expedite Process for PSTN based transfer orders	21/09/2015	2	OTA2 website - Best Practice Guide
Cancel Other Expedite Process - Steps	OTA2	Cancel Other Expedite Process for PSTN based transfer orders - process steps	21/09/2015	3	OTA2 website - Best Practice Guide
Cancel Other - Industry Guide	OTA2	Avoiding erroneous cancellations of orders, cancel other reason codes, obtaining the identification of cancelling CP	21/09/2015	9.1	OTA2 website - Best Practice Guide
BTW Cancel Other Expedite & Urgent Service Restoration Processes	BTW	COE & USR Processes for BB-only Services supplied by BTW	21/09/2015	1	OTA2 & BTW websites - Best Practice Guide
Openreach USR Process for BB-only restorations	Openreach	Extract from Openreach Process document SMPF Provisioning Process Document	01/11/2015	1	OTA2 & Openreach Web-sites
MPF ALID Help Line - Process description	OTA2	Tactical process for MPF line identification at multiple MPF sites	24/10/2013	1.4	OTA2 website - Best Practice Guide
WLR & MPF Provision - Best Practice Guide	OTA2	Start of stopped line, stopped line does not exist, engineering visit required	13/12/2012	1	OTA2 website - Best Practice Guide
Fixed Line Number Porting process documents	OTA2	Full suite of Industry process documents - Geo & Non-Geo porting.	01/04/2014	Various	OTA2 website - Best Practice Guide
WLR3 Repair 'Ineffectives' Best Practice Guide	Openreach	It is imperative that prior to raising a fault with Openreach, that robust checks are carried out in order to ensure an effective and speedy resolution for your customer. These checks will help determine the cause of the problem and the correct route/method needed to resolve it, be that with you, your customer or Openreach. If a fault is dispatched and the issue is found on non Openreach maintained equipment or no Openreach issue is found then a visit charge will be raised to the Communications Provider (CP). This guide has been designed to help CPs minimise these charges by helping advisors diagnose end user issues correctly and when a fault is raised with Openreach, ensure the advisor selects the appropriate Structured Question Report Code (SQC) dependant on the End Users fault condition.  Best Practice Diagnosis should eliminate all other possibilities - prior to testing for a network fault	29/04/2014	Iss 1	OTA2 website - Best Practice Guide
Best Practice Guide to Managing Inventories and Order Processes for Flexi Cease	Openreach	key information, on how to efficiently manage Left In Jumpers (LIJs) and understand the LIJ warnings, to help reduce avoidable charges during the ordering journey and reduce early life failures by needless network intervention	12/05/2014	1.4	Openreach Portal - Help & Support / How-to guides
<a href="#">Best Practice Guide Complaints</a>	Openreach	How to raise a complaint through the CP portal	22/04/2015	1	Openreach Portal - Help & Support / How-to guides
<a href="#">Best Practice Guide DSO Submission</a>	Openreach	Provides the key information and step by step guidance that a CP should use to submit their Directors Service Office referral	24/03/2015	2	Openreach Portal - Help & Support / How-to guides
RID-Industry Best Practice Guide-v2	OTA2	This document & it's appendices provide a shared 'industry-wide' view of current best practice to be applied by all Stakeholders in the application, use & management of RIDs.	19/05/2016	v2	OTA2 website - Best Practice Guide
RID BPG-App A-COCO reports - OFCOM Guidance-v6	OTA2		19/05/2016	v6	OTA2 website - Best Practice Guide
RID BPG-App B-RID BPG-BAU & Change scenarios-v2	OTA2		19/05/2016	v2	OTA2 website - Best Practice Guide
RID BPG-App C - Consumer Switching ToR-v2	OTA2		19/05/2016	v2	OTA2 website - Best Practice Guide