

# **Broadband Ordering Profile (BOP) System**

## **User Guide**

**Last Revised: 09/10/04**

**(System Version 1.0.7)**

# Broadband Ordering Profile (BOP) User Guide

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## **Chapter 1 About This Guide**

### **Purpose**

The purpose of this user guide is to aid you in learning to use the **Broadband Ordering Profile (BOP) GUI** application. Both experienced and inexperienced users can use the guide. New users may want to read the entire manual; experienced users may just need to look up a specific functionality using the Table of Contents.

### **Organization**

This user guide is divided into the following parts:

- Chapter 1 About this Guide
- Chapter 2 Introduction
- Chapter 3 Getting Started

Chapter 1, About this Guide, tells you the purpose of this guide, details its organization; discusses any special notes, warnings, or conventions; and directs you to related information that will aid you in using **BOP**.

Chapter 2, Introduction, discusses **BOP** and its installation requirements, how to connect through the **CLEC web site**, what the system hours and availability are for **BOP**.

Chapter 3, Getting Started, discusses **BOP**, logging on and **BOP**'s menus and windows.

### **Conventions Used in the Guide**

Icon, keyboard, field, window, tab, button, menu, and option names are in **bold**. Steps in the task-based procedures are in **bold** and numbered. Screen prints related to the step follow the step.

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## **Chapter 2 Introduction**

### **Overview**

This document is designed to help you understand and navigate **BOP**.

For the SBC Broadband Service product, CLECs will be required to develop CLEC profiles of the xDSL bandwidth services they wish to provide in advance of issuing end user service orders. The means to develop these profiles is being provided by SBC through **BOP**.

**BOP** also will manage both Litespan RT and OCD provisioning using a service order feed. The local wholesale customer submits a CIF in **BOP** for each OCD Port they want to establish at the same time they submit the ASR.

#### **BOP:**

- Establishes logical parameters for DSL in the OCD and Litespan equipment via the CIF:
- Connection Speed (OC-3c or DS3).
- OCD Wire Center CLLI™.
- Connection Type.
- Virtual Channel Identifier (VCI) & Virtual Path Identifier (VPI).

Local wholesale customer uses BOP to:

- Submit the CIF for each OCD Port when issuing the ASR.
- Build Profiles for offered xDSL speeds, bandwidth & power using specific Code Sets (0-99).

LSRs (w/Code Set) drives service orders to BOP.

BOP establishes the DSL parameters as specified in the profiles.

Access to BOP GUI via CLEC Online web site.

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## **Installation Requirements**

### ***Software Requirements***

**BOP** requires internet access capability through dial-up connections or private line.

### ***Hardware Requirements***

Computer	IBM PC Compatible; 486 or greater
RAM	Win 95; 32 MB or higher, NT; 32MB or higher
Hard Drive	30 MB of available space or higher
Disk Drive	3.5 inch High Density
Monitor	VGA-compatible video driver
Modem	(Required for dial up access) 14,400 bps minimum; 28,880 bps recommended.
Mouse	

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### Connecting to BOP

Access to **BOP** is via the CLEC online web site: <https://clec.sbc.com>. The following steps provide access to **BOP**:

From the CLEC Home Page click on CLEC Specific Info

Enter Userid and Password

After entry of Userid and Password

Click on BROADBAND ORDERING PROFILE

The Userid and Password are linked to the CLEC's AECNs. Access to the screens required for entry of the CLEC Information Form (CIF), Threshold information and Profile information will be provided after the AECN is selected on the screen.

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## **System Availability and Support**

### ***Hours of Business – All Regions***

6:00 a.m.      11:00 p.m.      Region time zones      7 Days a Week

### ***Help Desk***

The **IS Call Center** is your single point of contact for assistance in answering questions and resolving issues such as expired passwords, application and network problems, and installation and configuration of software.

#### **IS Call Center Hours**

(Note: off-shift hours covered by voice mail activated pager for emergencies)

7:00 a.m.	9:30 p.m.	Central Time (CT)	Monday through Friday
8:00 a.m.	5:00 p.m.	Central Time (CT)	Saturday

<b>IS Call Center Phone Number</b>
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<b>314-235-7225</b>
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## **Chapter 3 Getting Started**

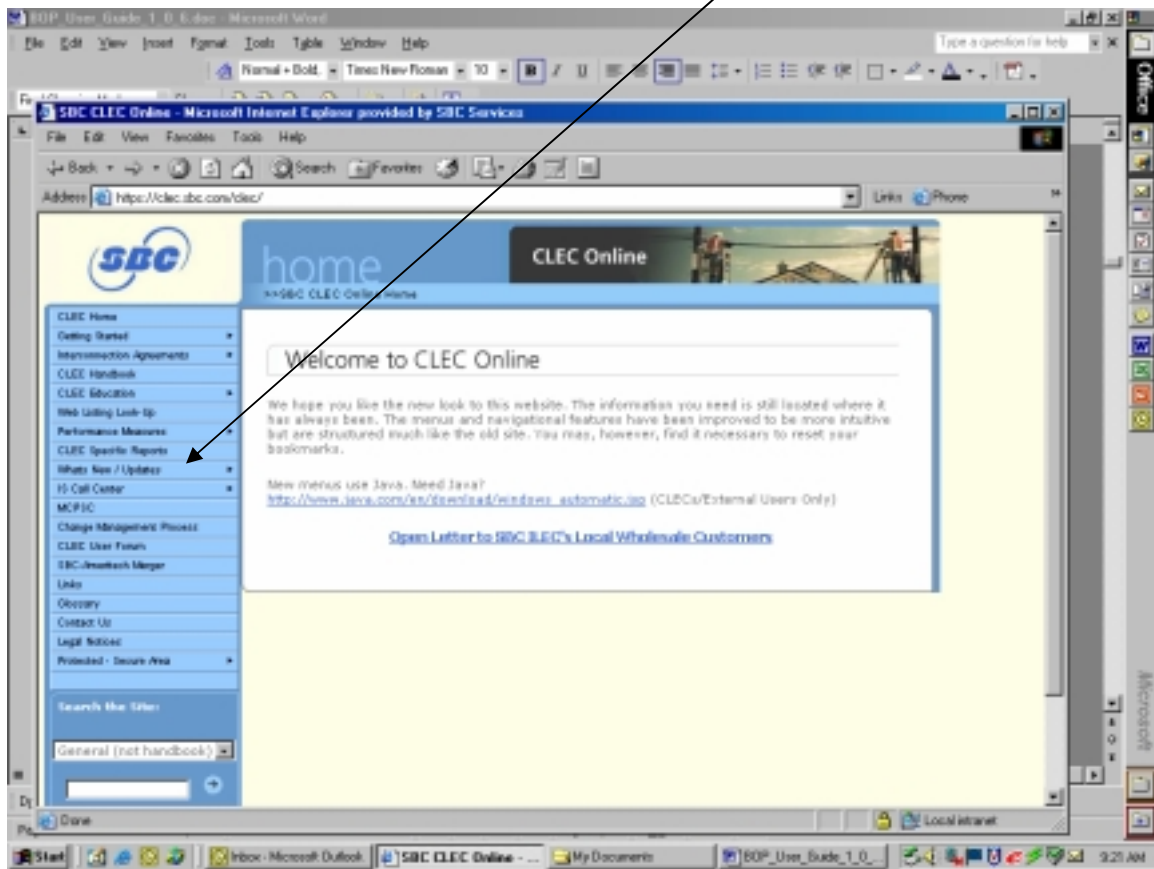
### **CLEC Web Site**

#### **Logging on to the web Site**

BOP is available via the CLEC online web site: <https://clec.sbc.com>

From the CLEC Home Page

Click on CLEC Specific Reports



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The Username/Password screen will be returned.

Enter User name and password

**Username and Password Required** X

Enter username for CLEC DSL at websl01:

User Name:

Password:

OK Cancel

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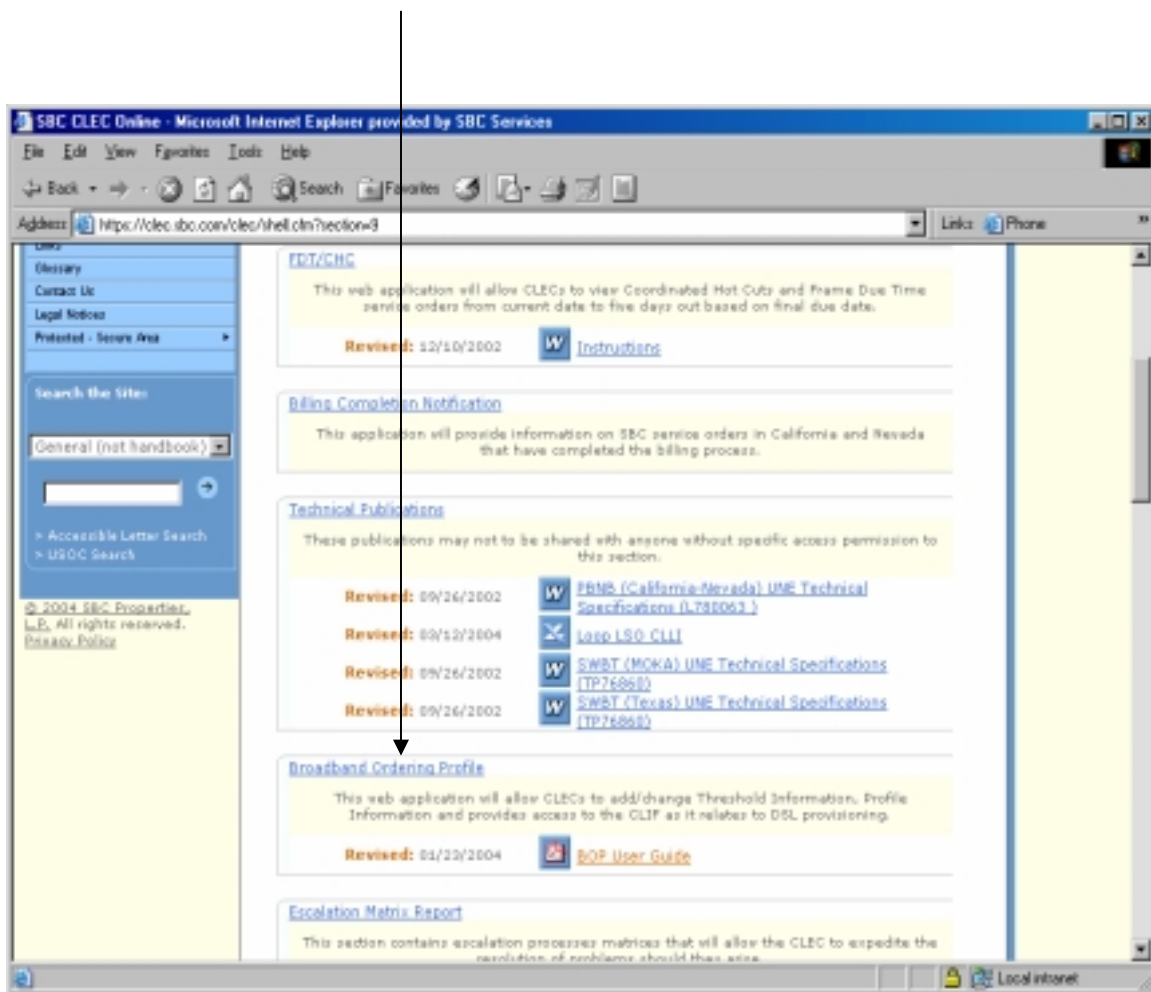
## Accessing BOP

The **CLEC Web Site** provides a single point from which to launch **BOP**. Once you've logged on to the **CLEC Web Site**, you can access **BOP**.

## Launching BOP

After entry of User Name and Password

Click on Broadband Ordering Profile



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The Broadband Ordering Profile Log In screen is returned.

Select Company from pull down menu

Click on the "OK" button

The screenshot shows a web interface for logging in. At the top, there is a white banner with the text "BROADBAND ORDERING PROFILE" in a bold, blue, sans-serif font. Below this banner is a dark blue horizontal bar containing the text "Log in" in white. The main content area has a yellow background and contains a dropdown menu with "DSL TELECOM" selected. Below the dropdown menu is a small, square button labeled "OK". Two arrows originate from the text above: one points to the dropdown menu, and the other points to the "OK" button.

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To verify selection of correct AECN

Click on the underlined link



***BROADBAND ORDERING PROFILE***

Select AECN below:

For: DSL TELECOM - AECN = "1234"

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## **BOP Menus**

**BOP** consists of five menu choices:

Edit Threshold  
Edit Profile  
Add Profile  
CLEC Info Form  
Back to Log in



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## **CLEC Info Form**

In conjunction with each Optical Concentration Device (OCD) port the CLEC will need to submit a CLEC Information Form (CIF) for information to flow through to the AIIS-SC and to the Network Operations Center (NOC) for establishment of the logical parameters in the OCD. The CIF form must be submitted once per ASR. The CIF form will contain the information necessary to establish the coordinates in the switch to route traffic to the CLEC ATM (Asynchronous Transfer Mode) network.

To access the CLEC Information Form

Click on the CLEC Info Form tab



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The following choices are returned:

Add Info Form

Edit Info Form

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### CLEC INFORMATION FORM OPTIONS

Add Info Form Edit Info Form

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To add a new form

Click on the “Add Info Form” button

A blank CLEC Information Form is returned

Enter the information on the form as the following example indicates:

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Customer Information	
CLEC Name:	<input type="text" value="DSL Telecom"/>
CLEC Technical Contact Name:	<input type="text" value="Bob Contact"/>
CLEC Technical Contact Email:	<input type="text" value="bcontact@bob.com"/>
CLEC Technical Contact Telephone Number:	<input type="text" value="8005555555"/>
CLEC Technical Contact Address:	<input type="text" value="One Bob Center"/>
CLEC Purchase Order Number:	<input type="text" value="POBob111"/>
SBC Account Manager	
Account Manager Name:	<input type="text" value="Jim Swbt"/>
Telephone Number:	<input type="text" value="3142355555"/>
Logical Parameters	
OCD Wire Center CLLI:	<input type="text" value="TRTNILMRWP1"/>
Connection Speed:	<input type="text" value="DS3"/>
Connection Type: (Select SBC Telco setting)	<input type="text" value="UNI DCE"/>
Physical Layer Conversion Protocol (PLCP):	<input type="text" value="enabled"/>
VPI Range:	<input type="text" value="0 - 31"/>
VCI Range: (Readonly)	<input type="text" value="32-511"/>
Clock Source: (Readonly)	<input type="text" value="Internal"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

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The following entry fields are required:

<u>Entry Fields</u>	<u>Examples</u>
<u>Customer Information:</u>	
CLEC Name	DSL Telecom
CLEC Technical Contact Name	Bob Contact
CLEC Technical Contact Email	bcontact@bob.com
CLEC Technical Contact Telephone Number	8005555555 (No Hyphens)
CLEC Technical Contact Address	One Bob Center Torrytown, IL 60654
CLEC Purchase Order Number	POBob111
<u>SBC Account Manager:</u>	
Account Manager Name	Jim Swbt
Telephone Number	3142355555 (No Hyphens)

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### Logical Parameters:

DSL Aggregator Wire Center CLLI	TRTNILMRWP1
Connection Speed	DS3 or OC3c
Connection Type (Select SBC Telco setting)	UNI DCE or UNI DTE
Physical Layer Conversion Protocol (PLCP) *	enabled or disabled
VPI Range **	0-15, 0-31, 0-63 or 0-127
VCI Range (Readonly) ***	32-1023, 32-511, 32-255, 32-127
Clock Source (Readonly)	Internal

\* A Connection Speed of DS3 is required for “enabled” to be an acceptable parameter. An error response will be returned if “enabled” is selected and DS3 is not selected.

\*\* VPI ranges and VCI ranges are for the A location. VPI Range values are available via a drop down box that will provide the appropriate choices.

\*\*\* VCI Range values will be populated automatically based upon the VPI Range value selected.

<u>VPI RANGE VALUES</u>	<u>CORRESPONDING VCI RANGE VALUES</u>
0-15	32-1023
0-31	32-511
0-63	32-255
0-127	32-127

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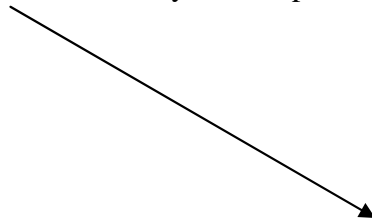
The CLEC Information Form also provides edit capability. In most cases this is used to create a new CLEC Information Form for a new ASR by modifying an existing one. When the “Edit Info Form” button is clicked, a menu of current CLEC Information Forms that have been input by your company will be returned. From here, select to Edit or Delete a CLEC Information Form.

To edit an existing form

Click on the “Edit Info Form” button



Select Edit or Delete from your companies existing forms



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Name	Purchase Order Number	Action
Steve Test	DSLTELCOM1	<a href="#">Edit</a> <a href="#">Delete</a>
Steve Test	DSLTELCOM2	<a href="#">Edit</a> <a href="#">Delete</a>
Steve Test	DSLTELCOM3	<a href="#">Edit</a> <a href="#">Delete</a>
Steve Test	DSLTELCOM4	<a href="#">Edit</a> <a href="#">Delete</a>

Modifications can be made to all fields on the form when in Edit mode unless the form has been processed and the OCD port established. The CLEC can not make changes to the logical parameters on the form after the form has been processed and the OCD port “officially” established.

The Customer Information and SBC Account Manager sections can still be modified. The CLEC will know that the form has been processed and the OCD port established by the captions returned on the screen as represented below:

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## EDIT CLEC INFORMATION FORM

(Logical Parameter Items are Read Only)

CAPTION

Customer Information	
CLEC Name:	<input type="text" value="Bobscltec"/>
CLEC Technical Contact Name:	<input type="text" value="Bobscontact"/>
CLEC Technical Contact Email:	<input type="text" value="bob@bob.com"/>
CLEC Technical Contact Telephone Number:	<input type="text" value="3142354444"/>
CLEC Technical Contact Address:	<input type="text" value="One Bob Center"/>
CLEC Purchase Order Number:	<input type="text" value="POBob111"/>
SBC Account Manager	
Account Manager Name:	<input type="text" value="Bob SWBT"/>
Telephone Number:	<input type="text" value="3142359999"/>
Logical Parameters <small>(All Read Only)</small>	
OCD Wire Center CLLI:	<input type="text" value="22222"/>
Connection Speed:	<input type="text" value="OC3c"/>
Connection Type:	<input type="text" value="UNI DCE"/>
VPI Range:	<input type="text" value="0-15"/>

CAPTION

## Edit Threshold

The Edit Threshold tab provides access to enter e-mail notification and exhaust percentage notification data for circuits that terminate or meet the SBC Unbundled Loop at the OCD.

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The BOP system will track CLEC Access Link Inventory by incrementing and decrementing port utilization as end user customers are added and removed and will provide e-mail notification based on the percentage threshold entered.

To access the Threshold information

Click on the Edit Threshold tab

**BROADBAND ORDERING PROFILE**

For: DSL TELECOM - AECN = "1234"

Edit Threshold Edit Profile Add Profile CLEC Info Form Back to Log In

**Edit Threshold Info for: DSL TELECOM - AECN = "1234"**

Threshold 1	<input type="text" value="60"/>	Threshold 2	<input type="text" value="70"/>
Threshold 3	<input type="text" value="80"/>	Threshold 4	<input type="text" value="90"/>

E-Mail

Update Threshold Info

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The percentages shown in the above exhibit are the defaults. The CLEC can over key these with their own percentages or leave the defaults.

The maximum allowable percentage for each Threshold is “99”. An error message will be returned if the percentage input is greater than 99.

Enter the e-mail address of the person in the CLEC that should receive threshold notification. After making any changes or additions, click on the “Update Threshold Info” button.

The following message will be returned:

<b>UPDATED</b>	

### Add Profile

Using the Add Profile tab, the CLEC will be able to build profiles and assign a unique 4-digit alpha/numeric Profile ID. Prior to placing the Profile ID on an LSR, the profiles must be built via BOP. The Profile ID entered on the LSR must be an exact match to the corresponding Profile ID built in BOP. When the LSR flows through, the service order will be sent to BOP, which will identify the Profile ID, read that value off the profile established by the CLEC (driven by the AECN off the LSR), and

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then establish the DSL parameters as specified in the profile. Once an LSR is submitted using a unique profile, that profile cannot be modified or deleted. An error message will be returned when a CLEC attempts to modify or delete a profile that has existing circuits provisioned with that profile.

A maximum of 100 different profiles can be established. The profiles must be specific combinations of values that establish the logical parameters in the Litespan equipment. The values that are capable of being set under this method are the following:

<u>Entry Fields</u>	<u>Examples</u>
Profile ID	“0001”, “A123”, etc.
Effective Date	Today’s date or later
Expiration Date	Optional field
Line Latency *	Fast
Grade of Service *	RT-GOS1
Up Min Rate**	32 to 512 kb/s in 32 kb/s increments.
Dn Min Rate***	32 to 4032 kb/s in 32 kb/s increments.
Up Max Rate****	32 to 832 kb/s in 32 kb/s increments
Dn Max Rate*****	32 to 8128 kb/s in 32 kb/s increments
Up Min Noise *	0
Up Target Noise *	6
Up Max Addl Noise *	15
Up Max Agg Power *	13
Dn Min Noise *	0
Dn Target Noise *	6

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Dn Max Addl Noise *	10
Dn Max Agg Power *	16
Dn Max Pwr Spec Density *	40

\* Default settings and not capable of modification

\*\* Up Min Rate: The minimum bit rate targeted for the end-user PVC for transmission from the end-user CPE to the CLEC/ISP. This parameter has an allowable range of 32 kbps to 512 kbps, settable in 32 kbps increments. Furthermore, the Up Min Rate should not be set higher than the Up Max Rate.

\*\*\* Dn Min Rate: The minimum bit rate targeted for the end-user PVC for transmission from the CLEC/ISP to the end-user CPE. This parameter has an allowable range of 32 kbps to 4032 kbps, settable in 32 kbps increments.

\*\*\*\*Up Max Rate: The maximum bit rate allowable for the end-user PVC for transmission from the end-user CPE to the CLEC/ISP. This parameter has an allowable range of 32 kbps to 832 kbps, settable in 32 kbps increments.

\*\*\*\*\*Dn Max Rate: The maximum bit rate allowable for the end-user PVC for transmission from the CLEC/ISP to the end-user CPE. This parameter has an allowable range of 32 kbps to 8128 kbps, settable in 32 kbps increments.

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## Broadband Ordering Profile (BOP) User Guide

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To add a new profile

Click on the “Add Profile” button



A blank profile is returned

Enter the information on the form as the following example indicates:

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## Broadband Ordering Profile (BOP) User Guide

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Add Profile Info for: DSL TELECOM- AECN=" 1234"			
Profile ID:	<input type="text" value="1"/>		
Effective Date:	<input type="text" value="09/22/2000"/>	Expiration Date:	<input type="text" value="09/26/2000"/>
Line Latency:	<input type="text" value="FAST"/>	Grade of Service:	<input type="text" value="RT-GOS1"/>
Up Min Rate:	<input type="text" value="64"/>	Dn Min Rate:	<input type="text" value="320"/>
Up Max Rate:	<input type="text" value="288"/>	Dn Max Rate:	<input type="text" value="1280"/>
Up Min Noise:	<input type="text" value="0"/>	Dn Min Noise:	<input type="text" value="0"/>
Up Target Noise:	<input type="text" value="6"/>	Dn Target Noise:	<input type="text" value="6"/>
Up Max Addl Noise:	<input type="text" value="15"/>	Dn Max Addl Noise:	<input type="text" value="10"/>
Up Max Agg Power:	<input type="text" value="13"/>	Dn Max Agg Power:	<input type="text" value="16"/>
Dn Max Pwr Spec Density:	<input type="text" value="40"/>		
<input type="button" value="OK"/> <input type="button" value="Cancel"/>			

### Edit Profile

Once a profile has been established, there may be a need to change one or more of the parameters for a specific profile, or the CLEC may want to delete a profile no longer in use. This can be done by clicking on the Edit Profile tab.

## **BROADBAND ORDERING PROFILE**

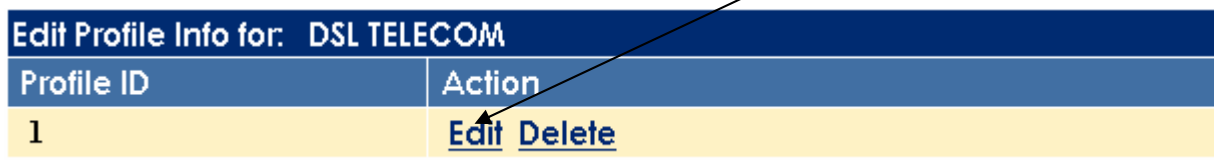
For: DSL TELECOM - AECN = "1234"

Edit ThresholdEdit ProfileAdd ProfileCLEC Info FormBack to Log In

## Broadband Ordering Profile (BOP) User Guide

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The Edit Profile tab brings up a menu with all of your Profile Ids. Click on Edit to bring up the profile requiring a change.



Edit Profile Info for: DSL TELECOM	
Profile ID	Action
1	<a href="#">Edit</a> <a href="#">Delete</a>

When making changes to a profile, always enter an Effective Date: of today or later. The format is mm/dd/ccyy. Only future orders with this profile will be affected by the change in parameters.

However, if circuits have been provisioned using a unique profile, that profile cannot be modified or deleted. An error message will be returned when a CLEC attempts to modify or delete a profile that has existing circuits provisioned with that profile.

In addition, each Edit Profile list will contain profiles SB01 through SB07 for “View” selection only. These profiles provide speed and other profile information for the ABBS product offering available on a private carriage basis. CLECs who enter into such an agreement with SBC 13-STATE will be provided the ordering requirements for this product.

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## Broadband Ordering Profile (BOP) User Guide

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Add Profile Info for: DSL TELECOM- AECN=" 1234"			
Profile ID:	<input type="text" value="1"/>		
Effective Date:	<input type="text" value="09/22/2000"/>	Expiration Date:	<input type="text" value="09/26/2000"/>
Line Latency:	<input type="text" value="FAST"/>	Grade of Service:	<input type="text" value="RT-GOS1"/>
Up Min Rate:	<input type="text" value="64"/>	Dn Min Rate:	<input type="text" value="320"/>
Up Max Rate:	<input type="text" value="288"/>	Dn Max Rate:	<input type="text" value="1280"/>
Up Min Noise:	<input type="text" value="0"/>	Dn Min Noise:	<input type="text" value="0"/>
Up Target Noise:	<input type="text" value="6"/>	Dn Target Noise:	<input type="text" value="6"/>
Up Max Addl Noise:	<input type="text" value="15"/>	Dn Max Addl Noise:	<input type="text" value="10"/>
Up Max Agg Power:	<input type="text" value="13"/>	Dn Max Agg Power:	<input type="text" value="16"/>
Dn Max Pwr Spec Density:	<input type="text" value="40"/>		
<input type="button" value="OK"/> <input type="button" value="Cancel"/>			

Once you make the changes you want for this profile, click on the "OK" button.

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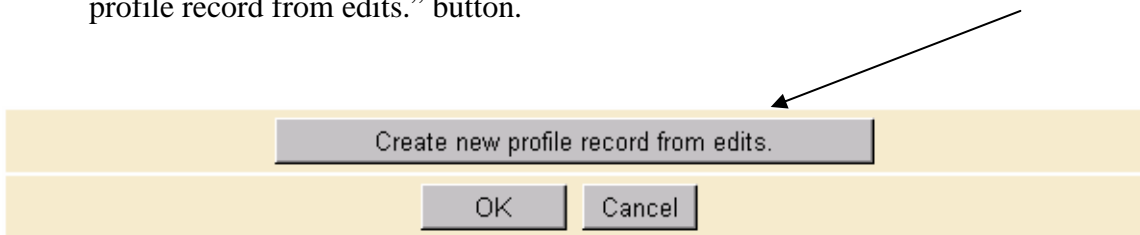
## Broadband Ordering Profile (BOP) User Guide

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You will receive a confirmation message that says:



The Edit Profile screen can also be used to create a new profile record, by changing the Profile ID: to a new one and changing only those parameters that are different. Then instead of clicking on the “OK” button, you would click on the “Create new profile record from edits.” button.



The CLEC can also change their desire and “Cancel” the Edit Profile by clicking on the “Cancel” button.

A confirmation message will be returned that says:

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## Broadband Ordering Profile (BOP) User Guide

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<b>YOUR CHANGES WILL NOT BE APPLIED.</b>	

OK

Back

Confirm the Cancellation by clicking on the “OK” button. Or the “Back” button to return to editing.

In order to completely delete one of the Profile IDs, click on Delete for the Profile ID to be removed.

Edit Profile Info for: DSL TELECOM	
Profile ID	Action
1	<a href="#">Edit</a> <a href="#">Delete</a>

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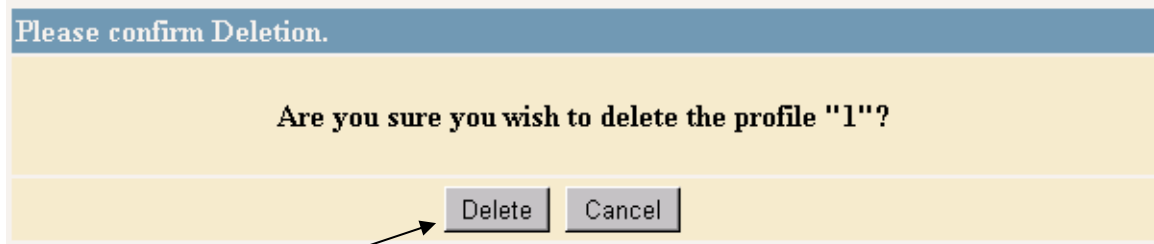
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## Broadband Ordering Profile (BOP) User Guide

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The following message will be returned:



Please confirm Deletion.

Are you sure you wish to delete the profile "1"?

Delete Cancel


An arrow points from the text below to the 'Delete' button.

Click on the "Delete" button to confirm. A second message will be received:



<b>UPDATED</b>	

Click on the "Cancel" button to keep the Profile ID.



Please confirm Deletion.

Are you sure you wish to delete the profile "1"?

Delete Cancel

An arrow points from the text above to the 'Cancel' button.

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## Broadband Ordering Profile (BOP) User Guide

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### Back to Log in

Clicking on “Back to Log in” tab



will take the CLEC back to the “Log In” screen.



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