



Pre-Digital Phone line (PDPL)

Wholesale Product Handbook

Version 1

Dated: July 2024

Please note this Product Handbook is a working draft and will be subject to additional amendments. BT assumes no responsibility or liability for any errors or omissions in the content of this Product Handbook. The information contained in this Product Handbook is provided on an "as is" basis.

Contents

1	Introduction	6
1.1	WLR Withdrawal	6
2	Product Overview	6
2.1	Sign up, Service Establishment and Portal Access	6
2.2	Portal Applications	7
2.2.1	Product Briefings	7
2.3	Portal Guide	8
2.3.1	Browser Compatibility.....	9
2.3.2	How We Will Communicate with You	9
2.4	Reseller identification (RID & RCPID) – for Customers who resell PDPL.....	9
2.5	Customers with Resellers.....	10
2.6	Application programming interface (API)	10
2.7	Network Design.....	10
2.8	Number Porting.....	11
2.9	Customer interface	11
3	Customer defined attributes of Pre-Digital Phone Line (PDPL)	11
3.1	Service Profiles	11
3.2	Caller Network Features.....	12
3.3	Admin Call Barring.....	13
3.4	Service Care Levels	14
3.5	Directory Listing	15
4	How to place a Pre-Digital Phone Line (PDPL).....	16
4.1	Migration Control Centre	16
4.2.	Order submission process	16
4.2.1	The Migration Order Process	16
5	Order Tracking Notifications.....	17
5.1	Order journey & KCIs.....	17
5.2	Lead times	18
6	In life service management.....	18
6.1	What Attributes are Modifiable	18
6.2	Cessations.....	19
6.3	Emergency disconnections & Suspensions	19
6.4	Suspend and Resume Capability	19

6.5 Point of No Return.....	19
7 Fault management	20
7.1 Pre-Digital Phone Line (PDPL) fault	20
8 Service Management	21
8.1 Service status.....	21
8.2 Engineer details	21
8.3 Additional service charges.....	22
8.3.1 Special Faults Investigation (SFI2)	22
8.3.2 Time Related Charges (TRC)	22
8.3.3 Abortive Visit Charges (AVC) including Missed Engineering Appointments	22
8.3.4 Other charges	22
9 Billing	22
9.1 Billing account	22
9.2 Billing enquiries	22
10 Vulnerable customers	23
Appendix A – Unsupported Journeys	24
Working Line Takeover (WLTO).....	24
Start of Stopped Line.....	24
NTE Shift	24
Non-Standard Premises (NSPs)	24
Uninhabitable locations	25
Examples of Uninhabitable locations.....	25
Outbuildings and Working from Home	25

Legal and Confidentiality Statement

The information contained in this Product Handbook is “confidential information” as per your terms and conditions with BT. Please treat it accordingly do not forward, republish or permit unauthorised access. For the avoidance of doubt, the information contained in this Product Handbook is for information purposes only and does not constitute part of the contractual terms and conditions. All third-party trademarks are hereby acknowledged.

© British Telecommunications plc, 2024. All rights reserved.
Registered office: One Braham, Braham Street, London, E1 8EE
Registered in England no. 1800000

Change Control

Version	Date	Author	Changes
Draft 0.1	June	Product team	Initial draft Handbook
Version 1	July	Product team	Updates to Calling Network Features

Pre-Digital Phone Line (PDPL)

BT conventions used in this handbook:

This Product Handbook relates to the Pre-Digital Phone Line (PDPL) Product, also referred to as **'PDPL'**.

The term **'Service'** refers to the voice service supplied as part of the PDPL product.

The term **'Customer'** relates to the party contracting for the PDPL service from BT

The term **'End User'** (EU) relates to the final recipient of the service.

Wholesale Line Rental (**WLR**) is a service provided by Openreach and is a pre-requisite for us to provide Pre-Digital Phone Line (PDPL) services as PDPL. PDPL is a migration only product and would only be available to customers who have an existing working WLR line.

Copies of the PDPL Terms and Conditions (**T&C's**) are available via the BT Website or your BT Account Manager. T&C's will take precedence in the event of conflict between the T&C's and this Handbook.

BT Wholesale.com portal

The BT Wholesale.com portal known as 'The HUB' is the repository for Pre-Digital Phone Line (PDPL). Customers are required to gain access, covered as part of the service establishment process.

<https://www.btwholesale.com/pages/static/home.htm>

Other Useful Documents

We have prepared the below documents to support this Handbook:

Document	Description
Technical Specification	Gives you technical information around the PDPL product such as line current and PDPL profiles
Pre-Digital Phone Line (PDPL) T&C's	T&C's for PDPL

1 Introduction

Openreach is closing the Public Switched Telephone Network (PSTN) in January 2027. The impact of this is that Openreach are withdrawing their WLR PSTN telephone service.

PDPL is an exchange based PSTN emulation service that is presented as an analogue service over existing copper lines to customer premises. PDPL is a product offered by BT Wholesale as a “Best Efforts” replacement to existing copper WLR3 (PSTN) lines. Only working WLR3 services have a migration route onto Pre-Digital Phone Line (PDPL).

The PDPL element of the service can only be provided by itself, and not in conjunction with any other service (such as broadband) and can only be provided from an existing WLR3 service.

PDPL supports many types of analogue end users and devices via an analogue voice service. This service is designed to emulate PSTN as closely as possible.

PDPL is considered a temporary product, customers need to actively seek an All-IP alternative.

1.1 WLR Withdrawal

More information regarding WLR withdrawal can be found at:

<https://www.openreach.co.uk/cpportal/products/the-all-ip-programme/all-ip-trials>

2 Product Overview

The Pre-Digital Phone Line (PDPL) accessibility criteria is that your PSTN lines are currently a stand-alone working WLR3 service. They cannot be stopped lines, nor can they be associated with a Broadband Service.

To get Pre-Digital Phone Line (PDPL), you need to:

- A) Sign up and get access to the BT Wholesale “Hub” portal
- B) Sign up for Pre-Digital Phone Line (PDPL) migration – Sharing your WLR3 volumes.

Once signed up, BT will manage the migration of your lines from WLR3 over to Pre-Digital Phone Line (PDPL) as part of the batch migration program. During the migration journey you will be advised of the migration date when we will convert the line in batches to PDPL, by telephone exchange.

The migration team will load your orders onto the BT systems for each of your lines in a bulk format. This will generate email notifications, for each batch of lines being migrated, so that you can track the progress of each order.

Once your line has been converted onto Pre-Digital Phone Line (PDPL) you can login to the BT Wholesale Portal to access the capability as outlined in this Product Handbook in-life.

2.1 Sign up, Service Establishment and Portal Access

Your BT Account Manager will take you through the establishment and onboarding process.

When your contract is signed with BT your account will be created. This can take up to 26 calendar days including portal access and billing account creation, less if you already take other products from BT Wholesale via the HUB. This is based on a timely collation of data required, it may take longer if there are delays on either side.

The start of your onboarding commences with your BT Account Manager collating all the relevant information to establish you onto the portal. This requires the completion of a BT Wholesale Product onboarding CRF (Customer Request Form).

The CRF form requires the capture of specific information:

- Company Details, including Trading Name, Registration Number, VAT number, OFCOM RID
- Administrative contacts details for Billing, order updates, planned works and emergency outages.
- Forecast of volumes.
- Billing systems, contact details of who should have access.

Once the account is created, your nominated 'administrators' can start managing your Pre-Digital Phone Line (PDPL) lines that have successfully migrated. Administrators will also be able to add new administrators. Requests for new user accounts will go to one of your administrators for approval and thereafter the user can place orders.

2.2 Portal Applications

Within BTWholesale.com, there is a Pre-Digital Phone Line (PDPL) tab that contains details of the all the applications that can be selected for a user who has Pre-Digital Phone Line (PDPL).

The following applications can be requested based on the role of a user:

- The Hub – required to view and manage your Pre-Digital Phone Line (PDPL) assets.
- Pre-Digital Phone Line (PDPL) Briefings – for important announcements about your service, including key product updates and withdrawals. (Access to Applications will be based on the role of the user)

We recommend you have at least 3 'Administrators'. This is just in case one of them forgets their password or needs a password reset. The other administrators in the group can then make the change.

For information on setting up administrators and managing users please [click here](#)

New portal users should register via [BT Wholesale: admin](#). Once the account is created, they need to contact their company administrator to provide them with access to Hub.

2.2.1 Product Briefings

Once access to the Hub portal is provided, customers will need to subscribe to 'PDPL briefings'. These briefings are the default communication method for important product information, documentation updates, etc.

To sign up for briefings, go to the PDPL Portal.

From the HUB, click Briefings and you will be directed to Business zone to view and sign up.

Alternatively, if you already have access to Business Zone, select My briefings from the top menu, click on Manage subscriptions, tick the box next to PDPL Briefings and click Save.

The request will go to your company administrator for approval.

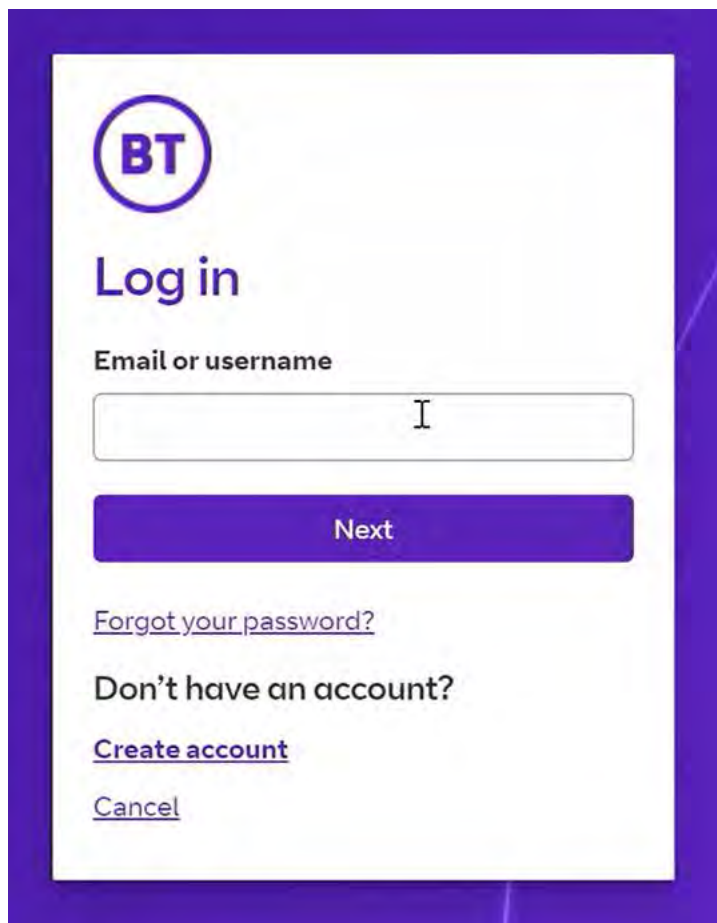
2.3 Portal Guide

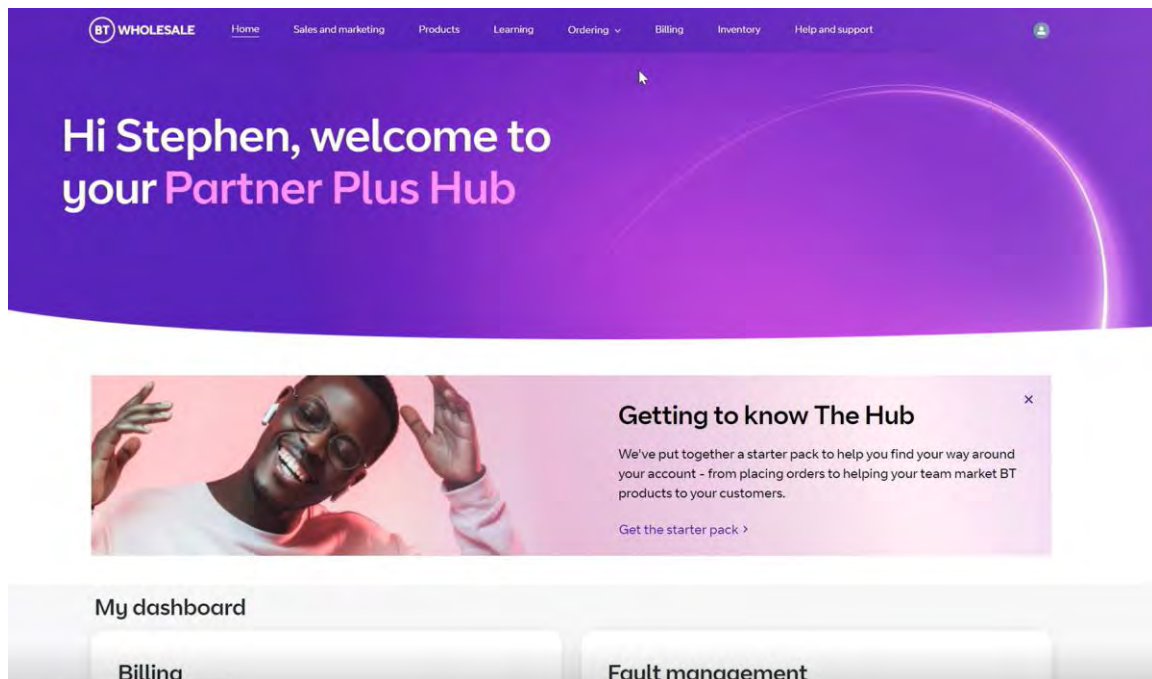
The Pre-Digital Phone Line (PDPL) portal is accessed [here](#)

This gives you a single gateway to managing PDPL assets in life, as well as raising any faults or viewing reports. You can also speak to us through the 'online chat' facility.

When raising modifies and faults via the Hub, we encourage you to use a unique customer reference as this will enable you to track your asset via the PDPL Inventory.

Please note when placing orders, you should have your client device set to UK time, use of other time zones may cause unpredictable results when placing orders i.e. date selection.

The image shows a screenshot of the BT Login portal. At the top left is the BT logo, consisting of the letters 'BT' inside a circle. Below the logo, the word 'Log in' is displayed in a large, bold, sans-serif font. Underneath 'Log in' is the label 'Email or username' in a smaller font. Below this label is a white rectangular input field with a thin grey border. A cursor is visible inside the input field. Below the input field is a solid blue rectangular button with the word 'Next' written in white. Below the button are three links: 'Forgot your password?' (underlined), 'Don't have an account?' (bold), 'Create account' (underlined), and 'Cancel' (underlined). The entire login form is set against a white background and is framed by a thick blue border.



2.3.1 Browser Compatibility

The portal has been optimised for and rigorously tested in the latest version of Microsoft Edge browser. While other browsers may work, we can't guarantee that any feature or functionality will work in other browsers, and we recommend using the latest version of Microsoft Edge for optimal performance.

Microsoft Edge can be found on the Microsoft website using the following link - <https://www.microsoft.com/en-gb/edge>

2.3.2 How We Will Communicate with You

When your account was set up, you'll have given us an email address. We'll use this to send out in-life and provisioning updates – for example welcome emails, order and fault updates etc. We recommend that you use a shared group email address for this so that all the right people get the information straight away. We send the monthly billing data to a different address. Again, this would have been taken when the account was originally set up but if you need to change anything please contact your BT Account Manager.

2.4 Reseller identification (RID & RCPID) – for Customers who resell PDPL

RID is a 3-character Alphabetic code supplied by Ofcom and is used within PDPL to monitor Access Line switching.

If you're using PDPL to sell your own service to end users, other businesses, or resellers you'll need a RID. If you do not have one, please contact Ofcom [here](#).

Additionally, customers who resell our service to residential end users, will need to onboard and obtain a RCPID from The One Touch Switch Company (TOTSCo) in order to interact with other CPs for

switching match and order requests via the TOTSCo Hub as part of One Touch Switch (OTS) pre-requisite to placing migration orders with PDPL. Note: OTS is due to go live for residential switching 14th March 2024.

For more information on One Touch Switching, please refer to Section 4.4

If you are purchasing PDPL for your company's own use, then we'll configure your account to use a default RID that we'll supply.

2.5 Customers with Resellers

Currently the HUB does not have the capability to onboard sub resellers. As development progresses with the HUB, we may be able to offer this capability in the future.

2.6 Application programming interface (API)

There are currently no plans to have APIs for Pre-Digital Phone Line (PDPL).

2.7 Network Design

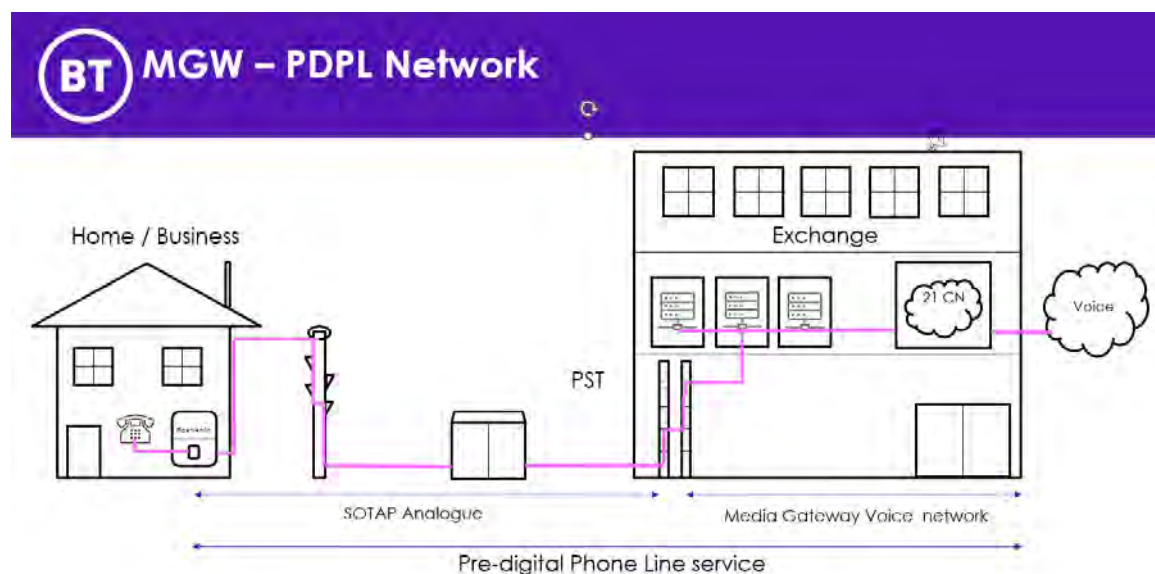
Pre-Digital Phone Line (PDPL) consumes the Openreach SOTAP Analogue access line.

This is a full copper paired service from the exchange to the customer premises.

The SOTAP Analogue access product is connected to BT's IP Voice Media Gateway network in the exchange and presents to the customer as an analogue voice service.

Conversion from WLR3 to Pre-Digital Phone Line (PDPL) enables customers to migrate away from the PSTN and over to BT Wholesale's VOIP service without any changes within the customer premises. The Pre-Digital Phone Line (PDPL) service re-uses the existing Openreach copper NTE (Network Terminating Equipment) within the customer's premises.

As such there are no migration actions required for the End User to perform.



In the above diagram, the house on the left represents the customer premises and the BT Exchange on the right. Between them is run the Openreach copper access line (SOTAP Analogue) which PDPL operates over. This line is then connected to the BT Media Gateway device installed in the exchange and calls are delivered over our IP voice platform.

2.8 Number Porting

Pre-Digital Phone Line (PDPL) is considered a migration product, as such lines will port their existing WLR3 phone number over to Pre-Digital Phone Line (PDPL).

Only once the engineering work has been completed on the day of migration will the number port will be triggered into Pre-Digital Phone Line (PDPL). The number port activity involves moving the existing PSTN number over to the PDPL service. In turn, this will generate a cease of the legacy WLR3 PSTN service and it ensures existing number retention on the new PDPL service.

There will be minimum outage on the existing PSTN service whilst the Openreach engineer performs the re-termination tasks.

Further information on number porting is available from Ofcom: <https://www.ofcom.org.uk/phones-telecoms-and-internet/information-for-industry/numbering/number-portability-info>

2.9 Customer interface

The migration journey from PSTN to Pre-Digital Phone Line (PDPL) is designed so that the end user is minimally impacted. What this means is that at the customers premises, there is no onsite work required. The End user device will continue to work plugged into the same Openreach NTE (Network Terminating Equipment). PDPL has been design so that when migrating from PSTN the NTE remains the same.

3 Customer defined attributes of Pre-Digital Phone Line (PDPL)

There are attributes and options available to choose from when ordering a Pre-Digital Phone Line (PDPL) service. Some of these attributes add/or remove particular user features; some optimise the line to work with different devices and some change the support levels.

The below sections highlight all the optional attributes and define what their impacts are:

3.1 Service Profiles

There are two profiles that can be selected when provisioning Pre-Digital Phone Line (PDPL) (PDPL).

- 1) Voice, plus Voice Band Data; referred to hereafter as the “mixed profile”.
- 2) Voice Band Data (VBD) profile

Mixed Profile

Where an end device predominantly makes and receives voice calls, the mixed profile will be most suitable. When the mixed profile is provisioned, the port is established in Voice mode and will therefore have the technical configuration for voice calling, such as echo cancellation enabled and

dynamic de-jitter buffers. The packetization time will be set to 20ms and Packet Loss Concealment (PLC) active.

The mixed profile relies on modem answer tones (e.g. 2100 Hz) to adapt the profile to VBD working. When this happens, the de-jitter buffers will be fixed, and the echo canceller removed if indicated on the modem answer tone by periodic phase reversals.

You will not need to manually switch between voice and VBD on the mixed profile due to the auto detect feature.

VBD profile

Where an end device predominantly makes and receives Voice Band Data calls, the VBD profile will be most suitable.

It will be especially beneficial where modem types do not fully conform to international standards and employ a full V.25 or Bell 103 startup sequence, for example, and hence allow time for the port to change over to VBD working before data transmission commences.

When the VBD profile is provisioned, the port is established in VBD mode at the outset and programmed to expect modem signals. It does not need to adapt from Voice to VBD mode which can cause a transmission path interruption. Technically, echo cancellation will be enabled, without NLP (Non-Linear Processing), de-jitter buffers will be fixed, PLC disabled and the packetization time will reduce to 10ms. If a modem answer tone is received with periodic phase reversals, the echo canceller will be removed. It is important to note, we still expect voice calls to be able to deliver a suitable experience on the VBD profile.

3.2 Caller Network Features

There are 10 caller network features that are optional on Pre-Digital Phone Line (PDPL).

As the customer you can decide which features to offer and which not to support.

There are different charge tariffs for these features, and these can be located in the price list.

Calling & Network Features
3 Way Calling
Caller Display
Call Diversion
Call Waiting
Incoming Call Barring (ICB)
Out Going Call Barring (OCB)

Permanent Withhold Number
Various Admin Functions (See Below)
Anonymous Call Reject
Direct Connect

The below network features will also be supported.

Calling and Network Feature	Description
141 Calling Line Identity	Enter 141 before the number you dial to stop your telephone number (per call) being displayed
Calling Line Identity - Release 1470 (per call)	Dial 1470 before the telephone number you dial, and it will display your telephone number. 1470 is only used if Permanent Withhold Number is applied on the line.
1471 Last Caller	Dial 1471 – tells you the last number to have called you.
1471 Last Caller - Caller Return	1471 tells you the last number that called. - 1471 Call Return also lets you return the call straight away, by pressing ‘3’
1571 - Caller Return	Dial 1571 to access you your voicemail – you can return the telephone number who left you a message by pressing ‘xx’
123 Speaking	Dial 123 telephone number to hear the time.
1475 Last Caller – Erasure	deletes the last telephone number that has called you.

3.3 Admin Call Barring

Admin call Barring is a customer/reseller-controlled capability that enables the customer/ reseller to permanently apply inbound or outbound call restrictions. These calling restrictions are Reseller applied and override any customer-controlled features.

Customer controlled Feature
Admin Controlled Call Diversion
Admin Outgoing Call Barring (excluding 999)
Admin Outgoing Call Barring – Mobile Calls
Admin Outgoing Call Barring – Premium Rate Calls
Admin Outgoing Call Barring – Bar 123 & 118 Calls
Admin Outgoing Call Barring – International & Premium Rate Calls
Admin Outgoing Call Barring – International Calls
Temporary Call Diversion
Admin incoming Call Barring (excluding 999)

3.4 Service Care Levels

We offer the following Service Care Levels on Pre-Digital Phone Line (PDPL), further details of which can be found in your contract for PDPL.

Care Level	Description
Standard	Standard care – operates between 8am and 6pm on weekdays (Monday to Friday, not including public and bank holidays). We aim to repair a fault by midnight on the second weekday following the day you report the fault to us – unless a specific appointment date is agreed. We will treat a fault reported after 9pm on a weekday, or anytime at weekends or on public or bank holidays, as if you reported the fault at 8am on the next weekday after the day you actually reported the fault to us.
Prompt	Prompt care – operates between 8am and 6pm on weekdays and Saturdays. We aim to repair a fault by midnight on the next weekday or Saturday after the day you report the fault to us unless a specific appointment

	date is agreed. We will treat a fault reported after 9pm on a weekday or a Saturday, or anytime on Sundays or on public or bank holidays, as if you reported the fault at 8am on the next weekday or Saturday after the day you actually reported the fault to us.
Total	Total care – operates between 7am and 9pm on weekdays and between 8am and 6pm at all other times. We aim to repair a fault within 24 hours of you reporting it to us.
Critical	<p>Critical care - BT will aim to fix the fault within 6 hours of the fault being reported (unless the customer has elected for an appointment outside of this time).</p> <p>Customers will be able to report faults Monday to Sunday 24/7 including bank and public holidays. Upon receipt of a fault BT will start remote diagnostics. Response will include the confirmation that the fault is accepted and the provisions of a fault reference number. BT will advise the customer of the progress being made to clear the fault.</p> <p>Where applicable, customers can request the option to divert their line to an alternative number.</p>

3.5 Directory Listing

As part of the Pre-Digital Phone Line (PDPL) order journey, you can select one of the following for a directory listing:

Select	
Ordinary Listing (Published)	printed in phone book, available online and via 118xxx
No Listing	not available on any platform
Directory Entry Only Listing	not printed in phone book, but is available online and via 118xxx

4 How to place a Pre-Digital Phone Line (PDPL)

4.1 Migration Control Centre

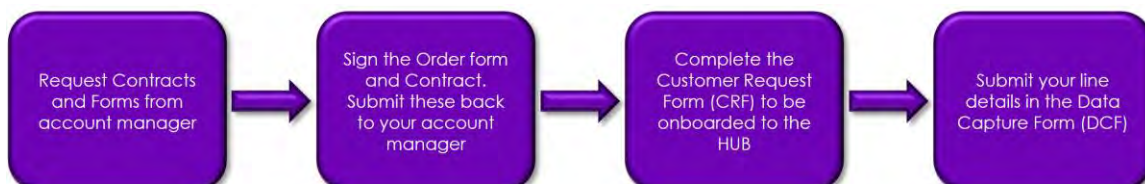
All orders will be placed via the Migration Control Centre (MCC) and will be inserted into a bulk migration tool.

To submit your order, you will need to complete a data capture form that will contain the below fields. Your BT Account Manager will send this form on receipt of signed contracts and order form.

We endeavour to prefill as much of this information as possible.

- Address - Address where the existing PSTN service is installed.
- LE ID - Legal Entity ID
- CUG Name – Reseller name
- CUG ID – Reseller CUG ID
- BAC – Billing account ID
- Directory Entry Type – Type of directory entry
- Profile – Mixed or VBD profile.
- Trading Title – Name to be displayed in directory database.
- Emergency Services Display Name – Name to be displayed in directory database.
- End Customer Name - Name of the end customer (end customer created under the reseller account)
- Group Listing Required – If group listing required or not
- Existing PSTN Number – Existing PSTN number
- Care Plan – Care plan required for the number.
- Vulnerable, Critical or CNI – Is the PSTN line you wish to migrate considered to be a critical, CNI or a vulnerable user? More information on Vulnerable users can be found on Ofcoms website [here](#). Critical lines support services that may, in an emergency, cause loss of life, injury or be detrimental to health.
- Calling Network Features – Free of charge features will default too on

4.2. Order submission process



4.2.1 The Migration Order Process



5 Order Tracking Notifications

Each customer order will generate notifications (Referred to as KCIs). Unless specified, these notifications follow the BT Wholesale standard template and are provided for customers to track the progress of each order.

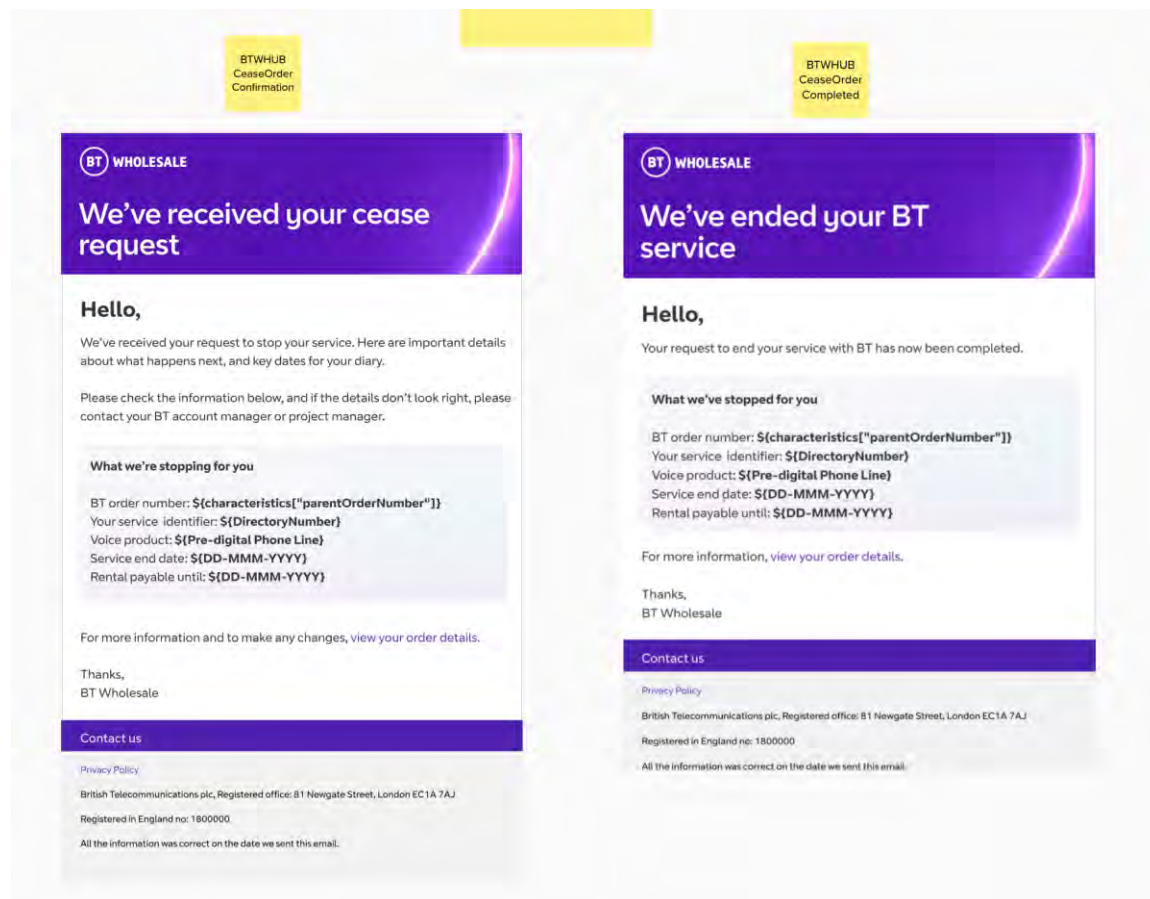
As a minimum, there are 3 standard KCIs. These include:

- Order submission - This confirms your order has been submitted and provides you with a BT Wholesale reference.
- Order acknowledgement - This is the order acknowledged notification and confirms that the order has been received and is progressing to the committed date.
- Order completion - This confirms that the order has been completed.

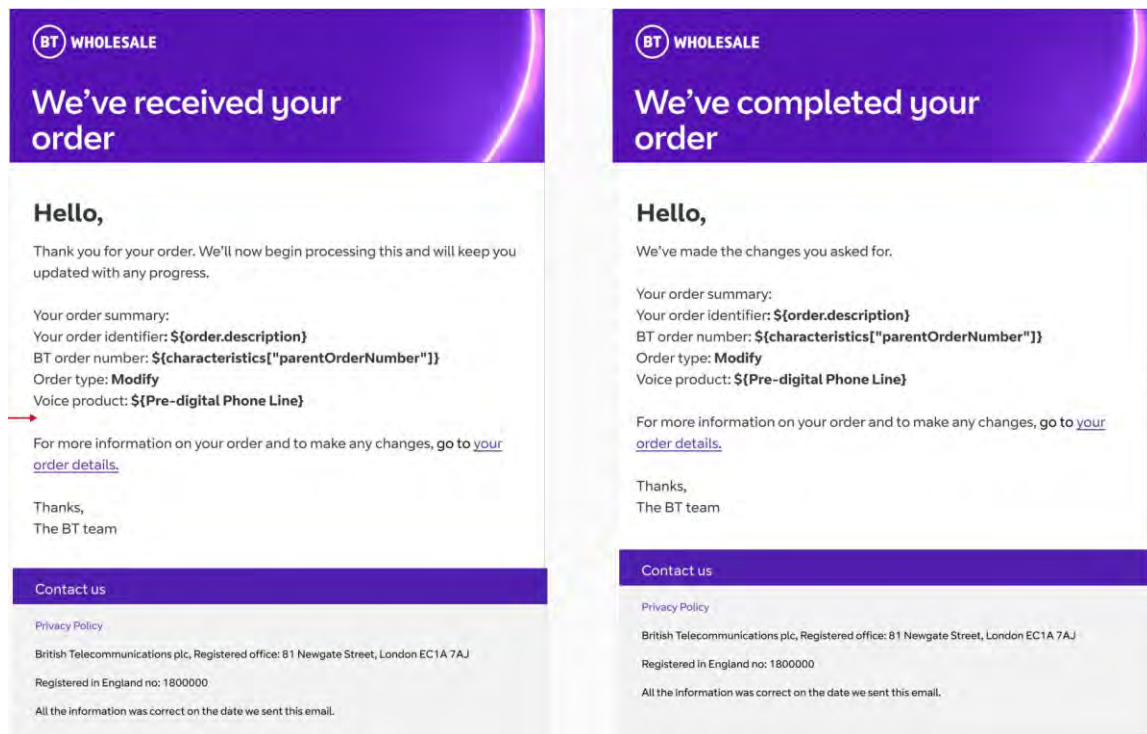
If the order were to get delayed for any reason, you will receive delay KCI notifications between KCI2 and KCI3 notifications. These will tell you the reason for the delay and also the re-scheduled committed dates.

5.1 Order journey & KCIs

Cease KCIs



Modify KCI



5.2 Lead times

The bulk migration process includes the below steps.

- Contracts
- Terms and conditions
- Onboarding to the Hub
- Order form
- Requests to Openreach to schedule engineer resource
- Scheduling number ports
- Pre migration activities
- Day of migration activities

From initial contact through to order provisioned, we estimate the lead time to be 8 weeks.

The outage experienced by the end user will be kept to a minimum and will reflect the time it takes for an Openreach engineer to re-jumper the customer service from PSTN over to the PDPL product and the number to port.

6 In life service management

6.1 What Attributes Are Modifiable

All PDPL data services are provided as unlimited usage services, so there is no explicit need for you to manage the end user's usage of their service.

If you wish to change the type of service offered to the end user, we support the ability to move between PDPL product variants using the modify process detailed in the next section.

Modify order Journeys:

Modify - Customer details	If you wish to change the End Users details, then you can do this by placing a modify order where you change just the customer details.
Modify - Change Tel number	If you wish to change the telephone number associated to the PDPL service
Modify Profile – Mixed/VBD	If you wish to change between the two profiles
Modify Orders – Calling Network Features - (Add/Remove/Update)	If you wish to add or remove Calling Network Features.

A modification of a PDPL service is defined as one or more changes to the product features or access technology where there is no change in the Customer purchasing the service from BT.

A combination of these changes can be actioned through a single order. Where this is the case, the lead time will be dictated by the change with the longest lead time.

6.2 Cessations

You remain responsible and liable for charges for all Access Lines & assets that are listed as live on the portal. If these circuits and assets are not required, it's your responsibility to cease them. Each PDPL service has an associated minimum contract term. If the service is ceased within the contract term either as a result of you raising a cease order or as a result of action on the line which results in an unsolicited cease being raised, you will be required to pay early termination charges as outlined in the T&Cs.

Cease orders raised before 5pm can be actioned the same day, any orders raised after 5pm will need to be scheduled for the next working day or later.

6.3 Emergency disconnections & Suspensions

BT will exercise the right to suspend or disconnect EU's that abuse the network or disrupt other EU's e.g. Spamming.

The suspension or disconnection shall remain in place until the situation has been resolved between the Customer and their EU, and the Customer has communicated a satisfactory resolution to BT.

Please note that we will continue to charge you for the service during periods of suspension.

6.4 Suspend and Resume Capability

PDPL also offers the Customers the ability to manage their own downstream bad debt situation by placing a Suspend request on the Portal. Please note that Ofcom mandates that EUs should be able to make outgoing calls to Emergency services at all times, even while in a 'bad debt' state. More information can be found at: [Regulation of VoIP Services: Access to the Emergency Services - Ofcom](#)

6.5 Point of No Return

This is the point up to which you can modify or cancel an Order (paying any relevant Charges as per the Price List). After this date you cannot make changes to an Order, and it will proceed as per the advised timescales.

Once the data capture form is submitted, we will not be able to amend the product fields in the form.

The PONR for the cancel journey during the provisioning process is CCD - 2.

For changing fault appointments, the PONR is 18:00 the day prior to the appointment however you may be charged a late cancellation fee. For more information on late charges please see the Price List.

7 Fault management

7.1 Pre-Digital Phone Line (PDPL) fault

You should isolate the fault & try and resolve in the first instance. These include checking for:

- Faulty Hardware
- Internal Wiring issues

Things to Check:

- Faulty Hardware – ensure a fault with the handset is not causing the issue with the Access Line. If necessary, replace the existing handset with another one.
- Internal Wiring – ensure that there is no damage caused to the socket on the wall.

Note – you'll incur charges when an engineer is sent on site to fix the fault and is deemed that the fault was due to Customer's equipment or wiring.

All tests should be performed with a customer connecting directly to the Openreach master socket also known as the NTE (Network Terminating Equipment). This removes the possibility of any extension wiring being the source of the issue.

TAM (Test Access Matrix) Network Check (copper line test)

Copper Line Test

This tests the copper line between the local exchange and the NTE (Network Terminating Equipment) in the End User premises.

This tests the voice line and returns results.

Cross Talk

This is interference from a signal transmitted by a circuit that creates an undesired effect in another circuit. This is usually as a result of unwanted capacitive, inductive, or conductive coupling within a cable or equipment backplane. BT network copper cabling uses 'twisted pair' cables to reduce the effects.

Additionally, if you need to speak to the Service Desk then please ensure you carry out the following checks in the first instance.

These include checking for:

- Faulty Hardware
- Internal Wiring issues

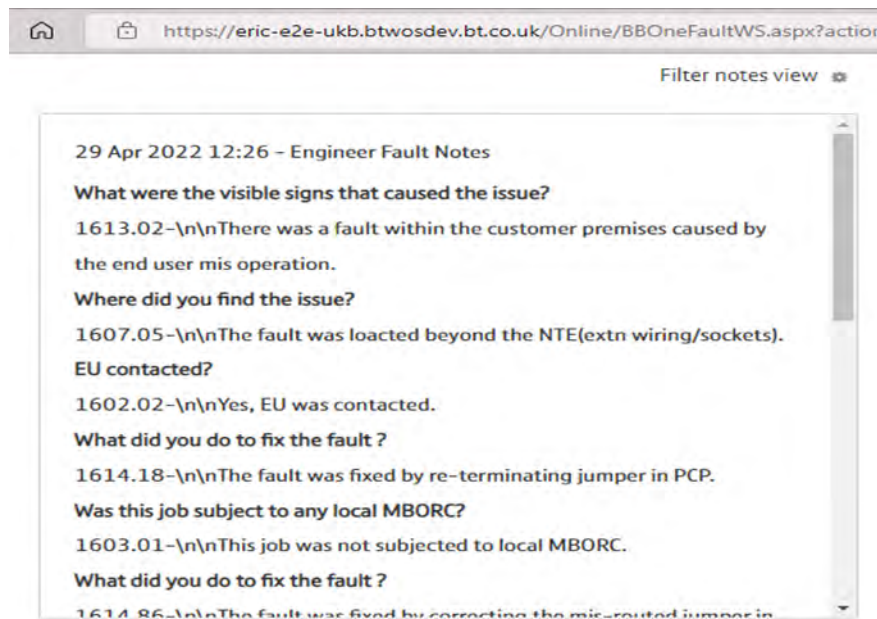
Things to Check:

- Dial Tone – to check that there isn't a telephony line fault.

- Access Line – check that the device is connected to the correct Access Line number/socket.
- Device profile – check that the device you are using is compatible with the PDPL profile option (Mixed profile and VBD Profile)
- Faulty Hardware – test another/replace the end device to ensure that this is not the cause of the fault.

Question Based Closure (QBC) Structured Questions

It is not mandatory for an engineer to complete QBC for each fault they deal with but where they do, the output will be displayed in the fault view as per example below:



We will display first and second QBC responses if the fault fix is rejected, and a second engineer visit is required.

8 Service Management

8.1 Service Status

Any information relating to known Major Service Outages (MSO) or Planned Engineering Works (PEW) affecting PDPL services are displayed on the portal under Important Updates on the Business Zone Overview page. You can also access this via the HUB through incident management.

8.2 Engineer Details

If you require the name of the engineer in advance of attending a fault, please contact the Service Desk who will endeavour to obtain this information from Openreach. However, we cannot guarantee this as Openreach are not obliged to supply these details.

8.3 Additional Service Charges

Chargeable engineering visits are available on request. Please refer to the Price List, they will be described as follows:

8.3.1 Special Faults Investigation (SFI2)

Special Faults Investigation (SFI for copper lines & SFVA for fibre lines) should be used when you believe there is a fault with the service despite the diagnostics indicating no fault in the BT Network. You can request an engineering appointment via the Service Desk, this investigation checks the integrity of the line. Charges will be applicable should the visit determine that no fault (to contractual specification) is present, or the fault lies in the Customer or EU domain.

8.3.2 Time Related Charges (TRC)

TRC are applied where BT at an EU site provides maintenance, including diagnostic work or has to make good any existing non-BT installed or supplied wiring or equipment.

8.3.3 Abortive Visit Charges (AVC) including Missed Engineering Appointments

Abortive Visit and Missed Engineering Appointment charges are applied where an appointment is agreed for work at an EU's site and the engineer arrives within the appointment slot but is unable to carry out the work at, or gain access to, the EU Site.

8.3.4 Other charges

Additionally, BT reserves the right to charge on non-appointed visits related to Enhanced & Prompt Care Faults where access is specified as 24/7 or similar and the engineer arrives but is unable to gain access.

Please note – As these charges & ECC's are charges that are generated by Openreach they may appear on your invoice a number of months after the event took place, but BT would endeavour to ensure that they are invoiced within 12 months of the event. This may include but not be limited to ancillary charges such as time related charges, order cancellation charges etc.

9 Billing

9.1 Billing Account

When you place a PDPL order it will automatically default to your main PDPL billing account. If you have another PDPL billing account setup that you wish to set the charges against for a particular order, you can do so in the Data Capture Form when submitting the order.

9.2 Billing Enquiries

You can raise billing queries via the eBilling page on BTWholesale.com, there is a "Raise Query" button, next to each Broadband One invoice. Alternatively, you can call the billing enquiries team on the phone number provided on your invoice.

10 Vulnerable customers

Use of the PDPL Service to operate any solution or for any critical services or devices is at your or the End User's own risk and you are responsible for ensuring that the relevant solution, critical service or device and any Customer Equipment is compatible and will operate with the PDPL Service.

We strongly advise you test the equipment in our BT test labs prior to migration. BT Labs are available for you or the End User to test Customer Equipment, an end device and any related infrastructure with the PDPL Service.

As a communications provider, you acknowledge and agree that you are responsible for ensuring you comply with the PSTN charter and any other guidance or instrument relating to protection of vulnerable customers when upgrading or migrating off phone lines.

For more information around the charter and CP obligations please visit the .GOV website below

[Public Switched Telephone Network charter - GOV.UK \(www.gov.uk\)](https://www.gov.uk/public-switched-telephone-network-charter)

Appendix A – Unsupported Journeys

The Following Use Cases and Journeys are not currently supported on PDPL. As we continue to develop this product the status of these journeys may change and become available.

Working Line Takeover (WLTO)

A Working Line Takeover (WLTO) order scenario means the line is still active with Customer A, but Customer B wants to take over the service. The order scenario creates a different journey path within Openreach, where Openreach will cease the service from Customer A, and apply the takeover for Customer B without the need for engineer visits and break in service. The line will be renumbered by default, unless a request is received to retain the number already associated with the line.

Start of Stopped Line

It is not always necessary to order a new line, in some instances a line already exists within a premises and can simply be reactivated – this is a quick and simple way of providing service and is known as restarting a stopped line. This type of provision does not usually require an engineer appointment, however, in certain circumstances it may be necessary for an engineer to visit the premises.

NTE Shift

You can request a shift of NTE as part of an appointed provide scenario for Start of Stopped Line, Working Line Takeover and Migrations in.

Time Related Charge (TRC) will need to be approved and we have defaulted the minimum amount you select as up to 4 hours. This is based on advice from our supplier.

If you or your customer requires the NTE to be placed beyond the demarcation point within the property, then select an appropriate amount of TRC when the order is placed and add a note to this effect when reserving the appointment.

Note: you will only be charged for the number of hours taken regardless of the amount of time selected, however, if you do not select enough time it may result in the engineer not being able to complete the work and a new appointment having to be made.

Non-Standard Premises (NSPs)

There are three types of Non-Standard Premises:

- Non-Served or Uninhabitable – premises that have not previously had a fixed line telephone service and/or not comply with conditions as defined by local councils as habitable, including having a toilet and welfare facilities. It should be noted that toilet facilities alone would not define a premises as served.
- Hot Sites - premises located near to Power stations and other high voltage infrastructure
- Temporary installations e.g. short duration lines to site offices, ships in dock

Uninhabitable locations

Same order journey will apply with location type being displayed after the installation address is selected. Please note that orders on Non-Served or Uninhabitable locations may require a managed service.

You are also advised to raise the order as Uninhabitable if you have sufficient information to indicate that the location is Uninhabitable even when the observable Location information is not recorded as Uninhabitable.

To raise an order in a location with no address (such as a car park camera), you should use the Address Matching dialogue service to create a Bronze NAD key that can be used to raise an uninhabitable NLP order.

The standard Lead-time for NSP provision is subject to survey, local authority notices, working hour restrictions and BT appointment book etc.

Examples of Uninhabitable locations

- British Rail level crossings
- Driveway gates
- Garden chalets
- Garden sheds
- Home worker offices in outbuildings not attached to the main premises where planning permission has not been granted for business use (Please see more about outbuildings below)
- Locations separate to main premises where a line is provided for use with an alarm or entry system (private or business premises)
- Observation posts that are not normally manned whether welfare facilities are provided or not.
- Payphones
- Places of worship
- Remote measurement devices e.g. for water, gas, electricity or other utility services
- Roadside telephones (RAC, AA)
- Sites with no specific address such as a bus stop or camera
- Stables & animal barns
- Street furniture
- Taxi Ranks
- Traffic Control Systems
- Unmanned radio mast sites
- Wind power stations/plants
- static caravan **on a leisure park**

Outbuildings and Working from Home

As a general rule people do not live in or run a business from an outbuilding. The local authorities class these buildings as agricultural buildings until planning consent for change of use to business or residential use has been approved. i.e. an outbuilding would be classed as a NSP unless it has planning permission for use as a residence or business premises. As such, offices located in gardens for people working from home are classed as NSP.