



BOOKING ON APPOINTMENT

Book the date of intervention of one of our technicians
at your end customer's premises

Booking on appointment

You can book a date for our technician to visit your end customer's premises for the activation of FTTH access before placing your order.

Who is it for?

Operators purchasing regulated Wholesale Accesses.

Preliminary services

Bitstream NGA, VULA

Description of the service

As part of the VULA FTTH and Bitstream NGA FTTH access activation process, a new commercial service called Appointment Booking is available to Operators.

The Service allows the Operator to book the date and time slot for the on-site intervention of the technician at the end-customer's premises, prior to sending an order for the activation of FTTH access on LNA.

To book the appointment, the Operator will have to access a new System called Planner that FiberCop provides.

The Operator shall enter in the System the end-customer's contact details, the location and the type of FTTH service for which they intend to book the appointment and will display a calendar with the available time slots.

When a specific slot is selected, the system will give it a numerical code called a Token which it must enter in the end-customer's FTTH to LNA activation order. FiberCop will not initiate the telephone Contact Policy (TcP) described in the Reference Offers and the intervention of the Technician will be carried out in the booked slot.

Booking of appointments through the Planner for Operators using the Service will be done following FIFO logic.

The Service:

includes the sending of a reminder SMS to the end-customer, which FiberCop will send by 6pm on the day before the scheduled appointment with the Technician. This SMS will have text and an alias that can be customised by the Operator requesting it;

it is available to Operators using the 4th Contact Person for on-field problem solving;

per single work order, NOT compatible with any commercial services such as Rendez Vous/Rendez Vous 2.0, Courtesy SMS and Digital Appointment.

Booking on appointment

Operators interested in the Service must sign a specific application form, which may be requested from the FiberCop Account Manager.

The actual release of the Service into operation took place on 10 June 2020.

Terms and conditions

The Operator may access the Planner using one of the following two methods: via online GUI in the 'Appointment Booking Service' section of the FiberCop portal; via HTTPS-accessible link and API.

The technical specifications of the Service are annexed to this document and the application form.

The XML/XSD record paths (ver 4.15 and later) for the insertion of the Token in FTTH orders on LNA with appointment booking are published on the wholesale portal in the Documentation section.

The history of booked slots and related details (e.g. date/time of remodulations) shall be available to the Operator via the Token-based Planner.

To book an appointment, the Operator shall enter the following information in the Planner System:

- 1.type of service VULA FTTH or Bitstream NGA FTTH: mandatory field;
- 2.end-customer address (as per Netmap): mandatory field;
- 3.VAT number/tax code of the end customer: mandatory field;
- 4.name and surname of the end customer: mandatory field;
- 5.type of building (location of the end customer): mandatory field;
- 6.possible addition of working days (from 1 to 15) on the date presented by the System: optional field;
7. appointment type (e.g. Saturday service): optional field.

Once the above information has been entered, the Planner System will display the available slots and the Operator can select the desired slot. At this point, the Operator will have to enter the following additional information:

- name and telephone number of the person who will be present during the Technician's intervention: mandatory field;
- additional useful information (e.g. name on the intercom): optional field.

Upon completion, the System will issue a temporary code identifying the slot booking.

Booking on appointment

This identifier will be valid for a maximum of four calendar hours. Within this interval, if the Operator:

- DOES NOT confirm the temporary slot booking code, the booking lapses;
- confirms the temporary slot booking code, the Planner issues a Token code, valid as a booking code, which the Operator shall enter in the order to provide FTTH access on LNA. In this way, the date of the technician's intervention (DTI) will coincide with the date previously booked by the Operator through the Planner (subject to successful completion of the checks below). The Operator will receive confirmation of the DTI in the notification with code 'W09' 'appointment made'.

The list of created tokens will be included in a csv file (marked by '00' event of 'TOKEN CREATED') deposited every two hours on the SFTP site.

Rules and Controls

The bookable slots that the Planner presents to the Operator depend on the availability of FiberCop technicians.

The Planner is active 24 hours a day.

The token is unique for each booking and for each specific work order.

X defines the date on which the Operator accesses the Planner to book the Technician's intervention slot. In other words, X is the Planner's 'sys date' at the time of access to the System.

On day X, the Planner shows the Operator the availability of slots within the following time frame:

- not earlier than X +2 working days (*);
- within SLA from OR (95% threshold for FTTH access).

It is the Operator's right to indicate for each order a minimum date from which to display the available slots; in this case the Planner will take this date (if it is greater than or equal to X+2) as the minimum display date.

(*) Business days are Monday to Friday excluding midweek holidays, as defined in the Reference Offer.

The following cases may occur, where specific notifications are sent by depositing a 'csv' file on the SFTP site from Monday to Saturday.

Booking on appointment

A. TOKEN AND WORK ORDER NOT MATCHING

Following the successful outcome of the configuration (which will be communicated to the Operator through the 'CO' notification), FiberCop will carry out checks to ensure that the data in the work order correspond to the information entered by the Operator during the Token creation phase.

If one of the following occurs:

- the Token does not match those in the Planner;
- the end-customer's tax code/VAT number is missing or does not match the one previously entered by the Operator when creating the Token;
- the type of FTTH service does not coincide with the one previously entered by the Operator when creating the Token;

the address of the end-customer's premises does not coincide with the address previously entered by the Operator when creating the Token;

- the orders 'Not matching the Token' will be processed in standard mode and then FiberCop will initiate the Contact Policy to arrange the appointment with the Technician.

FiberCop deposits a csv file every two hours on the SFTP site (marked by 'event '01' of 'INCONGRUENT OL') containing the codes of the work orders not matching the Token.

B. APPOINTMENT BOOKING CANCELLED (TOKEN INVALIDATED)

The appointment booking is cancelled and the Planner frees up slots, if, by 11am on the working day before the booked appointment (DTI) with the Technician:

- the Operator has not sent the LNA access order or the order has gone into 'KO' (not feasible NR);
- The outcome of the technical configuration is not positive.

Tokens for which bookings have been cancelled will be communicated to the Operator to enable it to:

- re-contact the end-customer to inform them that the appointment has been cancelled;
- make a new appointment with the same Token.

FiberCop deposits a csv file on the SFTP site every two hours (marked by 'event '02' of 'INVALIDATED TOKEN' ') containing the list of invalidated tokens.

Booking on appointment

C. NEW APPOINTMENT FOLLOWING CANCELLATION

To book a new appointment, in the case of cancelled booking (invalidated Token), the Operator shall retrieve from the SFTP site the list of the Tokens for which they can resume the appointment through the Planner, using the same Token as access key.

To this end, FiberCop deposits a csv file every two hours on the SFTP site (marked by 'event '03' of 'TOKEN TO MAKE AN APPOINTMENT') containing the list of work orders whose Token can be used to book the new appointment.

A notification will then be sent to the Operator (via XML/XSD file) with a W08 code ('customer remotely untraceable') conventionally equivalent to the first attempt of the Contact Policy, to indicate to the Operator that it shall, after having heard from the customer, enter a new appointment.

The first useful slot that the Planner will present will be from Y+1 working day (Y is the Planner's 'sys date').

The Operator will be able to make the appointment on the Planner within three working days from the date of publication of the csv file marked by 'event '03' of 'TOKEN TO APPOINT'. If it does not do so, the Token will no longer be usable, the work order will be suspended (with a time out of five working days) as in the case where the end customer is 'remotely unavailable' in the last attempt of the Contact Policy and the process will continue as per the Reference Offer.

D. WORK ORDER CANCELLED BY OPERATOR

If the Operator cancels a work order in which it has already inserted the Token, it must also cancel the related Token using the 'cancellation TOKEN' function made available by the Planner System.

E. MODIFICATION OF AN APPOINTMENT

If at any time Z, prior to the intervention of the Technician, the Operator wishes to change the slot for which it had received the Token on day X, without changing the Token, it may do so in the case of a CO:

- in the case of a CO notification not sent, by 11am on the day preceding the DTI, between Z+2 working days and Z+ 30 calendar days (for Tokens with DTI on Monday the preceding day is Saturday);
- in the case of CO notification sent:
- by 6pm on the day preceding the DTI, between X+2 working days and Z+ 30 calendar days (for Tokens with DTI on Monday the preceding day is Saturday);

Booking on appointment

- no more than once per Token, even after the above mentioned 6pm, including the day of the Technician's intervention, if the on-field processing activities have not already started (in the latter case the Planner is 'locked' and no slots can be selected);
- in the case of a 'locked' Planner, the process continues as per the Reference Offer (it is not possible to change the appointment);
- in the case of a 'NOT LOCKED' Planner, you can postpone the appointment by selecting a new slot.

FiberCop deposits a csv file on the SFTP site every 2 hours (marked by 'event '04' of 'TOKEN REMODULATED') containing the list of tokens with remodelled appointment.

The modification of an Appointment referred to in point E) replaces the Appointment Rescheduling, described in the Reference Offer, which the Operator may carry out by 6pm on the day preceding the Appointment, by entering a Disposition Date.

Prices

The Service provides the following one-off amounts:

- 350.00 € for configuration on systems;
- 1.90 € per Token issued.

Operators interested in the Service must sign a specific application form, which may be requested from the FiberCop Account Manager.

