UBA only service transactions	Process Type (Automated/ Manual or Both)	New Connection No site Visit Remote Connection (1.1: \$15.85)	Exchange or Cabinet Jumper	New Connection - Site Visit (1.1: \$169.73)	Modem Installation (1.50: \$38.01)	Additional Wiring (1.50:POA)	Full Site Visit, Wiring and MODEM Installation (1.50: ~ \$POA)	Change Plan - other Service to UBA with port change (1.9: \$73.51)	Change Plan - UBA to UBA with port change (1.10: \$73.51)	Basic UBA to Basic UBA Transfer with port change (1.31: \$73.51)	Transfer Basic UBA to EUBA with port change (1.32: \$73.51)		Transfer EUBA to EUBA with port change (1.34: \$73.51)	Transfer other Broadband to Basic UBA with port change (1.35: \$73.51)	Transfer of Other BB Service To EUBA with port change (1.36: \$73.51)	Change Plan - other broadband service to UBA with port change (1.9: \$15.85)	Change Plan - UBA to UBA without port change (1.10: \$15.85)	Basic UBA to Basic UBA Transfer without port change(1.31: \$15.85)	Transfer Basic UBA to EUBA without port change (1.32: \$15.85)
Observed and indicate the second state of																			
Chorus provisioning team activities Check feasibility for broadband	Both	1 🗸	1 1		x	x							I				· ·		✓
capability/availability	DOUT				^	^													,
Validate address is correct	Both	V	√	✓.	✓	✓	V										х	✓	√
Create new address if not existing	Both	√	1	1	X	X	· ·										×	X	×
Validate what services are available Validate available products to customer	Both Both	, , , , , , , , , , , , , , , , , , ,	· ·	7	,	, ,	, ,										· ·	· ·	· ·
Display expected measurement range of products	Both	✓	/	✓	x	х	✓										✓	✓	√
Product order validation	Both	-	 	-		 	-											-	✓
Product order validation Validate active services at the address requested	Both	'	'	7	, ,	· ·	, , , , , , , , , , , , , , , , , , ,										· ·	,	· ·
Validate account provided is owned by requestor	Both	✓	→	✓	✓	✓	✓										√	✓	✓
	D-#-																		
Validate LSP & GSP details are correct Validate any existing orders at this location	Both Both	×	×	X ✓	×	×	×										×	\ \ \ \ \ \	· ·
Create service order	Both	✓	✓	✓	✓	✓	1										✓	✓	✓
Raise a logical service request	Both	✓	✓	✓	✓	✓	✓										✓	✓	✓
Populate service characteristics	Both	V	/	√	√	✓	√										V	V	V
Schedule service activation	Both	√	/	· ·	×	×	1										✓	1	<u> </u>
Create work order Create work order request	Both Both	*	+	· ·	V	· ·	· ·										· ·	+	· ·
Select address for service	Both	'	'	,	7	<i>,</i>	,										×	×	×
Populate product codes requested	Both	√	√	√ ·	1	1	√											?	✓
Populate end customer contact information	Both	✓	✓	1	√	✓	✓										х	✓	✓
Populate field work instructions	Both	V	· ·	<i>'</i>	1	Y	V										x	x	x
Populate internal & external reference numbers	Both	√	1	· ·	· ·	✓	· ·										· ·	1	· · ·
Reserve installation date Allocate logical Inventory	Both Both	*	*	*	×	×	→										X	×	X
Allocate physical Inventory	Both	· ·	'	7	X	X	· ·										X	X	X
Confirm RFS date to RSP	Both	√	1	√	Ŷ	✓	1										Ŷ	Ŷ	-
Dispatch work order to service company	Both	V	√	√	√	✓	√										x	x	X
Manage in-flight modification	Both	V	V	<i>\</i>	√	√	√										✓	√	√
Manage inventory waiters Manage customer change/ communication	Both Both	√	· /	· ·	×	×	×										×	×	X ✓
Manage customer change/ communication Ready for service activities	Both	· ·	 	,	,	→	· ·										,	,	*
Liven port (activation or deactivate)	Both	· ·	· ·	·	x	x	·										x	x	x
Complete service change	Both	x	x	х	x	x	x										✓	✓	Ŷ
Manage field services activity	Manual	✓	✓	✓	✓	✓	✓										x	x	x
Initiate speed test with field service	Manual	×	×	X v	×	×	×										×	×	X ✓
Communication with RSP Confirm service given to RSP	Both Both	· ·	 	· ·	V	→	∀										· ·	· ·	· ·
Billing (initiate or cease)	Both	· /	· /	7	√	· ✓	· /										· /	· /	√
Decommission logical inventory	Both	x	x	х	x	x	x										x	✓	✓
Create a logical service request	Both	х	x	х	x	х	x										x	V	√
Queue logical inventory for release	Both	x	x	x	x	x	x										x	√	√
Deactivate the logical inventory on RFS date	Both Both	X	X X	X	X X	X X	X X										X X	\ \ \ \ \	✓
Release logical inventory and restore (free) Send LSP notification	Both	X Y	- 	X Y	Ŷ	Y Y	Y Y										- X	-	· /
Order completion	Both	Ŷ	Ŷ	Ŷ	7	7	Ŷ										Ŷ	✓	✓
Service company activities																			
Field Technician	Manual	✓	✓	✓	✓	✓	1										x	x	x
Pre-call customer	Manual	x	X	1	V	√	✓										x	x	X
Confirm that correct pairs are allocated Confirm that correct DSLAM ports are allocated	Manual Manual	✓ X	√	√	√	✓	X ✓										X X	X X	X X
Breakdown any intacts	Manual	X	 	· ·	→	→	· ·										X X	X	X
Rearrange pair gain End Users	Manual	x	1	✓	1	✓	1										x	x	x
Run any other jumpers at exchange and / or	Manual	x	✓	✓	✓	✓	✓										x	x	x
cabinet Connection house lead-in to Access Network at	Manual	x	x	→	1	✓	✓										x	x	x
premises					·														
Conduct functional tests of ADSL	Manual	х	✓	1	√	4	V										X	х	x
Connect wiring in ETP	Manual	X	X	X	X	✓	✓										X	X	X
Install low pass splitter in ETP Install jack point for broadband and any premises	Manual Manual	X X	X X	X X	X X	*	→										X X	X X	X X
wiring	Hariadi	^	1 ^	^	^		'										^	^	^
Convert any 3-wire systems to 2-wire systems*	Manual	х	х	х	х	✓	1										х	х	x
Confirm PC meets minimum requirements	Manual	х	х	х	V	x	V										х	х	x
Install and configure broadband modem	Manual	x	x	x	1	x	1										x	x	X
Install and configure Ethernet adapter to PC Install and configure WiFi devices	Manual Manual	X X	X X	X X	√	X X	✓										X X	X X	X X
Set up of WiFi security	Manual Manual	X	X X	X	→	X X	V										X X	X	X X
Install and configure web browser and email client	Manual	x	x	x	·	x	·										x	x	x
Resolve any hardware or software conflicts	Manual	х	х	х	1	х	√										х	х	х
Train End User	Manual Both	X	×	×	/	×	√										X	X	X
Complete records and sign off service order	BOILU	×	+ *	,	,	•	 										×	<u> </u>	Х
		Legend:		1			1	1	1			İ						1	
					dband services or s														
			truck roll required.	We believe these s	cenarios are no long	ger valid as		1											
			mention legacy pro	oducts/scenarios su	ch as 'other UBA' wi	hich we believe is		1											
			referring to legacy	URS.				1											
				s by Chorus and se															
			Step could be take	n by either Chorus	or service company.														

Contact processing Contact process Contact	UBA only service transactions		Transfer EUBA to EUBA without port change (1.34: \$15.85)	Transfer other Broadband to Basic UBA without port change (1.35: \$15.85)	Transfer of Other broadband Service To EUBA without port change (1.36: \$15.85)	Move Address - Remote Connection without port change (1.40: \$15.85)	Move Address - Exchange or Cabinet Jumper Only (1.40: \$73.51)	Move Address - Site Visit (1.40: \$169.73)	Move Address - Modem Installation (1.40: \$38.01)	Move Address - Additional Wiring (1.40:POA)	Move Address - Full Site Visit, Wiring and MODEM Installation (1.40: ~\$POA)	Data Interleaving Toggle without port change (1.41: \$15.85)	Relinquishment (1.39)
Transference of the Company of the C													
Company of Company o		-	Y			✓	Y	✓	/	~	'	×	×
Control of the Cont		✓	✓			✓	✓	✓	1	1	✓	x	x
Column C							·			·	✓	x	X
Note Security Se											· ·		
A Company of the Comp		*	•			-				·	· ·		
Visites extern production and production of the	Display expected measurement range of products	Ť	·			·	,	·		,	·	*	
The control of the co	Product order validation	✓	✓			✓		✓	✓	✓	✓	✓	✓
Control Cont	Validate active services at the address requested	✓	*			~	1	~	1	*	1	*	~
Validation content of the Notion	Validate account provided is owned by requestor	✓	✓			✓	✓	✓	/	7	*	✓	~
Value Valu	Validate LSP & GSP details are correct	✓	✓			¥	¥	¥	×	×	×	×	×
The extended control monomials of the control of th		✓	✓										
Total man for settlements V V V V V V V V V V V V V V V V V V V			· .			-				· ·			
Sender and real cellulation. Sender and real cellulation. A													
Cashe and color							· ·						
Content of the formation of the content of the cont											· /		
Southern Continues (Continues)	Create work order request										·		
Topics and contained control information													
South Prof. (March Prof. 1995)			•							,			
South Entered A shared reference statements													
Security													
Committed Section Se		✓	✓			✓	✓	✓	✓	✓	✓	✓	x
Committed and the local committed in the	Allocate logical Inventory						· ·	-					
Section Sect							·			·	·		
Very personal productions V							,	•	·		· .		·
Marcia methy series											·		
Manage contained record constraints		х	x				1	✓	1	√	1	x	х
Lame participation of processing X		✓	✓							·		✓	✓
Complete for the inferior section		· ·									· ·		
Marce pared and will did amone											V		
Inference per late with first parties		·	·				·						
Communication with RPD						x	х	x	x	х	x		
Series (Indicate)	Communication with RSP	✓				✓		✓	✓	·	·	✓	✓
Decomposition Section										·			
Content before the concert injuries													
Obere to receive the received for the re			·				·						
Deschare the logical inventor on RPS date		✓	✓			✓	✓	✓	✓	✓	✓		√
Send Lab Point Carloton Service Company activities Service Company a		· ·									·	x	
Solution													
Service company activities													
Field Technician		<u> </u>	· ·			•		•	<u> </u>	,			
Pinced usatemer Confirm that cornect pairs are allocated X X X X Y Y Y Y Y X X X Confirm that cornect DSLAM ports are allocated X X X X X X X X X X X X X X X X X X X		×	×			×	✓	✓	✓	✓	✓	x	×
Confirm Hat correct DSLAM broats are allocated X							x	✓	✓	✓	✓		
Breakdown any intacts													
Rearrange pair gain End Listes X													
Run any other jumpers at exchange and / or cabinate companion to the companion of the compa													
asbinet Cornection house lead-in to Access Network at Cornect functional tests of ADSL Cornect functional tests of ADSL X X X X X X X X X X X X X X X X X X X													
Conduct functional tests of ADSL	cabinet												
Connect wining in ETP	premises												
Install plow pass spillter in ETP													
Install jack point for broadband and any premises X													
Convert any 3-wire systems to 2-wire systems* X X X X X X X X X X X X X	Install jack point for broadband and any premises												
Confim PC meets minimum requirements X X Install and configure broadband modem X X X X X X X X X X X X X		x	х			х	x	x	хх	✓		x	x
Install and configure Ethernet adapter to PC X X X X X X X X X X X X X	Confirm PC meets minimum requirements	x	x			X	x	X	✓			x	х
Install and configure WiFi devices X X X X X X X X X X X X X X X X X X X													
Set up of WiFi security X X X X X X X X X X X X X X X X X X													
Install and configure web browser and email client X X X X X X X X X X X X X													
Train End User													
Complete records and sign off service order													
Legend: No longer valid - relates to legacy broadband services or situations where no truck roll required. We believe these scenarios are no longer valid as mention legacy products/scenarios such as 'other UBA' which we believe is referring to legacy UBS. Simultaneous steps by Chorus and service company.													
No longer valid - relates to legacy broadband services or situations where no truck roll required. We believe these scenarios are no longer valid as mention legacy products/scenarios such as 'other UBA' which we believe is referring to legacy UBS. Simultaneous steps by Chorus and service company.	Complete records and sign off service order	X	×			X	*	*	*	*	— *	×	×
			Legend:	truck roll required. mention legacy pro	We believe these so ducts/scenarios suc	cenarios are no lon	ger valid as						
				Simultaneous stens	s by Chorus and ser	vice company.							

UCLL only service transactions	Process Type (Automated/Manual or Both)	Individual MPF New Connection - No site Visit (1.1 \$70.46)	Individual MPF New Connection - Site Visit (1.1: \$155.10)	MPF Transfer (1.2: \$70.46)	Other Service to MPF Transfer (1.3: \$70.46)	Bulk - MPF New Connection - No Site Visit (1.1: \$52.84)	Bulk - MPF Transfer (1.2: \$52.84)	Other Services to MPF Transfer (1.3: \$52.84)
Chorus provisioning team activities								
Pre-Qualification	Both	√	√	✓	✓	√	✓	✓
Validate address is correct	Both	√	√	X	X	√	X	X
Create new address if not existing	Both	√	√	X v	X ✓	✓		X
Populate copper attributes	Both	✓	→	V	✓	→		→
Product Order Validation Service availability to address	Both Both	√	V ✓	√	V ✓	∀		V ✓
ASID supplied is valid	Both	×	×	,	· ·	×		, , , , , , , , , , , , , , , , , , ,
Create sales order	Both	X ✓	X ✓	,	· /	X /	· ·	,
Associate product order to sales order	Both	· /	· /	· ·	· /	· ✓	· ✓	· ·
Create Work Order	Both	√	√	√	√	√	✓	√
Create work order request	Both	✓	✓	✓	✓	✓	✓	✓
Service identifier	Both	x	x	✓	✓	х	✓	✓
Populate product codes requested	Both	✓	✓	✓	✓	✓	✓	✓
Populate end customer contact information	Both	✓	✓	√	✓	✓	✓	✓
Populate field work instructions	Both	✓	✓	✓	✓	✓	✓	✓
Populate internal & external reference numbers	Both	✓	✓	✓	✓	✓	✓	✓
Reserve RFS date	Both	✓	✓	✓	√	√	·	√
Allocate RSP inventory (tie pair)	Both	√	√	V	√	√	·	√
Allocate physical path	Both	√	√	√	√	√		√
Confirm installation date to RSP	Both	√	✓	√	√	√		√
Cease previous service	Both	X	X	✓	✓	X	·	
Dispatch work order to service company	Both	✓	√	*	→	✓	·	✓
Manage In-Flight Modification	Both	→	· ·	· ·	→	*		V V
Manage tasks	Both Both	√	V ✓	· ·	V ✓	V ✓		V V
Manage customer change/communication Ready For Service Activities	Both	, ,	,	· ·	, ,	· ·		· ·
Manage field services activity	Manual	· /	,	,	· /	·		, /
Communication with RSP	Both	· /	· /	· /	· /	· ✓	· ✓	· ·
Confirm service given to RSP	Both	√	√	√	√	✓	✓	√
Billing (initiate or cease)	Both	✓	✓	✓	√	✓	✓	✓
LSP notification	Both	х	х	✓	✓	х	✓	✓
Order Completion	Both	✓	✓	✓	✓	✓	✓	✓
Service company activities								
Field Technician	Manual	✓	✓	✓	✓	✓	✓	✓
Pre-call customer	Manual	X	✓	X	X	X	X	X
Confirm that correct pairs are allocated	Manual	✓	✓	✓	✓	✓	✓	✓
Confirm that correct DSLAM ports are allocated	Manual	X	X	X	X	X	X	X
Breakdown any intacts	Manual	✓	✓	✓	✓	✓		✓
Rearrange pair gain End Users	Manual	X v	✓	×	X ✓	X ✓	X	X
Run any other jumpers at exchange and / or cabinet	Manual		,		·	ŕ	•	
Connection house lead-in to Access Network at	Manual	×	✓	x	x	x	X	X
premises Conduct functional tests of voice service	Manual		✓					
Conduct functional tests of voice service Conduct functional tests of Broadband service	Manual	X X	· ·	X X	X X	X X		X X
Connect wiring in ETP	Manual	X	· /	X	X	X		X
Install low pass splitter in ETP	Manual	x	x	x	x	x		X
Install jack point for broadband and any premises	Manual	x	x	x	x	x		x
wiring								
Convert any 3-wire systems to 2-wire systems	Manual	х	х	х	х	х	х	х
Confirm PC meets minimum requirements	Manual	х	х	х	х	х	х	х
Install and configure broadband modem	Manual	х	х	Х	х	X	х	х
Install and configure Ethernet adapter to PC	Manual	х	х	х	х	x	x	х
Install and configure WiFi devices	Manual	x	х	х	x	x	x	x
Set up of WiFi security	Manual	x	х	х	x	x	x	x
Install and configure web browser and email client	Manual	х	х	х	х	X	X	X
Resolve any hardware or software conflicts	Manual	х	х	х	х	x	x	х
Train End User	Manual	X	x	x	x	X	X	x
Complete records and sign off service order	Both	✓	✓	✓	✓	✓	X X X X Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y	✓
	1			ļ				-
	Legend:	Cimultanaaa	h Ch		<u> </u>			1
			s by Chorus and ser					
		Step could be taker	n by either Chorus o	or service company.				

UCLFS only service transactions	Process Type (Automated/ Manual or Both)	Individual MPF New Connection - No site Visit (1.1 \$70.46)	Individual MPF New Connection - Site Visit (1.1: \$155.10)	MPF Transfer (1.2: \$70.46)	Other Service to MPF Transfer (1.3: \$70.46)	Bulk - MPF New Connection - No Site Visit (1.1: \$52.84)	Bulk - MPF Transfer (1.2: \$52.84)	Other Services to MPF Transfer (1.3: \$52.84)	1.4 Transfer as a result of Cabinetisation	1.8 RQ
Chorus provisioning team activities										
Pre-Qualification	Both	√	√	✓	√	√	✓	√	√	X
Validate address is correct	Both	✓	√	X	X	✓	X	х	✓	X
Create new address if not existing	Both	→	→	X ✓	X v	→	x ✓	X v	→	X
Populate copper attributes Product Order Validation	Both Manual	→	· ·	· ·	V	→	√	→	· /	X X
Service availability to address	Manual	· ✓	√	√	√	<i>√</i>	✓	√	·	X
ASID supplied is valid	Manual	х	х	✓	✓	х	✓	✓	х	~
Create sales order	Manual	7	7	✓	✓	√	✓	✓	7	✓
Associate product order to sales order	Manual	✓	✓	✓	✓	✓	✓	✓	✓	✓
Create Work Order	Manual	√	V	√	√	√	*	✓	√	√
Create work order request	Manual	✓	✓	√	√	✓	✓	√	✓	✓
Service identifier	Manual	X ✓	X v	√	✓	X	√	√	<u> </u>	<u> </u>
Populate product codes requested Populate end customer contact information	Manual Manual	→	∀	∀	∀	∀	√	V V	→	→
Populate field work instructions	Manual	· ·	· ·	· ·	· ·	<i>,</i>	✓	· ·	· /	→
Populate internal & external reference numbers	Manual	, ,	, ,	, ,	· ·	, ,	, ,	· /	· /	<u>·</u> ✓
Reserve RFS date	Manual	, ,	, ,	, ,	· /	, ,	·	· /	· /	· ✓
Allocate RSP inventory (tie pair)	Manual	√	✓	✓	✓	✓	✓	√	✓	✓
Allocate physical path	Both	✓	✓	✓	✓	✓	✓	✓	✓	x
Confirm installation date to RSP	Both	✓	✓	✓	✓	✓	✓	✓	✓	✓
Cease previous service	Manual	x	x	√	√	x	✓	√	x	✓
Dispatch work order to service company	Both	V	✓	√	√	√	√	√	· /	X
Manage In-Flight Modification	Manual	✓	✓	√	✓	✓	√	✓	✓	<u>√</u>
Manage tasks Manage customer change/communication	Manual Manual	∀	∀	∀	∀	∀	→	V	→	→
Ready For Service Activities	Manual	· ·	, ,	, ,	, ,	, ,	, ✓	, , , , , , , , , , , , , , , , , , ,	· /	<u> </u>
Manage field services activity	Manual	· ·	·	·	· /	<i>,</i>	✓	· /	· /	
Communication with RSP	Manual	√	✓	✓	✓	✓	✓	✓	√	✓
Confirm service given to RSP	Both	✓	✓	✓	✓	✓	✓	✓	✓	✓
Billing (initiate or cease)	Both	✓	✓	✓	✓	✓	✓	✓	✓	✓
LSP notification	Both	x	x	✓	✓	х	✓	✓	х	x
Order Completion	Both	✓	✓	✓	✓	✓	✓	✓	✓	✓
Service company activities										
Field Technician	Manual	√	√	✓	✓	✓	✓	✓	✓	✓
Pre-call customer	Manual	X 🗸	✓	X ✓	X ✓	X ✓	x ✓	X ✓	x ✓	X
Confirm that correct pairs are allocated Confirm that correct DSLAM ports are allocated	Manual Manual	X	×	×			X	 	· /	X X
Confirm that correct UCLF / Baseband ports / tie cable	Manual	X ✓	X ✓	X ✓	X ✓	X ✓	X ✓	X ✓	· /	X
pairs are allocated	Mariaar									^
Breakdown any intacts	Manual	✓	✓	✓	✓	✓	✓	✓	✓	х
Rearrange pair gain End Users	Manual	х	✓	х	х	х	х	х	х	х
Provide ADSL jumpering to existing UCLFS / Baseband	Manual	x	x	x	x	x	x	x	√	x
Run any other jumpers at exchange and / or cabinet	Manual	✓	✓	√	✓	√	✓	√	✓	x
Connection house lead-in to Access Network at premises	Manual	х	✓	х	x	x	x	x	х	x
Conduct functional tests of UCLFS / Baseband	Manual	x	✓	x	x	x	x	х	x	x
Conduct functional tests of ADSL	Manual	x	✓	х	х	х	х	x	✓	X
Connect wiring in ETP	Manual	x	✓	x	x	x	x	x	x	x
Install low pass splitter in ETP	Manual	x	х	х	х	х	х	x	x	х
Install jack point for broadband and any premises wiring	Manual	X	X	X	X	x	X	х	x	X
Convert any 3-wire systems to 2-wire systems Confirm PC meets minimum requirements	Manual Manual	X	X	X	X	X	X	X	X	X
Install and configure broadband modem	Manual	X X	X	X	X X	X X	X	x	X	X
Install and configure Ethernet adapter to PC	Manual	X	X X	X X	X	X X	X X	X X	X X	X X
Install and configure WiFi devices	Manual	X	X	X	X	X	X	X	X	X
Set up of WiFi security	Manual	x	x	x	x	x	x	x	x	x
Install and configure web browser and email client	Manual	x	x	x	x	x	x	x	x	X
Resolve any hardware or software conflicts	Manual	x	x	x	X	x	x	x	x	X
Train End User	Manual	х	х	х	х	х	X	x	х	X
Complete records and sign off service order	Both	✓	✓	✓	✓	✓	→	✓	✓	X
	Legend:	Cimultaria	- h Ch '							
		oimuitaneous step	s by Chorus and se	rvice company.				1		
		04	1 10 4	or service company.				1	i	

UBA with UCLFS Service Transactions	Process Type	New Connection	- New Connection -	- New Connection -	- Modem	Additional Wiring	Full Site Visit,	Change Plan -	Change Plan -	Basic UBA to	Transfer Basic	Transfer EUBA to	Transfer EUBA to	Transfer other	Transfer of Other	Change Plan -	Change Plan -	Basic UBA to	Transfer Basic	Transfer EUBA to	Transfer EUBA to	Transfer other
	(Automated/ Manual	No site Visit Remote	Exchange or Cabinet Jumper	Site Visit (1.1: \$169.73)	Installation (1.50: \$38.01)	(1.50:POA)	Wiring and MODEM	other Service to UBA with port	UBA to UBA with port change (1.10:	Basic UBA Transfer with port	UBA to EUBA with port change (1.32:	Basic UBA with	EUBA with port change (1.34:	Broadband to Basic UBA with	BB Service To EUBA with port	other broadband service to UBA	UBA to UBA without port	Basic UBA Transfer without	UBA to EUBA without port	Basic UBA without port	EUBA without port change (1.34:	Broadband to Basic UBA
	or Both)	Connection (1.1:			\$30.01)		Installation (1.50:	change (1.9:	\$73.51)	change (1.31:	\$73.51)	\$73.51)	\$73.51)	port change (1.35:	change (1.36:	with port change	change (1.10:	port change(1.31:	change (1.32:	change (1.33:	\$15.85)	without port
		\$15.85)					~\$POA)	\$73.51)		\$73.51)				\$73.51)	\$73.51)	(1.9: \$15.85)	\$15.85)	\$15.85)	\$15.85)	\$15.85)		change (1.35: \$15.85)
Chorus provisioning team activities																						
Check feasibility for broadband	Both	1	✓	✓	х	x	√										✓	 	✓	✓	✓	
capability/availability Validate address is correct	Both	 	-	/	/	/	/										x	 	√	-	→	
Create new address if not existing	Both	√	1	√	×	×	1										X	×	X ./	×	×	
Validate what services are available Validate available products to customer	Both Both	7	· ·	*	*	→	→										→	∀	→	→	→	
Display expected measurement range of products	Both	'	*	/	x	x	'										✓		✓	/	√	
Product order validation	Manual	1	V	V	1	✓	✓										1	✓.	✓.	1	√	
Validate active services at the address requested	Manual		1	 	'	1	1										~		✓	1	1	
Validate account provided is owned by requestor	Manual	~	*	4	✓	✓	1										✓	✓	✓	✓	√	
Validate LSP & GSP details are correct	Manual	x	x	x	x	x	x										x	 	√		→	
Validate any existing orders at this location	Manual	√	1	√	<i>'</i>	1	1										√	√	√	√	√	
Create service order Raise a logical service request	Manual Both	7	, ,	7	7	, ,	7										7	7	√	7	7	
Populate service characteristics Schedule service activation	Manual Manual	'	· ·	· ·	· ·	✓	· ·										√	/	<u> </u>	<u> </u>	*	
Create work order	Manual	· /	1	1	Ŷ	Ŷ	1										1	<i>Y</i>	7	7	7	
Create work order request Select address for service	Manual Manual	✓	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	 	/	✓	✓										√ ¥	\ \ \ \ \	<u>√</u>	✓ ¥	/ Y	
Populate product codes requested	Manual	· /	1	1	*	1	1										Ŷ	Ŷ	7	Ŷ	Ŷ	
Populate end customer contact information Populate field work instructions	Manual Manual	✓	✓	✓	✓	√	✓										X X	×	x	×	×	
Populate internal & external reference numbers	Manual	/	1	√	√	1	1										→	7	- 7 √	7	Ž V	
Reserve installation date Allocate logical Inventory	Manual Both	1	·	√	x	X	1										X	X	X	X	X	
Allocate physical Inventory Confirm RFS date to RSP	Both Both	√	√	√	x ✓	X V	√										× ✓	X ✓	x ✓		X ✓	
Dispatch work order to service company	Both	√	√	√	, ,	· ·	1										x	x	x,	x.	x	
Manage in-flight modification Manage inventory waiters	Both Both	✓	√	√	· ·	✓ ×	✓ ×										√ ¥	√ x		√ x	√ x	
Manage customer change/ communication	Both	V	V	V	Ŷ	Ŷ	7										7	Ŷ	Ŷ	Ŷ	7	
Ready for service activities Liven port (activation or deactivate)	Both Both	✓	✓	√	✓ ×	✓ x	√										✓ ¥	✓ x	✓ 	✓ x	✓ x	
Complete service change	Both	×	×	×	x	×	×										7	Ŷ	Ŷ	Ŷ	7	
Manage field services activity Initiate speed test with field service	Manual Manual	×	×	×	×	×	×										X X	X X	X X	×	X X	
Communication with RSP Confirm service given to RSP	Both Both	√	1	√	<i>'</i>	1	1										√	✓	√	√	√	
Billing (initiate or cease)	Both	7	, , , , , , , , , , , , , , , , , , ,	7	7	7	7										7	7	· ·	7	<i>,</i>	
Decommission logical inventory Create a logical service request	Both Both	X X	X X	X X	X X	x x	x x										X X	· ·	<u> </u>	<u> </u>	Y	
Queue logical inventory for release	Both	x	x	x	x	x	x										X	<i>'</i>	· /	7	7	
Deactivate the logical inventory on RFS date Release logical inventory and restore (free)	Both Both	X	X X	X	X Y	X Y	X Y										X Y	 	<u> </u>	 	→	
Send LSP notification	Both	×	×	×	x	×	×										x	√	√	√	√	
Order completion Service company activities	Both	· ·	<u> </u>	· · ·	<u> </u>	· ·	· ·										*	<u> </u>	*	· ·	<u> </u>	
Field Technician	Manual	1	✓	1	√	1	1										х	x	х	х	х	
Pre-call customer Confirm that correct pairs are allocated	Manual Manual	×	×	+	, ,	7	×										X X	X X	X X	X X	X X	
Confirm that correct UCLES / Resphand / tip coble	Manual Manual	x	Y	4	<i>'</i>	V	V										X	x	X	x	x	
pairs are allocated						·	·										X	*		*	*	
Breakdown any intacts Rearrange pair gain End Users	Manual Manual	X	✓	✓	'	√	1										X	X Y	x	X	×	
Provide ADSL jumpering to existing UCLFS /	Manual	X	'	'	,	7	7										X X	X X	X X	X	X X	
Baseband Run any other jumpers at exchange and / or	Manual	x	→	→	/	✓	✓										x	x	x	x	x	
cabinet				 , , , , , , , , , , 																		
Connection house lead-in to Access Network at premises	Manual	x	x	*		1	1										x	x	x	x	x	
Install / connect UCLFS / Baseband	Manual	X	1	√	√	1	1										X	X	X	X	X	
Conduct functional tests of UCLFS / Baseband	Manual	x	,	•	'	'	,										x	x	x	x	x	
Conduct functional tests of ADSL	Manual	х	✓	✓	1	1	1										х	х	х	х	х	
Connect wiring in ETP Install low pass splitter in ETP	Manual Manual	X X	X X	X X	√ x	✓	√										X X	X X	X X	X X	X X	
Install jack point for broadband and any premises		x	x	x	x	1	1										x	x	x	x	x	
wiring Convert any 3-wire systems to 2-wire systems*	Manual	x	х	х	x	✓	✓										x	x	х	х	х	
Confirm PC meets minimum requirements Install and configure broadband modem	Manual Manual	X X	X X	X X	√	x x	1										x x	X X	x x	X X	X X	
Install and configure Ethernet adapter to PC	Manual	х	x	х	1	x	1										x	х	x	х	х	
Install and configure WiFi devices Set up of WiFi security	Manual Manual	X X	X X	X X	✓	X X	√										X X	X X	X X	X X	X X	
Install and configure web browser and email client		x	x	x	7	x	7										x	x	x	x	x	
Resolve any hardware or software conflicts	Manual	x	x	x	✓	x	1										x	x	x	x	х	
Train End User	Manual	х	x ✓	x ✓	√	x ✓	4										х	х	х	х	х	
Complete records and sign off service order	Both	х															х	х	х	х	х	
Note: Most provisioning tasks are made more		Legend:	No longer valid	relates to longer h	adband services or s	ituations where -																
complex and/or manual by installing UBA and			truck roll required.	I. We believe these	scenarios are no long	ger valid as																•
UCLFS together			mention legacy pro referring to legacy		uch as 'other uba' wh	nich we believe is																•
	<u> </u>		relearing to legacy	, 750.					<u> </u>							<u> </u>		<u> </u>				
				ps by Chorus and se																		
				en by either Chorus r UCLFS taken with	or service company.						<u> </u>									-		
	I		Auditional task for	. Joli o landii Willi	VDA.		ı	1			L		1	1		1				L	1	

UBA with UCLFS Service Transactions	Transfer of Other broadband Service To EUBA without port change (1.36: \$15.85)	Move Address - Remote Connection without port change (1.40: \$15.85)	Move Address - Exchange or Cabinet Jumper Only (1.40: \$73.51)	Move Address - Site Visit (1.40: \$169.73)	Move Address - Modem Installation (1.40: \$38.01)	Move Address - Additional Wiring (1.40:POA)	Move Address - Full Site Visit, Wiring and MODEM Installation (1.40: ~\$POA)	Data Interleaving Toggle without port change (1.41: \$15.85)	Relinquishment (1.39)
Chorus provisioning team activities									
Check feasibility for broadband		✓	~	1	~	✓	✓	x	x
capability/availability Validate address is correct		✓	✓	✓	✓	√	✓	x	x
Create new address if not existing		✓	1	1	✓	✓.	✓.	x	x
Validate what services are available Validate available products to customer		√	√	√	✓	√	√	X X	X
Display expected measurement range of products		· /	7	7	7	7	· /	×	x x
Product order validation								-	
Validate active services at the address requested		· /	7	7	·	7	· /	· /	·
Validate account provided is owned by requestor		✓	7	✓	7	✓	*	7	✓
Validate LSP & GSP details are correct		×	x	x	×	x	x	×	x
Validate any existing orders at this location		✓	✓	✓	✓	✓	✓	✓	✓
Create service order		√	✓	✓	✓	√	✓	✓	√
Raise a logical service request Populate service characteristics		· ·	· ·	· ·	· ·	→	· ·	· ·	√
Schedule service activation		✓	✓	✓	✓	√	✓	✓	✓
Create work order		✓	√	✓.	✓	1	✓	✓	✓
Create work order request		✓	✓	✓	✓	√	✓	√	√
Select address for service Populate product codes requested		→	→	→	→	→	→	X Y	×
Populate end customer contact information		✓	√	V	✓	✓	✓	x	·
Populate field work instructions		4	√	√	1	√	1	¥	x
Populate internal & external reference numbers Reserve installation date		√	√	√	√	√	√	Ŷ ✓	<i>7</i>
Allocate logical Inventory		→	· ·	· ·	→	*	→	×	X X
Allocate physical Inventory		· /	<i>'</i>	V	1	<i>Y</i>	√ √	х	x
Confirm RFS date to RSP		V	√	√	1	√	1	✓	✓
Dispatch work order to service company Manage in-flight modification		· · ·	· ·	· /	· ·	✓	√	×	X ✓
Manage inventory waiters		· ·	7	7	7	7	· ·	x	x
Manage customer change/ communication		✓	✓	1	✓	✓	✓	✓	✓
Ready for service activities		✓	/	√	✓	√	√	1	✓
Liven port (activation or deactivate) Complete service change		√	✓	√	√	√	√	×	√
Manage field services activity		· ·	· ·	7	· ·	· ·	· ·	×	×
Initiate speed test with field service		x	х	x	x	х	x	x	x
Communication with RSP		√	✓	√	√	√	√	√	√
Confirm service given to RSP Billing (initiate or cease)		→	V	→	-	→	→	*	· · ·
Decommission logical inventory		·	7	7	·	<i>√</i>	·	x	<i>√</i>
Create a logical service request		✓.	✓.	✓.	✓	✓.	✓.	х	✓.
Queue logical inventory for release		√	✓	√	√	<i>Y</i>	√	x	√
Deactivate the logical inventory on RFS date Release logical inventory and restore (free)		· ·	· ·	· ·	· ·	· ·	· ·	X X	· ·
Send LSP notification		х	x	x	х	x	x	x	x
Order completion		✓	✓	✓	✓	✓	✓	✓	✓
Service company activities			· ·	*	✓	✓	*		
Field Technician Pre-call customer		X X	x	· ·	· ·	→	· ·	X X	x x
Confirm that correct pairs are allocated		x	Ŷ	1	✓	✓	✓	x	x
Confirm that correct DSLAM ports are allocated Confirm that correct UCLFS / Baseband / tie cable pairs are allocated		x x	<i>*</i>	-	*	<i>*</i>	*	x x	x x
Breakdown any intacts		х	✓	✓	✓	*	✓	х	x
Rearrange pair gain End Users Provide ADSL jumpering to existing UCLFS / Baseband		x x	*	*	*	*	<i>*</i>	X X	x x
Run any other jumpers at exchange and / or cabinet		x	1	1	1	*	1	х	x
Connection house lead-in to Access Network at premises		x	x	*	·	*	·	х	x
Install / connect UCLFS / Baseband Conduct functional tests of UCLFS / Baseband		x x	*	√	✓	*	√	x	x x
Conduct functional tests of ADSL		x	1	1	1	✓	√	x	x
		х	х	х	х	✓	✓	х	x
Connect wiring in ETP				~	x	✓	√	x	x
Install low pass splitter in ETP		X	X	X		_/		x	x
		x x	X X	X X	x	✓	√	x	х
Install low pass splitter in ETP Install jack point for broadband and any premises wiring Convert any 3-wire systems to 2-wire systems* Confirm PC meets minimum requirements		x x x	x x x	x x x	x ×	√ x	√	х	x
Install low pass splitter in ETP Install jack point for broadband and any premises wiring Convert any 3-wire systems to 2-wire systems* Confirm PC meets minimum requirements Install and configure broadband modem		x x x	x x x	x x x	x x ~	√ X X	<i>y y</i>	x x	x x
Install low pass splitter in ETP Install jack point for broadband and any premises wiring Convert any 3-wire systems to 2-wire systems* Confirm PC meets minimum requirements Install and configure broadband modem Install and configure Ethernet adapter to PC		x x x x	x x x x	x x x x	x ×	√ x x x	√	X X X	x x x
Install low pass splitter in ETP Install jack point for broadband and any premises wiring Convert any 3-wire systems to 2-wire systems* Confirm PC meets minimum requirements Install and configure broadband modem Install and configure Ethernet adapter to PC Install and configure WiFi devices Set up of WiFi security		x x x	x x x x x	x x x x x x	x x √ √	x x x x x	* * * * * * * * * * * * * * * * * * *	x x	x x
Install low pass splitter in ETP Install jack point for broadband and any premises wiring Convert any 3-wire systems to 2-wire systems* Confirm PC meets minimum requirements Install and configure broadband modem Install and configure Ethernet adapter to PC Install and configure WiFi devices		x x x x x	x x x x x	x x x x x	x	x x x x	* * * * * * * * * * * * * * * * * * *	x x x	x x x x
Install low pass splitter in ETP Install jack point for broadband and any premises wiring Convert any 3-wire systems to 2-wire systems* Confirm PC meets minimum requirements Install and configure broadband modem Install and configure Ethernet adapter to PC Install and configure WiFi devices Set up of WiFi security		x x x x x x	x x x x x	x x x x x x	x	x x x x x	* * * * * * * * * * * * * * * * * * *	x x x x	x x x x
Install low pass splitter in ETP Install jack point for broadband and any premises wiring. Convert any 3-wire systems to 2-wire systems* Confirm PC meets minimum requirements Install and configure broadband modern Install and configure Ethernet adapter to PC Install and configure EWFI devices Set up of WiFi security Install and configure web browser and email client Resolve any hardware or software conflicts Train End User		x x x x x x x x	x x x x x x x x x x x x x x x x x x x	x x x x x x x x x x x x	x x y y y y y y y y y y y y	x x x x x x x x x x x x x x x x x x x	* * * * * * * * * * * * * * * * * * *	x x x x x x x x x x x x x x x x x x x	x x x x x x
Install low pass splitter in ETP Install jack point for broadband and any premises wiring Convert any 3-wire systems to 2-wire systems* Confirm PC meets minimum requirements Install and configure broadband modem Install and configure Ethernet adapter to PC Install and configure WiFi devices Set up of WiFi security Install and configure web browser and email client Resolve any hardware or software conflicts		x x x x x x x	x x x x x x x x x x x x x x x x x x x	x x x x x x x	x	** ** ** ** ** ** ** ** ** **	* * * * * * * * * * * * * * * * * * *	x x x x x x	x x x x x x
Install low pass splitter in ETP Install jack point for broadband and any premises wiring Convert any 3-wire systems to 2-wire systems* Confirm PC meets minimum requirements Install and configure broadband modern Install and configure Ethernet adapter to PC Install and configure WiFi devices Set up of WiFi security Install and configure web browser and email client Resolve any hardware or software conflicts Train End User	Legend:	x x x x x x x x	x x x x x x x x x x x x x x x x x x x	x x x x x x x x x x x x	x x y y y y y y y y y y y y	x x x x x x x x x x x x x x x x x x x	* * * * * * * * * * * * * * * * * * *	x x x x x x x x x x x x x x x x x x x	x x x x x x
Install low pass splitter in ETP Install jack point for broadband and any premises wiring. Convert any 3-wire systems to 2-wire systems* Confirm PC meets minimum requirements Install and configure broadband modern Install and configure Ethernet adapter to PC Install and configure EWFI devices Set up of WiFi security Install and configure web browser and email client Resolve any hardware or software conflicts Train End User	Legend:	X X X X X X X X X X X No longer valid - retruck roll required. mention legacy proreferring to legacy	x x x x x x x x x x x y lates to legacy broa We believe these so ducts/scenarios suc	x x x x x x x x x diband services or senarios are no lone, thas 'other uba' wh	X X Y Y Y Y Y Ituations where no ger valid as	x x x x x x x x x x x x x x x x x x x	* * * * * * * * * * * * * * * * * * *	x x x x x x x x x x x x x x x x x x x	x x x x x x
Install low pass splitter in ETP Install jack point for broadband and any premises wiring Convert any 3-wire systems to 2-wire systems* Confirm PC meets minimum requirements Install and configure broadband modem Install and configure Ethernet adapter to PC Install and configure WiFi devices Set up of WiFi security Install and configure web browser and email client Resolve any hardware or software conflicts Train End User Complete records and sign off service order Note: Most provisioning tasks are made more complex and/or manual by installing UBA and	Legend:	X X X X X X X X X X X X X X X S X X X X	x x x x x x x x x x y lates to legacy broad We believe these soducts/scenarios suc	x x x x x x x x x x diband services or senarios are no longth as 'other uba' wh	X X Y Y Y Y Y Ituations where no ger valid as ich we believe is	x x x x x x x x x x x x x x x x x x x	* * * * * * * * * * * * * * * * * * *	x x x x x x x x x x x x x x x x x x x	x x x x x x
Install low pass splitter in ETP Install jack point for broadband and any premises wiring Convert any 3-wire systems to 2-wire systems* Confirm PC meets minimum requirements Install and configure broadband modem Install and configure Ethernet adapter to PC Install and configure WiFi devices Set up of WiFi security Install and configure we b browser and email client Resolve any hardware or software conflicts Train End User Complete records and sign off service order Note: Most provisioning tasks are made more complex and/or manual by installing UBA and	Legend:	X X X X X X X X X X X X X X S X X S X X S	x x x x x x x x x x x y lates to legacy broa We believe these so ducts/scenarios suc	x x x x x x x x x dband services or senarios are no longth as 'other uba' which as 'other uba' which as 'other uba' write company.	X X Y Y Y Y Y Ituations where no ger valid as ich we believe is	x x x x x x x x x x x x x x x x x x x	* * * * * * * * * * * * * * * * * * *	x x x x x x x x x x x x x x x x x x x	x x x x x x

APPENDIX 1: THE ACTIVITIES INVOLVED IN PROVIDING EACH TRANSACTION SERVICE AND THE ASSOCIATED COSTS