SERVICE AVAILABILITY

Service Availability is a web-enabled tool that identifies the specific Digital Subscriber Line (DSL) offerings available to service locations within a particular Postal Code.

STRATEGIC ADVANTAGES

Enhanced Revenues
Resulting from fast determination of service availability.

Superior OSS Integration & Flow Through
A well-defined application programming interface (API) provides for real-time integration with an internal Operational Support System (OSS).

Flexibility – Multiple Perspectives
Developed with wholesale DSL service providers in mind, Service Availability is configured to perform differently, based on access path:

- General Inquiry on world wide web – Identifies the available products of subscribing wholesale customers and presents hot links to subscriber web sites. If service is not provided to the Postal Code location, Service Availability offers the web surfer the option of notification when service becomes available.
- From subscriber's perspective – Identifies the available products offered by the wholesale customer. If no services are available, identifies whether the wholesaler services the location.

FEATURES

The Process
- User enters Postal Code
- Application verifies Postal Code validity and service availability
- Possible Outcomes
  1. Error
  2. Service is Available
  3. Service is Not Available

Illustration - checking Service Availability

Illustration – Service is Available (External User)

1. When Inquiry Results in an Error
- A descriptive error message is displayed

2. When Service is Available
- External User
  - Each service provider who offers services to a Postal Code is identified by name and URL, and service offerings are listed
- Wholesale Customer
  - Displays all wholesaler services that are available to a location, and offered by one or more subscribing ISPs

3. When Service is Not Available
- External User
  - Notification of future service availability is offered to web surfers
  - If user accepts notification offer, contact information is collected
- Wholesale Customer
  - Message identifies current deployment status of End Office

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HOW SERVICE AVAILABILITY IS DETERMINED

1. Validate Postal Code format, existence and retirement status
   - Format of data entry is compared to Canada Post standards (i.e., must be 6 characters, cannot start with the letters W or Z, etc.)
   - Postal Code existence and retirement status are verified by checking postal code file

2. Check associated End Office status
   - Statuses include Live, Deployment in Progress and Not Planned.

3. Identify wholesale customers serving the associated Market
   - Each End Office is associated with one Market
   - Wholesale customers may service multiple Markets

4. Identify and retrieve wholesale customer offerings to the Market that are also supported

5. Qualify the end-user location (Distance from End Office) - Compare distance from End Office to maximum distance for each service to determine which services are offered to locations within the Postal Code area
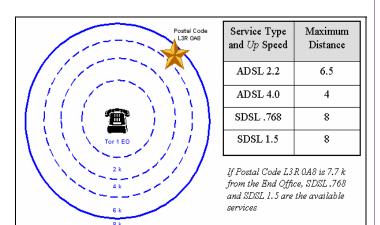
6. Qualify the end-user location (Distance from End Office Border) - Check distance from End Office border to determine probability that locations within Postal Code area are associated with another End Office
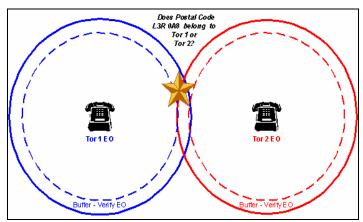

Illustration – qualifying location based on proximity to End Office boundary

SYSTEM REQUIREMENTS

Server
- Windows NT™ version 4.0, Service Pack 6

Client
- Web Browser - Windows Explorer or Netscape

Service Type and *Up* Speed	Maximum Distance
ADSL 2.2	6.5
ADSL 4.0	4
SDSL .768	8
SDSL 1.5	8

If Postal Code L3R 0A8 is 7.7 k from the End Office, SDSL .768 and SDSL 1.5 are the available services

Illustration – qualifying services based on distance