



A Uniti  
Group  
Company

# Single Truck Roll Guide



**OPTICOMM**  
Networks

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## Change History

Version	Description	Effective date
1.0	Document created	1 May 2022

## Changes in the Revision

The detailed changes to this document, from Version 1.0 are outlined in the table below.

Section / Sub-section	Detailed Changes
All	Document Created

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# 1 Introduction

This document outlines the requirements for a Single Truck Roll in respect of addresses within the Velocity / South Brisbane Exchange estates which are transitioning from the Telstra Corporation Limited legacy network to the Opticomm Limited upgraded network.

The Single Truck Roll option is available in respect of these addresses only, subject to the terms of this Single Truck Roll Guide.

## 1.1 Interpretations / Definitions

Capitalised terms which are used but not defined in this document have the same meaning given to them in the RSPMA, or if no definition exists within the RSPMA, then the capitalised term is given its industry standard meaning.

Acronym / Extract	Definition
<b>DOA</b>	Dead on Arrival
<b>Grace Period</b>	Opticomm nominated amount of time after the Transition Window has closed (in relation to the relevant address)
<b>PA</b>	Priority Assist
<b>POTS</b>	Traditional analogue voice transmission system
<b>PSTN</b>	Public switched telephone network
<b>RSP</b>	Retail Service Provider
<b>RSPMA</b>	Retail Service Provider Master Agreement
<b>Single Truck Roll</b>	<p>A single field visit to an eligible premises* to perform the work necessary at the network location to connect RSP voice and/or broadband services, free-to-air TV (if applicable) and Foxtel pay TV services (if applicable) over the upgraded Opticomm Fibre-to-the-Premises networks in select South Brisbane estates and Velocity estates.</p> <p><i>* eligible premises are premises such as a house or office which is connected to the legacy Telstra network (in the select South Brisbane estates and Velocity estates) and has an active connected service as at the Transition Start Date.</i></p>
<b>Transition Start Date</b>	See 'Transition Window' definition
<b>Transition Window</b>	Nominated amount of time where an appointment can be made (which will consist on a 'Start Date' and an 'End Date'). To avoid doubt, the Transition Window does not include the Grace Period.

Table 1 Interpretations and Definitions

## 2 Pre-Requisites

### 2.1 Opt-in

RSP must opt-in for the Single Truck Roll Option via an email to the Opticomm RSP Manager (RSP@opticomm.com.au). The Single Truck Roll Option is only available to those RSPs who are utilising the One Step API recently published by Opticomm.

For those RSP's who opt-in and utilise the One Step API, the Single Truck Roll Option will be available during the entire Transition Window, and the Grace Period.

Where the RSP has chosen to opt-in and utilise the One Step API, the RSP must provide the following:

- documentation for their pre-configured gateway/s; and
- valid installation flow for their pre-configured gateway/s.

### 2.2 Pre-configured gateways

RSP is solely responsible for the delivery of each required pre-configured gateway to Opticomm ahead of the Transition Start Date and all documentation provided as per *Section 2.1 (Opt-in)*. Pre-configured gateways must be delivered by the nominated time specified by Opticomm (in relation to the relevant address which the Single Truck Roll Option will apply to).

RSP configuration of each pre-configured gateway should also ensure voice services can be delivered. If voice services cannot be delivered due to an issue with the pre-configured gateway, this is the responsibility of the RSP to remedy.

### 2.3 Cabling

As part of a Single Truck Roll appointment, the Opticomm Field Service Provider will re-terminate existing cabling for POTS/PSTN at the End-users' premises into the pre-configured gateway (which may include modifying or replacing connectors on existing cable). If existing cabling is not available, or is not in a suitable location based on where the pre-configured gateway is installed (i.e. the existing cabling cannot reach the pre-configured gateway), this is solely the responsibility of the RSP to work with the End-user to remedy.

For the avoidance of doubt, any internal house cabling and/or relocation or electrical works are out of scope for Opticomm Field Services Provider.

## 3 Booking

All Single Truck Roll appointments must be booked by the RSP to occur within the specified Transition Window and/or the Grace Period. RSP's must book appointments via the new Opticomm portal (May 2022 release) or relevant API.

### 3.1 Appointment submission status

Within the Opticomm system, Service Qualification (SQ) will identify Single Truck Roll as an option for inclusion in an appointment form for completion by the RSP. RSP will have the option of selecting Single Truck Roll appointment or a standard appointment option (which involves the Opticomm Field Service Provider installing an ONT only).

### 3.2 Appointment status

A section will be available in the appointment form allowing the RSP to view if the Single Truck Roll was successful or not.

## 4 Appointment requirements

For the duration of an appointment, the RSP will need to provide a dedicated remote resource for any troubleshooting / cutover assistance that may be required by the Opticomm Field Services Provider.

It is the RSP's responsibility to provide a dedicated phone number where the Opticomm Field Service Provider can contact this RSP dedicated remote resource when attending the appointment.

### 4.1 Activation of Service

It is the RSP's responsibility to generate the service activation activity with Opticomm prior to, or at the latest during, the appointment to ensure service readiness at the completion of the appointment. If the RSP has not satisfied this requirement, the Opticomm Field Service Provider will complete the Single Truck Roll works to the extent possible (i.e. installation of ONT and pre-configured gateway) but the RSP will be responsible for remedying service activation with the End-user.

### 4.2 Gateway unavailable at appointment

Where the RSP has booked a Single Truck Roll appointment but the pre-configured gateway is not available as required by Opticomm (refer *Section 2.2 (Gateway)*) or the pre-configured gateway is DOA, then:

- (a) the appointment will revert to a standard appointment where only the ONT will be swapped and the relevant ticket will be closed without completing the Single Truck Roll works; and
- (b) the RSP will have the responsibility of subsequently arranging the installation of its pre-configured router.

### 4.3 Gateway Configuration

RSP is responsible for the configuration applied to the pre-configured gateways. If an End-user had prior network configuration details (e.g. WiFi network name and password) (**Prior User Credentials**) and requests the Opticomm Field Service Provider to apply the Prior User Credentials to the newly installed pre-configured gateway, the Opticomm Field Service Provider will make reasonable efforts (being efforts limited to the allotted appointment window only) to apply those Prior User Credentials to the newly installed pre-configured gateway subject to the RSP having made available a methodology a to simply extract the applicable Prior User Credentials from the RSP's network or management platform. If the Opticomm Field Service Provider cannot complete this request within the allotted appointment window, the RSP will have responsibility for remedying this issue with the End-user.

### 4.4 Non-responsive RSP

Where an RSP's dedicated remote contact is non-responsive whilst the Opticomm Field Service Provider is attending a Single Truck Roll appointment, the Field Service Provider will make one further attempt to contact the RSP over a 15-minute period and:

- Contact Successful – RSP has been successfully contacted, and the appointment is able to proceed;

- Contact Not Successful – RSP has not been successfully contacted, and the appointment will revert to a standard appointment with ONT swap out only. The relevant ticket will be closed without completing the Single Truck Roll works and the RSP will have the responsibility of subsequently arranging the installation of its pre-configured router.

To avoid doubt, the Opticomm Field Service Provider will make two contact attempts (in total) with a non-responsive RSP for each Single Truck Roll appointment.

## 4.5 Troubleshooting

If the Opticomm Field Service Provider encounters issues during a Single Truck Roll appointment relating to the below listed items, the Opticomm Field Service Provider will work on and, where necessary, contact the RSP's dedicated remote resource for trouble-shooting assistance on these particular issues:

- pre-configured gateway and its connection of an internet or phone service\*;
- free-to-air TV or Pay TV (i.e. Foxtel) operability\*; and
- PA End-users configuring their customer premises equipment (i.e. medical alarm, security alarm or similar) for their new broadband and/or phone service\*\*

*\* Opticomm Field Service Provider will troubleshoot during the allotted appointment window only.*

*\*\* Opticomm Field Service Provider will troubleshoot for as long as necessary during that business day. For further details, refer Section 4.6 (Priority Assist End-users) below.*

During a Single Truck Roll appointment, the Opticomm Field Service Provider is not responsible for engaging on, or troubleshooting with the RSP's dedicated remote resource, any other issues unless those issues directly relate to the Opticomm network (inclusive of the ONT).

## 4.6 Priority Assist End-users

During the Single Truck Roll appointment, the Opticomm Field Service Provider will use reasonable efforts to ensure any PA End-user customer premises equipment (i.e. medical alarm, security alarm or similar) (**PA CPE**) is configured for their new broadband and/or phone service.

Opticomm Field Service Provider will validate back with the RSP's dedicated remote resource if the voice service (where applicable for the End-user's PA CPE) is operational prior to leaving the End-user's premises and:

- if that voice service is operational, then the Single Truck Roll appointment will be closed off as successful; or
- if that voice service is not operational, then the Opticomm Field Services Provider will arrange for an additional technician to attend the premises to attempt rectification of the PA CPE issue during that same business day. If the PA CPE issue cannot be resolved, the RSP will be notified and responsible for contacting the PA End-user to arrange a work-around or further issue resolution activity. At this point, the Single Truck Roll appointment will be closed off as successful.