



Magrathea Wholesale Line Rental (WLR) & Carrier Pre Select (CPS) – User Guide

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Summary

The following User Guide is applicable to clients who have signed up to the Magrathea Wholesale Line Rental (WLR) and/or the Carrier Pre Selection (CPS) products. Words and expressions in this guide shall have the meaning given to them in the TSA and Schedule 10 – Wholesale Line Rental and Schedule 11 – Carrier Pre-Selection.

The Magrathea WLR & CPS product is suitable if you wish to take over existing PSTN lines, install a new line or add CPS to an existing line. If your requirements extend to other line types (i.e. ISDN2, or ISDN30) please contact our support team to discuss.

Full details on how to gain access to either wholesale service can be found towards the end of this guide.

Service Types

Magrathea supports the following order types either as a new provision or transfer from another Communication Provider to Magrathea.

Basic	Usually provisioned to a consumer premises. Suitable for standard installations and a simple line box is provided only. Service Maintenance Care Level 1 is applied.
Basic +	Same as basic with additional inbound features - Call Waiting & Call Line Presentation.
Premium	Usually provisioned to a business premises. Suitable for more complex installations and new sites. These can terminate to a simple line box or NTTP. Service Maintenance Care Level 2 is applied.
Premium+	Same as Premium with additional inbound features - Call Waiting & Call Line Presentation.
CPS (Outbound Calling)	All of the above can have CPS applied or this can be applied to an existing phone line.

General Notes

- All WLR lines will have outgoing calls barred except for freephone & 999 calls. If you wish to use the line for more than broadband provision and incoming calls you must apply CPS to enable outbound calling.
- All line telephone numbers will default to ex-directory status. If you wish to upgrade your directory entry please contact our support team.

Placing an Order

Please log in to the WLR Portal (<https://wlrweb.magrathaea.net>) and enter your username and password. If you don't have this information please email wlr@magrathaea-telecom.co.uk for assistance.

Once you are logged in you will see an easy to follow menu.

Provide a new line

Select 'Provide a new line' from the main menu. You must then select which Service Type you require (Basic or Premium, with or without additional features).

If you have opted for our CPS offering you will get the option to add CPS to this line. You will also have the option to request a simultaneous provide broadband reference which you can then give to your broadband provider. Please note that this reference **cannot** be provided after your order is submitted and must be submitted to your broadband provider within 72 hours to limit any delay/rejection.

Next you will need to enter the End User's name, once for how it should appear to the Directory Enquiries operator and then again for how it should appear to the Emergency Services in case of a 999 call.

On the next page you will need to enter the End User's postcode, you will be presented with a list of addresses in that postcode, please select the one that applies. **Please note that if there is not an exact match you must not proceed with the order. Contact support for assistance.**

The next step is to select an appointment for the installation. Please note that timeslots are 8am to 1pm for morning slots and 1pm to 6pm for afternoon slots. You will need to add a contact name and contact phone number to ensure any problems on the install day, such as the engineer needing directions, can be dealt with.

Finally, you will have an opportunity to review your order and add any additional notes before submitting. Once submitted you will be given an order reference which you must quote on any correspondence with our support team. To follow the progress of your orders please check back regularly.

*Please note that you MAY see a delayed status after 24 hours, this is generally if the SIM2 has not been matched up with the WLR order. Please contact your Broadband Provider to ensure the broadband is progressing.

Notes

- When ordering a new line, we will automatically assign you with a telephone number. This number is not guaranteed until the completion of the order.
- If there are no stopped lines or spare pairs available at the premises there may be a delay in installing your line and you may not be able to make an appointment at this stage. If Time Related Charges or Excess Construction Charges need to be authorised to allow additional works we will contact you before proceeding with the order.
- Where spare pairs are available new lines can normally be installed within 4 to 7 working days.
- You may lose the ability to dial 1471.

- As a communications provider we must ensure that any End-User can access Operator Assistance Services and a Directory Enquiry facility. If you do not wish to print and supply your own version of a directory you can order individual copies from www.shop.bt.com/phonebookfinder.aspx. If you have a bulk order requirement Magrathea may be able to facilitate so please contact us for a quote.
- We can action a renumber on the line if requested, a charge will apply and can be found in the price list below.

PLEASE NOTE: the install of new lines will be defunct when the PSTN network ceases from 2023

Transfer existing line

This process is for when the End User wants to change their current provider, retaining their existing line and possibly taking the outbound calling package from Magrathea. Magrathea will always modify the line to block outbound calls (so Magrathea's CPS can be applied) and remove any features.

Select 'Transfer existing line' from the main menu. You must then enter the telephone number of the line you wish to transfer (including the '0')

The line will transfer as is, so if the line is a basic line, it will transfer as such. We can change the line type and apply supported features once the transfer has completed if requested. You will also have the option to apply outbound calling/CPS if you have opted in for this service.

You will also need to enter the End User's name, once for how it should appear to the Directory Enquiries operator and then again for how it should appear to the Emergency Services in case of a 999 call.

On the next page you will need to enter the End User's postcode, you will be presented with a list of addresses in that postcode, please select the one that applies. **Please note that if there is not an exact match you must not proceed with the order. Contact support for assistance.** Then you must confirm that you have the appropriate authorisation from the End User (see Notes) and have sent the appropriate correspondence before you can continue.

Finally, you will have an opportunity to review your order and add any additional notes before submitting. Once submitted you will be given an order reference which you must quote on any correspondence with our support team. To follow the progress of your orders please check back regularly.

Notes

- We do not recommend you transfer a line used with the BT Redcare service. Whilst the product is not classed as incompatible we have been advised that a transfer of Service Provider can interrupt service and therefore we cannot take any responsibility for failure of this service or the time and cost associated with having it restored.
- Broadband will not be taken over if you transfer an existing line. Your existing Broadband service will not be affected.
- Any CPS service already provided on the line will cease on transfer.

- You are obliged to write to the End User when a transfer order is submitted so that they are notified and have an opportunity to change their mind. You do not need to send this to us but proof that it has been done for every order may be requested at any time. The End User will also be contacted by their current Service Provider and have until the day before the scheduled take-over day to cancel the order. A sample letter can be found at the end of this guide.
- If the transfer is a 'Working Line Takeover' by a new occupant then please contact support. We will submit this request manually.
- We can action a renumber on the line if requested, a charge will apply and can be found in the price list below.

Adding CPS to an existing line

This process is for when the end user wishes to add Outbound Calling to a WLR line that may be currently serviced by Magrathea Telecom or an alternative Communication Provider (CP). On occasions customers choose to keep the WLR line with their current provider, and use an alternative provider for the Outbound Calls. ***Please check you have setup and tested our CPS product prior to submitting an order (see CPS Section).***

Select 'Add CPS to an existing line' from the main menu. You must then enter the telephone number of the line you wish to update with CPS.

Enter the End User's postcode and then using the pull down list select the WLR line provider. It is important that the correct provider is selected as any CPS orders are verified against the line provider's postcode.

You must also tick the box to confirm you have completed your regulatory obligations with regard to notifying the End User of the change in service (see Notes).

Finally, you will have an opportunity to review your order before submitting. Once submitted you will be given an order reference which you must quote on any correspondence with our support team. To follow the progress of your orders please check back regularly.

Notes

- A confirmation letter is required to be sent to the customer informing them that a CPS takeover is being actioned, a sample letter showing mandatory information can be found at the end of this guide.
- A minimum lead time of 10 days will be applied to all orders associated with BT Retail Lines. CPS orders applied to WLR lines will take effect within 48 hours (subject to forecast commitments).
- End Users with non Magrathea WLR lines may be able to dial 1280 to override CPS, call charges will be made by the WLR provider. This feature will not work on any line that has outbound call barring applied.

- CPS is unavailable if the following services are on the installation: Social Telephony (e.g. Light User Scheme), Payphones and Inbound only CLI (e.g. Call Sign numbers).
- **Any calls to 999/112 will not be carried by our CPS services, calls will automatically fall back to the line provider. Please satisfy yourself that the End User is able to access these numbers and that no inadvertent call blocking is in place.**

Rejected Orders

Orders may be rejected by Magrathea or by our suppliers (BT for CPS, or Openreach for WLR) during the initial processing stage. The portal will show you if your order is rejected.

Orders may be rejected for one of the following reasons:

- The line has a service or services which are not part of the WLR3 Service or are incompatible with the WLR3 product; or
- There is no matching broadband order (if a SIM2 has been requested); or
- A cancellation order has been received; or
- Any information on the order is illegible, inaccurate, incomplete or incorrect or is a duplicate order; or
- For other reasons set out by our supplier in their product documentation.

Cancelling Orders

Orders can be cancelled at any time up to 4pm the day before they are due to complete. There are two types of cancel orders, Cancel Own and Cancel Other.

Cancel Own

If you or your user change their mind and wish to cancel an order you can do so up until 4pm the day before the installation date but you will be charged (see Price List).

To cancel an order please email wlr@magrathea-telecom.co.uk. Orders cancelled later than 4pm the day prior will be subject to the full order costs.

Cancel Other

Orders may be cancelled by the current line owner. The following reasons are valid:

- Customer claims they did not contact the new SP
- No authorisation to transfer
- Deliberate attempt to mislead
- Failure to cancel
- Purchased different product or service
- Failure to respond

Ceasing Existing Lines

If you wish to cease an existing WLR line, rental charges will apply from the provision date up until the end of the month that the line is ceased. You can place a cease on a WLR line by selecting “Cease Line” from the main menu and then selecting “Cease WLR.” Identify the number you wish to cease and click “cease line” this will cease the line on the same day.

Please note: if CPS is applied on the WLR line, CPS will automatically cease.

You can also place a cease on a CPS line by selecting “Cease Line” from the main menu and then choosing “Cease CPS”. Identify the number you wish to cease and click “cease line” this will cease the line within 15 minutes.

Investigate a problem with a line - WLR

Before reporting a fault to Magrathea please ensure you have carried out all the usual checks with your End User, such as trying a different handset to receive calls or ruling out the problem being with the broadband provider or customer equipment. If an engineer is sent to investigate and no line fault is found you will be charged for the callout.

Select ‘Investigate a problem with a line’ from the main menu. You must then enter the telephone number of the line you wish to test.

If the results from the line test show no fault after automated testing, and you have checked that there is no fault with the end user equipment, and you would still like to raise a fault ticket, then click on the submit trouble ticket dialog box to raise a ticket to the Magrathea Customer Services Team detailing the following information:-

- When the fault first occurred
- What are the symptoms (e.g. unable to receive calls)
- When is the next suitable time an engineer can visit if necessary

As soon as we have been updated we will email you with the details. Sometimes the fault is resolved remotely however an appointment may need to be made. We will ensure we liaise with you to select an appropriate appointment date/time.

Querying Orders

You can query your orders using the two different tabs on the main screen:

- Query archived orders-** This will show all orders over 30 days old
- Query existing orders-** This will show all pending orders less than 30 days old.

WLR Service Levels

BT Openreach maintains the lines and deal with faults. They offer four Service Levels to choose from. Basic lines default to Service Level 1 and Premium to Service Level 2 at no additional charge. You can increase the Service Level but additional charges will apply, please email us at wlr@magrathea-telecom.co.uk.

BT's normal working hours for site visits are 08:00 to 17:00 Monday to Friday (excluding UK public and bank holidays). If the customer requests and BT agrees to work outside of these hours additional charges will apply as set out in the Price List below.

Service Level 1	Clear by end of next working day + 1, Monday to Friday, excluding Public Holidays and Bank Holidays.
Service Level 2	Clear by end of next working day, Monday to Saturday, excluding Public Holidays and Bank Holidays.
Business 2 plus	Clear by end of next working day, Monday to Saturday, excluding Public Holidays and Bank Holidays
Service Level 3	Reported by 12.59 – clear by 23.59.59 same day. Reported after 13.00 – clear by 12.59.59 next day (Monday – Sunday including Public and Bank Holidays).
Service Level 4	6hr fix round the clock, 365 days a year (some exclusions apply)

Investigate a problem with a line – CPS

If the PSTN line is working (receiving calls) but the End User is unable to make calls please email support@magrathea-telecom.co.uk and include the telephone number, the number they are trying to dial and the date and time it was last tested. We will respond in accordance with our usual wholesale service level agreement.

Service Level Agreement

New orders submitted into the Magrathea Portal will be processed within one working day and in accordance with our forecast agreements. As further developments are made to the portal, order updates will be provided to you every couple of hours. Faults will be handled in accordance with our standard SLA that is provided to our wholesale customers.

Service Establishment

If you are an existing Magrathea wholesale client the process is very simple. There are additional contract schedules you will need to sign and you will be invoiced for the setup fee. You will also need to provide us with your Reseller Identity Code (RID, see notes) and your choice of CPS call handling products.

What is a Reseller Identity Code (RID) and how to get one

Reseller Identity (RID) Codes, are three character alphabetic codes that are used to identify the reseller of CPS and WLR services. Ofcom will issue a Reseller Identity Code to any reseller requesting one by means of a RID application form.

<http://stakeholders.ofcom.org.uk/telecoms/numbering/applying-activating-tele-no/applying-tele-numbers/number-application-form-link/>

Once obtained, it can take up to a week for the RID to be available for live orders. Magrathea will translate your RID into a 3 digit numeric client routing code.

WLR Service Establishment

Once you have completed the contract schedule and your RID is available there is no further setup required. If you have difficulty accessing the portal please contact support.

CPS Service Establishment

Once you have completed the contract schedule and your RID is available There are two ways you can use our CPS product:

On-net

All calls made by your customer are delivered to our network where we then deliver them to the PSTN via our wholesale call termination service. Call costs will be deducted from your wholesale account in the usual manner and CDR's will be available via FTP. Our two tiered billing service will be required for this option.

SIP

Calls are validated against the pre-registered CLI. The number dialled is then passed to your preregistered SIP server address for you to terminate via your chosen carrier. You will receive calls in e.164 format with your client routing code in front - for example if the caller dials our office number you would see the call as C00xxx441183210321 (where xxx= client routing code)

Technical Notes

- If you have selected the SIP option we will handle all dialling by the user of the telephone number, remove from audio and delivery as en-bloc SIP dialling. Any DTMF sent after dialling is complete and the call is answered will be sent either inband or RFC. We recommend inband as the most reliable.
- Last Diverted Line Identity (LDLI) is available where BT pass us the number (which is usually only where 'star' services are used). If LLDI is set we pass the information to you in the SIP DIVERSION: header.

- The only option we offer is to apply CPS to 'All Calls'. All calls includes international, local, mobile, national, special tariff – e.g. Freephone, local rate, premium rate and personal.
- CPS will not apply to Type A short codes (e.g. 100, 999), Type C short codes (i.e. Operator specific) or ranges beginning with 084404yyxxx and 080899yyxxx as these are used for unmetered internet access.

Forecasting

We require you to provide an initial forecast during the setup process, this helps us gauge the level of support required, this should then updated on a quarterly basis. If you believe your actual order volumes are likely to exceed your forecast we require you to notify us so we can endeavour to put additional support in place to meet the requirement. Failure to notify us could result in us not meeting our SLA commitments.

CPS Forecasting – Payment commitment

Where the volume of transactions processed is less than ninety per cent (90%) of the forecast submitted you will be obliged to pay the difference between ninety per cent (90%) of the total forecast for each transaction type and the actual transactions processed.

If you process more orders than forecast we will process them as soon as our capacity allows. To calculate your forecast please be aware that any monthly forecast will be translated to a daily figure. For example if you forecast 100 transactions we will add 40% then divide by 21 and this figure will be the daily rate.

Annex

Price List – WLR Only (minimum monthly spend of £100 per month across all inbound services)

Item	Charge	Frequency
WLR Setup fee	£150	One off
New PSTN Line	£40.00	Setup Fee
Takeover/Transfer PSTN Line	£15.00	Setup Fee
Line Rental: Basic PSTN Line	£8.50	Monthly
Line Rental: Basic + PSTN Line	£9.00	Monthly
Line Rental: Premium PSTN Line	£10.50	Monthly
Line Rental: Premium + PSTN Line	£10.85	Monthly
WLR Cancel (before 4pm the day prior to Customer Required Date)	£15.00	As applied
WLR Cancel (after 4pm the day prior to Customer Required Date)	£40.00	As applied
WLTO/Transfer cancel	£15.00	As applied
WLR change	£15.00	As applied
WLR renumber	£15.00	As applied
Aborted Visit Charge	£100	As applied
Time Related Charges from	£105	As applied
ECC Survey Fee/Planning	£280	As applied
ECC incl breaking/drilling walls from	£50	As applied
Administration Rejection Charge	£10	As applied

Price List – CPS (minimum monthly spend of £100 per month across all inbound services)

Item	Charge	Frequency
CPS Setup fee	£500	One off
CPS Setup	£2.50	Setup
CPS Change	£2.50	Setup
CPS Cancel	£2.50	Setup
CPS Remove	£2.50	Setup
CPS Reject	£2.50	Setup
CPS Inbound Call Cost* – at all times	£0.015 £0.0017	Per minute Call setup

Price List – WLR & CPS (minimum monthly spend of £150 per month across all inbound services)

Item	Charge	Frequency
WLR and CPS setup fee	£500	One off
New PSTN Line	£42.00	Setup Fee
Takeover/Transfer PSTN Line	£17.50	Setup Fee
Line Rental: Basic PSTN Line	£8.50	Monthly
Line Rental: Basic + PSTN Line	£9.00	Monthly
Line Rental: Premium PSTN Line	£10.50	Monthly
Line Rental: Premium + PSTN Line	£10.85	Monthly
WLR and CPS Cancel (before 4pm the day prior to Customer Required Date)	£17.50	As applied
WLR and CPS Cancel (after 4pm the day prior to Customer Required Date)	£42.00	As applied
WLTO/transfer and CPS Cancel	£17.50	As applied
WLR change	£15.00	As applied
CPS change	£2.50	As applied
WLR renumber	£15.00	As applied
Aborted Visit Charge	£100	As applied
Time Related Charges from	£105	As applied
ECC Survey Fee/Planning	£280	As applied
ECC incl breaking/drilling walls from	£50	As applied
Administration Rejection Charge	£10	As applied
CPS Inbound Call Cost * – at all times	£0.015 £0.0017	Per minute Call setup

*Call charge applies when a call is originated from the phone - no charge is applicable for receiving calls on the line.

API Guide- this is available as a separate document.

Notification to Customer of WLR or CPS service switchover

The notification to the customer of the details of the CPS service switchover is the means of protecting customers from having their CPS service introduced, amended, or their account moved from one telecommunications provider to another, without their knowledge or

authorisation. Notifications must be sent as a part of any CPS Set-up or Remove order by both the gaining and losing operators.

The notification will be by letter although may be sent electronically where customers have initiated contact by applying online, and have confirmed online that they wish all future correspondence to be sent electronically. Customers can also request information to be sent electronically by written correspondence.

The notification must follow the format of the sample shown below. In addition the following will apply

- it must be either the first sheet of many or can be sent on its own;
- the wording must be shown prominently, as a whole, with at least two line spaces between the wording and any other text, in font no smaller than that on the rest of the page, except for that of the heading;
- the text of the paragraphs is not restricted but should not detract from, or confuse, the customer with respect to the minimum information requirements contained in the bullet points;
- the notification must only contain neutral information, and must not contain any marketing information which is likely to be in breach of General Conditions 1.2, such as reference to services, prices, bundles, quality of service or any similar information.
- Should arrive by day 7 of the switchover process.

The minimum content listed below must be communicated clearly to the customer:

- date of notification;
- CLI(s) affected;
- CPS options affected (activated or de-activated);
- switchover date;
- sender's contact details for any queries.

The following may be communicated to the customer:

- contractual issues such as minimum contract terms;
- override codes, where relevant;
- payment terms where likely to result in ongoing charges to the customer.

TELECOM BRAND

Date

Dear

Satis saetosus quadrupei praemuniet fiducias. Catelli miscere Medusa. Cathedras deciperet gulosus matrimonii. Oratori celeriter circumgrediet chirographi, ut parsimonia agricolae senesceret Aquae Sulis, semper vix utilitas ossifragi fermentet satis bellus fiducias, quod aegre lascivius catelli verecunde amputat rures, semper Augustus circumgrediet bellus suis. Verecundus rures comiter corrumperet saburre.

- CLI(s) – separate sheet will be necessary for multiple CLIs but there should be a reference to it here**
- CPS options affected (activated or de-activated)**
- Switchover date**
- If you have any queries about this order please contact *[insert sender's name]* immediately on *[insert sender's phone number]***

Zothecas adquireret apparatus bellis, utcunque catelli senesceret saburre. Plane saetosus chirographi celeriter imputat Caesar, ut verecundus catelli iocari satis adfabilis concubine. Aegre parsimonia catelli praemuniet syrtes, iam quinquennalis chirographi corrumperet Augustus. Medusa divinus miscere suis, ut lascivius umbraculi incredibiliter comiter deciperet gulosus quadrupei. Utilitas chirographi iocari adlaudabilis syrtes, semper quadrupei suffragarit Augustus. Concubine plane fortiter fermentet fiducias, utcunque Octavius spinosus deciperet matrimonii, semper Medusa imputat perspicax saburre. Octavius conubium santet agricolae.

Yours sincerely

ABC Telecom