



# Service Delivery

Digital controls enhance telephony management

# Scenario 1

- Telephone companies 'Do Not' always cancel telephone lines when in receipt of requests and continue to charge for services.

# Access Database - Control

The image displays two side-by-side screenshots of a database control form titled 'Wirral\_Lines'. The background of the form is a starry night sky. The form contains the following fields and values:

Field	Value
ID	381
Source Account No	LV11765322
CORP Service Number	01516470551
Address	TRAFFIC SIGNALS TOWER QUAYS TOWER ROAD BIRKENHEAD
Post Code	CH41 1BP
Install Date	31/01/1997
Description/notes:	
Status	Active

At the bottom of the form is a 'Close Form' button. The status field is a dropdown menu.

The right-hand screenshot is identical to the left one, but the 'Status' dropdown menu is set to 'Ceased'.

At the bottom of each form, there is a status bar with the following text: 'Record: 1 of 1', navigation arrows, 'No Filter', and a 'Search' field.

# Automatic Email – Audit Trail

Please cease the attached line - 01516470551 (Traffic Signals Tower Quays)



Cooper, Cy A.

To provcl@bt.com

Cc Cropper, Paul R.; **Telecomms Team**

Reply

Reply All

Forward



Tue 21/07/2020 15:08



Hi,

Please can line - 01516470551 be ceased as it is no longer required.

Regards,

Cy Cooper



Telecommunications Team

Wirral Council

Email: [telecomms@wirral.gov.uk](mailto:telecomms@wirral.gov.uk)

Tel: 0151 666 3590

# Email attachment - BT Request Form

		
<b>PSTN / ISDN2 / Business Highway Order</b>		
1. Date that work is to be completed: <input type="text" value="ASAP"/>		
<b>2. Your Company Details</b>		
Company Name:	<input type="text" value="Metropolitan Borough of Wirral"/>	
Name of person placing order:	<input type="text" value="Cy Cooper"/>	
Contact telephone number:	<input type="text" value="0151 666 3590"/>	
Purchase Order No:	<input type="text"/>	
Your reference:	<input type="text"/>	
<b>3. Installation Details</b>		
Service or installation address:	<input type="text" value="TRAFFIC SIGNALS TOWER QUAYS&lt;br/&gt;TOWER ROAD BIRKENHEAD"/>	
<input type="text"/>		
Postcode:	<input type="text" value="CH41 1BP"/>	
Existing telephone no. at site:	<input type="text" value="01516470551"/>	
Onsite Contact Name and No:	<input type="text" value="Cy Cooper"/>	
<b>4. Your Billing Requirements</b>		
If this is to be added to existing OneBill, provide a/c no.:	<input type="text"/>	
OneBill cost centre reference:	<input type="text"/>	
Your Billing reference:	<input type="text"/>	
Should we add this to existing site discount:	<input type="text"/>	
What discount exists:	<input type="text"/>	
Do you require Itemised billing:	<input type="text"/>	
Billing Address: (if different to installation)	<input type="text" value="Wirral IT Services, Treasury Building, Cleveland Street, Birkenhead, Wirral, CH41 6BU"/>	
If you require a supplementary bill for initial charges:	<input type="text" value="Wirral IT Services, Treasury Building, Cleveland Street, Birkenhead, Wirral, CH41 6BU"/>	
For the attention of:	<input type="text" value="Cy Cooper"/>	
<b>5. PSTN Request</b>		
5.1 Provide: <input type="text"/>	5.2 Number of lines: <input type="text" value="1"/>	5.7 Connect to switch: <input type="text"/>
Cease: <input checked="" type="checkbox"/>	5.3 Single or Auxillary: <input type="text"/>	5.8 Switch type: <input type="text"/>
Shift: <input type="text"/>	5.4 Add to existing group no: <input type="text"/>	5.9 Supplier: <input type="text"/>
Change: <input type="text"/>	5.5 Additional sockets: <input type="text"/>	5.10 Call Barring IN: <input type="text"/>
Stop/Start: <input type="text"/>	5.6 Maintenance Level: <input type="text"/>	5.11 Call Barring OUT: <input type="text"/>
Any other P.S.T.N Requirements: Please tell us what the line is to be used for.		
<input type="text" value="Please cease 01516470551 (line is no longer required)"/>		
<b>6. ISDN2 Requests</b>		
6.1 Provide1: <input type="text"/>	6.2 Number of channels: <input type="text"/>	6.5 M S N Supply details in Special Requirements: <input type="text"/>
Cease1: <input type="text"/>	6.3 Pricing Option: <input type="text"/>	
Shift1: <input type="text"/>	6.4 To back up private circuit (supply number): <input type="text"/>	
Change1: <input type="text"/>		
6.6 Do you require a terminal adaptor from BT?: <input type="text"/>		
6.7 13 amp power supply within 1:8 metre of socket exists: <input type="text"/>		
Any other ISDN Requirements: Please tell us what the line is to be used for.		
<input type="text"/>		
<b>7. Business Highway Requests</b>		
7.1 Provide2: <input type="text"/>	7.2 Number of Lines1: <input type="text"/>	
Cease2: <input type="text"/>	7.3 Pricing Option1: <input type="text"/>	
Shift2: <input type="text"/>	7.4 Do you require a terminal adaptor from BT?: <input type="text"/>	
Change2: <input type="text"/>		
Any other Business Highways Requirements: Please tell us what the line is to be used for.		
<input type="text"/>		
<b>8. Directory Entry.</b> Please state the directory entry that you require (if required): <input type="text"/>		
<b>9. Special Installation Instructions or Additional Requirements:</b> *** VALIDATION - PLEASE ENSURE THAT YOU READ ALARMS <input type="text"/>		

# Date Stamp

ID	SOURCE_ACCOUNT_NO	Existing_telephone_no_at_site	Service or installation address	Post_Code	Status	Name of person placing order:	Cease Submitted Date
381	LV11765322	01516470551	TRAFFIC SIGNALS TOWER QUAYS TOWER ROAD BIRKENHEAD	CH41 1BP	Ceased	Cy Cooper	21/07/2020

- Details interlink with electronic bill processing, granting 100 days grace from the 'Cease Submitted Date'.

## Scenario 2

- Telephone companies 'Do Not' notify customers when there is no voice activity on telephone lines.

# Details in the data

45.47      181.88      45.47

45.47      181.88

45.47

181.88      45.47

181.88



## Outcome: -

- 369 telephone lines cancelled.
- £107,793.88 saving per year to date.
- £175,000 refund from BT.
- Enhancement of telephony management.

Wirral\_Lines

**ID** 381

**Source Account No** LV11765322

**CORP Service Number** 01516470551

**Address** TRAFFIC SIGNALS TOWER QUAYS  
TOWER ROAD BIRKENHEAD

**Post\_Code** CH41 1BP

**Install Date** 31/01/1997

**Description/notes:**

**Status** Active

Close Form

What Next?