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Software Release 10.3.2

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# Introduction

## Purpose and Scope

This document describes the design of interfaces between two systems:

* Amdocs IC360
* TechData

The interface file contains profiling information extracted from TechData for the following entities:

* Wireless Postpaid Customers (Accounts)
* Wireless Postpaid Subscriptions
* Home Customers (Accounts)
* Home Subscriptions
* Wireless Prepaid Subscriptions

This document describes the data requirements and interface detailed specifications of data extracted to Amdocs IC360.

It is used as input for the Detailed Design and Testing stages of the development process.

## Related Documentation

The following documents will assist the reader in obtaining a broader understanding of the subject-matter of this document:

| DC# | Document Name |
| --- | --- |
| 3654050 | PLDT - Trident - PLDT 3C3 AIA HLD |
|  |  |

## Terms and Definitions

Following is a list of terms used in this document with which the reader should be familiar:

| Term/Acronym | Definition |
| --- | --- |
| IC360 | Intelligent Customers 360 (a.k.a. – CCR) |
| LoB | Line of Business |

# General Information

## Technical Information

This document provides the reader with detailed interface agreement specifications for feeding Amdocs IC360 with prepaid subscribers’ profiling information. The document provides all the information required to estimate the work and the tasks to realize this interface.

## General Assumptions

| Unique ID | Assumption |
| --- | --- |
| GA-001 | All PACE driven attributes will be optional and can be provided with empty values |
| GA-002 | The files described in this IDD replace the files defined (with same name) as part of previous AIA projects (3D, 3A, 3C1, 3C2). |
| GA-003 | The changes in Home Subscription profiling are part of the wireline migration, those changes would be implemented only on 5.2. |

## SOW Traceability Matrix

| S.No | SOW Section | IDD Section | Description |
| --- | --- | --- | --- |
| 1 | 8.8.b – Interface Matrix | 3 | GDF as source feeds for non-Amdocs components. |
|  |  |  |  |

### Requirements Traceability Matrix – N/A

| Requirement ID | Requirement Description | IDD Section |
| --- | --- | --- |
|  |  |  |
|  |  |  |

## Interface Master List Traceability Matrix

| S.No | IML ID | IML Description | IDD Section |
| --- | --- | --- | --- |
|  | AIA136 | Pre-paid Profiling Information |  |
|  | AIA098 | Post Paid Profiling Information |  |
|  | AIA110 | Home subscribers profile feed |  |

# Postpaid Profiling Information File Extracts

## Profiling Information

### Description

TechData will provide Amdocs IC360 with periodic profiling information covering the below data sets:

* + - * 1. Full Wireless Postpaid customers’ profiling information

Amdocs IC360 will support a file-based interface for integrating with TechData via a designated physical directory.

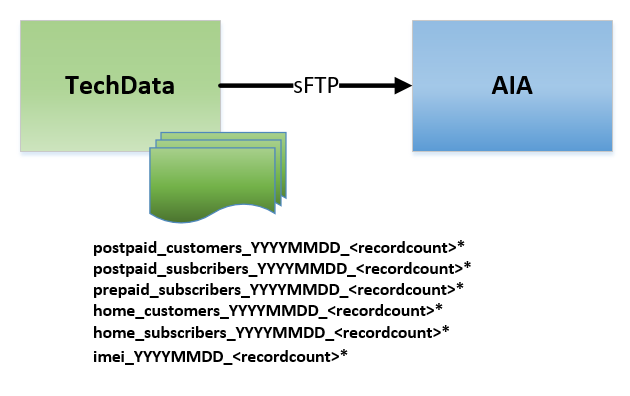
The profiling information will be loaded to Amdocs IC360.

Amdocs is the consumer of the file.

### Assumptions

1. Each extract will include the relevant brands/services as described in 3C3 AIA HLD.
2. An account has a ‘1 to 1’ relationship to a bill and ‘1 to many’ relationship to subscriptions.
3. Extract files will include information of the previous day (current day minus 1)

### Flow Diagram

Figure ‎3‑1

### Flow Description

The client will upload the data to the destination folder using a temporary name (\*.tmp extension) and rename the file to the final name upon successful transfer.

AIA will download the files from the destination folder.

AIA will be responsible for deleting the files.

### Data Elements

The interface will comprise the following extracts:

* Wireless Postpaid Customers (Accounts)
* Wireless Postpaid Subscribers

#### Wireless Postpaid Customers

The file will contain wireless postpaid customers’ profiling information.

The file will contain active and disconnected customers. Disconnected customers of a period greater than 14 days will not be included.

A single unified file will be received from TechData.

| Type | | Description |
| --- | --- | --- |
| **File Format** | CSV - textual, comma separated values  File encoding: UTF-8  Compression: gnu gzip | |
| **File Name Convention** | postpaid\_customers\_#date\_#count.csv  #date - the effective day, format: YYYYMMDD  #count – number of records in the file  E.g. postpaid\_customers\_20171230\_100000000.csv | |
| **File Compression** | \*.gz  postpaid\_customers\_#date\_#count.csv.gz | |
| **Record Format** | Char Encoding: ASCII  Fields delimiter: tilde – '~'. Two consecutive tildes ‘~~’ denote an empty field value.  New Line Character: EOL (LF)  Header/trailer record: No such records will be added; record count will be part of the filename.  Common Date format: YYYY-MM-DD  Common Date Time format: YYYY-MM-DD HH24:MM:SS | |
| **File Place** | To be defined during actual integration | |
| **User & Password** | To be provided by Amdocs AIA during actual integration | |
| **Download Completion Rule** | When file download was completed successfully, the file will be moved to the archive folder. | |
| **Empty File Rule** | If there is no record to extract, quit the file processing. | |

##### Detail Record

| Field No. | Attribute Name | Data Type | Field Description | Example | Source | Must be populated |
| --- | --- | --- | --- | --- | --- | --- |
|  | Billing Account ID | String | The unique account ID in the billing system. Kenan account number. |  | Kenan | M |
|  | External Customer ID | String | This serves as customer reference for all LoBs. Will be used to trace customers with multiple accounts.  **Will not be populated.** |  |  | O |
|  | External Loyalty ID | String | This serves as customer reference for all LOBs (Line of Businesses) from loyalty system. Will be used to trace customers with multiple accounts  **Will not be populated.** |  | MVP Rewards | O |
|  | CBR | List of String | For PLDT customers, this is the contact number\s submitted with the Service Application form. Can be mobile (Smart or Competitor) or landline. Comma delimited  **Will not be populated.** |  |  | O |
|  | TIN | String | Government ID Number requested during service application (present for PLDT and Smart).  **Will not be populated.** |  |  | O |
|  | Home Address Street | String | Account home street name. Will be always empty due to privacy regulations  **Will not be populated.** |  |  | O |
|  | Home Address City | String | Account home address city  **Will not be populated.** |  |  | O |
|  | Home Address Zip Code | String | Account home address zip code  **Will not be populated.** |  |  | O |
|  | Home Address Province | String | Account home address province  **Will not be populated.** |  |  | O |
|  | Email Address | String | Email address  **Will not be populated.** |  |  | O |
|  | Birthday | Date | Birthday  **Will not be populated.** |  |  | O |
|  | Gender | String | Gender  **Will not be populated.** |  |  | O |
|  | Preferred store / Home Branch | String | preferred store the customer usually visits |  | PACE | O |

#### Wireless Postpaid Subscribers

The file will contain wireless postpaid subscribers’ profiling information.

The file will contain active and disconnected subscribers. Disconnected subscribers of a period greater than 14 days will not be included.

A single unified file will be received from TechData.

| Type | | Description |
| --- | --- | --- |
| **Scope** | **The file will include all brands/services as specified in 3C3 AIA HLD.** | |
| **File Format** | CSV - textual, comma separated values  File encoding: UTF-8  Compression: gnu gzip | |
| **File Name Convention** | postpaid\_subscribers\_#date\_#count.csv  #date - the effective day, format: YYYYMMDD  #count – number of records in the file  E.g. postpaid\_susbcribers\_20171230\_100000000.csv  Scenario Run:  File Name (where file date is day-1, and data content is day-1)  Run Date: March 16, 2021  File Date: postpaid\_subscribers\_20210315\_#count.csv  Data Content: 20210315 | |
| **File Compression** | \*.gz  postpaid\_ susbcribers\_#date\_#count.csv.gz | |
| **Record Format** | Char Encoding: ASCII  Fields delimiter: tilde – '~'. Two consecutive tildes ‘~~’ denote an empty field value.  New Line Character: EOL (LF)  Header/trailer record: No such records will be added; record count will be part of the filename.  Common Date format: YYYY-MM-DD  Common Date Time format: YYYY-MM-DD HH24:MM:SS | |
| **File Place** | To be defined during actual integration | |
| **User & Password** | To be provided by Amdocs AIA during actual integration | |
| **Download Completion Rule** | When file download was completed successfully, the file will be moved to the archive folder. | |
| **Empty File Rule** | If there is no record to extract, quit the file processing. | |

##### Detail Record

| Field No. | Attribute Name | Data Type | Field Description | Example | Source | Must be populated |
| --- | --- | --- | --- | --- | --- | --- |
|  | Billing Account ID | String | The unique account ID in the billing system |  |  | M |
|  | Subscriber ID | String | The unique subscriber MSISDN E.164 format |  |  | M |
|  | Dominant Region | String | Dominant based on usage (c/o PACE) |  | OCS/PACE | O |
|  | Dominant Province | String | Dominant based on usage (c/o PACE) |  | OCS/PACE | O |
|  | Dominant Municipality | String | Dominant based on usage (c/o PACE) |  | OCS/PACE | O |
|  | Dominant Day Location | String | Site level c/o PACE |  | PACE | O |
|  | Dominant Night Location | String | Site level c/o PACE |  | PACE | O |
|  | Subscriber First Name | String | First name  **Will not be populated.** |  |  | O |
|  | Subscriber Middle Name | String | Middle name  **Will not be populated.** |  |  | O |
|  | Subscriber Last Name | String | Last name  **Will not be populated.** |  |  | O |
|  | Average ARPU | Decimal | Average of last 3 months’ (closed bills) ARPU Not including current month.  Sum the customer ARPU in the past closed 3 months and divide by 3  \*if the customer tenure is less than 3 months, divide in the number of months available |  | PACE | O |
|  | CSP Subscriber Status | String | Derived from different values from Kenan  LOV: CHURN IVPD, CHURN VPD, ACTIVE, INACTIVE, NEW, TEMP DSCON DUE TO TRTMENT, PERMANENT DSCON DUE TO TRTMENT, REDIRECTED, TEMPORARY DISCONNECTED, PERMANENT DISCONNECTED, REPLACED, TEMPORARY DISCON DUE TO FRAUD  (VPD - Voluntary Permanent Disconnection, IVPD - Involuntary PD)  **Will not be populated.** |  |  | O |
|  | Exclusion List | List of String | List of exclusion values. Comma delimited  LOV - Service Unit  Key Accounts retailer  Blacklist  TFS  Corporate Accounts  CSP Blacklist  (TFS - Fraud status in CSP) For tagging execution  **Will not be populated.** |  | AMMD Logisitics  IRM  Kenan | O |
|  | UCG Exclusion | String | UCG particular exclusion  For tagging execution  List of values: 1/0  0 – Non UCG  1 - UCG |  |  | O |
|  | SIM LTE Type | String | Refers to LTE Status. LOV: Yes/No/Unknown |  | AMMD Logistics | O |
|  | Device OS | String | Device Operating System |  | Network | O |
|  | Handset type (IMEI + Ref table) | String | Current used IMEI  LOV: DONGLE, FEATUREPHONE, SMARTPHONE, TABLET, OTHERS |  | Network | O |
|  | HS Network support | String | Refers to the latest technology the handset/device supports  LOV: 2G, 3G, 4G (if device supports LTE/4G, it will only be tagged under 4G)  If data is not available, GDF will not populate this field. |  | Network | O |
|  | Last network Latch country | String | This identifies the last subscriber's country current location |  | Network | O |
|  | Last network Latch operator | String | This identifies the last subscriber's operator current selection |  | Network | O |
|  | Last network Latch Date | DateTime | This identifies the subscriber's current location and operator date |  | Network | O |
|  | Dominant Sales Channel | String | This refers to most used sales channel(s) from where purchases is mostly done  LOV: Store/web, inbound hotline, outbound telesales, retailers |  | PACE | O |
|  | Subscriber's Previous State | String | The previous system/SCP the subscriber came from. Possible values may be: Prepaid to postpaid, New, port-in  **Will not be populated.** |  |  | O |
|  | Subscriber Disconnection reason | String | Reason for disconnecting: Natural, pre-to-post, port-out  **Will not be populated.** |  |  | O |
|  | Marketing segment | String | Placeholder. No LOV yet. |  | PACE | O |
|  | VIP Tag | String | An indication whether the subscriber is a VIP.  List of values: 1/0  0 – Non VIP  1 – VIP |  | PACE | O |
|  | ARPU Index | String | This number determines up to how much above the current MSF the subscriber can be upgraded to. Currently sourced from Collections team (CCCM). Their rules |  | CCCM | O |
|  | OB\_REVENUE | Decimal | Total Outbound Revenues. This refers to Service Revenue.  Currently computed 1x/mo only. Roger to provide calculation |  | PACE | O |
|  | NSR | Decimal | Outbound revenue from Non-Servicing Revenue (i.e gadget amortization)  Sample breakdown:  P2.8K Total OB Revenue =  P1.5K MSF + P0.5K Giga Add-ons + P0.8K gadget amortization  Servicing Revenue: P1.5K MSF + P0.5K Giga Add-ons  NSR: P0.8K gadget amortization |  | PACE | O |
|  | OB\_REVENUE\_ADDONS | Decimal | Outbound revenue from add-ons |  | PACE | O |
|  | IB\_REVENUE | Decimal | Inbound revenues |  | PACE | O |
|  | Average monthly Data usage (in MB) | Numeric | Per the last 3 months and not average monthly.  Look at the last 3 calendar months and sum the MB used in and then Divide the result by 3  \*if the customer tenure is less than 3 months, divide in the number of months available |  |  | O |
|  | average monthly Data spend | Numeric | Out of the package inclusion.  Per the last 3 months and not average monthly.  Look at the last 3 calendar months and check the amount spent (in Peso) on data and divide by 3.  \*if the customer tenure is less than 3 months, divide in the number of months available |  |  | O |
|  | Data consumption types | String | Social, Video, Music, Sport, Games |  |  | O |
|  | average monthly On net usage | Numeric | In minutes.  Per the last 3 months and not average monthly.  Look at the last 3 calendar months and sum the on net minutes used and divide the result by 3  \*if the customer tenure is less than 3 months, divide in the number of months available |  |  | O |
|  | average monthly On net minutes spend | Numeric | Out of the package inclusion.  Per the last 3 months and not average monthly.  Look at the last 3 calendar months and check the amount spent (in Peso) on on-net minutes and divide by 3.  \*if the customer tenure is less than 3 months, divide in the number of months available |  |  | O |
|  | Monthly Incoming international Call | Numeric | Monthly duration current month.  Sums the incoming international minutes the customers had in his current month.  Incremental value aggregated per month |  | Network | O |
|  | Monthly Incoming off-net calls duration | Numeric | Monthly duration current month.  Sums the incoming off-net minutes the customers had in his current month.  Incremental value aggregated per month |  | Network | O |
|  | Monthly Incoming on-net calls duration | Numeric | Monthly duration current month.  Sums the incoming international minutes the customers had in his current month.  Incremental value aggregated per month |  | Network | O |
|  | average monthly Off net usage (in minutes) | Numeric | Per the last 3 months and not average monthly.  Look at the last 3 calendar months on off-net minutes and divide by 3.  \*if the customer tenure is less than 3 months, divide in the number of months available |  | Network | O |
|  | average monthly Off net minutes spend | Numeric | Out of the package inclusion. Per the last 3 months and not average monthly.  Look at the last 3 calendar months and check the amount spent (in Peso) on off-net minutes and divide by 3.  \*if the customer tenure is less than 3 months, divide in the number of months available |  | Network | O |
|  | average monthly SMS usage | Numeric | Per the last 3 months and not average monthly.  Look at the last 3 calendar months SMSs and divide by 3.  \*if the customer tenure is less than 3 months, divide in the number of months available |  | Network | O |
|  | average monthly SMS spend | Numeric | Out of the package inclusion.  Per the last 3 months and not average monthly.  Look at the last 3 calendar months and check the amount spent (in Peso) on SMSs and divide by 3.  \*if the customer tenure is less than 3 months, divide in the number of months available |  | Network | O |
|  | International Voice duration | Numeric | Outgoing.  Look at the last 3 calendar months and check the international call duration in minutes and divide by 3.  \*if the customer tenure is less than 3 months, divide in the number of months available |  | Network | O |
|  | International Voice Spend | Numeric | Outgoing.  Look at the last 3 calendar months and check the amount spent (in Peso) on international minutes and divide by 3.  \*if the customer tenure is less than 3 months, divide in the number of months available |  | Network | O |
|  | International SMS events | Numeric | Outgoing.  Look at the last 3 calendar months and check the international SMSs sum amount and divide by 3.  \*if the customer tenure is less than 3 months, divide in the number of months available |  | Network | O |
|  | International SMS Spend | Numeric | Outgoing.  Look at the last 3 calendar months and check the amount spent (in Peso) on international SMS and divide by 3.  \*if the customer tenure is less than 3 months, divide in the number of months available |  | Network | O |
|  | Roaming Voice duration - monthly average | Numeric | Inbound and Outbound duration.  Look at the last 3 calendar months and sum the roaming minutes (both incoming and outgoing) used. Divide the result by 3  \*if the customer tenure is less than 3 months, divide in the number of months available |  | Network | O |
|  | Roaming SMS events - monthly average | Numeric | Inbound and Outbound events.  Look at the last 3 calendar months and sum the roaming SMS (both incoming and outgoing) used. Divide the result by 3  \*if the customer tenure is less than 3 months, divide in the number of months available |  | Network | O |
|  | Roaming Data volume - monthly average | Numeric | Inbound and Outbound volume.  Look at the last 3 calendar months and sum the roaming MB used. Divide the result by 3  \*if the customer tenure is less than 3 months, divide in the number of months available |  | Network | O |
|  | VAS Category | String | Track VAS category from CDRs and get the value based on the catalog reference data  From usage type |  | PACE | O |
|  | Data monthly add on registrations | List of String | List of monthly data add-ons the customer is registered to |  | OCS | O |
|  | Text or voice monthly add on registrations | List of String | List of monthly Text or voice add-ons the customer is register to |  | OCS | O |
|  | International monthly add on registrations | List of String | List of monthly international add-ons the customer is register to |  | OCS | O |
|  | Last date registration Text or voice monthly add on | DateTime | Last date the customer register to Text or voice monthly add on |  | OCS | O |
|  | Last date registration international monthly add on | DateTime | Last date the customer register to international monthly add on |  | OCS | O |
|  | List of data add on activations | List of Strings | Not monthly.  List the data add on (non recurrent) that the customer activated in his last billing cycle |  | OCS | O |
|  | Last date the customer register to data add on (not monthly) | DateTime | Last data the customer activated a non monthly data add on |  | OCS | O |
|  | VAS spend last billing cycle | Numeric | peso value spent on VAS  Sum the amount (in Peso) that the customer spent on VAS in his last billing cycle |  | OCS | O |
|  | VAS spend last 3 months | Numeric | peso value spent on VAS  Sum the amount (in Peso) that the customer spent on VAS in his last 3 calendar months, not including the last one, and divide by 3  \*if the customer tenure is less than 3 months, divide in the number of months available |  | OCS | O |
|  | Roaming spend last billing cycle | Numeric | Sum the amount (in Peso) that the customer spent on roaming usage in his last billing cycle |  | OCS | O |
|  | Last date of CSR complain | DateTime | Last date of customer complaint to CSR. Depends on the SRs if will be sent  **Will not be populated.** |  |  | O |
|  | Last Customer care Transaction Type | String | Voice of Customer  List of Values: Inquire, Request, Complaint  **Will not be populated.** |  |  | O |
|  | Last Customer care Transaction Timestamp | DateTime | Time stamp for the last customer care transaction  **Will not be populated.** |  |  | O |
|  | Registration date to Mobile app | DateTime | Registration date to Mobile app |  | SSO | O |
|  | Last use on Mobile app | DateTime | SSO – Last login Date |  | SSO | O |
|  | WiFi registration date | DateTime | WiFi registration date |  | WIFI | O |
|  | Last use on WiFi | DateTime | Last use on WiFi |  | WIFI | O |
|  | Registration date to Loyalty platform | DateTime | Identifier if the sub is registered or not registered in raffle platform. List of values:  1= Registered Sub  0=Not registered Sub |  | Hatch | O |
|  | Customer preferred channel | String | Which Channel the customer prefers to receive offers  **Will not be populated.** |  | PACE | O |
|  | OPI Tag | String | Off-net Pressure Index (OPI) is a churn model developed by PACE for Brand to determine propensity to churn if calling circle is mostly Globe  LOV: 0.0 To 1.0 |  | PACE | O |
|  | Churn Propensity model | String | Predicts which active customers are at risk, so we know which high value, at risk customers to put on our watch list and reach out. |  | PACE | O |
|  | Frequently called numbers | List of String | This provides a list of the subscriber's most called numbers |  | PACE | O |
|  | Passion Points | String | a) Customers are profiled based on activities on the account, i.e. accessed sites, downloads, add-ons etc.  b) Is customer a gamer? A movie lover? Loves to travel?  LOV: Top 3 passion points per subscriber (total of 21 values) |  | PACE | O |
|  | Subscriber Star rating | String | From Smart. Based on the ARPU & Tenure |  | PACE | O |
|  | Voice Class | String | Tag of subscriber's voice usage (ACCIDENTAL USER, VERY HIGH, LOW, NO USAGE, MID) |  | PACE | O |
|  | predicted Lifetime Value / CLV Potential | String | Algorithms to predict how much a customer will spend long before customers themselves realizes this. |  | PACE | O |
|  | Predicted Share of Wallet | Numeric | Forecasts what percentage of a subscriber’s category spend we currently have achieved. |  | PACE | O |
|  | Propensity to Engage | String | Predicts how likely it is that a customer will click on your email links. |  | PACE | O |
|  | Propensity to Buy | String | Tells us which customers are ready to make their purchase. |  | PACE | O |
|  | Days of Silence | Numeric | Number of days where subscriber has no usage activity (SMS, Voice, data)  Holds the days difference from today to the date the customer had any usage activity |  | PACE | O |
|  | Roamer Type | String | Frequent or rare roamer |  | PACE | O |
|  | PACE Placeholder | String | Future placeholder for PACE value |  | PACE | O |
|  | PACE Placeholder | String | Future placeholder for PACE value |  | PACE | O |
|  | PACE Placeholder | String | Future placeholder for PACE value |  | PACE | O |
|  | PACE Placeholder | String | Future placeholder for PACE value |  | PACE | O |
|  | PACE Placeholder | String | Future placeholder for PACE value |  | PACE | O |
|  | PACE Placeholder | String | Future placeholder for PACE value |  | PACE | O |
|  | PACE Placeholder | String | Future placeholder for PACE value |  | PACE | O |
|  | PACE Placeholder | String | Future placeholder for PACE value |  | PACE | O |
|  | PACE Placeholder | String | Future placeholder for PACE value |  | PACE | O |
|  | PACE Placeholder | String | Future placeholder for PACE value |  | PACE | O |
|  | PACE Placeholder | String | Future placeholder for PACE value |  | PACE | O |
|  | PACE Placeholder | String | Future placeholder for PACE value |  | PACE | O |
|  | PACE Placeholder | String | Future placeholder for PACE value |  | PACE | O |
|  | PACE Placeholder | String | Future placeholder for PACE value |  | PACE | O |
|  | PACE Placeholder | String | Future placeholder for PACE value |  | PACE | O |
|  | # of countries visited | Numeric | In the last 6 months |  | Network | O |
|  | Consecutive stay outside Philippines | Numeric | In days |  | Network | O |
|  | Predictive Preferred Time of Day | Time | Based on subscriber responses |  | PACE | O |
|  | Influence Circle | String | Described with size of the circle, revenue value of the circle, number of globe subs in the circle. |  | PACE | O |
|  | Psychology Profile | String | Describes the psychology behind subscriber behavior. Sample Values: Winner/Achiever (ex. Plays games to win), K-drama binger  Top 3 psychology for each passion point |  | PACE | O |
|  | Do not call tag | String | Consent for predictive dialer. Yes or No |  |  | O |
|  | Registration to Paymara | String | Registration flag |  |  | O |
|  | Registration to Lendr | String | Registration flag |  |  | O |
|  | Registration to Finteq | String | Registration flag |  |  | O |
|  | Registration Placeholder | String | Registration flag |  |  | O |
|  | Registration Placeholder | String | Registration flag |  |  | O |
|  | Registration Placeholder | String | Registration flag |  |  | O |
|  | Most Frequent Site | String | Placeholder |  |  | O |
|  | Additional subscribers tags | String | Placeholder.  This is used to tag a customer as part of a community or sales blitz |  |  | O |
|  | E-statement activation date | DateTime | Currently not available  **Will not be populated.** |  |  | O |
|  | E-statement deactivation date | DateTime | Currently not available  **Will not be populated.** |  |  | O |
|  | Self Service Channel ID | String | Counterpart of Operating unit  **Will not be populated.** |  |  | O |
|  | Average 3 months Data usage (in MB) Out of Package | Numeric | Out of the package inclusion.  Per the last 3 months and not monthly average.  Look at the last 3 calendar months (out of package only – not including in-Package usage) and sum the MB used and then divide the result by 3.  \*If the customer tenure is less than 3 months, divide by the number of months available. |  |  | O |
|  | Current Cycle Data Usage | Numeric | Current cycle Total Data Usage in MB (part of Plan Inclusion plus On Top) |  |  | O |
|  | Average 3 months on-net minutes usage Out of Package | Numeric | Out of the package inclusion.  Per the last 3 months and not monthly average.  Look at the last 3 calendar months and sum the entire on net minutes used (out of package only – not including in-Package usage) and divide the result by 3.  \*If the customer tenure is less than 3 months, divide by the number of months available. |  |  | O |
|  | Average 3 months off-net minutes usage Out of Package | Numeric | Out of the package inclusion.  Per the last 3 months and not monthly average.  Look at the last 3 calendar months on off-net minutes (out of package only – not including in-Package usage) and divide by 3.  \*If the customer tenure is less than 3 months, divide by the number of months available. |  |  | O |
|  | Average 3 months SMS usage Out of Package | Numeric | Out of the package inclusion.  Per the last 3 months and not monthly average.  Look at the last 3 calendar months SMSs (out of package only – not including in-Package usage) and divide by 3.  \*If the customer tenure is less than 3 months, divide by the number of months available. |  |  | O |
|  | International call\_ B-Number Country | String | Location of the contacted b\_number  Most frequent International call destination in the past 30 days |  |  | O |
|  | SSO - Email Address | String | Email address registered via SSO (Single Sign On), such as My Smart | email2@email.com | SSO | O |
|  | SSO - Last Login Channel | String | Channel used during latest login via SSO (Single Sign On), such as My Smart | App, Web | SSO | O |
|  | SSO - Dominant Channel | String | More frequently used channel, based on number of transactions / logs for the past 3 months | App, Web | SSO | O |
|  | Dominant Network Used | String | Most frequently used network if 2G, 3G or 4G (existing in Pontis iCLM) | 4G | TECHDATA | O |
|  | Average OB Revenue | Decimal (12,2) | Average of the past 3 months OB (Outstanding Balance) Revenue | 1500.00 | TECHDATA | O |
|  | Handset Model Tag | String | Handset Type  Will use to determine the handset range value. High: >30k Mid: <30k to >10k Low: <10k | High | TECHDATA | O |
|  | PlaceholderStr1 | String | Place holder. |  |  | O |
|  | PlaceholderStr2 | String | Place holder. |  |  | O |
|  | PlaceholderStr3 | String | Place holder. |  |  | O |
|  | PlaceholderStr4 | String | Place holder. |  |  | O |
|  | PlaceholderStr5 | String | Place holder. |  |  | O |
|  | PlaceholderStr6 | String | Place holder. |  |  | O |
|  | PlaceholderStr7 | String | Place holder. |  |  | O |
|  | PlaceholderStr8 | String | Place holder. |  |  | O |
|  | PlaceholderStr9 | String | Place holder. |  |  | O |
|  | PlaceholderStr10 | String | Place holder. |  |  | O |
|  | PlaceholderNum1 | Numeric | Place holder. |  |  | O |
|  | PlaceholderNum2 | Numeric | Place holder. |  |  | O |
|  | PlaceholderNum3 | Numeric | Place holder. |  |  | O |
|  | PlaceholderNum4 | Numeric | Place holder. |  |  | O |
|  | PlaceholderNum5 | Numeric | Place holder. |  |  | O |
|  | PlaceholderDT1 | DateTime | Place holder. |  |  | O |
|  | PlaceholderDT2 | DateTime | Place holder. |  |  | O |
|  | PlaceholderDT3 | DateTime | Place holder. |  |  | O |
|  | PlaceholderDT4 | DateTime | Place holder. |  |  | O |
|  | PlaceholderDT5 | DateTime | Place holder. |  |  | O |

### Frequency

Daily files.

Cut-off time: 12:00AM.

Extraction ready for AIA to download at 2 AM. If file does not exist, AIA will check the folder every 10 minutes for 5 times and then halt until next day.

### Error/Recovery Handling

PLDT responsibility:

If there is an error in the file transfer, the client will retry the operation.

Amdocs responsibility:

1. If there is an error during record loading, Amdocs IC360 will write the error to an audit log.
2. If there is an error during record processing, Amdocs IC360 will write the error to an audit log.

### Interface Output File Information – N/A

### Archiving Handling

It is TechData responsibility to keep a backup of the file for cases in which the upload or processing of the file failed.

* Archiving Process – After a file is downloaded successfully and processed, it is moved to the archive folder
* Retention Period – Files will be kept in the archive folder for one month and then will be deleted

### Data Security

The transfer protocol is Secured File Transfer Protocol (sFTP) using RSA authentication keys.

All files will be pushed to an Amdocs IC360 provided sFTP server.

#### Encryption Protocol – N/A

#### Other Security Aspects – N/A

# Home Profiling Information File Extracts

## Profiling Extracts

### Description

Amdocs IC360 will provide a file-based interface for integrating with a designated physical directory.

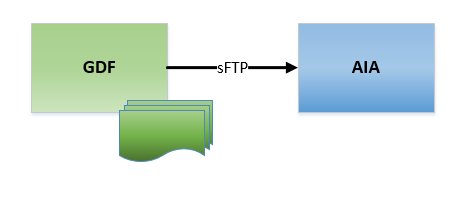
The extracts will include Home PLDT account/subscriptions profiling information.

Amdocs is the consumer of the files.

### Assumptions - N/A

### Flow Diagram

Figure ‎4‑1



### Flow Description

The client will upload the data to the destination folder using a temporary name (\*.tmp extension) and rename the file to the final name upon successful transfer.

Amdocs IC360 will download the files from the destination folder.

Amdocs IC360 will be responsible for deleting the files.

### Data Elements

The interface will comprise the following information topics:

* Home PLDT account profiling information
* Home PLDT subscription profiling information
* Home PLDT subscription data usage
* Home PLDT Account VAS propensity score

Note: Home PLDT account and subscription extracts extend and replace the same files that were designed for Project 3d.

#### Home Account Profiling Information

The file will contain home account profiling information.

The file will contain active and disconnected customers. Customers that have been disconnected for a period exceeding 14 days will not be included.

A single unified file will be received from GDF.

| Type | | Description |
| --- | --- | --- |
| **File Format** | CSV - textual, pipe-separated values  File encoding: UTF-8  Compression: gnu gzip | |
| **File Name Convention** | home\_customers\_#date\_#count.csv  #date - the effective day, format: YYYYMMDD  #count – number of records in the file  E.g. home\_customers\_20171230\_100000000.csv | |
| **File Compression** | \*.gz  home\_customers\_#date\_#count.csv.gz | |
| **Record Format** | Char Encoding: ASCII  Fields delimiter: pipe – '|'. Two consecutive pipes ‘||’ denote an empty field value.  New Line Character: EOL (LF)  Header/trailer record: No such records will be added; record count will be part of the filename.  Common Date format: YYYY-MM-DD  Common Date Time format: YYYY-MM-DD HH24:MM:SS | |
| **File Place** | To be defined during actual integration | |
| **User & Password** | To be provided by Amdocs AIA during actual integration | |
| **Download Completion Rule** | When file download was completed successfully, the file will be moved to the archive folder. | |
| **Empty File Rule** | If there is no record to extract, quit the file processing. | |

##### Detail Record

| Field No. | Attribute Name | Data Type | Field Description | Source | Must be populated |
| --- | --- | --- | --- | --- | --- |
| 1. 1 | Billing Account Number | String | The unique Account ID in the billing system.  To be matched with Kenan Account ID. |  | M |
|  | Customer ID | String | The customer reference for all LoBs  Will be Used to trace customers with multiple accounts |  | O |
|  | External Customer ID | String | The customer reference for all LoBs  Will be used to trace customers with multiple accounts  Will be empty/null until PIA approval.  **Will not be populated.** |  | O |
|  | External Loyalty ID | String | The customer reference for all LoBs from the loyalty system  Will be used to trace customers with multiple accounts  Currently not available  Will be empty/null until PIA approval  **Will not be populated.** |  | O |
|  | Activation Date | DateTime | Account’s activation date  **Will not be populated.** |  | O |
|  | Account Status | String | Account’s status  **Will not be populated.** |  | O |
|  | CBR | String | The contact number submitted with the Service Application form  Can be mobile (Smart or Competitor) or landline  Will be empty/null until PIA approval  **Will not be populated.** |  | O |
|  | TIN | String | Government ID number requested during the service application and present for PLDT and Smart |  | O |
|  | Home Address Street | String | The home address’s street name  **Will not be populated.** |  | O |
|  | Home Address City | String | The home address’s city name  **Will not be populated.** |  | O |
|  | Home Address Province | String | The home address’s province name  **Will not be populated.** |  | O |
|  | Home Address Zip Code | String | The home address’s zip code  **Will not be populated.** |  | O |
|  | Billing Address Street | String | The billing address’s street name  **Will not be populated.** |  | O |
|  | Billing Address City | String | The billing address’s city name  **Will not be populated.** |  | O |
|  | Billing Address Province | String | The billing address’s province name  **Will not be populated.** |  | O |
|  | Billing Address Zip Code | String | The billing address’s zip code  **Will not be populated.** |  | O |
|  | First Name | String | First name  **Will not be populated.** |  | O |
|  | Middle Name | String | Middle name  **Will not be populated.** |  | O |
|  | Last Name | String | Last name  **Will not be populated.** |  | O |
|  | Email Address | String | Email address  **Will not be populated.** |  | O |
|  | Birthday | Date | Birthday  **Will not be populated.** |  | O |
|  | Gender | String | Gender  **Will not be populated.** |  | O |
|  | Base Plan | String | The base plan  **Will not be populated.** |  | O |
|  | Average Invoice Amount | Decimal | Average invoice amount of the last three billing cycles  **Will not be populated.** |  | O |
|  | Credit Score | Number | Account’s credit score  **Will not be populated.** |  | O |
|  | Contract renewal date | Date | Contract’s renewal date  **Will not be populated.** |  | O |
|  | Universal Consent | String | Customer's consent whether allowing to share his information with external systems and whether AIA can send his matching information.  Values: Yes/No  Will be empty/null until PIA approval  **Will not be populated.** |  | O |
|  | HH MARKET SEGMENT | String | Household market segment (future)  Possible values: Flagship, Mainstream, Reach, Base of Pyramid  Will be empty/null until PIA approval | Home Analytics | O |
|  | HOUSEHOLD TYPE | String | Household Profile (future)  Possible values: Young Family, Old Family, Single, Mixed  Will be empty/null until PIA approval | Home Analytics | O |
|  | NEEDS BASE SEGMENT | String | HH Profile Based On Needs (future)  Possible values: Basic Needs, Active, Aspiring for success, Looking good, Traditional Family, Price Sensitive  Will be empty/null until PIA approval | Home Analytics | O |
|  | RESIDENTIAL STRUCTURE TYPE | String | Possible values: Gated Subd, Exclusive Bldg, Exclusive Subd, Low Cost, Barangay | Home Analytics | O |
|  | MVP REWARDS ID | String | MVP REWARDS ID (unique ID), loyalty program for PLDT and Smart  Will be empty/null until PIA approval | TechData | O |
|  | MVP REWARDS POINTS | Numeric | The current balance of MVP REWARDS EARNED POINTS (may not be available)  Will be empty/null until PIA approval | TechData | O |
|  | Marketing Exclusion REQUESTS | String | Subscriber request for marketing exclusion, applies to all marketing campaigns via all channels (previous indication before DPA)  Values: Yes/No  Should be considered only if the DPA consent status (in Kenan) is ‘Pending’ | TechData | O |
|  | Marketing EXCLUSION Change Date | DateTime | The date the subscriber requests marketing exclusion. | TechData | O |
|  | LAST CALL DATE TO COMPETITOR HOTLINE | DateTime | LAST CALL DATE TO COMPETITOR HOTLINE  Will be empty/null until PIA approval | TechData | O |
|  | REGISTRATION DATE TO MOBILE APP | DateTime | REGISTRATION DATE TO MOBILE APP  Will not be available | TechData | O |
|  | LAST USE ON MOBILE APP | DateTime | LAST USE ON MOBILE APP  Will not be available | TechData | O |
|  | DATE OF LAST USE ON UHW | DateTime | Date of last UHW (web site) use  Will not be available | TechData | O |
|  | CABLE\_TV\_PROVIDER | String | Cable TV Operator name  Based on survey (welcome call) | Home Churn | O |
|  | COMPETITOR | String | Competitor in the area (for data services), based on home analytics and operations | Home Analytics | O |
|  | COMPETITOR TECHNOLOGY | String | Technology used by competitor in the area, based on home analytics and operations  Possible values: Fiber, DSL, LTE, 4G | Home Analytics | O |
|  | CHURN SCORE | String | Churn Score Level  Possible values: High, Med, Low | Home Analytics | O |
|  | Do not call tag | String | Consent for predictive dialer. Yes or No  Will be empty/null until PIA approval | TechData | O |
|  | UHW Registration Date | Datetime | Registration date & time to the Web self-care- UHW | TechData | O |
| 1. 7 | CBR Mobile | String | For PLDT customers, this is the contact Mobile number submitted with the Service Application form (Smart or Competitor).  Same as in Optima but normalized by GDF.  Number format: 0+ area code (3 digits) + number (7 digits)  Until PIA approval – GDF will populate subscriber's primary mobile number (from Kenan)  **Will not be populated.** | TechData | O |
|  | CBR landline | String | For PLDT customers, this is the contact mobile number submitted with the Service Application form.  Same as in Optima but normalized by GDF.  0+ area code (1-3 digits) + number (7-8 digits)  **Will not be populated.** | TechData | O |
|  | Credit Whitelisted Flag | String | Qualified to avail additional services flag (Yes / No) | TechData | O |
|  | Placeholder 1 | String | Reserved for future use | TechData | O |
|  | Placeholder 2 | String | Reserved for future use | TechData | O |
|  | Placeholder 3 | String | Reserved for future use | TechData | O |
|  | Placeholder 4 | String | Reserved for future use | TechData | O |
|  | Placeholder 5 | String | Reserved for future use | TechData | O |
|  | Placeholder 6 | String | Reserved for future use | TechData | O |
|  | Placeholder 7 | String | Reserved for future use | TechData | O |
|  | Placeholder 8 | String | Reserved for future use | TechData | O |
|  | Placeholder 9 | String | Reserved for future use | TechData | O |
|  | Placeholder 10 | String | Reserved for future use | TechData | O |
|  | Placeholder 11 | String | Reserved for future use | TechData | O |
|  | Placeholder 12 | String | Reserved for future use | TechData | O |
|  | Placeholder 13 | String | Reserved for future use | TechData | O |
|  | Placeholder 14 | String | Reserved for future use | TechData | O |
|  | Placeholder 15 | String | Reserved for future use | TechData | O |
|  | ARPU | Number | ARPU for the last closed month | TechData | O |
|  | SSO Email | String | Email address used to register to the web site (SSO) | TechData | O |
|  | PlaceholderNum1 | Numeric | Reserved for future use | TechData | O |
|  | PlaceholderNum2 | Numeric | Reserved for future use | TechData | O |
|  | PlaceholderNum3 | Numeric | Reserved for future use | TechData | O |
|  | PlaceholderNum4 | Numeric | Reserved for future use | TechData | O |
|  | PlaceholderNum5 | Numeric | Reserved for future use | TechData | O |
|  | PlaceholderNum6 | Numeric | Reserved for future use | TechData | O |
|  | PlaceholderNum7 | Numeric | Reserved for future use | TechData | O |
|  | PlaceholderNum8 | Numeric | Reserved for future use | TechData | O |
|  | PlaceholderNum9 | Numeric | Reserved for future use | TechData | O |
|  | PlaceholderNum10 | Numeric | Reserved for future use | TechData | O |
|  | PlaceholderDT1 | Date | Reserved for future use | TechData | O |
|  | PlaceholderDT2 | Date | Reserved for future use | TechData | O |
|  | PlaceholderDT3 | Date | Reserved for future use | TechData | O |
|  | PlaceholderDT4 | Date | Reserved for future use | TechData | O |
|  | PlaceholderDT5 | Date | Reserved for future use | TechData | O |
|  | PlaceholderDT6 | Date | Reserved for future use | TechData | O |
|  | PlaceholderDT7 | Date | Reserved for future use | TechData | O |
|  | PlaceholderDT8 | Date | Reserved for future use | TechData | O |
|  | PlaceholderDT9 | Date | Reserved for future use | TechData | O |
|  | PlaceholderDT10 | Date | Reserved for future use | TechData | O |

\*Note: Fields 2-27 will be null for Wired home accounts.

#### Home Subscription Profiling Information

The file will contain Home subscriptions’ profiling information.

The file will contain active and disconnected subscriptions. Subscriptions disconnect for a period greater than 14 days will not be included.

A single unified file will be received from TechData.

| Type | | Description |
| --- | --- | --- |
| **Scope** | **The file will include all brands/services as specified in 3C3 AIA HLD.** | |
| **File Format** | CSV - textual, comma separated values  File encoding: UTF-8  Compression: gnu gzip | |
| **File Name Convention** | home\_subscribers\_#date\_#count.csv  #date - the effective day, format: YYYYMMDD  #count – number of records in the file  E.g. home\_subscribers\_20171230\_100000000.csv | |
| **File Compression** | \*.gz  home\_subscribers\_#date\_#count.csv.gz | |
| **Record Format** | Char Encoding: ASCII  Fields delimiter: pipe – '|'. Two consecutive pipes ‘||’ denote an empty field value.  New Line Character: EOL (LF)  Header/trailer record: No such records will be added; record count will be part of the filename.  Common Date format: YYYY-MM-DD  Common Date Time format: YYYY-MM-DD HH24:MM:SS | |
| **File Place** | To be defined during actual integration | |
| **User & Password** | To be provided by Amdocs AIA during actual integration | |
| **Download Completion Rule** | When file download was completed successfully, the file will be moved to the archive folder. | |
| **Empty File Rule** | If there is no record to extract, quit the file processing. | |

##### Detail Record

| Field No. | Attribute Name | Data Type | Field Description | Source | Must be populated |
| --- | --- | --- | --- | --- | --- |
| 1. 1 | Billing Account ID | String | The unique account ID in the billing system |  | M |
| 1. 2 | Subscriber ID | String | The unique subscriber ID |  | M |
|  | Activation Date | DateTime | The subscriber’s activation date  **Will not be populated.** |  | O |
|  | Subscriber Status | String | The subscriber’s status |  | O |
| 1. 5 | NSCB\_CODE | String | Reference Code (standard code) for Barangay | Home Analytics | O |
| 1. 6 | PA\_BARANGAY | String | Barangay  **Will not be populated.** | None | O |
| 1. 7 | PA\_BLDG | String | Building Name  **Will not be populated.** | None | O |
| 1. 8 | PA\_HOUSE\_NO | String | House Number  **Will not be populated.** | None | O |
| 1. 9 | PA\_FLOOR\_NO | String | Floor Number  **Will not be populated.** | None | O |
|  | PA\_UNIT\_NO | String | Unit Number  **Will not be populated.** | None | O |
|  | PA\_STREET\_NAME | String | Street Name  **Will not be populated.** | None | O |
|  | PA\_CITY | String | City/Municipality  **Will not be populated.** | None | O |
| 1. 6 | PA\_ESTATE | String | Estate Name  **Will not be populated.** | None | O |
| 1. 7 | PA\_PROVINCE | String | Province  **Will not be populated.** | None | O |
| 1. 8 | PHY\_ADDRESS | String | Full Physical Address  Mandatory for PLDT Home subscriber. Optional for Smart Home subscriber.  **Will not be populated.** | None | O |
| 1. 9 | POSTALCODE | String | Replacing Clarity Location Reference  **Will not be populated.** | None | O |
|  | PREMIERE\_LOCATION FLAG | Boolean | High End Area Tag  Will be blank (for future use) | ARM | O |
|  | SERVICEABLE ADDRESS ID | String | Unique ID for the service address (replacing Clarity CID) | ARM | O |
| 1. 6 | EXCHANGE CODE (EXCDE) | String | Serving PLDT Exchange (operations area ID) | ARM | O |
| 1. 7 | LINE CAPABILITY | Numeric | Subs Line Capability (Stable Data Speed), calculated on a weekly basis for DSL and can be used to suggest upgrade to higher DSL plans.  Will be available for Copper Service only.  For fiber the default value will be 1G. | ARM | O |
| 1. 8 | MODEM TYPE | String | CPE Type, possible values :  ONU, DSL, VVDSL, GFAST | ARM | O |
| 1. 9 | NAP OVERLAP Count | String | The count of NAP IDs for the available Fiber facility  **Will not be populated** | None | O |
|  | NAP OVERLAPAVAILABLE | Numeric | The total number of available fiber ports (in all NAPs)  **Will not be populated** | None | O |
| 1. 8 | NODE MODEL | String | Equipment Brand/Model (infrastructure) | ARM | O |
| 1. 9 | NODE\_NAME | String | Name of active device on which Service terminates in Exchange | ARM | O |
|  | TECHNOLOGY TYPE | String | Technology of service given to the customer | ARM | O |
|  | PLAN SPEED | Numeric | Subscribed Data Speed in MB  **Will not be populated.** | None | O |
|  | PROVISIONED SPEED | Numeric | Provisioned Speed in MB  **Will not be populated.** | None | O |
| 1. 7 | CUSTOMER EXPERIENCE INDEX | String | INDICATES QUALITY OF SERVICE (PROJECT USA) | PUSA | O |
|  | Open Ticket Flag | Boolean | True – There is an open ticket  False – There is no open ticket  **Will not be populated.** | None | O |
|  | Tickets Amount | Numeric | The amount of tickets in the last 3 months regardless of the ticket status  **Will not be populated.** | None | O |
| 1. 9 | DATA CONSUMPTION TYPES BY VOLUME | String | Top five for the period of last three months, based on volume.  Data consumption types, e.g. Games  Values are separated by (,)  Only available for volume-based subscribers  *Note: Should include Unlimited Plans (Source: Sandvine DPI / USA-future)* | TechData | O |
| 1. 9 | DATA CONSUMPTION TYPES BY FREQUENCY | String | Top five for the period of last three months, based on number of sessions and duration.  Data consumption types, e.g. Games  Values are separated by (,)  Only available for volume-based subscribers.  *Notes:*   1. *Should include Unlimited Plans* 2. *1 field for Number of Sessions and 1 field for Duration (Source: Sandvine DPI / USA-future)* | TechData | O |
|  | PASSION POINTS | String | Top three passion points per subscriber  Values are separated by (,)  Placeholder for the future  Will be empty/null until PIA approval | Home Analytics | O |
|  | DATA USAGE - DOWNLOAD TOTAL GB LAST 30 days | Numeric | Total data download usage in GB, for the last 30 days.  (Last Bill Cycle Month) | TechData | O |
|  | DATA USAGE - UPLOAD TOTAL LAST 30 days | Numeric | Total data upload usage in GB, for the last 30 days.  (Last Bill Cycle Month) | TechData | O |
|  | DATA USAGE - DOWNLOAD TOTAL GB LAST MONTH | Numeric | Total data download usage in GB, for the previous calendar month | TechData | O |
|  | DATA USAGE - UPLOAD TOTAL LAST MONTH | Numeric | Total data upload usage in GB, for the previous calendar month. | TechData | O |
|  | DATA USAGE - DOWNLOAD Average GB (3-month rolling avg) | Numeric | Data download usage in GB - The average over rolling 3 months’ window (D-120 days, D-31 days). | TechData | O |
|  | DATA USAGE DOWNLOAD SEGMENT (3-Month ave) | String | * 1: 0-50 * 2: 51-100 * etc.   Placeholder for the future | TechData | O |
|  | DATA USAGE - UPLOAD TOTAL (3-month ave) | Numeric | Data upload usage in GB - Total – 3-month average | TechData | O |
|  | DATA USAGE DURATION/SESSION TIME - DOWNLOAD TOTAL (1 month) | Numeric | Data Usage Duration/Session Time - Download Total, for the previous month | TechData | O |
|  | DATA USAGE DURATION/SESSION TIME - UPLOAD TOTAL (1 month) | Numeric | Data Usage Duration/Session Time - Upload Total, for the previous month | TechData | O |
|  | LOCAL CALL DISTINCT CALLED NUMBERS | Numeric | The volume of the Local Call (Free) Distinct Called Numbers, per last three months  Values are separated by (,)  For example: 20, 100, 220  Will be empty/null until PIA approval | TechData | O |
|  | LOCAL CALL DURATION | Numeric | Local Call Duration, average monthly duration for last 90 days. | TechData | O |
|  | LOCAL\_CALLS COUNT | Numeric | The average monthly volume of local calls, in the last 90 days.  The count may be over stated | TechData | O |
|  | DEVICES USED | String | Type and count of Devices connected to PLDT modem (latest 3 months).  Not yet available. | TechData | O |
|  | BRAND OF DEVICES USED | String | Brand of Devices connected to PLDT modem (latest 3 months).  Not yet available. | TechData | O |
|  | FDLTE Facility availability | String | Availability of FDLTE facility (Yes / No)  (Relevant for wireless Home Bro) | TechData | O |
|  | FDLTE Facility Utilization | Numeric | % remaining capacity  (Relevant for wireless Home Bro) | TechData | O |
|  | 5G Facility availability | String | Availability of 5G facility (Yes / No)  (Relevant for wireless Home Bro) | TechData | O |
|  | 5G Facility Utilization | Numeric | % remaining capacity  (Relevant for wireless Home Bro) | TechData | O |
|  | Facility Modernization Prioritization | String | Facility Modernization Prioritization - Offers based on priority level (P1\_A, P1\_B, P2\_A, P2\_B, P3\_A, P3\_B, P4) | TechData | O |
|  | Next Plan Upgrade | String | Next Plan Upgrade offer | TechData | O |
|  | PlaceholderStr1 | String | Place holder. |  | O |
|  | PlaceholderStr2 | String | Place holder. |  | O |
|  | PlaceholderStr3 | String | Place holder. |  | O |
|  | PlaceholderStr4 | String | Place holder. |  | O |
|  | PlaceholderStr5 | String | Place holder. |  | O |
|  | PlaceholderStr6 | String | Place holder. |  | O |
|  | PlaceholderStr7 | String | Place holder. |  | O |
|  | PlaceholderStr8 | String | Place holder. |  | O |
|  | PlaceholderStr9 | String | Place holder. |  | O |
|  | PlaceholderStr10 | String | Place holder. |  | O |
|  | PlaceholderNum1 | Numeric | Place holder. |  | O |
|  | PlaceholderNum2 | Numeric | Place holder. |  | O |
|  | PlaceholderNum3 | Numeric | Place holder. |  | O |
|  | PlaceholderNum4 | Numeric | Place holder. |  | O |
|  | PlaceholderNum5 | Numeric | Place holder. |  | O |
|  | PlaceholderDT1 | DateTime | Place holder. |  | O |
|  | PlaceholderDT2 | DateTime | Place holder. |  | O |
|  | PlaceholderDT3 | DateTime | Place holder. |  | O |
|  | PlaceholderDT4 | DateTime | Place holder. |  | O |
|  | PlaceholderDT5 | DateTime | Place holder. |  | O |
|  | MODEM MODEL | String | CPE Model  Will be added with the wireline migration on 5.2 | ARM | O |
|  | DP/NAP NAME | String | Name of DP or NAP  Will be added with the wireline migration on 5.2 | ARM | O |
|  | LCP NAME | String | Name of LCP  Empty for copper  Will be added with the wireline migration on 5.2 | ARM | O |
|  | XCC - Cross Connect | String | Cabinet name, only for copper.  Used to identify subs that needs to be migrated to FTTH.  Will be added with the wireline migration on 5.2 | ARM | O |
|  | PON Port | String | The PON port on OLT to which the customer is connected  Will be added with the wireline migration on 5.2 | ARM | O |
|  | Option 82 | String | The MSAN port to which a customer is connected  Will be added with the wireline migration on 5.2 | ARM | O |

# Prepaid Profiling Information File Extracts

## Profiling Information

### Description

TechData will provide Amdocs IC360 with periodic profiling information covering the below data sets:

1. Full snapshot of Wireless Prepaid subscribers’ profiling information.

The following brands will be included:

1. Smart Prepaid
2. Smart Bro Prepaid
3. TNT
4. Home Prepaid Wifi

 Note:

All other Prepaid brands (i.e., SUN Prepaid, SUN Bro Prepaid) will be included in the snapshot once they are migrated to OOCS.

Amdocs IC360 will support a file-based interface for integrating with TechData via a designated physical directory.

The profiling information will be loaded to Amdocs IC360.

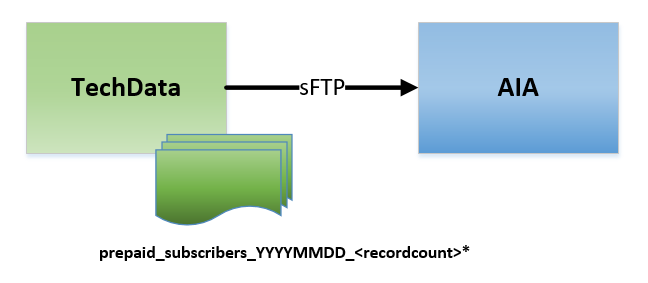
Amdocs is the consumer of the file.

### Assumptions

1. Extract files will include information of the previous day (current day minus 1) unless otherwise specified per specific field.

### Flow Diagram

Figure ‎5‑1



### Flow Description

The client will upload the data to the destination folder using a temporary name (\*.tmp extension) and rename the file to the final name upon successful transfer.

AIA will download the files from the destination folder.

AIA will be responsible for deleting the files.

### Data Elements

The interface will comprise the following extract:

* Wireless Prepaid Subscribers

#### Wireless Prepaid Subscribers

The file will contain all wireless prepaid subscribers’ profiling information.

The file will contain all subscribers with all active statuses similar to the subscribers list in OOCS.

Subscribers with pre-active status will not be included in the file.

Disconnected subscribers will not be included in the file.

A single unified file will be received from TechData.

| Type | | Description |
| --- | --- | --- |
| **Scope** | **The file will include all brands/services as specified in 3C3 AIA HLD.** | |
| **File Format** | Textual, delimiter-separated values | |
| **File Name Convention** | prepaid\_subscribers\_#date\_#count.csv  #date - the effective day, format: YYYYMMDD  #count – number of records in the file  E.g. prepaid\_subscribers\_20171230\_100000000.csv  Scenario Run:  File Name (where file date is day-2, and data content is day-2)  Run Date: March 16, 2021  File Date: prepaid\_subscribers\_20210314\_#count.csv  Data Content: 20210314 | |
| **File Compression** | Compression: gnu gzip \*.gz  prepaid\_subscribers\_#date\_#count.csv.gz | |
| **Record Format** | Char Encoding: ASCII  Fields delimiter: tilde – '~'. Two consecutive tildes ‘~~’ denote an empty field value.  New Line Character: EOL (LF – 0x0A)  Header/trailer record: No such records will be added; record count will be part of the filename.  Common Date Time format: YYYY-MM-DD HH24:MM:SS  Common Date format: YYYY-MM-DD  Common Boolean format: 1 for True, 0 for False  All monetary values will be in Peso, 2 decimal digits | |
| **File Place** | To be defined during actual integration | |
| **User & Password** | To be provided by Amdocs AIA during actual integration | |
| **Download Completion Rule** | When file download was completed successfully, the file will be moved to the archive folder. | |
| **Empty File Rule** | If there is no record to extract, quit the file processing. | |
| **Frequency** | See “Frequency” section ‎82 | |

##### Detail Record

| Field No. | Attribute Name | Data Type | Field Description | Example | Source | Must be populated |
| --- | --- | --- | --- | --- | --- | --- |
|  | Subscriber ID | String | The unique subscriber MSISDN E.164 format  PK – Must be unique per file  If it will not be unique, values will be overridden with the last updated record. | 639989988226 |  | M |
|  | External Customer ID | String | This serves as customer reference for all LoBs. Will be used to trace customers with multiple accounts. [Global ID] |  |  | O |
|  | External Loyalty ID | String | This serves as customer reference for all LOBs (Line of Businesses) from loyalty system. Will be used to trace customers with multiple accounts |  | MVP Rewards | O |
|  | Home Address Street | String | Subscriber home street name  **Will not be populated** |  |  | O |
|  | Home Address City | String | Subscriber home address city  **Will not be populated** |  |  | O |
|  | Home Address Zip Code | String | Subscriber home address zip code  **Will not be populated** |  |  | O |
|  | Email Address | String | Email address  **Will not be populated** |  |  | O |
|  | Birthday | Date | Birthday  **Will not be populated** |  |  | O |
|  | Gender | String | Gender  Only valid values (Uppercase):  MALE  FEMALE  **Will not be populated** | MALE |  | O |
|  | Subscriber First Name | String | First name  **Will not be populated** |  |  | O |
|  | Subscriber Middle Name | String | Middle name  **Will not be populated** |  |  | O |
|  | Subscriber Last Name | String | Last name  **Will not be populated** |  |  | O |
|  | Prepaid Brand | String | Prepaid brand. Only valid values Are listed in OCS Profiling IDD  Only brands that will be migrated to OOCS will be supported |  | OCS | M |
|  | sub\_brand | String | Sub brand of subscriber.  Placeholder  N/A for AIA |  | N/A | O |
|  | Prepaid Last Month ARPU | Decimal(12,2) | Prepaid ARPU of the last calendar month |  | PACE | O |
|  | Prepaid Average ARPU | Decimal(12,2) | Prepaid average aggregated ARPU of the last 3 calendar months  \*if the customer tenure is less than 3 months, divide in the number of months available |  | PACE | O |
|  | Prepaid Average ARPU month 4\_to\_6 | Decimal(12,2) | Prepaid average aggregated ARPU of months 4-6  \*if the customer tenure is less than 6 months, send an empty value |  | PACE | O |
|  | SIM LTE Type | String | Refers to LTE Status whether supported by SIM card or not.  LOV: Yes/No/Unknown |  | Network | O |
|  | HANDSET TYPE | String | Type of IMEI (the type of the mobile phone)  LOV Attached.  Cannot be used by AIA until clarifications provided |  | Network | O |
|  | HANDSET IMEI | String | The device serial number |  | Network | O |
|  | BLACK\_LIST\_TYPE | String | Black list types.  Valid values:   * Dealer * Retailer * SU (i.e. Service Unit)   If no black list type must send “NULL” value | Juveniles | Multiple source | M |
|  | VALUE\_SEGMENT | String | Will contain Star Rating value.  Valid values: 1-5 | 3 | PACE | O |
|  | Dominant Region | String | Dominant subscriber region |  | PACE | O |
|  | Dominant Province | String | Dominant subscriber province |  | PACE | O |
|  | Dominant Municipality | String | Dominant subscriber municipality |  | PACE | O |
|  | Dominant Site Name | String | Subscriber most used site name (based on most frequent usage or top-up) | BEL-MORONG-SAN GUILLERMO | Network | O |
|  | SITE\_SUPPORTS\_LTE | String | Is LTE supported on the dominant site of the subscriber  Valid Values:  Y – LTE Supported  N – LTE not Supported | Y | Network | O |
|  | Handset Network Type | String | Last used network type  Possible Values:  • 2G  • 3G  • 4G  • 5G (future use) | 2G | Network | O |
|  | Is UCG | Boolean | Subscriber's allocation to UTG or UCG (other external control group).  0 – UTG  1 – UCG  Possible values: 1/0 | 1 | GDF | M |
|  | data\_enabled | Boolean | Indicates if the device is data capable. Possible Values: 0 – not data capable 1 – data capable  Empty value for unknown |  | Network | O |
|  | latched\_sim\_last\_date | DateTime | Last date the customer was connected to the network |  | Network | O |
|  | last\_date\_of\_incoming\_calls | DateTime | Last date the customer received an incoming call |  | Network | O |
|  | Last Incoming Call Type | String | The type of the last incoming Voice call.  Possible values:  • Local  • International | Local | Network | O |
|  | Last Custcare Transaction Type | String | The last complaint type.  Possible values:   * Inquiry * Complaint * Request   **Will not be populated** | Inquiry |  | O |
|  | last\_date\_of\_csr\_complaint | DateTime | The last complaint time.  Filled in if Last Custcare Transaction Type = Complaint  For Last Custcare Transaction Type in (Inquiry, Request) send empty value  **Will not be populated** |  |  | O |
|  | Registration date to digital | DateTime | Date and time the customer registered to mobile app or web |  | SSO | O |
|  | Last login web or app | DateTime | Last date the customer login Mobile app or web  For future use. Currently not available. Expected use from August 2019 (3c2) |  | SSO | O |
|  | Last visit in UMB | Date | Last date the customer visited USSD Menu Browser  Currently not supported by GDF |  |  | O |
|  | Churn score | Numeric | Churn score  Place holder |  | PACE | O |
|  | Roamer Type | String | Frequent or rare.  Valid values: Frequent, OFW (overseas Filipino Worker), Normal | OFW | GDF | O |
|  | No. of countries visited | Numeric | Count of countries  Currently not supported by GDF  Place holder |  |  | O |
|  | UMB Frequency last 1 month | Numeric | Successful logins only  -This will  be used to measure how often sub visits UMB and create a profile based on UMB usage  -Use case: Campaign that will encourage sub with low UMB usage to avail of a “hot offer” by providing a cashback reward if he avails of a promo via UMB within a limited period  Currently not supported by GDF  Place holder |  |  | O |
|  | UMB Frequency last 3 months | Numeric | Successful logins only  -This will  be used to measure how often sub visits UMB and create a profile based on UMB usage  -Use case: Campaign that will encourage sub with declining UMB usage to avail of a “hot offer” by providing a cashback reward if he avails of a promo via UMB within a limited period  Currently not supported by GDF  Place holder |  |  | O |
|  | PI/SPI | Boolean | Prepaid personal Info indication.  0/No – The subscriber did not provide his personal information  1/Yes – The subscriber provided his personal information  1. If primary consent is true then AIA is allowed to campaign the subscriber  2. If primary consent is NULL then check PI/SPI. If it is “0”, then AIA may campaign the subscriber. | 0 |  | M |
|  | Placeholder1 | String | Place holder. |  |  | O |
|  | Placeholder2 | String | Place holder. |  |  | O |
|  | Placeholder3 | String | Place holder. |  |  | O |
|  | Placeholder4 | String | Place holder. |  |  | O |
|  | Placeholder5 | String | Place holder. |  |  | O |
|  | Placeholder6 | String | Place holder. |  |  | O |
|  | Placeholder7 | String | Place holder. |  |  | O |
|  | Placeholder8 | String | Place holder. |  |  | O |
|  | Placeholder9 | String | Place holder. |  |  | O |
|  | Placeholder10 | String | Place holder. |  |  | O |
|  | Gaming Pattern | Numeric | LOV to be finalized. (Number) Sample: 1 Weekender 2 Weekday 3 Random 4 All-week |  | PACE | O |
|  | Gaming Usage | String | LOV to be finalized. (String) Sample: Low Mid High |  | PACE | O |
|  | Streaming Pattern | Numeric | LOV to be finalized. (Number) Sample: 1 Weekender 2 Weekday 3 Random 4 All-week |  | PACE | O |
|  | Streaming Usage | String | LOV to be finalized. (String) Sample: Low Mid High |  | PACE | O |
|  | Music Pattern | Numeric | LOV to be finalized. (Number) Sample: 1 Weekender 2 Weekday 3 Random 4 All-week |  | PACE | O |
|  | Music Usage | String | LOV to be finalized. (String) Sample: Low Mid High |  | PACE | O |
|  | Shopping Pattern | Numeric | LOV to be finalized. (Number) Sample: 1 Weekender 2 Weekday 3 Random 4 All-week |  | PACE | O |
|  | Shopping Usage | String | LOV to be finalized. (String) Sample: Low Mid High |  | PACE | O |
|  | Dominant interest | String | String LOV Shopping Music Gaming |  | PACE | O |
|  | YT Data Class | String | String LOV Low Mid High  Accidental User None User |  | PACE | O |
|  | Giga User | String | String LOV Y  N |  | PACE | O |
|  | VIP Tag | Numeric | An indication whether the subscriber is a VIP.  List of values: 1/0 |  |  | O |
|  | PlaceholderStr1 | String | Place holder. |  |  | O |
|  | PlaceholderStr2 | String | Place holder. |  |  | O |
|  | PlaceholderStr3 | String | Place holder. |  |  | O |
|  | PlaceholderStr4 | String | Place holder. |  |  | O |
|  | PlaceholderStr5 | String | Place holder. |  |  | O |
|  | PlaceholderNum1 | Numeric | Place holder. |  |  | O |
|  | PlaceholderNum2 | Numeric | Place holder. |  |  | O |
|  | PlaceholderNum3 | Numeric | Place holder. |  |  | O |
|  | PlaceholderNum4 | Numeric | Place holder. |  |  | O |
|  | PlaceholderNum5 | Numeric | Place holder. |  |  | O |
|  | PlaceholderDT1 | DateTime | Place holder. |  |  | O |
|  | PlaceholderDT2 | DateTime | Place holder. |  |  | O |
|  | PlaceholderDT3 | DateTime | Place holder. |  |  | O |
|  | PlaceholderDT4 | DateTime | Place holder. |  |  | O |
|  | PlaceholderDT5 | DateTime | Place holder. |  |  | O |
|  | PlaceholderStr6 | String | Place holder. |  |  | O |
|  | PlaceholderStr7 | String | Place holder. |  |  | O |
|  | PlaceholderStr8 | String | Place holder. |  |  | O |
|  | PlaceholderStr9 | String | Place holder. |  |  | O |
|  | PlaceholderStr10 | String | Place holder. |  |  | O |

### Frequency

Daily file.

Cut-off time: 12:00AM.

Extraction ready for AIA to download at 3 PM.

### Error/Recovery Handling

PLDT responsibility:

If there is an error in the file transfer, the client will retry the operation.

Amdocs responsibility:

1. If there is an error during record loading, Amdocs IC360 will write the error to an audit log.
2. If there is an error during record processing, Amdocs IC360 will write the error to an audit log.

### Interface Output File Information – N/A

#### Output File Transfer

#### Output File Estimated/Assumed # Records and Total Size

#### Output File Target Location

#### Output File Compression Method

### Archiving Handling

It is TechData responsibility to keep a backup of the file for cases in which the upload or processing of the file failed.

* Archiving Process – After a file is downloaded successfully and processed, it is moved to the archive folder
* Retention Period – Files will be kept in the archive folder for one month and then will be deleted

### Data Security

The transfer protocol is Secured File Transfer Protocol (sFTP) using RSA authentication keys.

All files will be pushed to an Amdocs IC360 provided sFTP server.

#### Encryption Protocol – N/A

#### Other Security Aspects – N/A

# Reference Data

## IMEI Information

As of Project Giga Hello, this file will be decommissioned.

### ~~Description~~

~~TechData will provide Amdocs IC360 with periodic update of the IMEI database.~~

~~Amdocs IC360 will support a file-based interface for integrating with TechData via a designated physical directory.~~

~~The information will be loaded to Amdocs IC360.~~

~~Amdocs is the consumer of the file.~~

### ~~Assumptions~~

### ~~Data Elements~~

| ~~Type~~ | | ~~Description~~ |
| --- | --- | --- |
| **~~Scope~~** | **~~Full extract of the IMEI database~~** | |
| **~~File Format~~** | ~~Textual, delimiter-separated values~~ | |
| **~~File Name Convention~~** | ~~imei\_#date\_#count.csv~~  ~~#date - the effective day, format: YYYYMMDD~~  ~~#count – number of records in the file~~  ~~E.g. imei\_20201230\_100000000.csv~~ | |
| **~~File Compression~~** | ~~Compression: gnu gzip, \*.gz~~  ~~imei\_#date\_#count.csv.gz~~ | |
| **~~Record Format~~** | ~~Char Encoding: ASCII~~  ~~Fields delimiter: pipe – '|'. Two consecutive pipes ‘||’ denote an empty field value.~~  ~~New Line Character: EOL (LF – 0x0A)~~  ~~Header/trailer record: No such records will be added; record count will be part of the filename.~~  ~~Common Date Time format: YYYY-MM-DD HH24:MM:SS~~  ~~Common Date format: YYYY-MM-DD~~  ~~Common Boolean format: 1 for True, 0 for False~~ | |
| **~~File Place~~** | ~~To be defined during actual integration~~ | |
| **~~User & Password~~** | ~~To be provided by Amdocs AIA during actual integration~~ | |
| **~~Completion Rule~~** | ~~When file processing is completed successfully, the file will be moved to the archive folder.~~ | |

#### ~~Detail Record~~

| ~~Field No.~~ | ~~Attribute Name~~ | ~~Data Type~~ | ~~Field Description~~ | ~~Must be populated~~ |
| --- | --- | --- | --- | --- |
|  | ~~TAC~~ | ~~String~~ | ~~Type Allocation Code (TAC) is the initial 8-digit portion of the IMEI code used to identify wireless devices~~ | ~~M~~ |
|  | ~~Handset Market Name~~ | ~~String~~ | ~~The market name of the device~~ | ~~M~~ |
|  | ~~Manufacturer~~ | ~~String~~ | ~~The device manufacturer~~ | ~~M~~ |
|  | ~~Band~~ | ~~String~~ | ~~GSM Frequency Supported Band~~ | ~~O~~ |
|  | ~~Handset Type~~ | ~~String~~ | ~~Indicates the device type.~~  ~~LOV: DONGLE, FEATUREPHONE, SMARTPHONE, TABLET, OTHERS~~ | ~~M~~ |
|  | ~~Technology~~ | ~~String~~ | ~~Supported Wireless Device Technology.~~  ~~Possible Values:~~   * ~~2G~~ * ~~3G~~ * ~~4G~~ * ~~5G~~ | ~~O~~ |
|  | ~~Radio Interface~~ | ~~String~~ | ~~Supported Device Radio Interface.~~  ~~e.g. GPRS, CDMA, EDGE, TDMA~~ | ~~O~~ |
|  | ~~Smart Supported 4G~~ | ~~Integer~~ | ~~Indicates if the device supports Smart’s 4G.~~  ~~Possible Values:~~  ~~0 – Not supported~~  ~~1 – Supported~~ | ~~M~~ |
|  | ~~Data Capable~~ | ~~Integer~~ | ~~Indicates if the device is data capable.~~  ~~Possible Values:~~  ~~0 – Not data capable~~  ~~1 – Data capable~~ | ~~O~~ |

### ~~Frequency~~

~~Twice a month: every 2~~~~nd~~ ~~Tuesday and 4~~~~th~~ ~~Tuesday of the month.~~

~~File will be uploaded to SFTP at 3 AM.~~

### ~~Error/Recovery Handling~~

~~PLDT responsibility:~~

~~If there is an error in the file transfer, the client will retry the operation.~~

~~Amdocs responsibility:~~

1. ~~If there is an error during record loading, Amdocs IC360 will write the error to an audit log.~~
2. ~~If there is an error during record processing, Amdocs IC360 will write the error to an audit log.~~

### ~~Archiving Handling~~

~~It is TechData responsibility to keep a backup of the file for cases in which the upload or processing of the file failed.~~

* ~~Archiving Process – After a file is downloaded successfully and processed, it is moved to the archive folder~~
* ~~Retention Period – Files will be kept in the archive folder for one month and then will be deleted~~

### ~~Data Security~~

~~The transfer protocol is Secured File Transfer Protocol (sFTP) using RSA authentication keys.~~

~~All files will be pushed to an Amdocs IC360 provided sFTP server.~~

## Handset Reference

### Description

TechData will provide Amdocs IC360 with periodic update of the IMEI database.

Amdocs IC360 will support a file-based interface for integrating with TechData via a designated physical directory.

The information will be downloaded by Amdocs IC360 from a remote SFTP server.

Amdocs is the consumer of the file.

### Assumptions

### Data Elements

| Type | | Description |
| --- | --- | --- |
| **Scope** | **Full extract of the IMEI database** | |
| **File Format** | Textual, delimiter-separated values | |
| **File Name Convention** | handset\_info\_#date.txt  #date - the effective day, format: YYYYMMDD  E.g. handset\_info\_20210501.txt | |
| **File Compression** | Compression: None | |
| **Record Format** | Char Encoding: ASCII  Fields delimiter: pipe – '|'. Two consecutive pipes ‘||’ denote an empty field value.  New Line Character: EOL (LF – 0x0A)  Header/trailer record: No such records will be added; record count will be part of the filename.  Common Date Time format: YYYY-MM-DD HH24:MM:SS  Common Date format: YYYY-MM-DD  Common Boolean format: 1 for True, 0 for False | |
| **File Place** | To be defined during actual integration | |
| **Data Transfer** | Download from remote SFTP  Amdocs IC360 will delete the remote file after successful download | |
| **Authentication** | Password-less, using RSA Public Key | |

#### Detail Record

| Field No. | Attribute Name | Data Type | Field Description | Must be populated |
| --- | --- | --- | --- | --- |
|  | TAC | String | Type Allocation Code (TAC) is the initial 8-digit portion of the IMEI code used to identify wireless devices | M |
| 2 to 186 | Refer to attached excel for full list of attributes | | | |

### Frequency

Daily

File will be ready at the remote folder at TBD.

### Error/Recovery Handling

Amdocs responsibility:

1. If there is an error during download, Amdocs IC360 will retry the operation.
2. If there is an error during record processing, Amdocs IC360 will write the error to an audit log.

### Archiving Handling

Archiving Process – After a file is downloaded successfully and processed, it is moved to the archive folder.

Retention Period – Files will be kept in the archive folder for one month and then will be deleted.

### Data Security

The transfer protocol is Secured File Transfer Protocol (sFTP) using RSA authentication keys.

## LAC/CI Reference

### Description

TechData will provide Amdocs IC360 with periodic update of the LAC/CI reference for 2g and 3g sites.

Amdocs IC360 will support a file-based interface for integrating with TechData via a designated physical directory.

The information will be uploaded by TechData to a remote SFTP server.

Amdocs is the consumer of the file.

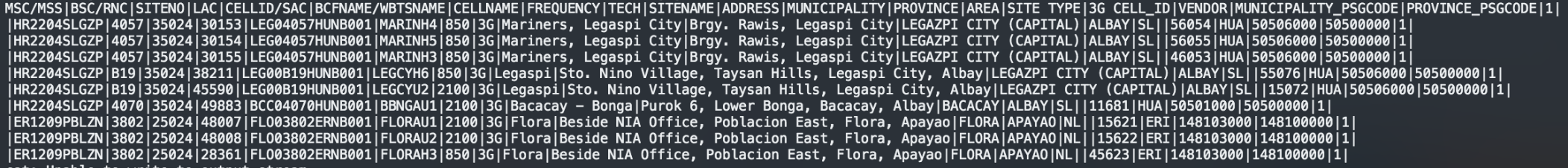
### Assumptions

### Data Elements

| Type | Description |
| --- | --- |
| **Scope** | Full extract of the LAC/CI reference data.  There can be duplicate records with the same LAC/CI (test sites). |
| **File Format** | Textual, delimiter-separated values  Char Encoding: UTF-8 |
| **File Name Convention** | lacci\_info\_#date\_#count.csv  #date - the effective day, format: YYYYMMDD  #count – number of records in the file  E.g. lacci\_info\_20210501\_110000.csv |
| **File Compression** | \*.gz  lacci\_info\_#date\_#count.csv.gz |
| **Record Format** | Fields delimiter: pipe – '|'. Two consecutive pipes ‘||’ denote an empty field value.  New Line Character: EOL (LF – 0x0A)  Header/trailer record: Header will be included with the column names  Common Date Time format: YYYY-MM-DD HH24:MM:SS  Common Date format: YYYY-MM-DD  Common Boolean format: 1 for True, 0 for False |
| **File Place** | To be defined during actual integration |
| **Authentication** | Password-less, using RSA Public Key |
| **Number of records** | Up to 120K |

#### Detail Record

| Field No. | Attribute Name | Data Type | Field Description | Must be populated |
| --- | --- | --- | --- | --- |
|  | MSC/MSS |  |  |  |
|  | BSC/RNC |  |  |  |
|  | SITENO |  |  |  |
|  | LAC | Numeric | Unique number given to each location area within the network. | M |
|  | CELLID/SAC | Numeric | Unique number given to each base station within a location area. | M |
|  | BCFNAME/WBTSNAME |  |  |  |
|  | CELLNAME |  |  |  |
|  | FREQUENCY |  |  |  |
|  | TECH |  |  |  |
|  | SITENAME |  |  |  |
|  | ADDRESS |  |  |  |
|  | MUNICIPALITY | String | The site city, e.g., PASAY CITY  Can include special characters, e.g., CITY OF DASMARIÃ‘AS | O |
|  | PROVINCE | String | The site province, e.g., QUEZON | O |
|  | AREA | String | The site area, e.g., Metro Manila | O |
|  | SITE TYPE |  |  |  |
|  | 3G CELL\_ID |  |  |  |
|  | VENDOR |  |  |  |
|  | MUNICIPALITY\_PSGCODE |  |  |  |
|  | PROVINCE\_PSGCODE |  |  |  |
|  | 1 |  | Not used |  |



### Frequency

Upon change in the source data

File will be ready at the remote folder at around 3PM.

### Error/Recovery Handling

Amdocs responsibility:

1. If there is an error during download, Amdocs IC360 will retry the operation.
2. If there is an error during record processing, Amdocs IC360 will write the error to an audit log.

### Archiving Handling

Archiving Process – After a file is downloaded successfully and processed, it is moved to the archive folder.

Retention Period – Files will be kept in the archive folder for one month and then will be deleted.

### Data Security

The transfer protocol is Secured File Transfer Protocol (sFTP) using RSA authentication keys.

# Initial Load

## IMEI Registration

### Description

TechData will provide Amdocs IC360 with a one-time update of historical IMEI network registrations.

Amdocs IC360 will support a file-based interface for integrating with TechData via a designated physical directory.

The information will be loaded to Amdocs IC360.

Amdocs is the consumer of the file.

### Assumptions

### Data Elements

| Type | | Description |
| --- | --- | --- |
| **Scope** | **Historical extract of IMEI registrations for the past 6 months** | |
| **File Format** | Textual, delimiter-separated values | |
| **File Name Convention** | imei\_registrations\_#date\_#count.csv  #date - the effective day, format: YYYYMMDD  #count – number of records in the file  E.g. imei\_registrations\_20201230\_100000000.csv | |
| **File Compression** | Compression: gnu gzip, \*.gz  imei\_registrations\_#date\_#count.csv.gz | |
| **Record Format** | Char Encoding: ASCII  Fields delimiter: pipe – '|'. Two consecutive pipes ‘||’ denote an empty field value.  New Line Character: EOL (LF – 0x0A)  Header/trailer record: No such records will be added; record count will be part of the filename.  Common Date Time format: YYYY-MM-DD HH24:MM:SS  Common Date format: YYYY-MM-DD  Common Boolean format: 1 for True, 0 for False | |
| **File Place** | To be defined during actual integration | |
| **User & Password** | To be provided by Amdocs AIA during actual integration | |
| **Completion Rule** | When file processing is completed successfully, the file will be moved to the archive folder. | |

#### Detail Record

| Field No. | Attribute Name | Data Type | Field Description | Must be populated |
| --- | --- | --- | --- | --- |
|  | IMEI | String | The initial 14-digit portion of the IMEI code used to identify wireless devices | M |
|  | MSISDN | String | The unique subscriber MSISDN E.164 format | M |
|  | Registration Date | Date | The network registration date (without time) | M |

### Frequency

On-time during initial load (for Giga Hello project).

# Open Issues

| OI ID# | Description | Status | Actions |
| --- | --- | --- | --- |
|  | Mapping of brands/services in each extract | Closed | Brand/Service mapping will be included in 3C3 AIA HLD |
|  | Preferred store / Home Branch - a Smart Store/SUN Shop wherein the subscriber has the greatest number of transactions made (bills payment and after-sales transactions) in a span of 6 to 12 months.  Dominant Sales Channel - a Smart Store/SUN Shop wherein the subscriber has the greatest number of sales- related transactions (re-contracting/renewal/additional line).  – **request is for AIA to calculate** | Closed | Business to provide the formula – Jude/CVM  Amdocs to confirm solution – **analytics calculations can be added in AIA pending CR request** |
|  | UHW ID - Self Service Channel ID  In Legacy sourced from Kenan, however, not available in Optima | Closed | PLDT to confirm solution –  [Ia] This should be the SSO ID/email, and we can have the same setup as 3D additional attributes (SSO email coming from GDF) |
|  | Is there a need to add placeholders for Customer level extracts? | Closed | Jude:  No additional placeholders for customer level extracts will be requested for Drop 5. |
|  | Exclusion List – which information is available in Optima | Closed | AIA will source the following indicators from Optima:   1. Blacklist 2. Fraud 3. Service Unit 4. Retailer 5. Corporate |
|  | Postpaid fields 52-58: Should be calculated in AIA and requirement is NRT as per Business | Closed | PLDT: confirm requirements with Business and open BAU CR |
|  | Customer preferred channel -  Preferred communication channel, part of consent | Closed | Will be assessed as part of Consent changes (BAU CR#205200) |
|  | E-statement activation date  E-statement deactivation date | Closed | In Legacy – Kenan is extracting from OneBill  Kenan can provide the bill format, however, dates are not available. |
|  | CBR Mobile, CBR landline  Is number normalized?  Is there an indication for Mobile vs. landline? | Closed | Optima doesn’t normalize the numbers, hence, GDF will need to provide the data.  Request is for AIA to source directly from Optima (considering NRT update)  **AIA will source the telephone numbers from Optima.** |
|  | Attributes that were sourced from Clarity – need to decide on solution for Drop 5 | Closed | Amdocs provided solution 29/10 - *RE: [3C3 AIA] Clarity attributes from TechData*.  PLDT to confirm solution and whether AIA will source the data from OSS (will require CR for AIA).  [Ia] As agreed with Sir Howard, our proposed solution here is for AIA to source the data from OSS  [Ia] It will be a Transformation CR since Clarity migration to ARM is part of transformation efforts and planned Drop 5 |
|  |  |  |  |