

WLR013/21 Notice of scheduled outages of billing system for October 2021

07/10/2021

For information

This briefing is for all WLR Communications Providers (CPs).

This briefing gives notice of planned billing system outages.

Please note the following planned billing outages:

Tuesday 19 October 2021	Starts 18:00 hrs for 12 hrs
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Please note that due to a technical upgrade of our billing system, it will be necessary to postpone the creation of your Daily Call Records (CDR) files for the periods highlighted above.

The billing system will be unavailable during these periods, but all other billing services will remain unaffected.

Please note that the SDEDS database will still be available for the collection of historic files, but no new files will be created during the outage period(s) indicated above.

The aim is to create the CDR files that have been postponed post the indicated outage periods above, as part of the next scheduled run for producing the CDRs.

Daily CDR files will be available from the Sunday 18:30 onwards.

Any outage on SDEDS itself will be communicated via a separate briefing from the SDEDS Helpdesk.

The fraud feed files/unrated files may also be affected.

Please also note that these dates are planned at this time and Openreach reserves the right to change the dates of the outages. Should these dates change Openreach will issue another briefing.

More information

If you've any questions about this briefing please get in touch with your business development manager or customer experience manager.

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