

# StarHub's Pre-Sales Capacity Check (PCC)



- Introduction
- How it Works
  - PCC Navigation
  - Coverage Check
  - Capacity Check
  - Track Request
  - NGNBN Coverage
- Parting Notes



# Introduction



# Introduction



- StarHub's web-based network coverage search engine.
- Enables users pre-check the StarHub's coverage and capacity prior to submission of order to StarHub
- Access only given to StarHub's approved wholesale customers or who are registered users of StarHub Wholesale's eServices



- Found at:  
<http://www.starhub.com/business/wholesale/>
- Queries?  
Contact your account manager or  
e-mail to [wholesale@starhub.com](mailto:wholesale@starhub.com) (Subject:  
PCC query).



- PCC covers Service Types ELL, DLC, ISDN30, ADSL, PSTS, ISDN2 and EV.

*N.B. For all other service types and speed not listed in the table, please email your account manager the following information:*

- Both A-end and B-end address
- End customer Name
- Tower x / Building x (e.g. MBFC Tower 1 or 2, UOB Plaza 1 or 2 etc)
- Unit number
- Postal code
- MMR x
- Service Type: ELLPP, xx PMP, SDA+, xxx Standard, xxx Premium, MSP1+1 etc
- Bandwidth/Speed
- Diversity requirements: Route, Riser, MDF, MUX, Circuit etc
- Interface: Ethernet or Optical (Single Mode or Multi Mode)
- Fibre interface: SC, LC or FC connector
- For StarHub ELL service: Jumbo frame and LPT requirements need to be stated during enquiry. (Different network card or MC is require for different speed)



# Introduction



- PCC does not cater for:
  - ELL Access + Internet service
  - SWE EOS and
  - SWE EOS Lite



# PCC Navigation





# Basic Navigation



- Login/Logout
- Forget Password
- PCC Main Menu




# Login/Logout



1. Open Internet Explorer, type in link: <http://pccs.starhub.com/>
2. Login box will appear

Welcome to Presales Capacity Check

If you already registered with us, login now:

 **Login Information**

UserID

Password

[Forgot Password](#)

3. Enter User ID and Password (case sensitive)
4. Click Login button. You will see the PCC main menu



# Forget Password



1. Forgot Password? Click on **Forget Password**

2. **FORGET PASSWORD :**  
Enter user id and email for reset the password.

User ID :

Email :

3. Enter User ID (case sensitive) and Email

4. Click Reset Password button. You will receive an email with system generated password

5. Next, login and reset your password



# PCC Main Menu



## Customer View

The screenshot shows the StarHub Pre-Sales Capacity Check interface. At the top left is the StarHub logo. Below it is the 'n∞ Next Gen Nationwide Broadband Network' logo. The main header area features a banner with a child on the left and a girl on the right, with the text 'FROM US' and 'TO YOU' respectively. Below the banner is a navigation bar with buttons for 'Coverage Check', 'Capacity Check', 'Track Request', 'NGNBN Coverage', 'Change Password', and 'Logout'. On the left side, there is a user information box with the text: 'Welcome: Cust Tester 2', 'Group: Customer', and 'Account Manager:'. Two blue arrows point from the 'Account Manager' text to the 'Coverage Check' and 'Capacity Check' buttons.



# Coverage Check



# Coverage Check



**Search Site :**

Select 1 criteria for searching site below and click search :

**Building Name (min 2 characters)**

**Address**

**Block No**

**Road Name (min 4 characters)**

**Postal Code (6 digits required)**

1. Enter any one of the search criteria
2. Click on the Search Sites button
3. A list of matching address results will be returned

**RESULT OF SEARCHING SITES :**

Building Name	Block No	Road Name	Postal Code	Fixed Network Coverage	Fixed Network Coverage Comments
ASCOTT RAFFLES PLACE	2	FINLAYSON GREEN	049247	Yes	May not be able to serve ELL/DLC services. Inbuilding Fiber cable installation
RAFFLES PLACE MRT STATION (EW14/NS26)	5	RAFFLES PLACE	048618	No	null

*If there is no result returned, the site that you are searching for is not covered by StarHub.*

Please contact your AM if you would like to consider other options with StarHub.



# Coverage Check



Coverage Check

Capacity Check

Track Request

IGNBN Coverage

Change Password

Logout

## Fixed Network Coverage Comments

May not be able to serve ELL/DLC services. Inbuilding Fiber cable installation might be required.

- Fixed Network Coverage Comments will indicate if the site is able to serve ELL/DLC services
- Longer lead time will be required.



# Capacity Check





# Capacity Check



- Capacity checks that can be done in PCC:

Service Type	Bandwidth
ELL	2M, 4M, 6M, 8M, 10M, 20M, 30M, 40M, 45M, 50M, 60M, 70M, 80M, 90M, 100M, 150M, 300M, 450M, 600M, 750M, 1G
DLC	2M, 34M, 45M and 155M
ISDN30	2M
ADSL, PSTS, ISDN2 and EV	Port Capacity Checking only

- It takes an average time of 10 to 15 minutes for the result to be returned. **Take note of the NCC number**



# Capacity Check



- There are three outcomes of the capacity check:

Outcome	Meaning
Capacity = 'Yes'	Available, please submit your order now.
Capacity = 'TBA'	Requires top up of network capacity. Will require a longer lead time to deliver.
Capacity = 'No'	No capacity available. StarHub cannot serve at the moment.



# Capacity Check: (DLC, ELL and ISDN30)

# Capacity Check

Coverage Check Capacity Check Track Request NGNBN Coverage Change Password Logout

DLC/ELL/ISDN30 ADSL/PSTS/ISDN2/EV

Capacity Check : (DLC/ELL/ISDN30)

Select Service Type **ELL** Bandwidth **10M**

A End Location Select Building Name A **Search Sites**

Filter by Floor Level

Node A  Cabinet Type  Level

Z End Location Select Building Name Z **Search Sites**

**STARHUB**

Filter by Floor Level **02**

Node Z **TSG000** Cabinet Type **SH CENTRAL OFFICE** Level **02**

Quantity Required

Required Date

**Submit Capacity Check** **Check Another Capacity**

1. Select a Service Type & Bandwidth
2. Click on the Search Sites button for A End location

*ELL and DLC will default the Z End location to CO3, Techlink*

*ISDN30 will default the Z End location to CO2, Tai Seng*



# Capacity Check



- [Coverage Check](#)
- [Capacity Check](#)
- [Track Request](#)
- [NGNBN Coverage](#)
- [Change Password](#)
- [Logout](#)
- [DLC/ELL/ISDN30](#)
- [ADSL/PSTS/ISDN2/EV](#)

Select 1 criteria for searching site below and click search:

**Building Name (min 2 characters)**

**Address**

Block No

Road Name (min 4 characters)

**Postal Code (6 digits required)**

---

**Search Result:**

	Building Name	Block No	Road Name
<input type="radio"/>	ASCOTT RAFFLES PLACE	2	FINLAYSON GREEN
<input type="radio"/>	RAFFLES PLACE MRT STATION (EW14/NS26)	5	RAFFLES PLACE

3. Enter any of the search criteria
4. Click on the Search Site button.
5. A list of search results will appear.

*If no result is returned, the site you are searching for is not covered by StarHub.*

# Capacity Check

[Coverage Check](#)
[Capacity Check](#)
[Track Request](#)
[NGNBN Coverage](#)
[Change Password](#)
[Logout](#)

[DLC/ELL/ISDN30](#)
[ADSL/PSTS/ISDN2/EV](#)

Search Result:

	Building Name	Block No	Road Name
<input checked="" type="radio"/>	ASCOTT RAFFLES PLACE	2	FINLAYSON GREEN
<input type="radio"/>	RAFFLES PLACE MRT STATION (EW14/NS26)	5	RAFFLES PLACE

- Click on the button to confirm the address
- Click on the Select button.
- Alternatively, you can double click on the selection.
- The address will be populated to the A End Location automatically.

A End Location Select Building Name A

ASCOTT RAFFLES PLACE

Filter by Floor Level

Node A  Cabinet Type  Level

# Capacity Check

Coverage Check

Capacity Check

Track Request

NGNBN Coverage

Change Password

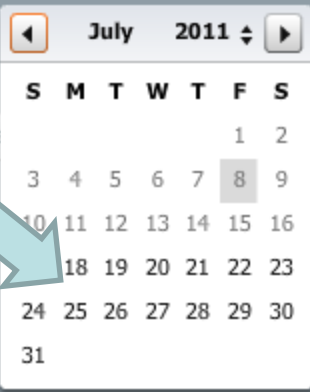
Logout

DLC/ELL/ISDN30

ADSL/PSTN/ISDN2/EV

Required Date 18/07/2011

Submit Capacity Check



*You will not be able to select any date between 5 working days from today.*

10. Enter Estimated Required Date. Click on the date from the calendar view.

*The Estimated Required Date **IS NOT** the RFS Date.*

*The Estimated Required Date shall serve only as an expectation from the user's point of view.*

11. Click on the Submit Capacity Check button.

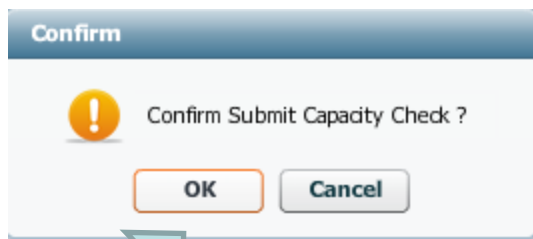
Submit Capacity Check

12. Click Okay button to confirm submit capacity check

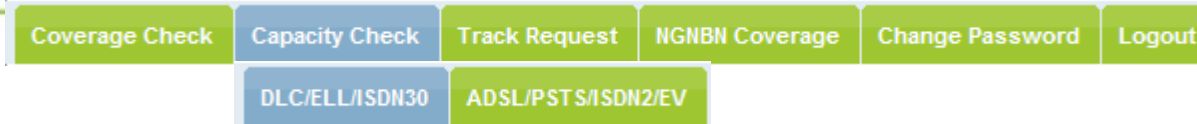
Confirm

! Confirm Submit Capacity Check ?

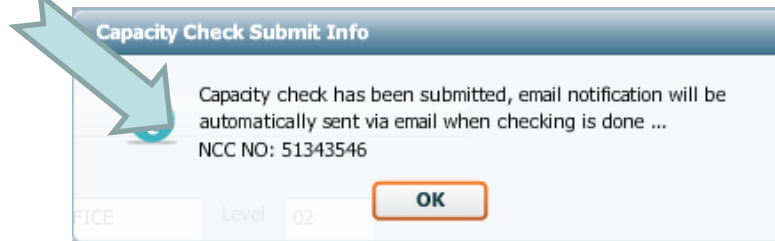
OK Cancel



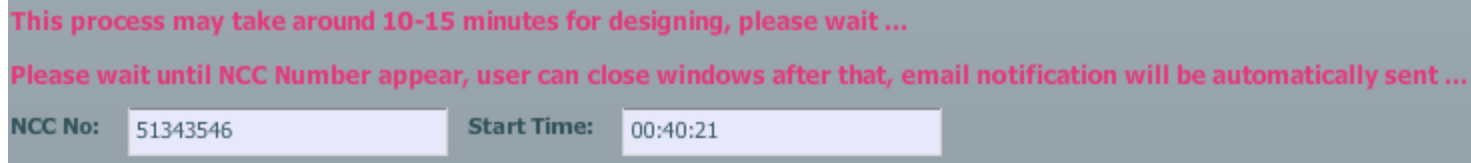
# Capacity Check



13. A pop up box will appear showing the NCC No.



14. There is also message below the screen to inform you that PCC is perform the capacity check.



*Please take note of the NCC No for tracking of capacity check request.  
You may click Check Another Capacity button to perform a different check.*

- Email notification will be sent automatically to you once the capacity check is completed.





# Capacity Check (Available)



- Coverage Check
- Capacity Check
- Track Request
- IGNBN Coverage
- Change Password
- Logout

## Capacity Check Result Notification

Capacity Check Result - NCC No: 90491626

**\*\* This is an automated message from PCC System for Capacity Check Result \*\***

Dear External Customer,

Summary of result & enquiry:

Service **AVAILABLE**

NCC No	: 90491626		
Service Type	: ELL	Bandwidth	: 2M
Date Required	: 20/07/2011	Quantity	: 1
Searched by	: cust	Searched on	: 12/07/2011 10:23:03 AM
Site A	: RAFFLES HOTEL, 1 BEACH ROAD, SINGAPORE 189673		
Node & Type A	: RAF213, MDF ROOM	Floor Level A	:
Site Z	: TECHLINK, 31 KAKI BUKIT ROAD 3, SINGAPORE 417818		
Node & Type Z	: KBT000, SH CENTRAL OFFICE	Floor Level Z	: 03
User ID	: cust	Account Manager	: Acct Manager 11
Full Name	: External Customer	Account Manager's Email	: <a href="mailto:waikwong.chan@starhub.com">waikwong.chan@starhub.com</a>

Please contact your account manager if you wish to place a reservation.



# Capacity Check (To Be Advised)

- Coverage Check
- Capacity Check
- Track Request
- IGNBN Coverage
- Change Password
- Logout

## Capacity Check Result Notification

Capacity Check Result - NCC No: **67182160**

**\*\* This is an automated message from PCC System for Capacity Check Result \*\***

Dear **Chan Wai Kwong**,

Summary of result & enquiry:

Service **TO BE ADVISED**

NCC No	: 67182160	Bandwidth	: 2M
Service Type	: ELL	Quantity	: 1
Date Required	: 18/07/2011	Searched on	: 10/07/2011 01:36:01 PM
Searched by	: wkchan		

Site A	: RAFFLES HOSPITAL, 585 NORTH BRIDGE ROAD, SINGAPORE 188770
Node & Type A	: RAF428, MDF ROOM      Floor Level A      :

Site Z	: STARHUB, 19 TAI SENG DRIVE, SINGAPORE 535222
Node & Type Z	: TSG000, SH CENTRAL OFFICE      Floor Level Z      : 02

User ID	: cust	Account Manager	: General Account Manager
Full Name	: External Customer	Account Manager's Email	: <a href="mailto:waikwong.chan@starhub.com">waikwong.chan@starhub.com</a>

As there may not be enough capacity available at the point of this check, please note that the lead time for this site will take longer than usual. For further escalation, please contact your Account Manager.

Thank you for using StarHub's [Presales Capacity Check](#) system.

StarHub Ltd



# Capacity Check (Not Available)

- Coverage Check
- Capacity Check
- Track Request
- IGNBN Coverage
- Change Password
- Logout

## Capacity Check Result Notification

Capacity Check Result - NCC No: 70122808

**\*\* This is an automated message from PCC System for Capacity Check Result \*\***

Dear **Chan Wai Kwong**,

Summary of result & enquiry:

Service **NOT AVAILABLE**

NCC No	: 70122808		
Service Type	: ELL	Bandwidth	: 10M
Date Required	: 26/07/2011	Quantity	: 10
Searched by	: wkchan	Searched on	: 08/07/2011 03:18:30 PM
Site A	: RAFFLES HOTEL, 1 BEACH ROAD, SINGAPORE 189673		
Node & Type A	: RAF213, MDF ROOM	Floor Level A	:
Site Z	: TECHLINK, 31 KAKI BUKIT ROAD 3, SINGAPORE 417818		
Node & Type Z	: KBT000, SH CENTRAL OFFICE	Floor Level Z	: 03
User ID	: channelpartnerportal	Account Manager	: General Account Manager
Full Name	: Channel Partner Portal	Account Manager's Email	: <a href="mailto:waikwong.chan@starhub.com">waikwong.chan@starhub.com</a>

There is no capacity available for this service. You may wish to check for other services, or contact your account manager for further assistance.

Thank you for using StarHub's [Presales Capacity Check](#) system.

StarHub Ltd



# Capacity Check: (ADSL/PSTN/ISDN2/EV)



# Capacity Check



Coverage Check Capacity Check Track Request NGNBN Coverage Change Password Logout

DLC/ELL/ISDN30 ADSL/PSTS/ISDN2/EV

Capacity Check : (ADSL/PSTS/ISDN2/EV)

Select Service Type: ADSL

Select Site: Search Sites

Select Node:

Cabinet Type: Level:

Quantity Required: 1

Required Date:

Submit Capacity Check

1. Select a Service Type & Bandwidth
2. Click on the Search Sites button for A End location



# Capacity Check



[Coverage Check](#) [Capacity Check](#) [Track Request](#) [NGNBN Coverage](#) [Change Password](#) [Logout](#)

[DLC/ELL/ISDN30](#) [ADSL/PSTS/ISDN2/EV](#)

Select 1 criteria for searching site below and click search:

**Building Name (min 2 characters)**

**Address**

Block No

Road Name (min 4 characters)

**Postal Code (6 digits required)**

**Search Result:**

	Building Name	Block No	Road Name
<input type="radio"/>	ASCOTT RAFFLES PLACE	2	FINLAYSON GREEN
<input type="radio"/>	RAFFLES PLACE MRT STATION (EW14/NS26)	5	RAFFLES PLACE

- 3. Enter any of the search criteria
- 4. Click on the Search Site button.
- 5. A list of search result will appear.

*If there is no result returned, the site that you are searching for is not covered by StarHub.*

# Capacity Check

[Coverage Check](#)
[Capacity Check](#)
[Track Request](#)
[NGNBN Coverage](#)
[Change Password](#)
[Logout](#)

[DLC/ELL/ISDN30](#)
[ADSL/PSTS/ISDN2/EV](#)

Search Result:

	Building Name	Block No	Road Name
<input checked="" type="radio"/>	ASCOTT RAFFLES PLACE	2	FINLAYSON GREEN
<input type="radio"/>	PLACE MRT STATION (EW14/NS26)	5	RAFFLES PLACE

- Click on the button to confirm the address
- Click on the Select button.
- Alternatively, you can double click on the selection.
- The address will be populated to the A End Location automatically.

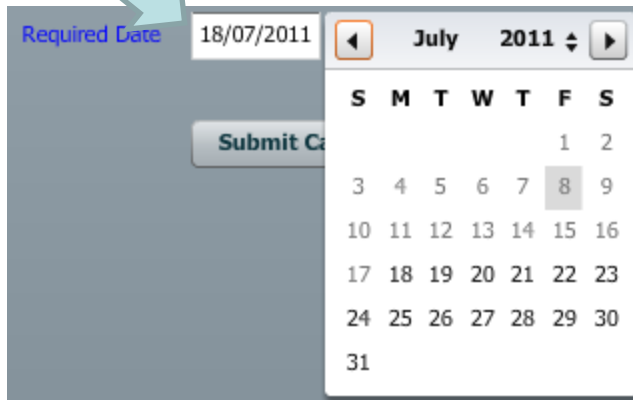
**A End Location** Select Building Name A

Filter by Floor Level

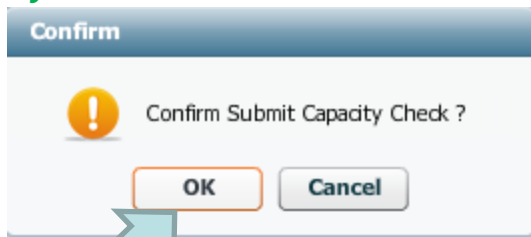
Node A  Cabinet Type  Level




# Capacity Check



*You will not be able to select any date between current date and 5 days later*



10. Enter Estimated Required Date. Click on the date from the calendar view.
11. Click on the Submit Capacity Check button.  

12. Click Okay button to confirm submit capacity check





# Capacity Check



- Coverage Check
  - Capacity Check
  - Track Request
  - NGNBN Coverage
  - Change Password
  - Logout
- DLC/ELL/ISDN30
  - ADSL/PSTS/ISDN2/EV

Capacity Check Result : (ADSL/PSTS/ISDN2/EV)

**Result:** Service AVAILABLE. Please proceed to submit your order.

Track Number:

Checking Time:

Service Type:

Site:

Node:

Cabinet Type:  Level:

Quantity Required:

Required Date:

13. The result of the capacity check will immediately return on screen.

*There is no reservation function for ADSL/PSTS/ISDN2/EV*



# Track Request

# Track Request


- Coverage Check
- Capacity Check
- Track Request
- NGNBN Coverage
- Change Password
- Logout

- To track on all DLC/ELL/ISDN30 capacity check requests made previously.

Track Request : (DLC/ELL/ISDN30)

NCC Number  Search NCC No Filter Date  1 Month  View All Filter Capacity Check Result View All

NCC Number	Capacity Check Result	Service Type	Bandwidth	Required Date	Quantity	Site A	Floor Level A	Node A	Cabinet Type A
51667731	YES	ELL	10M	22/07/2011	1	TAMPINES MALL		PSR101	MDF ROOM
51343546	YES	DLC	2M	18/07/2011	1	ASCOTT RAFFLES PLACE	01	GG5524	MDF ROOM

- Click  to see all requests
- You can filter to view all requests by one month

Filter Date  1 Month  View All Filter Capacity Check Result View All

View All

- View All
- YES
- NO/TBA
- WORKINPROGRESS

- You can also filter to view the requests by capacity result

# Track Request

- Coverage Check
- Capacity Check
- Track Request
- NGNBN Coverage
- Change Password
- Logout

- Double click to view the detail of the request.

Track Request					
NCC Number	Capacity Check Result	Service Type	Bandwidth	Required Date	Quantity
51667731	YES	ELL	10M	22/07/2011	1



- The detail will be displayed.
- You can resubmit capacity check

[Back to Track Request View](#)
Capacity Check Result: **YES** Reservation Result: **Not Reserved**
[Refresh](#)
[Resubmit Capacity Check](#)

**Service AVAILABLE now. Please proceed to submit your order.**

<p><b>NCC No</b> 51667731</p> <p><b>Service Type</b> ELL</p> <p><b>Bandwidth</b> 10M</p> <p><b>Required Date</b> 22/07/2011</p> <p><b>Quantity</b> 1</p> <p><b>Created By</b> custtester2</p> <p><b>Created Date</b> 09/07/2011 10:30:13 PM</p>	<p><b>Capacity Check Status</b> YES</p> <p><b>Site A</b> TAMPINES MALL</p> <p><b>Floor Level A</b></p> <p><b>Node A</b> PSR101</p> <p><b>Cabinet Type A</b> MDF ROOM</p> <hr/> <p><b>Site Z</b> STARHUB</p> <p><b>Floor Level Z</b> 02</p> <p><b>Node Z</b> TSG000</p> <p><b>Cabinet Type Z</b> SH CENTRAL OFFICE</p>
<p><b>Reservation ID</b></p> <p><b>Reservation Status</b></p> <p><b>Reservation End Date</b></p>	<p><b>User ID</b> custtester2</p> <p><b>Full Name</b> Cust Tester 2</p> <p><b>Company</b> 168 TRADING</p> <p><b>Email</b> waikwong.chan@starhub.com</p>





# NGNBN Coverage Check



# NGNBN Coverage Check



Coverage Check

Capacity Check

Track Request

NGNBN Coverage

Change Password

Logout

## 1. Enter the six digit

NGNBN Coverage Checking :

Postal Code : (6 digits required) 611235|

Search



## 2. Click on **Search** to view the coverage result.



# Registration Process



# Download Registration Form



▼ http://www.starhub.com/business/wholesale.html Live Search

View Favorites Tools Help

StarHub - Business - Wholesale

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### Why choose StarHub Wholesale?

StarHub provides a suite of comprehensive, best-of-breed voice and data services and a wide range of intelligent network services for international carriers and resellers. Leveraging on our advanced telecommunications network, StarHub enables your business to deliver high-quality products and services in a faster and more cost-effective way.

For more information, email us at [wholesale@starhub.com](mailto:wholesale@starhub.com)

### Quick Links

**Presales Capacity Check**

Assess your requirements online before placing orders for StarHub Business Solutions and Services.  
[Log in](#) | [Register with us](#) | [Guide](#)

**eServices**

Place your orders with us online.  
[Log in](#) | [Register with us](#) | [Update your details](#) | [Guide](#)

### BizInsights

**Year 2010, Volume I**

Welcome to the new year of 2010, and a new issue of BizInsights! 2009 has been an eventful year for StarHub, with many new developments and challenges but we are certainly looking forward to the new year, especially with the Next-Generation Nationwide Broadband Network (Next-Gen NBN) set to launch. [Read more...](#)

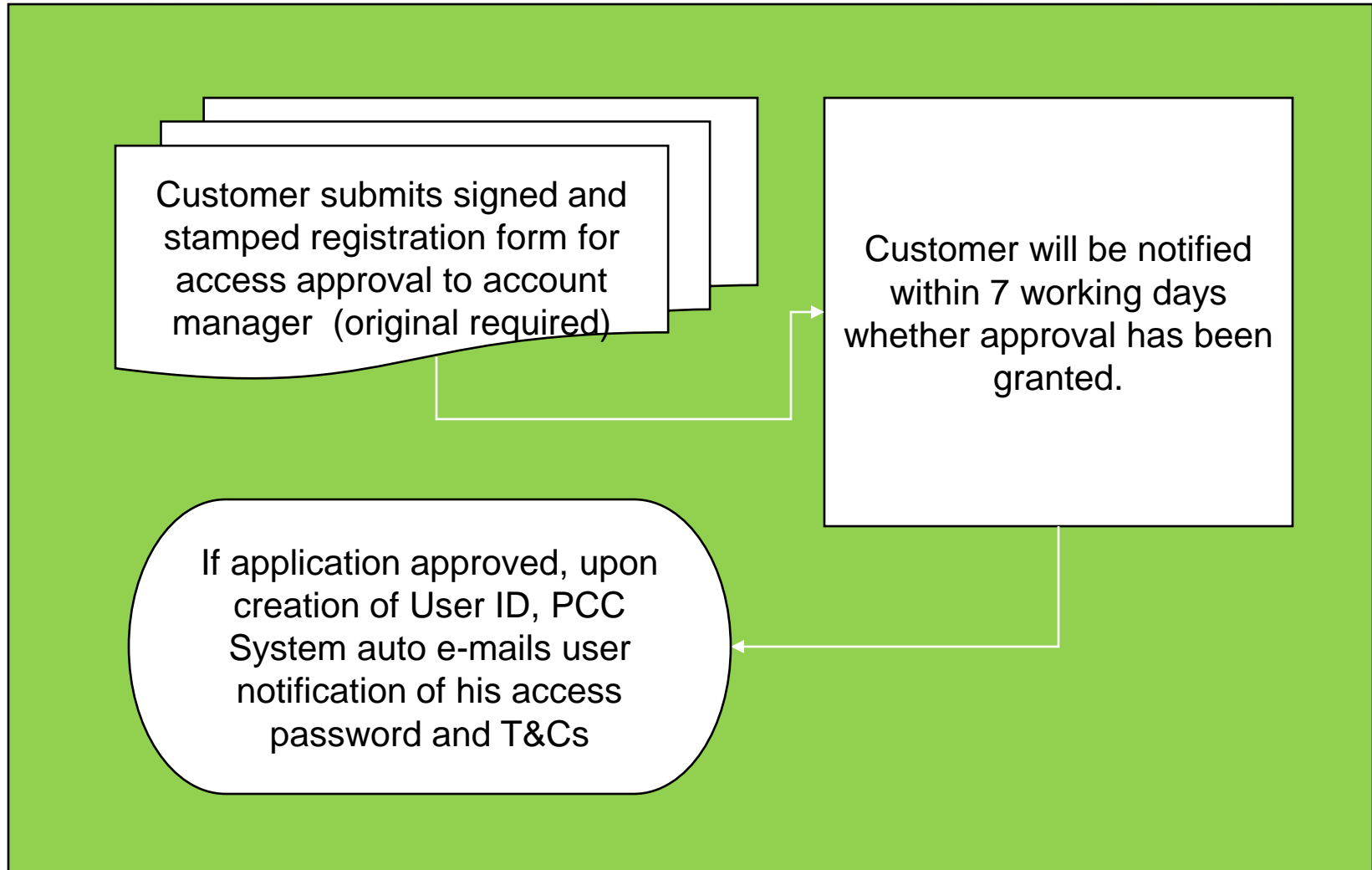
**Year 2009, Volume I**

2008 has been a challenging year for many companies in Singapore, and many predict that 2009 will be similar. Businesses are now looking for ways to tighten their operations, streamline their processes and lower their overall operational costs. [Read more...](#)





# PCC Access Registration Process





THANK YOU