



Process Manual for eircom Physical Collocation Service

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2	Draft 2	09/04/01	Highlights of fault repair, planned maintenance and billing processes added.
3	Draft 3	10/04/01	Fault repair etc fleshed out. Other amendments proposed . eircom comments of 10.09.01 appended.
4	Draft 4	17/04/01	Result of meeting 12 th April with eircom and BT

5	Draft 5	19/04/01	<p>From Forum meeting:</p> <ul style="list-style-type: none"> – Forms in Appendix B added from original eircom collo proposal – Forms in Appendix A,B,C and F proposed by COMREG – Proposed Workflows added as Appendix K – Text changes to 3.5.2, 3.7.3 (Bespoke Surveys), 4.2.1, 3.9.5, 3.15 <p>All references to SLAs and timelines removed and new document ref. ODT/775/8/1 created for discussion by expert group and submission to forum.</p>
6	Draft 6	23.04.01	<p>Arising from expert group meeting of 20th April:</p> <ul style="list-style-type: none"> – Forms added and revised as agreed – Workflows added and revised as agreed – Text changes as marked in this document <p>Proposed for adoption by the expert group, subject to inclusion of missing information from eircom and BT</p>
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1 Introduction

This document contains a set of operational processes that support the interactions between eircom and other licensed operators for the delivery and operation of physical collocation services in eircom exchange facilities in connection with Local Loop Unbundling.

1.1 Definitions

In this document, words and expressions are as defined in eircom's Access Reference Offer (ARO).

1.2 Scope

These processes apply to the Physical Collocation for Unbundled Local Metallic Path/Line Sharing service as defined by eircom in its Access Reference Offer. The current version of this document will be amended to support subsequent requests.

The scope of this document is limited to operational processes.

1.3 Description of Physical Collocation Service

This section presents a brief description of the Physical Collocation Service to provide a basic introduction to the service for those who are unfamiliar with the concept. For the definitive and more detailed description please refer to eircom's Access Reference Offer.

The Physical Collocation Service is offered by eircom to other telecom operators for use in connection with the provision of services over the eircom copper local access network as mandated by the EU Local Loop Unbundling regulations¹.

Physical Collocation provides other licensed telecom operators with serviced accommodation in eircom exchange facilities for the location of the access and back-haul equipment that is necessary to provide unbundled services.

1.4 Document Status

¹ The Regulation of the European Parliament and the Council on unbundled access to the local loop, effective from December 31st 2000.

This document has been produced by eircom on behalf of the industry process group, chaired by ComReg, on Physical Collocation operational processes. It is based on discussions that took place during a series of meetings of the process group.

1.5 Change Management

This document is part of an inter-linked set of documents, namely:

- Product description documents (service schedules)
- Collocation Process Manual
- Unbundled Local Metallic Path and Line Sharing Process Manual
- Technical Manual
- Copper Loop Frequency Management Plan (CLFMP)

The development of this document may necessarily lead to changes in the other related documents. Therefore, where such changes are identified, they will be annotated in this document and actions placed on the other documents for consideration of the issues and changes.

The document set shall be reviewed as and when appropriate so that lessons learned from the practical implementation of the products and processes can be rapidly used to inform and shape the product descriptions and the working relationships between the parties.

2 Process Overview

The Physical Collocation service will require five main operational processes:

- Service Provisioning
- Fault Repair
- Planned and Unplanned Maintenance
- Access
- Billing.

In addition there is an ancillary process for notification of collocation equipment types to industry.

Each of these is described briefly below and in detail in subsequent sections of this document.

Service Provisioning

This process describes the entirety of provisioning the Physical Collocation service beginning with initial inquiries and surveys of eircom exchange facilities, through ordering of the service, preparation of the serviced accommodation and ending with the installation of the Access Seeker's equipment in the serviced accommodation.

Fault Repair

This process describes the procedures to be followed by Access Seekers when reporting faults relating to the facilities provided by eircom.

Planned and Unplanned Maintenance

This process describes the arrangements by which eircom will notify Access Seekers of either planned or unplanned maintenance activities at eircom Exchange Facilities that will or are likely to affect the Access Seeker's equipment.

If there are two or more Access Seekers, a sub-process will be required for a party (probably eircom) to co-ordinate the undertaking of hazardous activities by one access seeker with all parties present.

Access

eircom will provide Access Seekers with escorted access to their equipment at eircom Exchange facilities, where unescorted access is not appropriate. This process describes the arrangements for ordering and delivering this service.

Billing

This process describes the arrangements for billing Access Seekers for the Physical Collocation service and for resolving billing enquires.

File Name Conventions

All forms passed between the parties shall adhere to a set of file name conventions. Forms attached to e-mails passed between Access Seekers and eircom as part of the processes specified herein shall be named:

COLLO_form name_operator name_operator's reference_sequence number

Where:

- COLLO : is the prefix for all files of this type
- Valid *form names* are:
 - SSIR – Site Specific Information Request
 - ISR – Initial Survey Request
 - FSR – Full Survey Request
 - CSOR – Collocation Site Offer Request
 - CFSCSOR – Combined Full Survey and Collocation Site Offer Request
-
- *Operator name* is the registered trading name of the Access Seeker.
- *Operator's reference* : is the order number for the transaction provided by the initiating operator
- *Sequence number* : is the number of iterations that have taken place with the form, incremented each time the order passes between the parties.

The following are examples of valid file names:

File Name	Order activity
COLLO_SSIR_operator name_operator reference number_01	Submission of a Site Specific Information Request to the AP by the AS
COLLO_SSIR_operator name_operator reference number_02	Acceptance or rejection of a Site Specific Information Request by the AP back to the AS
COLLO_ISR_operator name_operator reference number_01	Submission of an Initial Survey Request to the AP by the AS
COLLO_ISR_operator name_operator reference number_02	Acceptance or rejection of an Initial Survey Request by the AP back to the AS

3 Service Provisioning

3.1 Introduction

eircom will appoint an account manager(s) to handle inquiries and orders from Access Seekers and that information will be exchanged by letter/email using standard forms.

3.2 Process Overview

There are seven sub-processes:

- Provision of Generic Information - eircom provides summary information about all of its exchanges to facilitate business planning activities
- Provision of Site Specific Information - eircom provides plans of a particular exchange that is of interest to an Access Seeker
- Initial Survey - to determine the potential of an exchange to support collocation
- Full Survey - eircom undertakes a full survey of the exchange facility and produces a report describing the work required to prepare the serviced accommodation, including an indicative quotation and estimated timescales
- Site Offer - eircom prepares a commercial offer to provide the serviced accommodation
- Site Preparation - preparation of the exchange facility to provide the serviced accommodation requested by the Access Seeker
- Equipment Installation - installation of the Access Seeker's equipment.

The sub-processes are described in more detail in the following sections.

3.3 Prerequisites

The Physical Collocation Service is available to any telecommunications operator that is in possession of either a General Authorisation to provide local loop services.

Prior to using the Service Provisioning process, the Access Seeker must sign the Access Reference Offer (ARO) and a non-disclosure agreement (NDA).

An Access Agreement must be signed before an SSIR, ISR, FSR, Site Offer Request or CFSCSOR is submitted.

When placing a firm order for Physical Collocation (see Section 3.9.6), the Access Seeker must sign:

- licence agreement.

as specified in eircom's ARO.

3.4 Sharing of Space by Access Seekers

Under the Information Notice COMREG 01/01, Access Seekers are permitted to share collocation space and equipment.

The issues surrounding this are mainly contractual, but will have some impact on processes, which will be determined when such an eventuality arises.

3.5 Provision of Generic Information

After the signing of a non-disclosure agreement by the Access Seeker, eircom will make available, immediately and without delay and not later than the time shown in Figure 3.1, generic information to assist Access Seekers with their business planning activities. An Operator ID shall also be provided, which shall be used by the Access Seeker to identify itself in all subsequent order transactions.

All LLU operators also have access to further information placed on the eircom HUB. The information made available includes a list of all in-service and insitu lines at co-located eircom exchanges.

3.5.1 Business Planning Information

eircom will make available the following information about each of its exchanges to allow Access Seekers to undertake business planning activities:

- exchange names
- short code identifiers for exchanges
- full postal addresses of exchanges and / or grid co-ordinates of exchanges
- PSTN number ranges associated with each exchange
- number of working lines
- geographical coverage of each exchange
- type of MDF (small, medium or large).

This list includes additional items that are not in eircom's ARO as required by ComReg in Decision Notice D5/01, Decision 5.3.1.

3.5.2 Survey Information Library

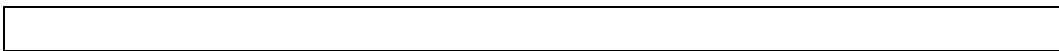
It is highly likely that more than one Access Seeker will be interested in the same exchange facility. To assist Access Seekers and to avoid unnecessary duplication of survey activities, eircom will maintain a library detailing the results of exchange surveys.

The library will reference all Initial and Full Surveys (See Sections 3.7 and 3.8) as well as any other surveys that may be undertaken from time to time for the benefit of eircom or for other parties.

eircom will also maintain a listing of its exchange facilities indicating:

- dates of previous surveys
- type of surveys undertaken
- whether a collocation offer was taken up as the result of a survey.

In addition, eircom will also maintain a list of exchange facilities where surveys have shown that there are restrictions on the provision of collocation space and indicating the nature of the restriction (e.g. MDF space, power limitations, space etc.)



Clearly, Access Seekers should treat this information with caution since the accuracy of the information may eventually deteriorate with time. Therefore, it is not recommended to proceed without full survey.

3.6 Provision of Site Specific Information

Site specific information is provided as part of the Draft Licence. This includes

- Plans of the exchange buildings
- Plans of the surrounding campus
- Location of MDF
- Location of Equipment
- Location of Duct route and probable cable chamber

In addition to the generic information, Access Seekers will also be able to request more detailed site specific information from eircom.

3.6.1 Prerequisites

As per Section 3.3.

3.6.2 Site Specific Information Request

To request site specific information, the Access Seeker should complete a Site Specific Information Request Form (SSIR Form) and submit it to the eircom account manager.

A copy of the SSIR Form is attached as Appendix F.

eircom will check the SSIR Form and ensure that the information is correct. If the information is correct and complete it will acknowledge the request as having been received and accepted as valid. If the form is not complete or has invalid information, the request will be rejected. The Access Seeker will be informed of the reason(s) for rejection and the order will be terminated.

Orders will be received within the hours of 9am and 5pm, Monday to Friday excluding Irish Public Holidays. For the purposes of SLA compliance, where orders are received outside of these working hours, "the clock" will not start until 9am of the following working day

3.6.3 Site Specific Information Pack

On receipt of a request from an Access Seeker, eircom will prepare a Site Information Pack. The information pack will contain copies of eircom's standard site and building plans as follows:

- plans of the exchange buildings (which may be edited to protect confidentiality)
- plans of the surrounding campus (where these exist)

If the layout of the premises has changed substantially since the plan was made, then eircom is also required to provide a written commentary explaining the changes.

The AP will estimate space availability at the site based on an assumed AS requirement of a total of two footprints and 500 MDF terminations. Duct availability for the AS' fibre into the cable chamber will also be referenced. This will not preclude an AS from submitting subsequent orders for that site.

All indications of space availability are based on desk research, and are subject to full survey.

In the event of the AP confirming space is not available, the terms and conditions for site inspection will be those detailed in section 3.16 ("Special Inspection").

3.7 Initial Survey

3.7.1 Definition

An Initial Survey is a preliminary survey of an exchange to determine the potential of an exchange to support collocation. Initial Surveys will be undertaken by eircom on receipt of a request from an Access Seeker.

The purpose of the Initial Survey is to give an Access Seeker a quick and cost-effective means of checking the potential of an exchange to support collocation.

This is a desktop survey, usually a site visit not part of survey.

3.7.2 Prerequisites

As per Section 3.3.

3.7.3 Initial Survey Request

To request an Initial Survey, the Access Seeker should complete an Initial Survey Request form (ISR Form) and submit it to the eircom account manager.

A copy of the ISR form is attached as Appendix A.

The initial survey request is not an order for co-location and will not result in the reservation of space in the eircom exchange. However, the OAO needs to indicate the number of terminations they require.

Report Options

When submitting an Initial Survey Request, an Access Seeker will have the option to specify their requirements in terms of:

- Footprint space
- MDF space
- Duct space
- DC power
- Heat dissipation
- the AS gets a report that simply specifies whether the request for co-location can be met.

3.7.4 Initial Survey Request Acknowledgement

eircom will check the ISR Form and ensure that the information is correct. If the information is correct and complete it will acknowledge the request as having been received and accepted as valid. If the form is not complete or has invalid information, the request will not be accepted and returned to the Access Seeker. The Access Seeker will be informed of the reason(s) non acceptance. They will then have 10 working Days to resubmit the order.

Orders will be received within the hours of 9am and 5pm, Monday to Friday excluding Irish Public Holidays. For the purposes of SLA compliance, where orders are received outside of these working hours, "the clock" will not start until 9am of the following working day.

3.7.5 Initial Survey Report

On completion of the Initial Survey, eircom will prepare an Initial Survey Report. The report will indicate, subject to a full survey the potential of an exchange to support collocation, based on the AS requirements. If the request can not be fulfilled, the Initial Survey Report should state explicitly the reasons, the following responses are permissible:

- “yes – contiguous or non contiguous space potentially available subject to full survey”
- “yes – potentially available subject to full survey”
- “no – insufficient footprint”
- “no – insufficient MDF space”
- “no – insufficient footprint and MDF space”
- “no – insufficient duct space into the cable chamber” .
- “yes - sufficient power”
- “yes – potentially sufficient power subject to full survey”
- “no – insufficient power”
- “no – No desk top information available”
- “no – insufficient cooling”

For the avoidance of doubt, the first response above will only be provided if the box (requesting knowledge of whether the space is available in a contiguous block) is ticked in the ISR form. If the box is ticked and non-contiguous space is available (subject to full survey) then the second response will be provided. If the box is not ticked and there is available space (subject to full survey) the second response will be provided whether the space is contiguous or not.

Validity of Initial Survey Reports

Access Seekers will normally be expected to respond to an Initial Survey Report within 20 working days of receipt with a request for a Full Survey Report. However, Initial Survey Reports will not time-expire or lapse.

3.8 Full Survey

3.8.1 Definition

A full survey is a detailed survey undertaken by eircom to assess the work that would be required to prepare the eircom exchange facility to provide the serviced accommodation requested by the Access Seeker.

3.8.2 Prerequisites

As per section 3.3. In addition, a Full Survey Request may follow on from the receipt of an Initial Survey Report which indicated that following a full survey

the AS requirements could/may be met. However, Access Seekers have the option to request a Full Survey without first requesting an Initial Survey, however following such a survey and in the absence of ISR the AS requirements may not be met.

Full Survey Request

To request a Full Survey, the Access Seeker should complete a Full Survey Request form (FSR Form) and submit it to the eircom account manager. As part of the request the OAO needs to indicate the number of terminations they require.

Access Seekers have the option to proceed immediately to a Site Offer Request without first receiving a Full Survey Report. To request this option, the appropriate section of the FSR form should be filled in.

A copy of the FSR form is attached as Appendix B.

Technical and exchange layout Information on the FSR Form

Access Seekers will need to specify technical information about the equipment that they wish to install on the FSR form. This will include information such as:

- equipment weight
- detailed power requirements (DC Power)
- heat dissipation
- Number of terminations per MDF
- Order of preference in which footprints are required.

This information is necessary to allow eircom to assess the suitability of the exchange facility to house the equipment and to allow eircom to determine the work that would be required to prepare the accommodation for use.

Access Seekers are not required to disclose any information relating to the make, model or functionality of the equipment to be installed. However, all equipment specified must be of a type that has been notified to the industry as per the Equipment Notification process (see Section 4).

3.8.3 Full Survey Request Acknowledgement

eircom will check the FSR or CFSCSOR² Form and ensure that the information is correct. If the information is correct and complete it will acknowledge the request as having been received and accepted as valid. If the form is not complete or has invalid information, the request will be rejected. The Access

² Combines Full Survey & Collocation Site Order Requires

Seeker will be informed of the reason(s) for rejection and the order will be terminated.

Orders will be received within the hours of 9am and 5pm, Monday to Friday excluding Irish Public Holidays. For the purposes of SLA compliance, where orders are received outside of these working hours, "the clock" will not start until 9am of the following working day

3.8.4 Full Survey Report

After completing the survey, eircom will prepare a Full Survey Report for consideration by the Access Seeker.

The Survey Report will review the suitability of the collocation space against the Access Seeker's requirements and will indicate what work (if any) needs to be undertaken to prepare the accommodation for use by the Access Seeker.

In the event of a rejection based on the Full Survey Report, eircom will provide a break down of the reasons for rejection and whether or not a reduced request would be possible E.g.

- No - insufficient footprint - only 1 footprint available
- No - insufficient MDF space - only 800 terminations available

The Survey Report will list the modifications and will provide an indicative costing, with the associated timescales for delivery of the modifications.

Background information on the accommodation shall be provided including:

- Any relevant historical information on the site, ie susceptibility to flooding, lightning strike etc.

The Survey Report should include information on any known maintenance and upgrading work for the exchange (which may be known by the exchange manager at the time of the survey) that will affect the collocation space or access to it during the next 12 months. Such instances might include, but are not limited to:

- Building works to the relevant collocation space
- Other building works which might impact the availability of power and air conditioning facilities or reduce the level of access to the collocation space for a limited period.
- Existing planned upgrades to power and air conditioning equipment
- Plans to upgrade the MDF
- Building work on campus which may impact the path of the fibre connection from the exchange to the Access Seeker's splicing pit
- Closure of the exchange.

eircom shall be consulted as to knowledge of the above as part of the Full Survey process.

A survey request will not result in reservation of any exchange space.

3.8.5 Progression of CFSSOR

Where the AS has submitted a CFSSOR, the AP will indicate, within 20 working days of submission of the request, whether a site offer will be issued in respect of that request. Where a site offer will not be issued, the process will end at that point. Where a site offer will be issue, the AP will proceed with preparing the site offer unless instructed otherwise by the AS".

Validity of Full Survey Report

Access Seekers will normally be expected to respond to a Full Survey Report within 20 working days of receipt with a request for a Site Offer. However, Full Survey Reports will not time-expire or lapse but space will not be reserved.

3.9 Site Offer

3.9.1 Definition

A Site Offer is an offer by eircom to the Access Seeker for the preparation of the accommodation to support the Access Seeker's requirements.

3.9.2 Prerequisites

As per section 3.3. In addition, a Full Survey Report is a prerequisite for a Site Offer request. However, Access Seekers may make a combined request for a Full Survey and Site Offer.

3.9.3 Site Offer Request

To request a Site Offer for a collocation space in an eircom exchange facility, the Access Seeker will complete a Site Offer Request form (SOR form) and submit it to eircom.

A copy of the Site Offer Request Form is attached as Appendix B.

3.9.4 Site Offer Request Acknowledgement

eircom will check the CSOR³ Form and ensure that the information is correct and that the collocation space has not been allocated since the Full Survey report was completed. If the information is correct and complete it will acknowledge the request as having been received and accepted as valid providing a target delivery date. If the form is not complete or has invalid

³ Collocation Site Offer Request

information, the request will be rejected. The Access Seeker will be informed of the reason(s) for rejection and the order will be terminated.

Orders will be received within the hours of 9am and 5pm, Monday to Friday excluding Irish Public Holidays. For the purposes of SLA compliance, where orders are received outside of these working hours, "the clock" will not start until 9am of the following working day.

3.9.5 Site Offer

eircom will review the Full Survey Report and prepare a Site Offer for the Access Seeker.

The Site Offer will contain:

- A covering letter summarising the key points of the Offer
- a draft project plan which will include an Estimated Provisioning Duration
- a Licence Agreement
- an exchange location map and exchange building map. The latter will show the location of the AS footprints within the exchange floor area.
- The fibre distance, from the access seekers footprint to the eircom nominated manhole.
- The subduct length required for the exchange.
- The name and contact number of the eircom Project Manager.

For clarity and for the avoidance of disputes, the Site Offer will itemise each of the main elements of the work required.

eircom proposed the following footprint identification scheme

Exchange code_footprint number

For example, where an Access Seeker has two footprints in Dame Court, they may be identified as

- DCT_OPERATOR A_001
- DCT_OPREATOR A_002

This information will be supplied at offer stage and further discussed at the kick-off meeting held after signing of the Licence Agreement.

Validity of Space Reservation

On production of the Site Offer, the exchange floor space covered by the offer shall be reserved for the Access Seeker for a period of three months from date of the offer. This reservation is renewable by mutual agreement. If the reservation is not renewed, it will lapse.

Space reservation will automatically lapse where the Site Offer is rejected.

Validity of Site Offer

The validity of the prices and timescales quoted in the Site Offer will be similar to the validity of those quoted to eircom by its own contractors. As a result, the Site Offer will be valid for a period of three calendar months from the date of the Offer, on the understanding that the prices and timescales may vary if the Offer is not accepted within the Offer period.

The Site Offer will lapse in the event that:

- It is rejected by the Access Seeker
- The space reservation lapses.

3.9.6 Order

To accept the Site Offer prepared by eircom, the Access Seeker will sign and return the Licence Agreement, together with any relevant payment, to the eircom account manager.

3.10 Site Preparation

On receipt of a signed Licence Agreement and relevant payment from the Access Seeker, eircom and the AS will agree a project to prepare the serviced accommodation for the Access Seeker.

The project plan will contain but not limited to the following tasks.

- Kick off meeting
- Manhole break in
- Delivery date of fibre
- Delivery date of blocks
- Fibre cable pull
- Install MDF blocks
- AC power and lighting
- DC power
- Racking and cable containment
- Earth Window installation
- PSTN line installation if required

Note: delays on agreed dates in the project plan will effect the dependencies of the delayed task.

3.10.1 Kick Off Meeting

At the start of the project, eircom will arrange an on-site meeting with the Access Seeker to discuss the planned works, normally this would be at the exchange site however if this cannot be arranged in a timely manner the meeting can take place elsewhere or via a conference call.

This meeting will discuss:

- provisioning of the requested serviced accommodation
- agreed dates for the Windows of Inspection
- installation of the Access Seeker's equipment.
- agree list of deliverables that both parties will sign off at the end of the process

eircom will endeavour to permit the Access Seeker to commence its equipment installation as soon as is practicable after the KO meeting.

Project Liaison / Statusing

eircom will nominate a project manager to manage each Site Preparation project. The project manager will liaise with the Access Seeker's nominated contact(s) and will be responsible to:

- provide regular updates on the progress of the project
- notify the Access Seeker of any delays that are likely to affect the Schedule Completion Date
- notify the Access Seeker of any unforeseen requirements that may affect the cost of the project.

Where agreement is not reached within three working days, either party may refer the matter to the dispute resolution procedure detailed in the Licence Agreement.

Ongoing project review meetings will take place between the parties to ensure that implementation is on track and to resolve any difficulties. The frequency of these meetings will be determined bi-laterally.

3.10.2 Formal Acceptance

On completion of the Site Preparation project, eircom will arrange a Site Inspection. The purpose of this meeting is for the Access Seeker to certify that the Site Preparation Works are completed. At this date, any remaining Site Preparation Fee monies due will be invoiced to the Access Seeker.

The meeting will normally be attended by:

- The Access Seeker's project manager or Clerk of Works,
- eircom's nominated representatives,

The outcome of the meeting will be the signing of a certificate (see Appendix J) by both parties stating that the site preparation works have been completed to the satisfaction of both parties.

In the event that problems are identified with the serviced footprints which have arisen, the Access Seeker's and eircom's project managers will attempt to agree a resolution. Where agreement is not reached within three working days of the meeting, then the matter may follow the dispute resolution procedure detailed in the Licence Agreement.

The general condition of the room at hand-over (e.g. repair, cleanliness, access) shall form the benchmark against which the ongoing condition of the room is compared.

The Access Seeker is required to have installed and powered its equipment within twelve months of formal acceptance. If the Access Seeker has not installed any equipment and it is not drawing power within this timeframe, eircom shall discuss the situation with the operator and notify ComReg should it suspect that collocation space is being hoarded. eircom shall also notify industry that space may be available at that exchange. Once the installation has commenced on site all works must be completed within the three-month time frame.

3.11 Equipment Installation

The Access Seeker will install its equipment on the dates agreed in the Site Preparation project plan, or as subsequently agreed bi-laterally.

3.11.1 Site Access for Equipment Installation

Escorted access for the Access Seeker (or its contractors) shall be arranged by following the Planned Access Process for Physical Change.

All equipment installed shall be accredited as described in the equipment notification and verification process, see Section 4.

3.11.2 Installation Personnel

The Access Seeker or its nominated contractor(s) which undertakes the equipment installation will be accredited as defined in Access process (See Section 5).

3.11.3 Permissible Equipment

All equipment installed by the Access Seeker will be of types that have been previously notified as per the Equipment Notification process (see Section 4).

There is no obligation on the Access Seeker to notify eircom of the particular type of equipment that is installed at any particular exchange facility, although a verification process may take place as equipment is taken onto a site (see Section 4).

3.11.4 Health and Safety Requirements

Access Seekers and their contractors must ensure that they work in a safe manner that complies with current health and safety legislation and which ensures the health and safety of their own personnel as well as that of eircom employees.

Access Seekers and their contractors must comply with eircom's health and safety requirements as described in Appendix 3 to Service Schedule 101 of eircom's ARO.

3.11.5 Final Site Meeting

On completion of the equipment installation, prior to power-up and commissioning, eircom will arrange a final site meeting. The purpose of this meeting is to conduct a health and safety inspection of the installation.

The meeting will normally be attended by:

- the Access Seeker's Representative(s)
- eircom's nominated Representative(s)

At the meeting, eircom will inspect the installation to ensure that it has not introduced any safety hazards.

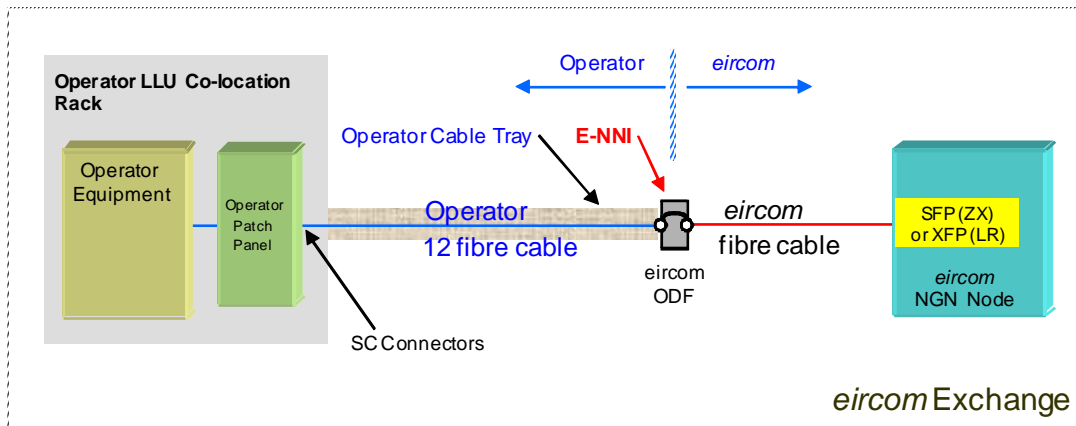
The AS shall provide a certificate, signed by the AS' representative, certifying that the work has been completed to a satisfactory health and safety standard. A sample of such a certificate is attached at Appendix N.

3.12 Wholesale Ethernet Interconnect Link (WEIL) and Wholesale Symmetrical Ethernet Access (WSEA) In-Building Handover (IBH)⁴

A WEIL / WSEA IBH order will provide connectivity from the eircom network to an Operator's nominated In-Building Handover (i.e Co-Location Rack) located within an eircom exchange. The WEIL physical connectivity will require preparation and installation of eircom fibre (terminated on an eircom

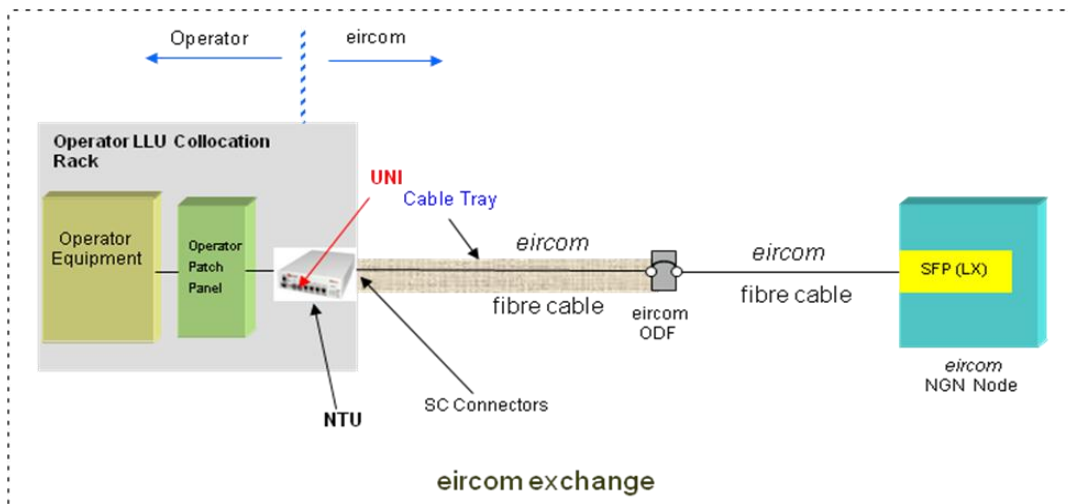
⁴ COLO and backhaul delivery will be project managed

ODF), and an Operator fibre (installed by eircom) between an Operator Co-Location rack and the eircom ODF, within the same eircom exchange as the eircom NGN Node (as depicted in the following diagram)



Wholesale Ethernet Interconnect Link (WEIL) In-Building Handover

The WSEA IBH physical connectivity will require preparation and installation of eircom fibre (terminated on an eircom ODF) with another eircom fibre installed between an Operator Co-Location rack and the eircom ODF, within the same eircom exchange as the eircom NGN Node (as depicted in the following diagram).



Wholesale Symmetrical Ethernet Access (WSEA) In-Building Handover

There are two stages in the provision of WEIL / WSEA-IBH:

- Quote for Infrastructure (QIB)
- Provide Infrastructure Build (PIB)

3.12.1 Quote for Infrastructure (QIB)

Before placing the order on the UG an Operator must have the Co-location footprint for the purposes of LLU in place in compliance with the Process Manual for eircom Physical Co-location Service (i.e. signed Co-Location Licence).

The Operator shall place a Quote Infrastructure Build (QIB) order on the UG for eircom to undertake to assess the work that is required to prepare the eircom exchange facility for an In-Building Handover and provide a quotation for an Operator. (As per Appendix S)

The QIB order will provide a quote for the Operator identifying what is required to provide fibre cable to the Operator co-location space to facilitate delivery of a WEIL / WSEA IBH circuit.

QIB orders shall be completed within 15 working days. The target is 100% of QIB orders shall be completed within this timeframe.

3.12.2 Provide Infrastructure Build (PIB)

On receipt of the quotation the Operator shall either accept or reject the quotation. If Operator decides to accept the quotation they proceed to place a Provide Infrastructure Build (PIB) via the UG, having signed Deed of Variation (DoV) to the existing Co-Location Licence.

On receipt of a valid PIB order, eircom will deliver the infrastructure and notify the operator.

3.13 Grouping of Requests

In some cases an Access Seeker will need to be able to view the results from several Initial Surveys, Full Surveys or Site Offers before being able to make a balanced decision on the viability of a particular business plan.

Therefore, Access Seekers will be permitted to submit several requests as a group.

eircom will endeavour to meet these grouped requests, however all orders will be treated on a "First Come, First Served" basis.

3.14 Forecasting of Demand and Provision of Resources

Access Seekers shall work closely with eircom to ensure that sufficient notice is provided of upcoming surveys in order to match expectations to resources.

3.15 Service Levels

This section defines the target delivery times that eircom should meet for the provision of Initial Survey Reports, Full Survey Reports and Site Offers. No target is defined for Site Preparation since clearly time scales will vary considerably dependant on the amount of work to be undertaken.

These targets apply to the requests detailed in this document. The timelines will be the same as those applicable in the relevant SLA.

Figure 3.1: Service Provisioning Activity Target Timelines

Activity	Target
Provision of generic information	4 working days after signature of an NDA by the AS
Site Specific Information Request	Acknowledgement: 1 working day after date of despatch of SSIR form by the AS to the AP
	Delivery of report: 10 working days after date of despatch of SSIR form by the AS to the AP
Initial Survey	Acknowledgement: 1 working day after date of despatch of ISR form by the AS to the AP
	Delivery of report: 10 working days after date of despatch of ISR form by the AS to the AP
Full Survey	Acknowledgement: 1 working day after date of despatch of FSR form by the AS to the AP
	Delivery of report: 10 working days after date of despatch of FSR form by the AS to the AP
Site Offer	Acknowledgement: 1 working day after date of despatch of Site Offer request form by the AS to the AP
	Delivery of offer (after date of despatch of Site Offer request form by the AS to the AP): 10 working days
Combined Full Survey and Site Offer	Acknowledgement: 1 working day after date of despatch of CFSSOR by the AS to the AP

	<p>Delivery of offer (after date of despatch of CFSCSOR form by the AS to the AP):</p> <p>20 working days where outside tenders are required</p>
Site Preparation	As per agreed Project Plan. Any changes will be captured by change control within the Project Plan
Expansion of Capacity Request	Acknowledgement: 1 working day after date of despatch of EOC by the AS to the AP
	<p>Delivery of offer (after date of despatch of EOC form by the AS to the AP):</p> <p>If the request is with in 3 months of the original licenses being signed for the site requested 10 working days of receipt.</p> <p>If the request is outside the 3 months of the original licenses being signed for the requested site 15 working days of receipt.</p>

3.16 Cessation

Cessation constitutes Physical Change and should follow the appropriate process.

When the AS has removed the relevant equipment and all cabling, including fibre, a site inspection will be conducted by eircom to ensure that the site has been restored to its pre-co-location condition, and that work is completed from a health and safety perspective. eircom will conduct this inspection within five working days after written confirmation from the Access Seeker that the equipment has been removed, and will notify the Access Seeker of its findings within a further three working days. Billing will cease on confirmation by eircom that the cessation work is satisfactory. On the Access Request Form, the box for equipment removal should be selected, as per the Access process (See Section 5).

All ULMP and Line Sharing services must be ceased before the Access Request Form is submitted.

The Access Seeker is responsible for making good the condition of the premises as may be required by the Licence.

3.17 Special Inspection

Access Seekers have the right to request access to any eircom exchange facility to undertake an inspection where:

- the Access Seeker is not satisfied by eircom's offer for Physical Collocation (queries relating the cost of works required to prepare the accommodation)
- eircom has refused a collocation request on whatever grounds
- eircom has indicated in response to an ISR, FSR or combined FSR / Site Offer request, that physical collocation may be available.

Special Inspection requests should be submitted in writing to the eircom account manager. eircom will provide escorted access to the exchange facility.

Special Inspection requests must specify:

- the grounds on which the inspection is requested
- the number of AS representatives attending, and their names and respective roles within the AS organisation
- eircom will also supply list of attendees prior to the inspection.

The inspection will consist of :

- where collocation has been refused because of lack of floor space, escorted access to the exchange room
- where collocation has been refused because of lack of MDF space, escorted access to the MDF room
- where collocation has been refused because of lack of duct space into the cable chamber, escorted access to the cable chamber.

The following conditions must be observed:

- The use of cameras, or any electronic recording or measuring equipment is not permitted while in the exchange building.
- AS will be permitted to take relevant notes.
- All attendees will be required to wear identification. For the purpose of the site inspection, the AS attendees need not be registered.
- Any queries that may arise during or after the inspection will be submitted to eircom in writing after the visit.
- Informal questioning will be permitted however the written response by eircom to the AS query will represent eircom's formal answer to the AS query.

- To avoid potential delays, all attendees will meet at a neutral location before proceeding to the Site as a group.

Requests should normally be granted within 10 working days or at a later date if specified by the Access Seeker. ComReg may be informed of such inspections and can be requested to attend by either party.

3.18 Right of Appeal

Disputes between Access Seekers and eircom over the availability or provision of Physical Collocation should normally be resolved by negotiation between the parties involved. Exceptionally, both eircom and the Access Seeker have the right to appeal to ComReg for an adjudication.

3.19 Equipment Footprints

Requests for collocation space should be made in terms of the quantity of standard equipment "footprints" as defined by eircom in Service Schedule 101.

3.20 Expansion of Capacity Request

3.20.1 Definition

Where an Access Seeker is currently licensed to physically co-locate within an eircom exchange, and co-location has taken place, they must submit an expansion of capacity request where the installation of any equipment results in any of the following:

Additions or changes to floor space, ladder rack space, cable tray space, increase in DC power usage, OPE's usage, or heat dissipation.

3.19.2 Prerequisites

As per section 3.3. In addition, an expansion request application can only be made after a site offer has been accepted and works completed.

An expansion request application must be made if any additional equipment is to be installed after the date of completion of the previous installation.

3.19.3 Expansion of Capacity Request

To request a Expansion of Capacity, the Access Seeker should complete a Expansion of Capacity (EOC Form) and submit it to the eircom account manager.

At managed MDFs, an expansion of capacity request may be submitted for specified Sub-Frame Groups to cater for uneven fill of Access Seeker terminations. The survey results will apply to the specified sub-frame groups only and will not take alternative MDF space into account.

A copy of the EOC form is attached as Appendix P.

Technical and exchange layout Information on the EOC Form

Access Seekers will need to specify technical information about the equipment that they wish to install on the EOC form. This will include information such as:

- Additional floor space (in multiples of 600mmx400mm footprints)
- Additional power requirements
- Number of MDF Terminations
- Tie cable configuration
- Order of preference in which footprints are required.
- Additional heat dissipation, if applicable

This information is necessary to allow eircom to assess the suitability of the exchange facility to meet the expansion request and to allow eircom to determine the work that would be required to prepare the accommodation for use.

Expansion of Capacity Request Acknowledgement

eircom will check the EOC⁵ Form and ensure that the information is correct. If the information is correct and complete it will acknowledge the request as having been received and accepted as valid. If the form is not complete or has invalid information, the request will be rejected. The Access Seeker will be informed of the reason(s) in detail for rejection and the order will be terminated.

Orders will be received within the hours of 9am and 5pm, Monday to Friday excluding Irish Public Holidays. For the purposes of SLA compliance, "the clock" will not start until 9am of the following working day.

The Survey Report will review the suitability of the expansion request against the Access Seeker's requirements and will indicate what work (if any) needs to be undertaken to prepare the accommodation for use by the Access Seeker.

The Survey Report will list the modifications and will provide an indicative costing, with the associated time scales for delivery of the modifications.

Progression of EOC

Where the AS has submitted an EOC, the AP will provide, within 15 working days of submission of the request, an EOC survey report. This will indicate if the application is being accepted or rejected the detailed reasons.

⁵ Expansion of Capacity Form

When the report has been accepted by the AS.

Where eircom are required to undertake preparation works, as defined under the project plan the AS will be notified when to proceed with the EOC.

Where no intervention is required by eircom the AS will make a request via the planned access request process to undertake the work.

The AS will notify eircom when the is completed and sign off will be agreed

Validity of Expansion of Capacity Report

Access Seekers will normally be expected to respond to an Expansion of capacity within 15 days.

EOC reports will be valid for a 3 month period. However, if eircom or another operator seeks the space then the Access seeker will be notified and must accept the site offer within 4 weeks or the space will be re-allocated.

Final site Inspection of Expansion

A final site inspection will take place to ensure that the expansion has been carried out to both parties' satisfaction.

4 Equipment Notification

4.1 Equipment Requirements

All operators shall provide a statement of conformance, identifying the manufacturer's quoted standards for an item of equipment installed in the collocation suite. Standards shall be provided which cover the following areas:

- Health and Safety
- Conformance to the Spectrum Mask
- Electromagnetic emissions
- Electrical power interface : note line side electrical interface characteristics are dealt with in the definition of the Spectrum Mask.

4.2 Notification

4.2.1 Information

To register a new type of equipment, the Access Seeker should submit an Equipment Notification Request form (ENR Form) to the eircom account manager.

A copy of the form is attached as Appendix E.

The level of equipment notification shall be:

- Maker
- Model
- Set of standards which are quoted by the manufacturer for the product, in the areas identified in Section 4.1 above.

Provision of information for a specific system is deemed to act as notification of all of the manufacturer's components of the notified system, consequently there is no burden on any operator to add all of the component parts of a system to a list.

4.2.2 Supporting Documentation

OAO's will not normally be required to submit supporting documentation to prove that their equipment meets the current technical requirements for collocation equipment, however, the ENR form includes a declaration that the equipment meets all the necessary requirements.

4.3 Collocation Equipment Register

eircom will maintain the Collocation Equipment Register on behalf of the industry.

The Register will be made available to Access Seekers at eircom's secure website, or via e-mail or some other method, which is fit for purpose.

The register will list the following information for all registered equipment:

- manufacturer
- model name/number
- date of registration.

The template for the Register is attached (Appendix L).

4.4 Equipment Registration

The eircom account manager will acknowledge the Equipment Notification within 5 working days of receipt.

At this stage, the equipment will be added to the Register.

It is incumbent on eircom to ensure that all exchanges have immediate access to the most up to date valid equipment list.

4.5 Installation of Equipment

Once a particular equipment type has been registered all Access Seekers and eircom will be free to deploy the equipment in collocation spaces.

When equipment is brought onto an eircom site, eircom is free to check that the equipment is from a manufacturer and product included on the register.

4.5.1 Over Voltage Protection (OVP)

When installing equipment Operators are advised to install Over Voltage Protection (OVP).

However, Operators are free to choose whether or not to implement OVP on their equipment.

Operators should be aware of the risk and liability that they carry in respect of damage to their own equipment and damage to third party equipment by choosing not to install OVP on their equipment, should an incident occur.

4.6 Objections

After a new piece of equipment is added to the Equipment Register, eircom and AS's will have 20 working days to raise any objections to the equipment being added to the list.

Lack of approvals to relevant technical standards (covering the areas identified in Section 4.1) will be the only grounds for objection. Whilst the objection is

pending, the equipment shall remain active in the field, subject to considerations for health and safety.

In the event of an objection being raised, the objection should normally be dealt with informally between the two parties involved.

If necessary, the matter can be referred to the dispute procedure detailed in the Access Agreement.

4.7 Non-Compliant Equipment

If eircom or an AS has reason to believe that a type of equipment that has been registered does not conform to the technical standards that were current when it was introduced it is entitled ask ComReg to investigate.

If ComReg finds that the equipment does not comply with the technical standards it can rule that the equipment should be withdrawn from service if it can be shown to:

- be unsafe in any respect
- cause significant interference to other users of the eircom access network.

4.8 Notification of eircom Equipment

The rules concerning equipment notification also apply to equipment installed by eircom in its exchange facilities.

The rules will not apply retrospectively.

5 Access

5.1 Accreditation

Before being given access to an eircom collocation facility, an Access Seeker will be required to undergo an accreditation process and ESKT - eircom on Site Knowledge Test. The purpose of the accreditation is primarily to ensure:

- the health and safety of all personnel who work at the eircom exchange facility
- the security of the eircom exchange facility.

Accreditation will be both on a corporate basis and at individual personnel level. Individual staff can be accredited for either Escorted or Unescorted Access. There are two parts to the accreditation process: notification and training.

5.1.1 Notification

Third party Liability Insurance

eircom will publish its requirement in respect of third party liability insurance. All Access Seekers will be required to submit documentary evidence of their compliance with this requirement on an annual basis.

Safety Policy Statement

The Access Seeker is required to submit a copy of their Safety Policy Statement and on an annual basis.

5.1.2 Eircom Briefing

A representative of each Access Seeker will be required to attend a briefing provided by eircom, which will cover the following topics:

- eircom access and security procedures for collocation facilities
- ESKT
- eircom's general health and safety requirements for OAO's co-locating equipment in eircom exchanges.

5.1.3 Use of Contractors

Access Seekers will be permitted to use contractors to undertake work on the Access Seeker's equipment in eircom exchange facilities on their behalf.

eircom will not accredit each contractor, however all contractors working on behalf of the AS must be registered.

The Access Seeker will be responsible for ensuring that its contractors and employees adhere to eircom's health and safety and access security

requirements. All contractor staff working at eircom premises will be viewed by eircom as the Access Seeker staff and any breach caused by such contractor staff will be viewed as a breach by the Access Seeker.

5.1.4 Escorted Access Registration

Before any Access Seeker staff (including their contractors) can access an eircom exchange, they must be individually registered using the Access Registration Form in Appendix M. Access Seeker staff must be registered at least five working days prior to access.

On submission of an Access Registration Form, the AP will acknowledge receipt of the Form within two working days. The AP will then either accept or reject the Form within five working days of acknowledgement.

The Form will be rejected where it is incomplete or inaccurate. The AS will then be required to resubmit the Form.

Where the AP accepts the Form, it will register the individual.

Unregistered Access Seeker staff (including their contractors) will not be permitted into an exchange.

Once registered, Access Seeker staff are thereby registered for all other sites for which the Access Seeker holds a valid Licence Agreement for Physical Co-location.

5.1.5 Unescorted Access Accredited Rights - for employees / contractors of accredited OAO's

As with the corporate accreditation process the Access Seekers Staff (including their contractors) must be individually accredited to be given "Accredited Access Rights" for Unescorted Access. This can only commence after the company has completed the "Probation Period" of not less than 6 months from issue of first licence. The applicant should use the form attached in appendix M and select the "Accredited Access Rights" option.

AS staff with unescorted Access Rights are only permitted to undertake works, which are designated as "Non Material Change".

On submission of an Access Registration Form, the AP will acknowledge receipt of the Form within two working days. The AP will then either accept or reject the Form within five working days of acknowledgement.

The Form will be rejected where it is incomplete or inaccurate. The AS will then be required to resubmit the Form.

Where the AP accepts the Form, it will arrange for the ESKT to be conducted and following successful completion of the ESKT, the AP will register the individual.

On completion of the accreditation process applicants ENSUP card will be activated for the site or sites requested for a period of 12 months.

The OAO will be required on an annual basis to re accredit all staff members who wish to have access to an eircom collocation area. The OAO must maintain a register of all accredited individuals and inform eircom of lost / stolen cards and return cards when an employee or contractors no longer works for the AS.

Unaccompanied access is available at anytime to buildings where eircom have electronic access control in place and where the AS holds a licence and the exchange is signed off for LLU. Certain sites, such as ones that are not covered by electronic access, may be available during work hours only.

If entry to an eircom exchange site is gained using a card allocated to any user, then the user will be deemed responsible for such entry and any actions undertaken during this entry period.

Time lines for notification for unescorted access.

<p>Un Planned Non Material Change Access Hours 09:00 to 18:00</p>	<p>E-mail in advance of Access Seekers Staff entering on to eircom site to eircom . wholesale@eircom.ie 2 hours - Consecutive</p>
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5.2 Physical / Unforeseen Physical Change

5.2.1 Physical Change

When requesting access to do Physical Change (as defined in the Licence Agreement) the AS will

- Submit a Schedule of Work and Method Statement to eircom for approval. The Schedule of Work should include relevant plans and specifications for the work to be carried out, The Methods Statement should include the sequence of work to be carried out, and the working practises to be employed.
- During a kick off meeting eircom may notify an AS that a particular method statement and risk assessment maybe required for certain works to cover site specific risks which are identified at the KO meeting.

- eircom will accept or reject this application within five working days. Upon eircom approval of both documents, the AS then follows the Planned Access Request process.

Only the Planned Access process can be used for Physical Change.

5.2.2 Unforeseen Physical Change

When requesting access to do Unforeseen Physical Change (as defined in the Licence Agreement), the AS may use either the Planned or Unplanned Access processes.

A precondition of this process is that the AS has already submitted a Methods Statement for the work to be carried out. Should an AS submit an Access Request for work for which eircom has no Methods Statement, that request will be rejected. The AS must follow the process for Physical Change in this instance.

A generic Methods Statement will generally cover Unforeseen Physical Change in all exchanges in which the AS is co-locating. Where site specific conditions dictate otherwise, eircom will advise the AS.

5.3 Access Request

When an Access Seeker requires access, AS will contact the AP to place its request for access, using the Notification of Access (NA) Form provided in Appendix I.

Forms will be sent by e-mail to the AP and will include such details as:

- the location
- date and time at which access is required
- the booked⁶ duration of the access visit
- a contact number of the person in charge of works on site
- The name(s) of the AS representative(s). In the case of planned access, where this is not known at the time of the request, the name(s) should be provided to the AP e-mail 48 hours before access.

eircom will use best endeavours to provide escorts past the booked time, should the Access Seeker request it. Access Seekers will be charged for the booked time or the actual time, whichever is the longer. Where access is requested by more than one operator to the same site at the same time access will be provided on first come first served basis should it prove unsafe to allow the 2 or more simultaneous access requests for material work to proceed at any site.

5.3.1 Planned Access Request

Where an AS' request is for Planned Access, the following process shall apply:

- The AS sends a Notification of Access form to the AP co-locations operations manager (COM)
- The COM confirms he has an approved Methods Statement for the work to be carried out
- The COM acknowledges the form by either accepting or rejecting it
- Where the request is accepted, the AP returns the access request form acknowledging the access is either as requested or with whatever changes are required.
- Where the request is rejected, or changed the reason(s) for rejection or change will be given.
- The AS and AP staff meet at the designated site at the designated date and time

The timelines for this process are defined in figure 5.2 in section 5.4.1.

5.3.2 Unplanned Access Request

An Unplanned Access Request may only be submitted in the following situations:

- In case of an Emergency
- Where the AS requires access in order to investigate a service affecting fault or service affecting interference where other operators' equipment is involved.

Where an AS' request is for Unplanned Access during normal hours, the following process shall apply:

- The AS sends a Notification of Access form by email to the COM
- The COM will acknowledges the form either accepting or rejecting it
- Where the request is accepted, the AP returns the access request form for that request.
- Where the request is rejected, the reason(s) for rejection will be given
- The AS and AP staff meet at the designated site at the designated date and time
- Outside these times emergency access procedures must be used.

N.B. This process applies to requests received for emergency access after 17:00 and before 09:00 on weekdays and all weekends and bank holidays.

The O.A.O. requesting access sends an email request to the OLOdesk (olodesk@eircom.ie). The request must include a completed form for access.

The O.A.O. requesting access rings eircom on the OAO number (01-7017901) to inform them that a request has been sent by mail.

The technician in the S.A.C. dealing with the call will check the mail received and ensure that all details are correct and that sufficient information is given to enable the S.A.C. to determine whom best to call. The CNO-FT should be given the name and contact details of O.A.O. personnel attending on site.

On validating the request eircom will contact the O.A.O. personnel to organise access.

On conclusion of the visit, both the AS and AP staff will sign a Chargeable Form. A copy of this form will be retained by both parties. This forms the basis for the billing of the AS

The timelines for this process are defined in figure 5.3 in section 5.4.2.

The AS will issue the AP with a unique reference number that will identify the access request and which will be referenced in billing information.

5.3.3 Unescorted Access Requests

An access seeker wish to access an eircom exchange facility unescorted may do so under the following conditions

- They are accessing a licensed site signed off for LLU
- They have been accredited to do so
- The works to be carried out are classified as “Non Material Change” works, which is limited to fault management, routine maintenance.

Where an AS' request is for Unescorted Access, the following process shall apply:

- Access seekers shall notify eircom via email to wholesale@eircom.ie using the attached form in appendix Q.
- The subject title on the mail must read “Unescorted Access Request + OAO Name”
- No formal acknowledgement of receipt will be given.
- The timelines for this process are defined in figure 5.4 in section 5.5.3

5.3.4 Special Access Requirements

Access Seekers shall discuss requirements for specialised access with eircom, to facilitate its provision at site. Such special requirements include, but are not limited to:

- Method of delivery of equipment
- Special access requirements
- Way-leaves

All special access requirements must be identified in the relevant methods statement.

5.3.5 Changes to Access Requests

If it becomes necessary for an Access Seeker to reschedule or cancel an Access Request, the Access Seeker should make contact with the COM at the earliest opportunity.

If the change is made within four working hours of the scheduled visit then eircom will be entitled to charge for the visit.

5.4 Access Times

eircom will provide Access Seekers with access to their equipment at any time. Although most access visits are expected to take place during normal office hours on week-days (Standard hours 09:00 to 16:00) excluding bank holidays. Access outside these hours will be available but at a higher charge. Unescorted access is permitted from 9am – 6pm (Monday – Friday, excluding public holidays).

Access Times are specified in Figure 5.1.

Figure 5.1: Access Times

	Time	Days
Standard Hours	0900 to 1600	Monday to Friday Excluding public holidays
Outside Standard Hours	all other times	
Unescorted Access Hours	0900 to 1800	Monday to Friday Excluding public holidays

Note Access Seekers will need to vacate the premises at 1600 if access is being provided as “Standard Hours”.

5.5 Access Lead Times

5.5.1 Planned Access

In most cases access requests will be for routine activities that can be planned in advance. In this case, the Access Seeker should submit a Planned Access request. Figure 5.2 lists the minimum lead times for Planned Access.

Figure 5.2: Planned Access Lead-times

Standard Hours	Acknowledgement - the AP will accept or reject the request for access 1 working day from date of despatch of Notification of Access form by the AS to the AP
	Minimum notice period: 3 working days from date of despatch of Notification of Access form by the AS to the AP
Outside Standard Hours	Acknowledgement - that is, confirmation of request 1 working day from date of despatch of Notification of Access form by the AS to the AP
	Minimum notice period: 3 working days from date of despatch of Notification of Access form by the AS to the AP

5.5.2 Unplanned Access

If the Access Seeker requires access in less than the standard access lead-time, then the access request is said to be an unplanned access request.

The minimum lead times for unplanned access are specified in 5.3.

Figure 5.3: Maximum Lead Times for Gaining Unplanned Access

Standard Hours	Time of Access: within 3 hours of requested time of access stated on the Notification of Access form
Outside Standard Hours	Time of Access: within 4 hours of requested time of access on the Notification of Access form

5.5.3 Unescorted Access

If the Access Seeker requires access Mon-Fri (excluding public hours) for Non Material Change work

Figure 5.4: Maximum Lead Times for Gaining Unescorted Access

Unescorted Access Hours 0900 to 1800 (Mon-Fri, excluding public holidays)	Time of Access: within 2 hours of requested time of access on the Notification of Access form
--	---

5.6 On-Site Procedures

5.6.1 Identification

The Access Seeker's staff and their contractors will be required to carry a photographic identification card provided by the AP (ENSUP Card) as proof of their identity and to display it at all times during the visit.

5.6.2 Responsibilities of the Access Seeker

It is the responsibility of the Access Seeker to ensure that:

- All staff or contractors have appropriate identity documents ENSUP card to allow them access to the collocation facility
- All staff and contractors must have site specific pack that includes drawings and site specific health and safety and method statements when carrying out material works.
- Staff requiring access are required to know the location of the Footprint and the Footprint ID, before they arrive at the collocation facility.

5.6.3 Escorts

eircom will provide an escort to supervise the access visit.

5.6.4 Working Practises

Whilst being subject to the appropriate Health & Safety legislation and emergency procedures, Access Seekers' personnel are free to work hours as agreed with their employer. eircom will provide continuity of service.

eircom shall provide staff on a roster to provide continuous escort supervision, should this be required, under the existing planned and unplanned access arrangements.

5.6.5 Access Records

On completion of an access visit, the eircom escort will complete an Access Record form detailing:

- the site visited
- the time and duration of the access visit

The Access Request form will be used by eircom as the basis of the billing record for the access visit.

5.6.6 Access by Multiple Access Seekers

In the event that multiple Access Seekers require access at the same time, eircom shall provide sufficient escorts to:

- Ensure safety within the collocation accommodation
- Escort Access Seeker personnel to the accommodation from the building's entrance
- Escort Access Seeker personnel to and from comfort breaks etc.

Actual costs will be recovered across all Access Seekers present, pro-rata.

Should both access seekers be unable to work safely i.e. restricted space etc, then access will be allocated on first come first served basis.

6 Fault Repair

6.1 Scope

This sub-process covers the reporting of faults by Access Seekers, reception and handling of these reports by eircom and subsequent updating and clearance processes that should take place between the parties.

Faults within the Access Seeker's network and operating domain are not the subject of this process. Access Seekers are expected to have proven that fault lies with eircom to a sufficient level of certainty before invoking this process.

6.2 Fault Reporting

There will be no pro-active fault reporting by eircom, i.e. eircom shall not inform Access Seekers of faults in eircom's exchange, unless any remedial works required to correct the fault fall within the scope of the emergency unplanned works outlined in Section 7.3.

Access Seekers are responsible for reporting faults associated with collocation services to the eircom NMC identified in Appendix H.

Faults shall be classed as service affecting or non-service affecting, by the Access Seeker.

- Service affecting faults are those which directly affect the availability of customer connections, or which without remedy will substantially degrade the service to customers or remove its availability within a short period.
- Non-service affecting faults are those faults which without remedy could affect customer's or Access Seeker operations in the longer term, whether directly or indirectly.

The Access Seeker is requested to provide eircom with as much guidance as possible to the potential cause of the problems, based on any alarm information it might have received.

Each fault shall be ascribed a unique fault report number and the Access Seeker shall be informed of the latest response time for the diagnosis of the fault.

6.3 Statusing & Target Repair Times

eircom shall provide the following status reports on the progress of faults. The eircom NMC and fault maintenance staff are provided to facilitate 24/7 fault management processes.

Figure 6.1 : Status Report Intervals & Target Repair Times

	Service Affecting Faults	Non-Service Affecting Faults
First response	one hour from time of reporting	one working day from date of reporting
Subsequent status reports	every hour thereafter	Every working day thereafter
Target repair times	four hours from time of reporting	three working days from date of reporting

6.4 Escalation Procedures

The escalation of a problem may occur at two levels:

- If the target times for response specified in Figure 6.1 have elapsed and the fault is not cleared, the appropriate eircom Manager/Duty Manager shall be notified and appropriate action shall be taken to resolve the fault.
- In the event that the fault is still not cleared, and no evidence of progress exists, the second level of contact, the Management, shall be used to agree appropriate action to clear the fault.

Figure 6.2 : Escalation Times

	Service Affecting Faults	Non-Service Affecting Faults
First level escalation	ph Aafter target repair time (four hours from time of reporting)	after target repair time (three working days from date of reporting)
Second level escalation	after six hours from time of reporting	after four working days from date of reporting

Contact details for the Manager / Duty Manager and Management are provided in Appendix H.

6.5 Clearance

Faults are only cleared when the problem has been fully remedied by eircom. Should eircom be unable to remedy a fault within the target time but is able to institute a work around, eircom may consider a fault report closed for quality of service reporting purposes if:

- The Access Seeker is informed that the fault clearance is conditional, eg a Work Around Pending Full Restoration code provided, and the Access Seeker is informed of:
 - the timing for the full restoration of service
 - any associated planned or unplanned maintenance that may be required at that time
 - any impact that such maintenance may have on the operation of the work around, and consequently the Access Seekers equipment.

Clearance of the fault shall always be conditional on acceptance of the service as working by the Access Seeker.

A number of valid fault clearance codes will be provided by eircom in order to facilitate quality of service monitoring by the Access Seeker, and can be found in Appendix C.

7 Planned and Unplanned Maintenance

7.1 Planned Works by eircom

7.1.1 Introduction

This section describes procedures which are designed to minimise the effect of Planned Maintenance work on the Collocation product. Both Parties must observe safety precautions at all times. The procedures defined in the general Health and Safety requirements for Access Seekers while on eircom premises shall apply.

Notification to withdraw plant from service will be given to the Access Seeker Network Management Centre (The Access Seeker NMC).

In order to avoid problems it is essential that such work is planned and notified well in advance and is performed, under normal situations, within Preferred Hours as described in Section 7.1.2.

When it is not practicable and for certain categories of planned work e.g. for urgent investigations, relaxation of the Preferred Hours may apply. This shall be decided on a per case basis.

7.1.2 Preferred hours for major works

The standard periods allocated for Planned Maintenance work which requires system down time and where the Access Seekers systems may be disrupted are shown below.

ALL DAYS 0100-0600

7.1.3 Notification Process and Timescale

If eircom intends to carry out any planned work which may affect the Access Seekers equipment then eircom must notify the Access Seeker of the planned work by email to the contact point as specified in Appendix H, using the "Request for Planned Works" form (see Appendix O).

The minimum advance notification that is required for service outages due to Planned Maintenance is 10 working days.

Having been notified of planned maintenance the Access Seeker must review and respond to the proposal within 3 working days of receipt.

On completion of the Planned Maintenance work eircom must notify the Access Seeker that the work was completed as planned within 1 day the planned completion time, by e-mail of the completed "Notification for Planned Maintenance" form.

A reduction of notification time-scale will be allowed only under exceptional circumstances. Each occurrence will be treated as urgent planned work and the reason for the urgency should be stated.

7.1.4 Escalation

If the date or timing of the Planned Maintenance work is unsuitable then the Access Seeker must contact the relevant inter-company escalation point so that a suitable date and time can be agreed. Escalation points for planned maintenance are shown in Appendix H of this document.

If the Planned Maintenance work is critical and essential to the operation of either party's network then one party cannot veto the other party's work.

7.2 Planned Works by the Access Seeker

7.2.1 Access to Site

As detailed in Section 5.2.1

7.2.2 Scope of Works

Any works which fall within the scope of hazardous works identified in Appendix G require a permit from eircom. eircom shall also be responsible for gaining the permission of other co-located operators, should this be required.

7.3 Unplanned or Emergency Works by eircom

Should any emergency or unplanned works undertaken by eircom at the exchange either:

- fall within the scope of hazardous works identified in Appendix G
- or, take the form of anything that could be considered likely, by a reasonable person, to cause the interruption of the Access Seekers service

eircom shall inform the Access Seeker through the channels outlined in Appendix H.

7.4 Unplanned Works by the Access Seeker

7.4.1 Access to Site

As detailed in Section 5.2.2.

7.4.2 Scope of Works

Any works which fall within the scope of hazardous works identified in Appendix G require a permit from eircom. eircom shall also be responsible for gaining the permission of other co-located operators, should this be required.

7.5 Co-ordination of Hazardous Operations

Hazardous activities are addressed in the General Health and Safety Requirements for Access Seekers while working on eircom premises. All hazardous activities being undertaken by the Access Seeker must be identified in either their generic Methods Statement (for Unforeseen Physical Change) or the specific Methods Statement prior to requesting access to conduct Physical Change.

Where co-ordination is required, this will be confirmed by eircom based on the relevant Methods Statements from Access Seekers. Appendix G details the scope of information required.

8 Billing

8.1 Introduction.

This process relates to the production and payment of bills associated with collocation services.

8.2 Billable Events

The following table provides a list of the valid billable events which form part of this process, as well as information on the audit trail that will be available to both parties from the processes defined in this document.

Figure 8.1 : Billable Events

Event	Audit Trail
Contract Completion	As per the Licence Agreement
Site Specific Information Request	Date of acknowledgement of SSIR form by the AP
Initial Survey Request	Date of acknowledgement of ISR form by the AP
Full Survey Request (small, medium or large)	Date of acknowledgement of FSR form by the AP
Site Offer	Date of acknowledgement of Site Offer request form by the AP
Combined Full Survey and Site Offer	Date of acknowledgement of CFSCSOR form by the AP
Site Preparation fee	As per Licence Agreement
Occupancy charge ("Licence Fee")	As per Licence Agreement
Power usage charge	Periodic charge.
Process charge	As per Access and Licence Agreements
Special Inspection	Date of receipt of request
Site Survey (QIB)	QIB order placed on UG
Accepted QIB Estimate	PIB order placed on UG

8.3 Payment Terms

Invoices are due and payable in euros.

Invoices are payable as per the terms of the Access and Licence Agreements. eircom shall provide with the invoice a breakdown of each charging category to validate the invoice.

All invoice queries shall be addressed to the LLU Billing Contact point listed in Appendix H.

8.4 Disputed Payments

Disputed payment claims must be submitted as per the Access and Licence Agreements.

Appendix A

Initial Survey Request Form

Initial Survey Request Form for Physical Collocation

Note: Failure to provide all requested information may result in delays in the processing of the Survey.

Order Details - sent by Operator X to eircom.

eircom Contact Information		Operator Contact Information	
Name*		Name*	
Telephone No*		Telephone No*	
Fax		Fax	
E mail*		E mail*	
Date:*	Operator X Reference No.:		

For office use only
(Circle one of A/R only)
Then circle box →

Accept

Reject

Operator Information

Operator Billing Address* :	Operator Contact Postal Address* :	A	R
Carrier Services Billing Account Number*		A	R
Operator' Order reference number*		A	R
Anticipated due date*		A	R

Exchange Information

Exchange Name*		A	R
Short code identifier*		A	R
Address / grid ref.*		A	R

MDF Block Information*

Number of MDF terminations required:		A	R
--------------------------------------	--	---	---

Footprint Information*

Number of footprints :		No.		
Footprint layout required:	Side-by-Side		A	R
	Back-to-Back		A	R

Power requirements should be inserted into this form

Heat dissipation should be inserted into this form

Order details *(to be completed by eircom)*

Date received		
Date Acknowledged		

** indicates mandatory field*

Appendix B

Survey & Offer Request Form

Full Survey Request Form for Physical Collocation Service

Note: Failure to provide all requested information may result in delays in the processing of the Survey/Offer.

Full Survey
 Site Offer
 Combined Full Survey and Site Offer

Order Details - sent by Operator X to eircom.

eircom Contact Information		Operator Contact Information	
Name*		Name*	
Telephone No*		Telephone No*	
Fax		Fax	
E mail*		E mail*	
Date:*	Operator X Reference No.:*		

For office use only
(Circle one of A/R only)
Then circle box →

Accept

Reject

Operator Information

Operator Billing Address* :	Operator Contact Postal Address* :	A	R
Carrier Services Billing Account Number*		A	R
Operator's order ref. number*		A	R

Anticipated due date*		A	R
-----------------------	--	---	---

Exchange Information

Exchange Name*		A	R
Short code identifier*		A	R
Address / grid ref.*		A	R

Dedicated phone line requirement*

Is a phone required?	Yes / No	A	R
----------------------	----------	---	---

MDF Block Information*

Number of MDF terminations required:		A	R
--------------------------------------	--	---	---

Footprint Information*

Number of footprints : (footprint 600x400)		No.		
Footprint layout required: (Indicate order of preference)			A	R
Contiguous footprints with rear access Note: space reserved for rear access will be chargeable as footprint space				
Contiguous footprints without rear access				
Non contiguous footprints with rear access Note: space reserved for rear access will be chargeable as footprint space				
Non contiguous footprints without rear access			A	R
		Y/N	A	R
		Y/N	A	R

			A	R
Equipment weight (N/m ²)			A	R
Footprint 1 (N/m ²)				
Footprint 2 (N/m ²)				
Footprint 3 (N/m ²)				
Footprint 4 (N/m ²)				
.....				
TOTAL (N/m ²)			A	R
Heat Dissipation			A	R
Footprint 1				
Footprint 2				
Footprint 3				
Footprint 4				
.....				
TOTAL			A	R

DC Power Information*

DC Power Drain (Amps)			A	R
Footprint 1				
Footprint 2				
Footprint 3				
Footprint 4				
.....				
TOTAL			A	R

DC Distribution Information 2 breakers provided per footprint *

MCB RATING (AMPS)	Type (A,B or C)	Quantity required	Planned CSA of distribution cable (mm²) ¹		
10				A	R
16				A	R
20				A	R
25				A	R
32				A	R
40				A	R
63				A	R

¹ AP may require the AS to install DC distribution cable more suitable to DC conditions on site. Tie Cable Provided by Operator*

Tie Cable	Size (cable diameter)	Number	A	R

Order details *(to be completed by eircom)*

Date received		
Date Acknowledged		

** indicates mandatory field*

Appendix C

Valid Fault Clearance Codes

- Right When Tested
- Fault Not Found
- Power
- Air conditioning
- Other environmental
- Fault proved back to operator's network
- Work Around Pending Full Restoration
- Emergency (fire, flood, explosion, acts of god)
- Other.

Appendix D

Access Record Form



Planned Access



Unplanned Access

Access Seeker Organisation	
Exchange Name	
Short Code Identifier	
Visit Reference Number	
Date of Visit	
Booked entry time	
Booked exit time	
Actual Time In	
Actual Time Out	
Escort Name	
Access Seeker Representative	
Organisation	

Signed by	Signed by
On behalf of eircom	On behalf of Access Seeker
Date	Date

Appendix E

Equipment Notification Form

Access Seeker		
Date of Registration		
Manufacturer		
Model Name / Number		
Standards Information		
	Standards Body	Reference Number
Health and Safety		
Electromagnetic emissions		
Electrical power interface		

Certification that product complies with the relevant Spectrum Mask standards			
Does the equipment conform to the Copper Loop Frequency Management Plan?	Yes		No
Initials of signatory			

Signed by
On behalf of
Date

Eircom *use*

Date Received	
Date Placed in Register	

Appendix F

Site Specific Information Request Form

Site Specific Information Request Form for Physical Collocation Service

Note: Failure to provide all requested information may result in delays in the processing of the Request.

Order Details - sent by Operator X to eircom.

eircom Contact Information		Operator Contact Information	
Name*		Name*	
Telephone No*		Telephone No*	
Fax		Fax	
E mail*		E mail*	
Date:*	Operator X Reference No.:*		

For office use only
(Circle one of A/R only)
Then circle box →

Accept

Reject

Operator Information

Operator Billing Address* :	Operator Contact Postal Address* :	A	R
Carrier Services Billing Account Number*		A	R

Order reference number*		A	R
Anticipated due date*		A	R

Exchange Information

Exchange Name*		A	R
Short code identifier*		A	R
Address / grid ref.*		A	R

Order details *(to be completed by eircom)*

Date received		
Date Acknowledged		

** indicates mandatory field*

Appendix G

Hazardous Operations

As per eircom's Access Reference Offer, Annex 3, Service Schedule 101 - Appendix 3.

Appendix H

Contact and Escalation Points

To be completed by the parties at the time of Licence signature.

Appendix I

Notification of Access Form

Access Request for Physical Collocation

Planned and Unplanned access: e-mail to ktierney@eircom.ie

Note: Failure to provide all requested information may result in delays in the processing of the access request.

	Extension Planned Access		Planned Access		Unplanned Access
--	--------------------------	--	----------------	--	------------------

Exchange Information

Exchange Name*		A	R
Short code identifier*		A	R
Address / grid ref.*		A	R

Visit Information

Date access required*		A	R
Time*		A	R
From	To		
Booked length*			
Number of staff visiting*		A	R
Name	Company	Contact number	Registration number

Proposed work to be undertaken *:							
Does this work constitute Physical Change?				Yes		No	
Has an approved Methods Statement been submitted for this work? * (if no, then access will not be granted)				Yes		No	
Reference number of the Method Statement covering this work							

Order Details - sent by Operator X to eircom.

eircom Contact Information		Operator Contact Information	
Name*		Name*	
Telephone No*		Telephone No*	
Fax		Fax	
E mail*		E mail*	
Date:*	Operator X Reference No.:*		

Operator Information

Operator Billing Address* :		A	R

Carrier Services Billing Account Number*		A	R
Order reference number*		A	R

Order details (to be completed by eircom)

Date received		
Date Acknowledged		
Visit Reference Number		

** indicates mandatory field*

Appendix I - A

Appendix J

Site Preparation Works Certificate

Exchange Name	
Short Code Identifier	
Completion Date	
Footprint location	
Access Seeker Name	
Access Seeker Representative	
Eircom Representative	

Service Order Preparation Verification

Action Required	Access Provider				Access Seeker
Service Order Ref Number					
AS fibre sub-duct installed to Exchange chamber					
Provisioning of Exchange Opes					
Was a Phone requested. <i>If yes has this been installed</i>	Yes		No		

Footprint Requested. <i>Enter number of each requested</i>	Side by Side			
	Back-to-Back			
Was rear access to footprints requested? <i>If yes has this been installed?</i>	Yes		No	
Were additional requirements for footprints requested? <i>If yes have these been installed?</i>	Yes		No	
Number of MDF terminations requested				
Earth Window Connected				
DC Power Information <i>Indicate DC voltage connected</i>				
FP 1				
FP 2				
FP 3				
FP 4				

DC Distribution Information

MCB Rating (amps)	Type (A,B or C)	Quantity requested	CSA of distribution cable (mm ²)	AS	AP
10					
16					
20					
25					

32					
40					
63					

Tie Cable Provided

Tie Cable	Size (cable diameter)	Number	AP	AS

Comments:

Access Provider	
Access Seeker	

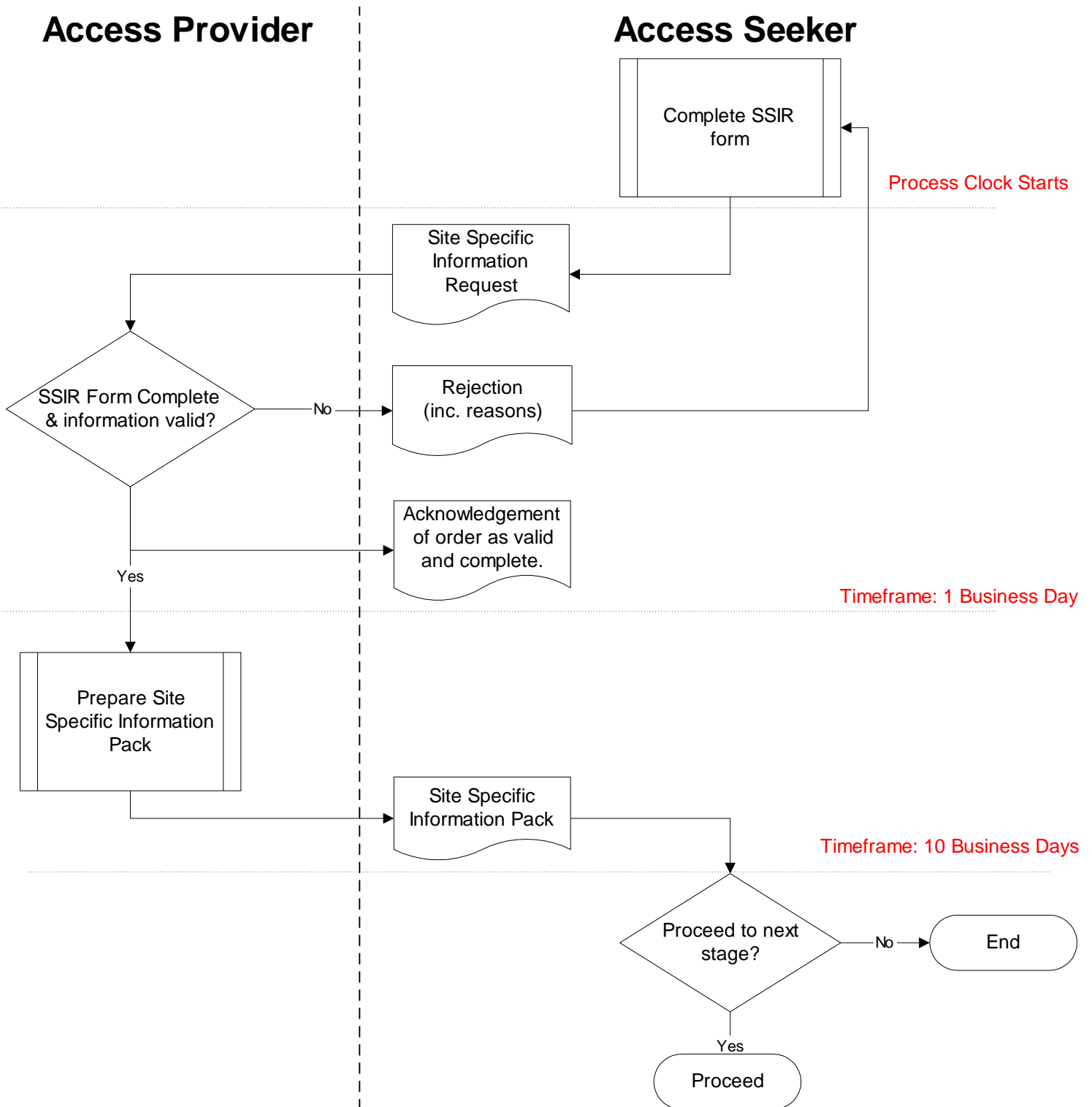
Signed by	Signed by
On behalf of eircom	On behalf of Access Seeker
Date	Date

Appendix K

Workflows

(For illustrative purposes only)

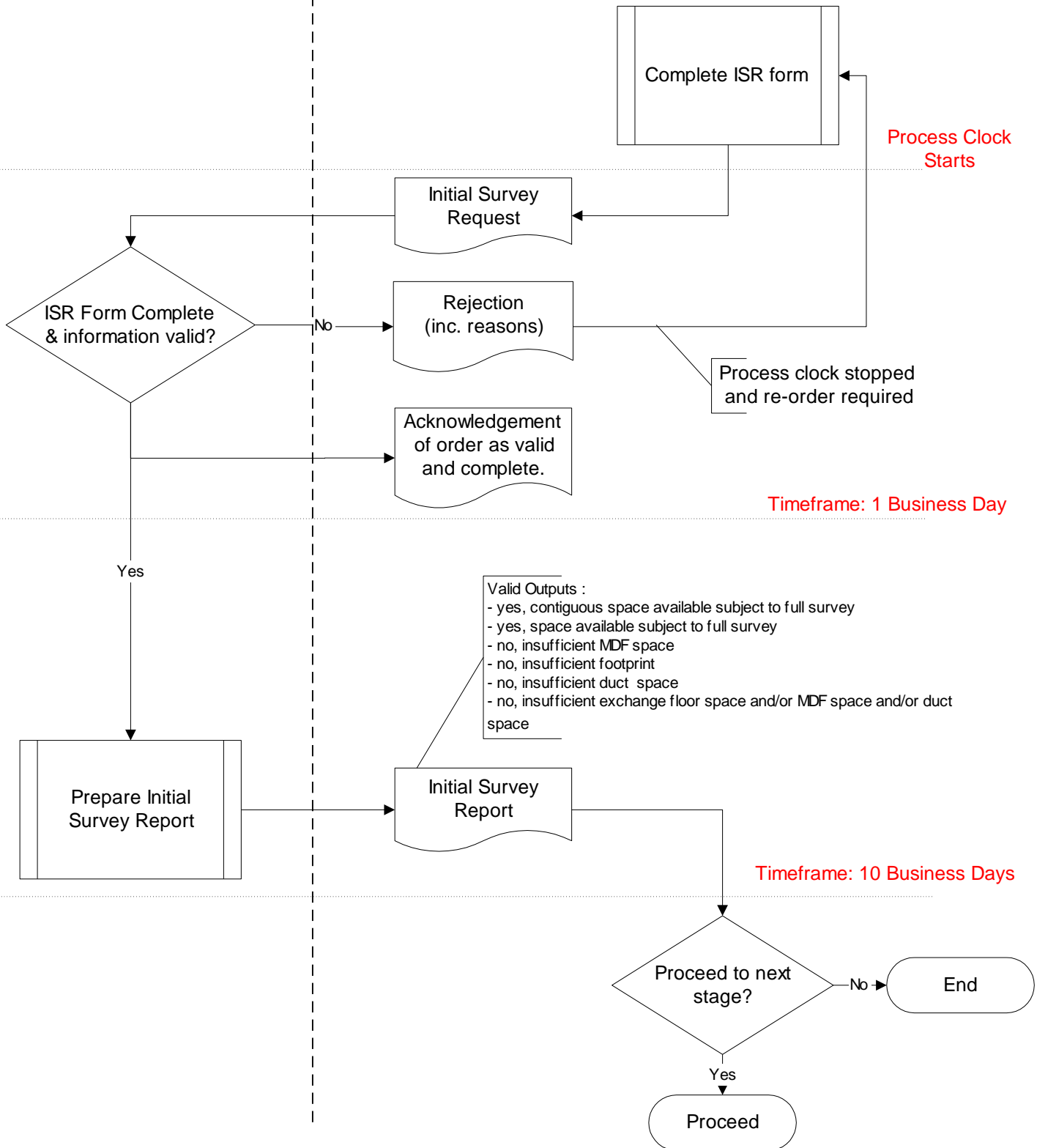
Site Specific Information Report



Initial Survey Request

Access Provider

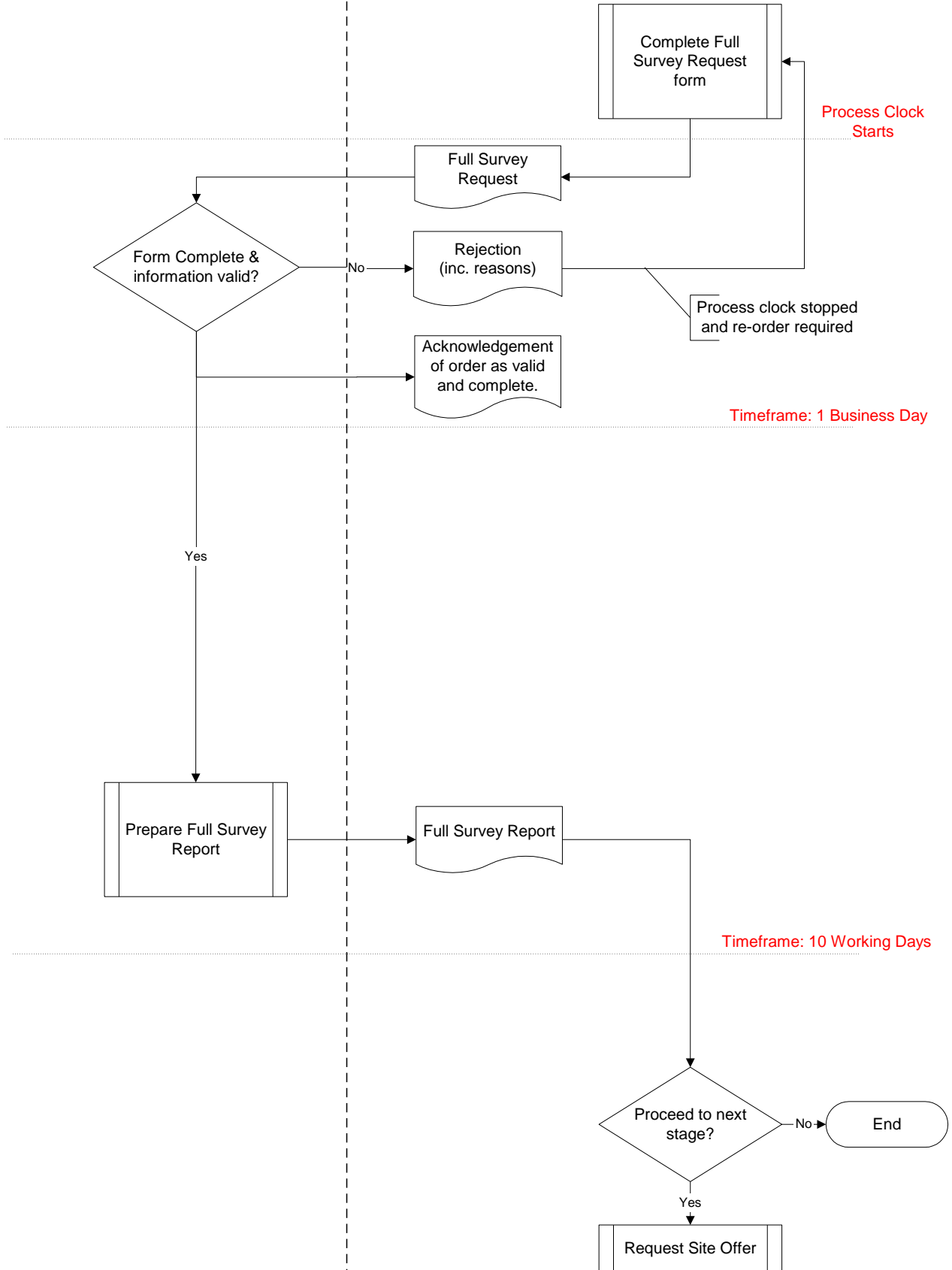
Access Seeker



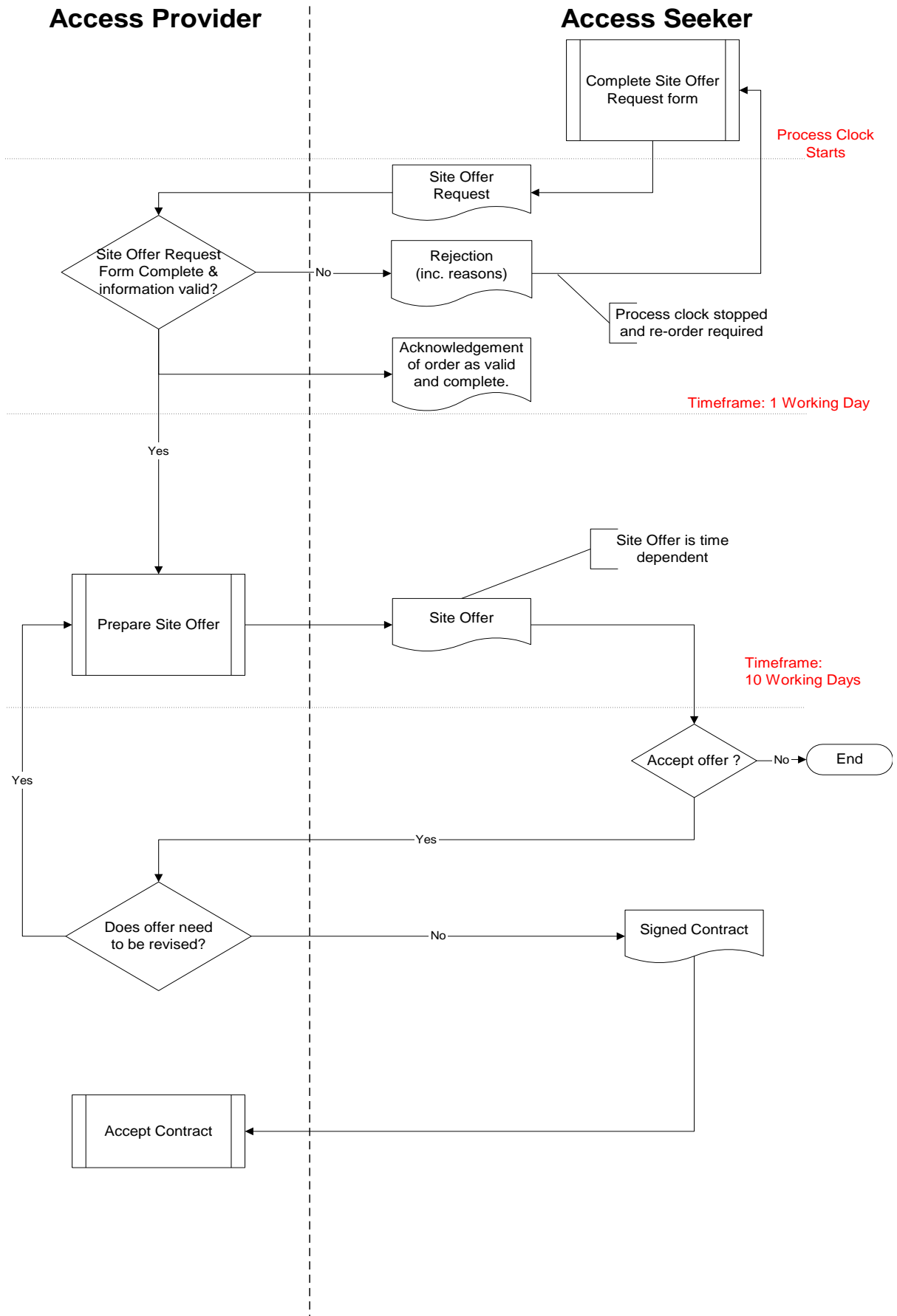
Full Survey Request

Access Provider

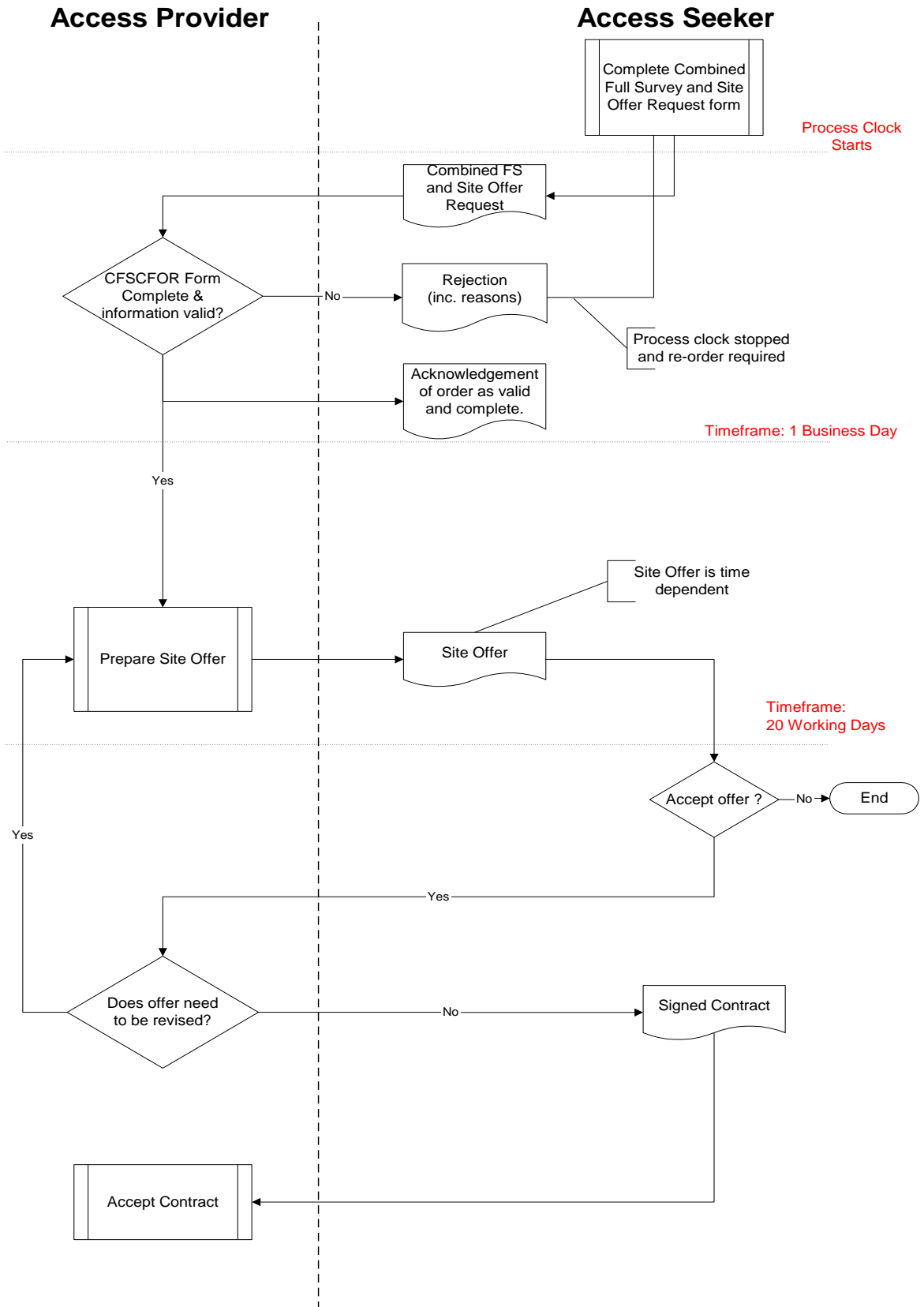
Access Seeker



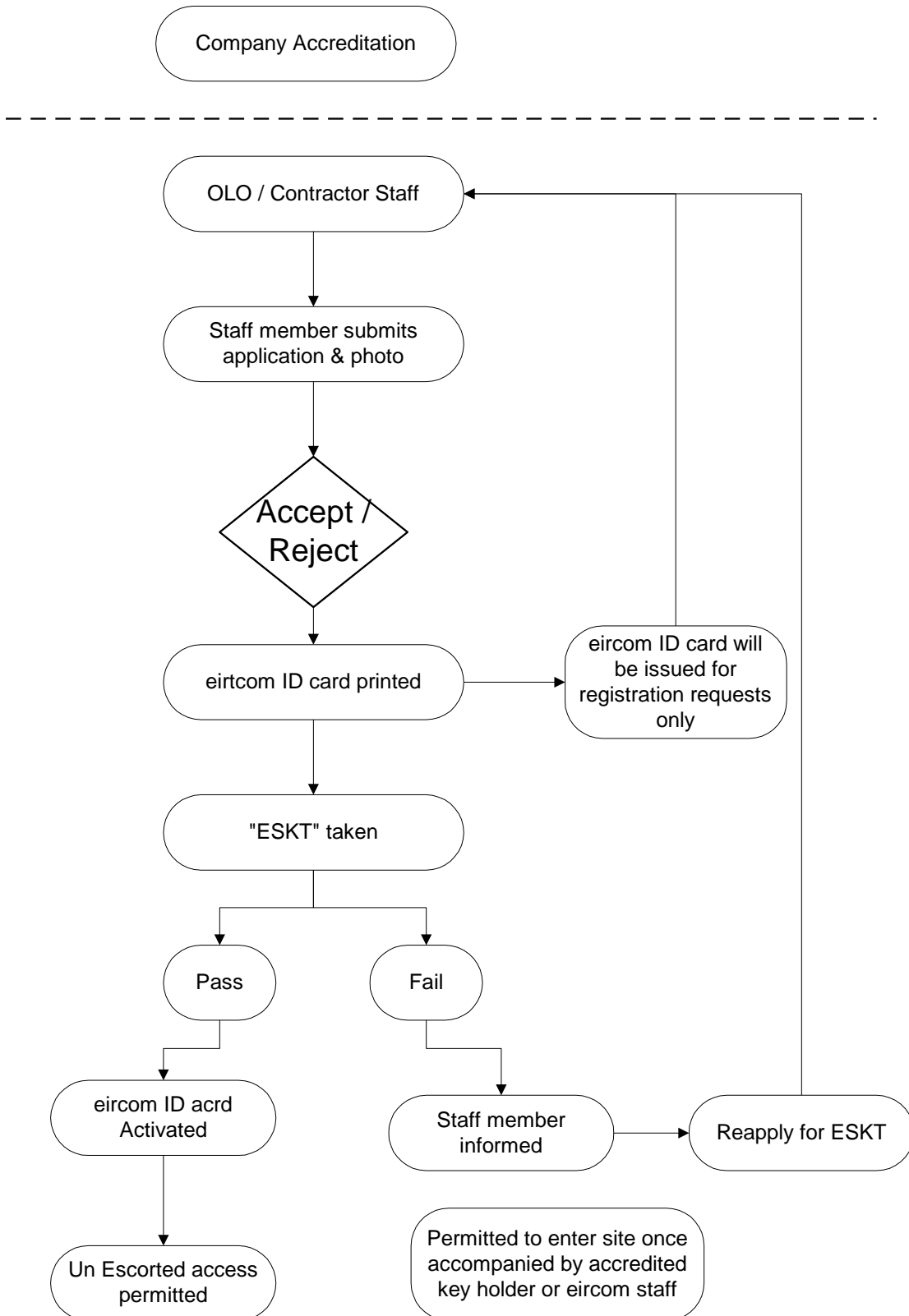
Site Offer Request



Combined Full Survey and Site Offer Request



OAO / Contractor Registration and Accredited process



APPENDIX L

CO-LOCATION EQUIPMENT REGISTER

CO-LOCATION EQUIPMENT REGISTER			
EFFECTIVE FROM:		01 NOV 01	
MANUFACTURER	MODEL NAME	MODEL NUMBER	DATE REGISTERED

APPENDIX M



Application for Other Authorised Operator ID Part 1

This form is to be completed only by an accredited O.A.O. requiring access to eircom network buildings. Complete the Sections 1 to 5 below and submit to the relevant eircom Co-location manager.

1 Accredited O.A.O. Company

Accredited Company Name	
Name of Company's Representative to eircom	
Accreditation Reference Number	

2 Individual Details

Name (block letters)	
Signature	
Relation to Accredited Company (Tick One Only)	<input type="checkbox"/> Employed by <input type="checkbox"/> On Contract to
Office Telephone No.	
Mobile Telephone No.	
Email (if applicable)	

3 Photograph of Applicant:

All Application Forms must be accompanied by a passport sized photograph which must be signed on the reverse side by the applicant. An attached digital photograph is acceptable.

Attached signed
Photograph here



Application for Other Authorised Operator ID Part 1

4 Applicant Declaration

Each applicant must sign the following declaration:

I hereby declare that I have been briefed on eircom's general Health and Safety Requirements for Access Seekers and Risk & Security Management Procedures. I understand and accept my legal obligations and responsibility under each of the above documents.

Signature of Applicant: _____

Name of Applicant:
(BLOCK CAPITALS) _____

Date: _____

5 Declaration by OAO Representative

The representative of the OAO to eircom must sign each application:

I confirm that the above applicant was briefed on the aforesaid documents on (Date) by _____

Signature of company representative _____

Name of Representative:
(BLOCK CAPITALS) _____

Date: _____

Return this form to the relevant eircom Co-location manager

Note:

1. The information entered on this form will be used by eircom for
(a) Processing your application
(b) Contact details regarding eircom business.
2. The eircom ID/Access card can be used only by the person to whom it is issued
3. eircom maintain an access control database which may be used to track individuals whereabouts on company premises.
4. eircom may cancel accreditation at any time.
5. Access by any individual to any eircom site will be refused where a completed ID application form has not been submitted and approved by eircom.
6. All accredited persons must display the eircom contractor ID while working on eircom premises.



Application for *Eircom* Contractor ID Part 2

Attach this section to the relevant Part 1 application form completed by the Eircom contractor applicant requiring access to eircom network buildings..

6 Match Applicant Details

Accreditation Reference Number	
Applicant Name (block letters)	

7 Access Needed

Relevant Eircom Business Unit Manager to complete this section

Name of Business Unit Manager	First Name	
	Surname	
Work Address:	Section	
	Building	
	Street	
	Town	
	County	
Work Contact Telephone Number		
Access Needed to		
Specify Building Name(s) <i>(List Names on separate sheet if more than 2 required)</i>		
Specify Building Type(s)	Network Buildings ¹	<input type="checkbox"/>
	Office Buildings	<input type="checkbox"/>
	Area Engineering	<input type="checkbox"/>
	Headquarters	
Specify Access Area <i>(Applies to network buildings only)</i>	Site Only <i>(Key Access Only)</i>	<input type="checkbox"/>
	M.D.F./Common Areas	<input type="checkbox"/>
	Network Areas ¹	<input type="checkbox"/>
Specify Time of Access <i>(Applies to electronic access systems)</i>		
Type of Work <i>(Tick box)</i>	Material Change Escorted (Access on Demand)	<input type="checkbox"/>
	Non-Material Change – Escorted (Access on Demand)	<input type="checkbox"/>
	Non-Material Change – Unescorted (Permanent Access Rights)	<input type="checkbox"/>
<p><i>The Business Unit Manager must approve this card application, I confirm that the above applicant is under my authority and requires the level of access detailed above to satisfactorily carry out his work.</i></p>		
Name of Manager:	Job Title	
Date	<i>(Date format dd/mm/yy)</i>	
<i>(Approved Applications to Non-Network Buildings are sent directly to the Access Administration Office)</i>		



Application for Eircom Contractor ID Part 2

8 Contractor Test

If the applicant requires permanent access rights for unsupervised non-material change work into a network building, the Business Unit Manager shall arrange for applicant to be tested.

Date of Test _____

Result of Test Pass Fail Exempt

Name of Examiner _____

(Send Form to Core Network Operations Administration Office)

9 Core Network Operations

Access, as detailed in sections 7 is approved for Escorted Access (On Demand)

Unescorted Access (Permanent Access)

Access is Rejected

Give reason (if access has been rejected/modified from that detailed in section 7) _____

Core Network Facilities Manager _____ Date: _____

(Approved Applications only are sent to the Access Administration office)

10 Access Administration Office

Application for Eircom Contractor card

(If the accredited company is contracted to provide manned security to Eircom, assign card type as a security card not a contractor card)

Date of receipt of Application _____

Contractor Number assigned to card _____

Date to Printers _____

Allocated Card No. _____

Access Group Assigned _____

Date of Issue _____

(Application form filed in Access Administration Office. Keep Part 1 & 2 sections together. Inform Core Network Operations Administration Office of assigned contractor number)

(Issue card to Business Unit Manager, See Address in Section 7.0)

Appendix N

Installed Equipment Safety Certificate

Exchange Name	
Short Code Identifier	
Footprint location	
Access Seeker Name	
Access Seeker Representative	
Eircom Representative	

Signed by	Signed by
On behalf of eircom	On behalf of Access Seeker
Date	Date

APPENDIX O

REQUEST FOR PLANNED WORKS

REQUEST FOR PLANNED WORKS

To: (AS NMC)	Reference Number: (AP's internal reference)
From: (AP NMC)	Date:
Address: (AP NMC address)	
Telephone No: (AP contact telephone number)	
Fax No: (AP contact fax number)	

Email: (AP contact email address)

Engineering work is due to be carried out and will necessitate the following break in service to:-

(description of potential network outages)
--

Break Description:

Start Date/time of Break:

Finish Date/time of Break:

Comments: (eg reason for planned works)

Originator's Initial:	Issue: 1
Received by:	Date:
Agreed/Disagreed by:	Date:
Amendment Received by:	Date:
Amendment Agreed by:	Date:
Engineering work completed as planned:	

--

Signed:	Date:
---------	-------

Appendix P

Expansion of Capacity Form

Note: Failure to provide all requested information may result in delays in the processing of the Survey/Offer. Please fully complete the

This form can only be used when the requesting OAO has an existing installation in the requested exchange location

Incremental Build Request ¹ Expansion of Capacity Request

Additional MDF Space Additional Power Provision of Additional Tie Cable

Order Details - sent by Operator X to eircom.

Eircom Contact Information		Operator Contact Information	
Name*		Name*	
Telephone No*		Telephone No*	
Fax		Fax	
E mail*		E mail*	
Date:*	Operator X Reference No.:*		

For office use
only

A
R

Operator Information

Operator Billing Address* :	Operator Contact Postal Address* :	A	R

Carrier Services Billing Account Number*		A	R
Operator's order ref. number*		A	R
Anticipated due date*		A	R
FSR issue date		A	R

Exchange Information

Exchange Name*		A	R
Short code identifier*		A	R
Address / grid ref.*		A	R

Additional MDF Block Information

Number of Additional MDF terminations required:		A	
---	--	---	--

Additional Footprint Information

Existing Footprint Codes/Location Note: If applicable please include site drawings				
Number of additional footprints :		No.		
Footprint layout required:	Side-by-Side		A	R
	Back-to-Back		A	R
Contiguous footprint required?		Y/N	A	R
Rear access to footprint required?	Note: space reserved for rear access will be chargeable as footprint space	Y/N	A	R
Order of preference for footprint layout.				
Additional requirements for footprint layout, if applicable			A	R
Equipment weight (N/m ²)			A	R

Footprint 1 (N/m ²)				
Footprint 2 (N/m ²)				
Footprint 3 (N/m ²)				
TOTAL (N/m ²)			A	R
Heat Dissipation			A	R
Footprint 1				
Footprint 2				
Footprint 3				
TOTAL			A	R

Additional DC Power Information

DC Power Drain (Amps)			A	R
New Footprint 1				
New Footprint 2				
New Footprint 3				
TOTAL			A	R

Additional DC Distribution Information

MCB RATING (AMPS)	Type (A,B or C)	Quantity required	Planned CSA of distribution cable (mm ²) ¹		
10					
16					
20					

25				
32				
40				
63				

¹ AP may require the AS to install DC distribution cable more suitable to DC conditions on site
Tie Cable Provided by Operator*

Tie Cable	Size (cable diameter)	Number	A	R

Order details (to be completed by eircom)

Date received		
Date Acknowledged		

** indicates mandatory field*

Appendix Q

Notification of Access Form: unescorted Access

<p>Access Request for Physical Collocation</p> <p>Unescorted Access: e-mail to wholesale@eircom.ie</p> <p>Subject Title: Unescorted Access + OAO Name</p>
<p>Note: Failure to provide all requested information may result in delays in the processing of the access request.</p>

Exchange Information

Exchange Name*	
Short code identifier*	
Address / grid ref.*	

Visit Information

Date access required*			
Time*			
From		To	
Booked length*			
Number of staff visiting*			
Name*	Company*	Contact number*	Card Number*

Proposed work to be undertaken *:

Does this work constitute Physical Change?	Yes	No	
Has an approved Methods Statement been submitted for this work? * (if no, then access will not be granted)	Yes	No	
Reference number of the Method Statement covering this work			

Appendix R

Application Form for Change of Access Rights for OAO's to Access Buildings



OAO Change of
Access Form1.doc..

Appendix S

Quotation Infrastructure Build (QIB)/Provide Infrastructure Build (PIB) Process

