Process Manual for

Product Migrations

Version 3.0

2

Revision History

Version	Date	Revised by	Revision details
1.0	25/05/'07	*eircom*	Final
2.0	25/09/'07	*eircom*	Updated following Industry review
3.0	12/10/'12	*eircom*	Updated for NGA

CONTENTS   PAGE

1   Introduction

This document contains a set of operational processes that support the interactions between *eircom* and Other Authorised Operators (OAO's) for the delivery and operation of Product Migrations (hereafter referred to as Migrations).

1.1   Scope

The scope of this document is limited to operational processes and specifically excludes areas such as:

- Technical standards relating to the products that are supported in the migration process.
- Pricing

This document is an addendum to the standalone product process manuals for LLU, Bitstream, SB-WLR and CPS and details the processes applicable to Migrations that are different to the standard processes. This document should be read in conjunction with the standalone Process Manuals as published on www.eircomwholesale.ie.

1.2   Description of Service

The description of the Migrations product is as set out in the Migrations Product Description published on the eircom wholesale website.

1.3   Wholesale Unified Gateway

The UG is an order management & fault handling system designed to be the primary access point between eircom and the OAO's. It accepts and validates OAO orders and other requests and provides appropriate notifications, in response.

The UG allows third-party interaction over a variety of access channels. File-based (FTP) online Web access and Web services (Limited) are provided. Additional channels may be introduced from time-to-time in line with business requirements.

For further details on the technical application of the UG please refer to the UG Data Contact as published on the eircom Hub.

2 Process Overview

The following operational processes will support the migrations service:

- Service Provisioning (order handling and provisioning)
- Billing
- Fault Repair

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

2.1 Service Provisioning

This describes the process for ordering and provisioning of Migrations service.

2.2 Fault Repair

This describes the process for fault management of Migrations service.

2.3 Billing

This describes the process for billing Migrations service and for resolving billing inquires.

3 Service Provisioning

3.1 Communication between eircom and OAO's

eircom Wholesale will provide OAO's with a single point of contact for Service Provisioning, i.e. The Wholesale Ordering Centre. Similarly, each OAO will provide eircom with a single point of contact for Service Provisioning.

3.1.1 The Role of the Wholesale Ordering Centre

The Wholesale Ordering Centre will manage single/multi line order submission and Service Provisioning processes for Migrations. Multi-line migrations are

available for existing SB-WLR lines and ULMP lines only. Single line orders only may be placed for migrations involving Broadband, Bitstream or Line share. All communication relating to individual orders will be routed via the Wholesale Ordering Centre.

For bulk intra migrations the OAO must separately flag, in advance to their eircom Wholesale account manager, a grouping of requests equal to or greater than 15 lines as a bulk migration (BM). These lines must all be located at the same exchange.

A project managed (PM) service will be offered to support BM where requested by the operator. The PM requirement must be flagged on the BM advance order. Where the operator decides to avail of project management, eircom will agree a migration schedule with the operator in advance of the migration window. A project manager will be assigned with eircom Wholesale. If the PM service is not availed off, eircom will advise the operator of the migration window in which the BM can be completed and will migrate the lines within the migration window in an operationally efficient manner.

The Wholesale Ordering Centre will be open during normal working hours and can be contacting via:

- The Unified Gateway (UG)
- e-mail: wholesale@eircom.ie
- Telephone: 1800 656-656

The Wholesale Ordering Centre will:

- Receive/process Migrations orders from all OAO's (including eircom Retail).
- Issue work instructions relevant to the Migrations orders submitted.
- Issue notifications to OAOs as appropriate.

It is recommended that each OAO establish similar operational areas to manage

the direct communication necessary for the number portability action as part of

the OAO to OAO order processes.

3.1.2 Interaction with the Wholesale Ordering Centre

The method of interaction with Wholesale Ordering Centre will be the Unified

Gateway (UG). The Migrations scenarios/order types are as follows:

Table 1 Inter-operator:

Forward Paths to ULMP/LS or GLUMP	U.G. Order Type
PSTN + BB > ULMP or GLUMP	P.U. (ULMP) or PUG (GLUMP)
PSTN + BS > ULMP or GLUMP	P.U. (ULMP) or PUG (GLUMP)
PSTN + CPS +BB > ULMP or GLUMP	P.U. (ULMP) or PUG (GLUMP)
PSTN + CPS + BS > ULMP or GLUMP	P.U. (ULMP) or PUG (GLUMP)
SB-WLR > ULMP or GLUMP	P.U or PUG[1]
SB-WLR+ BB > ULMP or GLUMP	P.U or PUG
SB-WLR +BS> ULMP or GLUMP	P.U or PUG
SB-WLR+LS > ULMP or GLUMP	P.U or PUG
BB/BS > LS	PLB (only the Broadband service moving)
PSTN / SB-WLR/BB > NGA	See NGA IPM
Reverse Paths from ULMP/LS, GLUMP or NGA	U.G. Order Type
ULMP >PSTN+BB	PWU (customer does not want to retain their phone number)
GLUMP>PSTN+BB	PWG (customer does want to retain their phone number, i.e. porting involved)
ULMP >SB-WLR+BS	PWU (customer does not want to retain their phone number)

---

[1] Multi-line order available for PUG, PU, PWG, and PWU that do not involve BB, BS or LS. See UG Data Contract for full details. Up to 10 lines per order can be provided once they are on the same account.

GLUMP >SB-WLR+BS	PWG (customer does want to retain their phone number, i.e. porting involved)
ULMP >SB-WLR+LS	PWU (customer does not want to retain their phone number)
GLUMP >SB-WLR+LS	PWG (customer does want to retain their phone number, i.e. porting involved)
ULMP >SB-WLR	PWU (customer does not want to retain their phone number)
GLUMP >SB-WLR	PWG (customer does want to retain their phone number, i.e. porting involved)
Standalone NGA > SB-WLR	PWU (customer does not want to retain their phone number) PWG (customer does want to retain their phone number, i.e. porting involved)
LS > BS/BB	PBL (only the Broadband service moving)

Table 2: Intra-operator –individual orders (non –bulk)

Forward Paths to ULMP/LS or GLUMP	U.G. Order Type
PSTN + BS > ULMP or GLUMP	P.U. (ULMP) or PUG (new GLUMP order)
PSTN + CPS + BS > ULMP or GLUMP	As above
SB-WLR > ULMP/GLUMP	As above
SB-WLR+ BB > ULMP/GLUMP (WLR only)	As above
SB-WLR +BS> ULMP/GLUMP	As above
SB-WLR + LS > ULMP/GLUMP	As above
BS>LS	PLB (including NGA BB to LS)

Reverse Paths from ULMP/LS or GLUMP	U.G. Order Type

ULMP >SB-WLR+BS	PWU (customer does not want to retain their phone number)
GLUMP >SB-WLR+BS	PWG (customer does want to retain their phone number, i.e. porting involved)
ULMP >SB-WLR+LS	PWU (customer does not want to retain their phone number)
GLUMP >SB-WLR+LS	PWG (customer does want to retain their phone number, i.e. porting involved)
ULMP >SB-WLR	PWU (customer does not want to retain their phone number)
GLUMP >SB-WLR	PWG (customer does want to retain their phone number, i.e. porting involved)
LS>BS	PBL

Table 3: Intra-operator- bulk migration

Forward Paths for ULMP/LS/GLUMP
PSTN + BS > ULMP/GLUMP
PSTN + CPS (any OAO) + BS > ULMP/GLUMP
SB-WLR +BS> ULMP/GLUMP
BS>LS

Bulk intra migrations are only available where Bitstream is moving to any form of LLU (ULMP/LS/GLUMP).

For BB/BS>LS and LS to BB/BS moves, the broadband service only moves as part of a Migration. If the GO wishes to move the NB service they must do so using existing transfer processes either before or after the migration but not as part of the migration.

A pre-order Veto process will apply to Migration orders. If the ordering operator is currently supplying the broadband service then the requirement to go through the pre-order activity/veto process will not apply. A Veto process gives the Losing Operator (L.O.) an opportunity to block a Migration order if provided for in their customer contract.

The underlying principle is that a Veto only applies where there is broadband on the line on the forward path (i.e. BB, BS or LS service is present) or broadband is requested on the reverse path. The relevant scenarios are listed below.

Table 4:

Forward Paths for ULMP/GLUMP/LS	Veto Option
PSTN + BB > ULMP/GLUMP	Yes by BB Service Provider
PSTN + BS > ULMP/GLUMP	Yes by BS Service Provider
PSTN + CPS +BB > ULMP/GLUMP	Yes by BB Service Provider
PSTN + CPS + BS > ULMP/GLUMP	Yes by BS Service Provider
SB-WLR+ BB > ULMP/GLUMP	Yes by BB Service Provider
SB-WLR +BS> ULMP/GLUMP	Yes by BS Service Provider
SB-WLR+LS > ULMP/GLUMP	Yes by LS Service Provider
SB-WLR > ULMP/GLUMP	No
BB/BS>LS	Yes by BB/BS Service Provider
Reverse Paths for ULMP/GLUMP	Veto Option
GLUMP/ULMP >PSTN+BB	Yes by GLUMP/ULMP Service Provider
GLUMP/ULMP >SB-WLR+BS	Yes by GLUMP/ULMP Service Provider
GLUMP/ULMP >SB-WLR+LS	Yes by GLUMP/ULMP Service Provider
GLUMP/ULMP >SB-WLR	No

LS>BS/BB	Yes by LS Service Provider

3.1.3   Universal Account Number and Circuit Reference Number

The migration product provisioning will require the use of an eircom Account Number (EAN) or Universal Account Number (UAN) and a Customer Telephone Number or Circuit Reference Number (CRN), as appropriate, with regards to the ULMP/GLUMP component of the order.

As part of the eircom to OAO migrations order process eircom will supply the UAN as part of the order completion notification.

The OAO must ensure that the UAN and CRN are communicated to their customer, upon request, and are included on all OAO bills issued to the customer.

3.2   Prerequisites

Pre-requisites as documented in the standalone products apply. Please see eircom wholesale website for further details.

3.2.1   Contract

The Migrations Services are available to any OAO that has signed the appropriate standalone product Agreement (s) including the relevant Service Schedules and a Migrations Agreement.

3.2.2   Exclusions

In addition to the exclusions listed in the Product Description, the following exclusions apply:

- Exclusions that apply to the underlying products are applicable.

- Emergency restore as defined in GNP process is not applicable to the

  GLUMP process.

- Out of hours migrations will not be supported.

- Orders that include lines with hunting will be rejected.

3.3 Ordering

3.3.1 Order Types

The following order types apply to the Migration orders.

Table 5: Inter-operator

Forward Paths to ULMP/LS or GLUMP	U.G. Order Type
PSTN + BB > ULMP or GLUMP	P.U. (Provide ULMP on a working line) or PUG (Provide GLUMP (E-O) on a working line)
PSTN + BS > ULMP or GLUMP	P.U. (Provide ULMP on a working line) or PUG (Provide GLUMP (E-O) on a working line)
PSTN + CPS +BB > ULMP or GLUMP	P.U. (Provide ULMP on a working line) or PUG (Provide GLUMP (E-O) on a working line)
PSTN + CPS + BS > ULMP or GLUMP	P.U. (Provide ULMP on a working line) or PUG (Provide GLUMP (E-O) on a working line)
SB-WLR > ULMP/GLUMP	P.U (Provide ULMP on a working line) or PUG (Provide GLUMP (E-O) on a working line)
SB-WLR+ BB > ULMP/GLUMP	P.U (Provide ULMP on a working line) or PUG (Provide GLUMP (E-O) on a working line)
SB-WLR +BS> ULMP/GLUMP	P.U (Provide ULMP on a working line) or PUG (Provide GLUMP (E-O) on a working line)
SB-WLR+LS > ULMP/GLUMP	P.U (Provide ULMP on a working line) or PUG (Provide GLUMP (E-O) on a working

	line)
BB/BS > LS (including NGA BB > LS)	PLB (Provide Line Sharing from Bitstream)
Reverse Paths from ULMP/LS or GLUMP	**U.G. Order Type**
ULMP >PSTN+BB	PWU (customer does not want to retain their phone number)
GLUMP>PSTN+BB	PWG (customer does want to retain their phone number, i.e. porting involved)
ULMP >SB-WLR+BS	PWU (customer does not want to retain their phone number)
GLUMP >SB-WLR+BS	PWG (customer does want to retain their phone number, i.e. porting involved)
ULMP >SB-WLR+LS	PWU (customer does not want to retain their phone number)
GLUMP >SB-WLR+LS	PWG (customer does want to retain their phone number, i.e. porting involved)
ULMP >SB-WLR	PWU (customer does not want to retain their phone number)
GLUMP >SB-WLR	PWG (customer does want to retain their phone number, i.e. porting involved)
Standalone NGA > SB-WLR	PWU (customer does not want to retain their phone number) PWG (customer does want to retain their phone number, i.e. porting involved)
Standalone NGA > SB-WLR+BS	PWU (customer does not want to retain their phone number) PWG (customer does want to retain their phone number, i.e. porting involved)
Standalone NGA > SB-WLR+LS	PWU (customer does not want to retain their phone number)

	PWG (customer does want to retain their phone number, i.e. porting involved)
LS > BS/BB	PBL (Provide Bitstream from Line Sharing)

Table 6: Intra-operator -individual orders (non-bulk)

Forward Paths to ULMP/LS or GLUMP	**U.G. Order Type**
PSTN + BS > ULMP or GLUMP	P.U. (ULMP) or PUG (new GLUMP order)
PSTN + CPS + BS > ULMP or GLUMP	As above
SB-WLR > ULMP/GLUMP	As above
SB-WLR+ BB > ULMP/GLUMP (WLR only)	As above
SB-WLR +BS> ULMP/GLUMP	As above
SB-WLR + LS>ULMP/GLUMP	As above
BS>LS (including NGA BB > LS)	PLB

Reverse Paths from ULMP/LS or GLUMP	U.G. Order Type
ULMP >SB-WLR+BS	PWU (customer does not want to retain their phone number)
GLUMP >SB-WLR+BS	PWG (customer does want to retain their phone number, i.e. porting involved)
ULMP >SB-WLR+LS	PWU (customer does not want to retain their phone number)
GLUMP >SB-WLR+LS	PWG (customer does want to retain their phone number, i.e. porting involved)
ULMP >SB-WLR	PWU (customer does not want to retain their phone number)
GLUMP >SB-WLR	PWG (customer does want to retain their phone number, i.e. porting involved)

Standalone NGA > SB-WLR	PWU (customer does not want to retain their phone number) PWG (customer does want to retain their phone number, i.e. porting involved)
Standalone NGA > SB-WLR+BS	PWU (customer does not want to retain their phone number) PWG (customer does want to retain their phone number, i.e. porting involved)
Standalone NGA > SB-WLR+LS	PWU (customer does not want to retain their phone number) PWG (customer does want to retain their phone number, i.e. porting involved)
LS>BS	PBL

Table 7: Intra-operator- bulk migration

Forward Paths for ULMP/LS/GLUMP
PSTN + BS > ULMP/GLUMP
PSTN + CPS (any OAO) + BS > ULMP/GLUMP
SB-WLR +BS> ULMP/GLUMP
BS>LS (including NGA BB > LS)

Note: If required BB/BS/LS can be requested as part of the PWU or PWG order.

Pre-order Types (Veto):

1. 1. XPW (pre-order SB-WLR): This pre-order will be required for all Migration orders where the GO requests BB or BS or LS. I.e. for the following scenarios:

   o GLUMP/ULMP >PSTN+BB

   o GLUMP/ULMP >SB-WLR+BS

   o GLUMP/ULMP >SB-WLR+LS

If the ordering operator is currently supplying the broadband service then the requirement to go through the pre-order activity/veto process will not apply.

2. XPL (pre-order LLU) this pre-order will be required for Migration orders involving LLU where there is currently BB or BS (including NGA BB) or LS on the line (with other OAO). The scenarios are listed below:

PSTN + BB > ULMP/GLUMP
PSTN + BS > ULMP/GLUMP
PSTN + CPS +BB > ULMP/GLUMP
PSTN + CPS + BS > ULMP/GLUMP
SB-WLR+ BB > ULMP/GLUMP
SB-WLR+LS > ULMP/GLUMP
SB-WLR +BS> ULMP/GLUMP

If the ordering operator is currently supplying the broadband service then the requirement to go through the pre-order activity/veto process will not apply.

3.3.2   Order Submission per order type:

This section outlines how the order is submitted, per order category (forward path to GLUMP/ULMP/LS and reverse path to PSTN/SB-WLR (+ BB/BS/LS) or BB/BS. OAO's will submit orders via the UG.

To submit the order, the OAO will:

- Fill in the order UG template with all the required information.
- Place the order on the UG via FTP or Web GUI (Web Services will not support migrations in the short term).

For Bulk migrations order submission/handling details please see Appendix D.

3.3.2.1   Forward Path Migration Orders to ULMP, LS or GLUMP

Prior to submitting the Migration order types outlined below the GO must submit the relevant Migration pre-order (XPL). If the ordering operator is currently supplying the broadband service then the requirement to go through the pre-order activity/veto process will not apply.

1. PU: single order submitted by the GO via the U.G. where the OAO is placing a provide ULMP order for the scenarios listed in section 3.3.1.

2. PUG: single order submitted by the GO via the UG where the OAO is placing a GLUMP order for the scenarios listed in section 3.3.1.
   The completion of the ULMP element will automatically trigger the Porting task.

3. PLB: single order submitted by the GO via the UG where the OAO is placing a LS order for a line that currently has BB/BS (including NGA BB).

3.3.2.2 Reverse Path Migration Orders from ULMP, GLUMP or Standalone NGA to PSTN/WLR (+ BB/BS/LS) and LS to BB/BS

Prior to submitting the Migration order types outlined below the GO must submit a Migration pre-order (XPW). If the ordering operator is currently supplying the broadband service then the requirement to go through the pre-order activity/veto process will not apply.

1. PWG: single order submitted by the GO via the U.G. where the OAO is moving the customer from ULMP/GLUMP or SA NGA to PSTN/SB-WLR (+BB/BS/LS if applicable) and the customer is retaining their phone number. See scenarios listed in section 3.3.1.

   1. The GO must specify the number to be ported (NTBP) in addition to the UAN and CRN in the order details.

   2. If the GO submits a GLUMP TN2 as number to be ported the order will be rejected.

3. The customer can move either their original eircom number (win back) or the OAO number (win).

2. PWU: single order submitted by the GO via the U.G where the OAO is moving the customer from GLUMP/ULMP or SA NGA to PSTN/SB-WLR (+BB/BS/LS) and customer is not retaining their phone number.

1. The GO cannot specify the NTBP (number to be ported) in addition to the UAN and CRN in the order details.

2. The GO will only submit the UAN and CRN.

3. If the GO submits a GLUMP TN2 as the CRN the AP will assign a new PSTN number to the order and notify the GO of same.

3. PBL: single order submitted by the GO via the UG where the OAO is placing a BB/BS order for a line that currently has LS.

4 Detailed Migration Provide Order Processes

4.1 Migration Pre-order Activity:

The OAO will follow the Pre-order steps outlined below prior to submitting the relevant Migration order. If the ordering operator is currently supplying the broadband service then the requirement to go through the pre-order activity/veto process will not apply.

1. Gaining Operator (G.O.) will secure a Customer Authorisation Form from the end customer.

2. The G.O. then submits a notice of the impending Migration order to the AP.

   a) Pre-order notification order submitted on the U.G. (XPL or XPW as detailed in section 3.3.1).

   b) GO can view list of pre-orders they have submitted.

3. The AP advises the Losing Operator (L.O.) of an impending Migration order.

   a) Pre-order loss notification sent to the L.O.

        b) L.O. can view list of pre-order loss notifications received on the U.G.

4.   The L.O. then has an opportunity to contact the customer and advise of specific obligations resulting from the impending Migration order.

5.   The L.O. can, within a 5 working day window (Block Window), submit a "block" on the Migration order on an exceptional basis.

6.   The GO can submit the Migration order on the U.G. five working days after the notice is given (at step 2).

    a. If there is no block placed on the Migration the GO has a further 5 working days from the expiry of the Block Window to place the transfer order.

    b. If block is removed by the L.O.:

- GO notified that block has been removed. The UG Order ID is provided.
- GO can submit the Migration order for up to 5 working days after notification of block removal.

7.   When the Migration order is placed the steps outlined below in section 4.2 will be followed. Please refer to U.G training material for further details.

Notes:

- To determine if a customer is returning from ULMP/GLUMP the GO can complete a Data request (DR) on the UG to confirm the ULMP line.
- Where Bitstream/Broadband is requested as part of the Migration order the G.O. must have a port available in the exchange to proceed with order entry.

4.2   Forward Migration to GLUMP, LS or ULMP

Target Provisioning Timelines to GLUMP:

Process Step	By DAY
PUG GLUMP Order submission	Day 0
PUG GLUMP Order Acceptance / Rejection Notification	Day 1
GLUMP Order Completion Delivery Notification via UG (with porting triggered by jumpering)	By Day 5

GO completes porting activities.	By Day 5
Update GNP database& advises the losing operator.	By Day 6

Target Provisioning Timelines to ULMP

Process Step	By DAY
PU Order submission	Day 0
PU Order Accept / Reject	Day 1
PU Order Completion Delivery Notification	Day 5

Target Provisioning Timelines to LS

Process Step	By DAY
PLB Order submission	Day 0
PLB Order Acceptance / Rejection Notification	Day 1
PLB Order Completion Delivery Notification via UG	By Day 5

Forward Path to GLUMP

a) Pre-order stage is completed successfully where the broadband is moving between operators, i.e. Migration is allowed and valid XPL order exists.

b) PUG order submitted by GO via the UG.

c) PUG order validation via U.G. (existing notifications will apply).

d) The normal ULMP process will be followed up until the porting takes place, therefore, PSTN/SB-WLR service will be ceased and ULMP service provided.

However, these additional steps will apply:

- If BB/BS or LS is on the line the service will be ceased as part of the migration order process.

- BB/BS/LS service will be maintained up to the point of jumpering.

- The AP technician completes jumpering tasks.

- The AP initiates the tasks to export the number.

Completion notification is sent to the GO via UG. The UAN and CRN (TN2) are

included.

The AS imports the number on their network.

The ULMP loss notification is sent to the LO via the UG. The Loss Notification is only

sent where the existing operator is different to the Gaining Operator.

e) GO updates the GNP database and notifies the AP that the porting is completed, as per the existing GNP process.

f) Completion notification is sent to the GO via UG. The UAN is included.

Note: downtime from point of jumpering to import of number onto AS network.

4.2.1.1 Forward Path to ULMP:

a). Pre-order stage is completed successfully where the broadband is moving

between operators, i.e. Migration is allowed and valid XPL order exists.

PU order is submitted by the G.O. via the U.G. The PSTN/SB-WLR service

will be ceased and ULMP service provided.

b). If BB/BS (including NGA BB) or LS is on the line the service will be ceased

as part of the migration order process.

c). BB/BS/LS service will be maintained up to the point of jumpering.

d). The AP technician completes jumpering tasks.

e). Completion notification is sent to the GO via UG. The UAN and CRN are

included.

f). The ULMP loss notification is sent to the LO via the UG. The Loss Notification

is only sent where the existing operator is different to the Gaining Operator.

4.2.1.2 Forward Path to LS

a) Pre-order stage is completed successfully where the broadband is

moving between operators, i.e. Migration is allowed and valid XPL order

exists.

b) PLB order is submitted by the G.O. via the U.G.

c) New validation to check if there is Broadband/Bitstream on the line and that a valid Pre-Order is received if the Broadband/Bitstream belongs to another OAO.

d) AP carries out jumpering task and provides LS.

e) BB/BS (including NGA BB) service will be ceased as part of the migration order process.

f) UG sends completion notification to the GO and LO. The Loss Notification is only sent where the existing operator is different to the Gaining Operator.

4.3   Reverse Migration from GLUMP or ULMP

Target Provisioning Timelines

Process Step	By DAY
PWU/PWG Order submission	Day 0
PWU/PWG Order Accept / Reject	Day 1
PWU/PWG Order Completion Delivery Notification	By Day 5 / appointment date where BB/BS is ordered

Reverse Migration from LS to BB/BS

Process Step	By DAY
PBL LS Order submission	Day 0
PBL Order Acceptance / Rejection Notification	Day 1
PBL Order Completion Delivery Notification via UG	By Day 5

Reverse Path from ULMP/GLUMP (PWU)

In this scenario the customer <u>does not want</u> to retain their phone number, i.e. no porting is involved.

a) Pre-order stage is completed successfully where the broadband is moving between operators, i.e. Migration is allowed and valid XPL order exists.

b) PWU order submitted by GO (including eircom Retail).

   a. The GO can specify the LS/BS/BB details as part of this order.

c) If BB or BS is requested then UG will complete the following additional tasks:

- Verify pre-qual result on the line. GO can pre-qual in advance using the existing QB order type.

- Two new pre-qual results will apply to these lines[2].

   • Non-standard Delivery-migrations/No test available.

   • Pending Non-Standard Delivery - Exchange DSL Unlaunched - migrations/No test available.

   • Verify the product requested is valid.

d) AP raises internal orders for the following:

   • Provide PSTN or WLR and BB/BS/LS where appropriate with GO.

   • Cease ULMP or SA NGA with LO.

e) If BB /BS or LS is requested the service will be provisioned as part of the migration order process.

f) AP technician completes jumpering tasks.

g) AP sends completion notification via UG to the GO and LO. The Loss Notification is only sent where the existing operator is different to the Gaining Operator.

4.3.1.1 Reverse Path from GLUMP (PWG)

---

[2] BB or BS can only be ordered on a best endeavour basis.

In this scenario the customer <u>does want</u> to retain their phone number, i.e. the number will be ported.

    a. Pre-order stage is completed successfully where the broadband is moving between operators, i.e. Migration is allowed and valid XPL order exists

    b. PWG order submitted by G.O.

    c. If BB or BS is requested then UG will complete the following additional tasks:

        Verify pre-qual result on the line. GO can pre-qual in advance using the existing QB order type.

        Two new pre-qual results will apply to these lines.

            1. Non-standard Delivery-migrations/No test available.

            2. Pending Non-Standard Delivery - Exchange DSL Unlaunched-migrations/No test available.

        Verify the product requested is valid.

    d. AP raises internal orders for the following:

        Provide PSTN or WLR and BB/BS/LS where appropriate with GO.

        Cease ULMP or SA NGA with LO.

    e. If BB /BS or LS is requested the service will be provisioned as part of the migration order process.

    f. As the number is being ported the following additional steps apply.

    g. On completion of jumpering task the AP carries out porting activities and sends Porting Request Notification (PR) to the LO. The LO exports TN1 as soon as possible.

    h. Once the porting of the number has been successfully completed the OAO should submit a Porting Notification order (GPN) to the AP advising that the telephone number has been successfully ported.

i.   The AP sends completion notification via UG to the GO and LO. The
     Loss Notification is only sent where the existing operator is different to
     the Gaining Operator.

j.   eircom Wholesale will update the GNP database on behalf of the GO.

Notes:

See GLUMP IPM for full details on GLUMP processes.

BS is ordered on a best endeavours basis.

4.3.1.2 Reverse Path from LS to BB/BS

a) Pre-order stage is completed successfully where the broadband is
    moving between operators, i.e. Migration is allowed and valid XPL
    order exists.

b) PBL order is submitted by the G.O. via the U.G.

c) GO prequals the line, specifies the product as per existing Bitstream
    provide orders. Pre-qual is per existing process as the line is not
    ULMP/GLUMP.

d) New validation to check if there is Line Sharing on the line and that a
    valid Pre-Order is received if the Line Sharing belongs to another
    OAO.

e) AP carries out jumpering task and provides BB/BS.

f) LS service will be ceased as part of the migration order process.

g) UG sends completion notification to the GO and LO. The Loss
    Notification is only sent where the existing operator is different to the
    Gaining Operator.

5 Cease Order

If an OAO wishes to cease any of the services delivered as part of the Migration
order the normal cease processes per product will apply.

Please reference the standalone product IPM's for further information.

6 Cancel Order

6.1 Cancel

It will not be possible to cancel a Migration order once it has been validated and accepted.

7 Escalation Procedures

Escalation Procedures for single orders will follow the standard ULMP process for forward paths to ULMP/GLUMP. Reverse paths to SB-WLR will follow the standard SB-WLR escalation procedures. Fault Management and Repair

On completion of the Migration service provisioning all faults will be reported to the GO using the existing product fault reporting and repair process. Please see published IPM's for further details.

8 Billing

Billing will follow the conditions set out in the Migrations Agreement and Product Description. Please refer to the published documents for further details.

9 Appendix

Appendix A: Glossary

GLUMP	-	combined GNP & ULMP.
CPS	=	Carrier Pre-Select
SB-WLR	=	Single Billing Through Wholesale Line Rental
ULMP	=	Unbundled Local Metallic Path
LS	=	Line Share
BS	=	Bitstream (*eircom* Wholesale DSL)
BB	=	*eircom* broadband
NGA BB	=	Next Generation Access Bitstream Plus or VUA
VUA	=	Virtual Unbundled Access
GNP	=	Geographic Number Portability
OAO	=	Other Authorised Operator – note: includes *eircom* Retail
LO	=	Losing Operator
GO	=	Gaining Operator
AP	=	Access Provider
NTBP	=	Number to be ported (TN1)
TN2	=	CRN (Circuit Reference Number)
XPL	=	Pre-order LLU (required where BB exists on the line)
XPW	=	Pre-order SB-WLR (required where BB is being ordered on the line)
PU	=	Provide ULMP
PUG	=	Provide GLUMP
PBL	=	Provide Bitstream from Line Sharing
PLB	=	Provide Line Sharing from Bitstream
PWU	=	Provide from ULMP/GLUMP without number
PWG	=	Provide from ULMP/GLUMP with number
SA NGA	=	Standalone Next Generation Access (Bitstream Plus or VUA)
CAF	=	Customer Authorisation Form

UAN	=	Universal Account Number
EAN	=	Eircom account number
UG	=	Unified Gateway

Appendix B –Order Validation Checks 3

The UG will carry out a number of validation steps to determine whether or not to accept / reject the orders. Below is a sample of these checks. A full list is contained in the Data Contract.

The UG will check:

a. that the order has been filled in correctly

b. the telephone and account number match

c. no pending provide orders are on the account

d. the customer account is active

e. the major Account is valid

f. the line type matches records (PSTN/ISDN)

g. none of the excluded services are currently in use on the local loop.

---

[3] The corresponding rejection reasons can be found in the UG Data Contract. Please note the Validation checks above are amalgamated for all Migration order types

Appendix C – CAF

The existing GLUMP CAF, included below, must be used for all Migrations to GLUMP.

Customer Authorisation Form for the Transfer
of Telephone Line and Telephone Number

CUSTOMER NAME/COMPANY NAME: **ADDRESS:**

ACCOUNT NUMBER (EAN/UAN) code)   **TELEPHONE NUMBER (incl. area**

( )

CRN **(optional)**

(tick if required)

I wish to transfer my telephone line and number to *[Recipient Operator name]*   ☐

I understand that by signing this form [Recipient Operator name] will provide all future service and features, and my account with my current service provider will be closed and any existing telephone services and features will be removed.

I accept that the process of switching my service to [Recipient Operator name] may result in a short interruption of service.

If I have any queries regarding the progression of my order I will contact [Recipient Operator name] at [insert telephone number].

The information contained in this authorisation may not be used for any other purpose other than that for which it is intended. I consent to the retention and sharing of the data above in order for service options I have chosen to be provided to me.

I confirm that I am authorised to act on behalf of the household or company in this matter.

NAME (Please Print):

[ ]

SIGNATURE: **DATE:**

[ ]   [ ]

The new CAF, included below, must be used for all Migrations from ULMP/GLUMP to SB-WLR/PSTN (+BB/BS/LS if applicable).

Customer Authorisation Form for the Transfer of Telephone Line & Voice Service, Telephone Number (optional) and Broadband (optional)- Migrations Reverse Paths from ULMP/GLUMP Only

CUSTOMER NAME/COMPANY NAME: **ADDRESS:**

[ ]   [ ]

[ ]

[ ]

ACCOUNT NUMBER (EAN/UAN) code)   **TELEPHONE NUMBER (incl. area**

[ ]   [(   )]

CRN

[ ]

(tick if required)

I wish to transfer my telephone line and voice service to *[Recipient Operator name]*　　[ ]

I wish to transfer my telephone number to *[Recipient Operator name]*　　[ ]

I wish to order broadband with *[Recipient Operator name]*　　[ ]

I authorise eircom to transfer the designated telephone line to [Recipient Operator name]. I understand that eircom will activate a facility so that all calls on this line will be handled by [Recipient Operator name] and this will remove any alternative service provision options already in place. My account with my current service provider will be closed and any existing telephone services and features will be removed.

If I have ordered broadband I am instructing *eircom* to provide DSL Service on the referenced line above. I understand that services provided by [Recipient Operator name] may be different from those services provided by my current service provider.

I accept that the process of switching my service to [Recipient Operator name] may result in a short interruption of service.

If I have any queries regarding the progression of my order contact [Recipient Operator name] at [insert telephone number].

The information contained in this authorisation may not be used for any other purpose other than that for which it is intended. To ensure the efficient provision of facilities, *eircom* retains the customer name, address and telephone service details. This data is also passed to the new service provider [*or* name of SP]. I consent to the retention and sharing of the data above in order for service options I have chosen to be provided to me.

I confirm that I am authorised to act on behalf of the household or company in this matter.

NAME (Please Print):

SIGNATURE: **DATE:**

Appendix D Bulk Migration Process

1   Intra operator bulk Migrations: Project Managed (PM)

> ➢ *eircom* will agree a migration schedule with the Gaining Operator (GO) in advance of the migration window.

> ➢ The main benefit of project managed bulk migrations is that the GO can arrange an outage in advance with their customers, i.e. am/pm of a scheduled date.

1.1   Bulk migration Planning Phase:

1.1.1   GO will flag bulk migration (BM) order request to eircom 20 working days in advance of the required commencement date. This request should be sent to their eircom Wholesale account manager.

1.1.2   Assumption is that eircom will get advance notice of a pending migration request a number of months in advance via ongoing operational meetings with all OAO's.

1.1.3   If eircom receives more than one bulk migrations request for the same exchange on the same day then priority will be given to the earliest request.

1.1.4   GO will request Project Management (PM) and include the following detail: customer CLI details, service customer is migrating to (i.e. either ULMP/GLUMP/LS) and exchange, in this initial order request.

1.1.5   eircom will appoint a project manager to the migration request.

1.1.6   GO must nominate a project manager from their operations area to manage the end-to-end delivery of the plan and actively engage with the appointed eircom project manager. The GO project manger must manage their end customer expectations, i.e. inform them of the short break in service.

1.1.7   Both eircom and GO project managers must understand the migration order flows in detail to ensure correct provisioning.

1.1.8   eircom will review the migration request and determine the volume of orders per day that can be accommodated.

1.1.9   e*ircom* will ensure that greater or equal to 15 orders are included in the request.

1.1.10   Between Day 1-3 the eircom project manager will arrange a meeting/conference call with the GO project manager to understand the requirements in full.

1.1.11   *eircom* will advise the GO of the daily quota within 5 working days.

1.1.12   *GO* and *eircom* will then have 15 working days to organise internally before the GO submits orders as per provisioning process outlined below.

1.1.13   Between Day 5-15 the *eircom* project manager will arrange a further meeting with the GO to document a first draft of the detailed project plan.

1.1.14   By Day 20 the plan will be agreed and detailed in full by the GO and eircom.

1.1.15   The GO and *eircom* will have an agreed schedule and a 'Migration Window' for the list of lines flagged in the bulk migration. AM/PM slots will be assigned.

1.1.16   Orders will be project managed via an AM or PM window Monday to Friday only.

1.1.17   The schedule will form the basis of a Project Plan. The project plan must be managed by *eircom* and the GO to ensure agreed delivery dates are met.

1.1.18   The GO and *eirco*m will agree an order submission date; this in turn drives an agreed completion date as per agreed daily quota. It is essential that the order submission date be specified in order to meet the agreed completion date. As part of the schedule *eircom* will aim to complete 10 days after order submission.

1.1.19   Note: GO must be aware that for GLUMP they must be able to import all numbers on the agreed completion dates.

1.2   Bulk migration Provisioning Phase:

1.2.1   For each agreed day within the Migration Window single migration orders will be submitted by the GO via the UG as per the agreed project plan.

1.2.2   Single orders will flow through to billing and all charges will be raised. The order scenarios available for bulk migrations are outlined in section 3.1.2.

1.2.3   The migrations order flows outlined in detail in section 4 apply, however, orders will be project managed to ensure agreed completion dates are met.

1.2.4   Daily conference calls will be held between eircom and the GO to review daily progress to ensure successful completions. The project managers will arrange these calls.

1.2.5   *eircom*/GO must ensure that all customers for the days schedule have been successfully migrated.

1.2.6   If a migration has been unsuccessful then all steps possible must be taken to ensure the customer has service.

1.2.7   All order issues/rejections/exceptions must be managed and tracked in the detailed project plan.

1.2.8   The project plan will be used to track order activities/timelines/completions etc. Please see point 1.3 below for draft project plan.

1.2.9   At the end of the migration window a project review will take place between the GO and *eircom*.

1.2.10   The Bulk discount will be applied as a credit on the GO bill.

1.2.11   The standard wholesale project management fee will also be applied on the GO bill.

1.2.12   The existing LLU SLA will apply to all orders that form part of the bulk migration request.

1.3   Draft project plan:

See attached proposed project plan.

Product Migrations Inter-Operator Process Manual

Existing Cli details	Exchange Code	Service migrating to: LS/ULMP/GLUMP	Agreed UG Order Submit Date	Agreed Target Migration Completion Date	Agreed Target Migration Completion Date AM/PM slot	Actual completion date	UG Order no.	Migration Status

Notes:

The fields above should be completed for each line in the bulk migration request.

1.4   Exception handling:

1.4.1   Where incorrect/inaccurate Block and Pin (B&P) details are supplied on the UG order, the existing process will apply. Please see LLU IPM for further details.

1.4.2   If there are any issues that arise during the provisioning process then the issue should be raised directly between the project managers.

2   Bulk Migration: Non-Project Managed

> If the PM service is not availed off, eircom will advise the operator of the migration window in which the BM can be completed and will migrate the lines within the migration window in an operationally efficient manner.

> The GO cannot specify completion date or choose AM/PM slots for the bulk migration orders; therefore, the GO cannot arrange an outage in advance with their customers.

2.1   Pre-provisioning phase

2.1.1   GO will flag bulk migration order request to eircom 15 working days in advance of submitting the individual Migration orders on the UG. PM is not requested, however, the following detail is included; customer CLI details, Service customer is migrating to (i.e. either ULMP/GLUMP/LS) and exchange.

2.1.2   The bulk migration order request is sent to the eircom Wholesale account manager.

2.1.3   If *eircom* receives more than one bulk migrations request in the same exchange on the same day then priority is given to the earliest request.

2.1.4   *eircom* will then review the migration request and determine the volume of orders that can be accommodated*.*

2.1.5   *eircom* will also ensure that >=15 orders are included in the request.

2.1.6   *eircom* will then advise the GO of the proposed Migration Window for the list of lines on the schedule within 5 working days. *eircom* will migrate the lines within the

migration window in an operationally efficient manner (by Day 10). *eircom* will

nominate an order submission date per line.

2.1.7   GO and *eircom* will then have 10 working days to organise internally before they GO

submits orders as per provisioning process outlined below.

2.1.8   Note: GO must take into account that for GLUMP they must be able to import the

number when they receive completion notification from *eircom*.

2.2   Provisioning phase:

2.2.1   Single orders are submitted by the GO via the UG. The daily quota/schedule must be

adhered to. The order scenarios available for bulk migrations are outlined in section

3.1.2.

2.2.2   The migrations order flows outlined in detail in section 4 apply.

2.2.3   *eircom* will deliver as per standard LLU order timelines from order submission.

2.2.4   *The* existing LLU SLA will apply to all orders that form part of the bulk migration

request.

2.2.5   The Bulk discount will be applied as a credit on the Gaining OAO's bill.