



# open eir<sup>1</sup> LLU Premium Repair Process Manual

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Version Control

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1.0		Rebranded	October 2015
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This document follows change control procedure:

**Proposed** is defined as a document status when the approved document is uploaded to Proposals Section of open eir Website.

**Final** is defined as a document status when the approved document is uploaded to the relevant section of the open eir Website following the publication period.

**For information:**

- Historical Document History Table located at end of Document.
- Publish means the action of uploading a document to the website regardless of status or location.
- If there are changes to the document between ‘Proposed’ and ‘Final’, change control operates.



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## 1 Ordering Process

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### 1.1 Pre- Ordering Queries

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An Operator will be able to query an existing line, via the existing DRL (ULMP) order type on Unified Gateway (UG) to determine if the line has a Premium SLA attached to it. Where no Premium repair SLA exists on the line the Repair\_SLA flag will be set to 'standard'.

### 1.2 1.2 Ordering Process (New Provides)

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This document outlines the product description for the open eir Premium Repair Service for LLU (Local Loop Unbundling).

The standard LLU service level agreement offers a fault repair time of 3 Working Days without the Operator's test results and 2 Working Days with Operator's test results for ULMP faults.

The Premium Repair service level agreement offers a fault repair time of 6 clock hours for ULMP (Unbundled Local Metallic Path) <sup>1</sup>. Operator test results are required to avail of the Premium repair service for ULMP lines.

The Premium Repair service enables operators to offer their customers a Premium Service Level Agreement (SLA), building on open eir current offering of the standard and prioritised repair SLA's.

*The applicable order types are as follows; PUS, PUI*

### 1.3 Ordering Process (Existing Lines)

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Operators will be able to add the Premium Repair SLA to existing lines which may be moving from another Operator. The Operator must select 'PREMIUM' on the Repair\_SLA option when placing the appropriate order on the UG.

If the Operator does not specifically request otherwise, the existing Repair SLA will migrate over.

The Premium Repair SLA will migrate over providing that the gaining Operator has signed up for Premium Repair.

Once the Operator selects the Premium Repair SLA on the order it will flag the line to internal open eir systems as being eligible for Premium Repair. It will also trigger billing of the SLA to the Operator. The appropriate monthly charge will appear on the Operator bill.

The order completion notification will include the appropriate Repair SLA.

*The applicable order types are as follows; PU, PUG*

### 1.4 Change Process (Existing Lines)

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Operators will be able to amend or remove the existing SLA on the line through a change order on Unified Gateway, order type CHU "Change Services on ULMP". The Operator must select 'PREMIUM' on the Repair\_SLA option. Similar to a new provide, this change order will flag the line to internal open eir systems as being eligible for Premium Repair. It will also trigger billing of the Premium SLA. The appropriate monthly charge will appear on the Operator bill.

The order completion notification will include the appropriate Repair\_SLA

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**Note:**

If an Operator selects the 'Premium' SLA for a ULMP/GLUMP order and they have not signed up to provide Line Test Results then the order will be rejected.

## 2 Fault Handling and Repair

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LLU Premium Repair service enables an Operator to identify certain lines as having a higher repair priority than others. The service offers an SLA target of 6 clock hours on the lines nominated on the Operator's network, combined with associated penalties.

The Operator should use the existing processes for fault reporting on ULMP lines. In addition, the Operator is required immediately to follow up with a call to SAC 1800656656 informing the Service Assurance Centre (SAC) a fault has been logged.

Upon receipt of the fault *open eir* will determine the applicable SLA and in the case of Premium Repair Premium will be given to such faults. Where the fault is placed via the UG, the UG will provide standard status updates during business hours.<sup>1</sup>

For out of business hours, if the Operator requires an update after 4 hours they can contact the SAC on 1800656656; option 1.

The SAC will not provide proactive updates after 45 minutes, or every 4 hours during this process. The Operator is required to call the SAC for these updates.

If the UG<sup>2</sup> is not available, the Operator may log a fault by contacting SAC on 1800656656.

### 2.1 Repair Process Definitions

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**ULMP Fault:** For the purposes of this SLA, a fault is defined as any reported condition on an ULMP access network circuit, which does not meet *open eir* Operational PSTN standards.

**Repair Time:** The duration between the time a fault is received by *open eir* and the time the fault is closed by *open eir* with the Operator identified as the last Pending Clear.

**Pending Clear:** On completion of a repair, a fault ticket receives a Pending Clear status and the ticket is parked. The clock is stopped until:

It is accepted as cleared by the Operator and therefore becomes a "Confirmed Clear Permanent".

Or 30 minutes from the Unconfirmed Clear notification to the Operator has elapsed in which case the fault becomes a "Confirmed Clear Permanent" by default.

Or the clear is legitimately rejected by the Operator and the repair clock is restarted.

**Valid Faults:** all faults other than those excluded faults in accordance with Appendix 1, and *open eir* defined non-faults (clear codes 00-99), as described in the appropriate IPM's.

The Operator is responsible to undertake initial testing to prove the fault to the *open eir* local loop circuit, prior to submitting a Valid Fault report as per the IPM.

The Operator is also responsible to prove all faults out of their DSLAM equipment (ULMP only) and port associated with the line, and performs CPE tests before reporting a fault, which would then be accepted by *open eir*.

..... Business Hours: 0800 - 1700 hrs. Monday - Thursday & 0800 - 1600 hrs. Friday. ....

<sup>2</sup> Scheduled Outages (currently 3 events per year) and between 0200 - 0230 hrs. every day.

**Confirmed Clear Permanent:** If a fault clear has either been accepted by the Operator or 30 minutes has elapsed from Pending Clear notification, the fault ticket is unparked and given a Confirmed Clear Permanent status. In addition, a final clear code is associated with the fault ticket and it is permanently closed.

However, if the Operator responds with a rejection of the repair within 30 minutes the ticket is unparked, the clock is re-started and the repair work recommences. Only one rejection of a pending clear is permitted. The Operator must submit a new fault if required.

**Out of Service:** Out of Service is the duration between the time a fault is received by *open eir* in accordance with the fault reporting procedures and the time marked by *open eir* as the last Unconfirmed Clear prior to a Confirmed Clear Permanent for a particular fault.

For the purposes of the faults being reported, the Operator customers will report all faults to the Operator.

Fault handling and repair processes are outlined in the appropriate IPM.

**Fault Reception & Acceptance:** The capability to log a fault with *open eir* and the Operator to be advised of a fault reference number.

**Initial Fault Response:** The first response to an Operator following their logging of a fault, which will include a fault reference number where appropriate.

**Parked Time:** The times during which the SLA clock is stopped which include; - circumstances as outlined in Appendix 2.

### 3 Penalty Payment Process

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*open eir* shall provide Operators with penalty statements one month in arrears of the previous quarter, with the statement being reconciled between the parties during month 3 of the quarter with payment made in the next billing cycle.

In the event that the Operator is of the opinion that a penalty liability has been incorrectly calculated then a claim must be submitted in writing to:

The Penalty Manager,  
*open eir*,  
1 Heuston South Quarter,  
St. John's Road West,  
Dublin 8.

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- In case of a query, any supporting documentation must be supplied within ten Working Days of a request by open eir.
  - Any adjustment will be remitted by way of credit against the account associated with the claim.

## Appendix 1 - Exclusions

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### Service Assurance

- The circuit will be deemed available to the Operator and is therefore excluded for the purposes of calculating credits if the non-availability arises from or is otherwise caused or contributed to by the following circumstances:
- Where the fault is caused by, third party activities such as cable damage, or gunshot.
- Where the fault is caused by severe weather conditions such as storms, flooding, fire or lightning
- Where a fault occurrence is due to changes in Customer provided apparatus V Where the fault is not in the open eir network i.e. Operator non-fault
- Where a fault is reported and no fault is detected when the service is tested from end to end.
- Any period of scheduled outages notified to the Operator in accordance with the planned works procedure
- A failure by the Operator or its customer to allow access to premises or equipment when requested
- The Operator or its customer failing to operate the service in accordance with open eir terms and conditions for the provision of the service
- A failure of the customer to report the fault in accordance with the fault reporting procedures



## Appendix 2 - Parked Time

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Circumstances whereby a fault cannot be progressed on behalf of an Operator, and the fault is parked are outlined as follows;

- open eir cannot get co-operation from the Operator with testing the line
- When a fault ticket receives an Unconfirmed Clear status, it will be parked.
- Where an engineer is dispatched and cannot get access to the end user premises
- Where to proceed would result in a health and safety risk, avoidance of which could not have been realistically predicted by open eir.
- If it is requested by the Operator and/or end user
- Where a third party, other than open eir contracted entities, restricts open eir from working on resolution of the fault.
- **Force Majeure**

## Version Control History

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Version	Status	Update	Effective Date
1.0			9 <sup>th</sup> .Dec. 2011
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