



Product Description

UNI Payphone Access Charge



Version Control

Version	Status	Update	Effective Date
A			20 th May
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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- Historical Document History Table located at end of Document.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. Introduction

This document defines the open eir Product Description to provide wholesale customers with Payphone Access Charge on eligible PSTN/ISDN lines.

This document is without prejudice to any future position *open eir* may adopt relative to the provision of UNI PAC. It should be read in conjunction with the associated documents detailing processes, technical specifications and service level agreements, to be published according to applicable publication arrangements.

In order to avail of the open eir UNI PAC Service, the PSTN/ISDN Payphone Operator will be required to sign open eir's Standard Agreement for the Provision of the UNI Payphone Access Charge Service.

2. Product Description

A PAC Charge is the call origination charge levied in respect of calls made from eligible UNI PAC Lines for calls to 1800 xx numbers terminating either on the open eir network or other operators interconnected to the open eir network. For purposes of the UNI PAC Service, interconnected operators shall include national and international operators.

open eir will provide a service enabling payphone operators to levy a PAC charge in respect of eligible nominated lines on open eir. open eir will in turn levy interconnected operators on behalf of the Payphone Operator.

On receipt of a reconciled statement and bill from the Payphone Operator, *open eir* will pay the payphone operator the PAC fee.

open eir will enforce its contracts with national and international operators and pursue the collection of the levied PAC. No payment will be made to the Payphone Operator if open eir is unable to collect from either the national or international operators.

3. PAC Eligible Payphone Definition

- a) The UNI PAC Customer must incur the relevant costs of providing the payphone (i.e. the payphone, the line and call charges, maintenance costs etc.)
- b) The payphone must be a 'public pay telephone' which is a telephone available to the general public for the use of which means of payment may include coins, credit cards, debit cards or pre-payment cards, including cards for use with dialing codes [As defined in the European Communities (Electronic Communications Networks and Services) (Universal Service and Users' Rights) Regulations 2003, S.I. 308 of 2003].
- c) The UNI PAC customer cannot have the CPS All Calls Service applied in order to be eligible for the open eir service. If CPS All Calls is applied to the line, the Payphone Operator should contact their CPS service provider to request the provision of a PAC service.
- d) PAC cannot be applied to PRA/FRA lines.
- e) For the avoidance of doubt to use this service the Payphone Operator must not have CPS All Calls in operation on a PSTN/ISDN line. In other words the Payphone Operator can use this service if they have any other form of CPS or have their services provided by open eir.

open eir will ensure that the PAC charge is only raised on payphones that meet the definition of a PAC eligible payphone (i.e. a) and b) above) by making the Payphone Operator aware of this definition and requesting the Payphone Operator agrees to adhere to all the relevant provisions of the "Requirements for Levying the PAC". *open eir* will do this before levying the PAC on behalf of the Payphone Operator,

"Requirements for Levying the PAC"

In order to be eligible to levy the PAC, *open eir* and by way of agreement, the Payphone Operator must adhere to the "Requirements for Levying the PAC". These have been established through ComReg Response to Consultation and Decision Notice 03/111 and further elaborated upon by the PAC Industry Forum. The criteria for determining the PAC eligibility of a payphone are as follows:

- ◆ open eir must notify ComReg of each of the PSTN /ISDN PAC customers for whom they intend to levy the PAC.
- ◆ UNI PAC customers and open eir must assist ComReg in ensuring compliance with these requirements.
- ◆ UNI PAC customers and open eir shall comply with the ‘Abuse of PAC’ process set out in ComReg approved documents. ComReg reserves the right to bar open eir from levying the PAC on behalf of a particular UNI PAC customer(s) in cases of abuse.
- ◆ Payphones for which the PAC is to be levied must comply with the definition of a PAC eligible payphone.
- ◆ The PAC must be levied on all calls to all free-phone numbers.

- ◆ open eir, before levying the PAC on behalf of a UNI PAC, shall ensure that the requesting UNI PAC customer agrees to adhere to all the relevant provisions of the “Requirements for levying the PAC”.
- ◆ UNI PAC customers and open eir shall adhere to the processes as set out in the document, “UNI Payphone Access Charge, Inter-Operator Process Manual”.
- ◆ UNI PAC customers and open eir shall ensure that cease orders are properly implemented in a timely fashion (i.e. update Payphone Database and remove CPC flag where the payphone is no longer PAC eligible for that UNI PAC customer).
- ◆ UNI PAC customers and open eir shall comply with the Authorisation Process.

These criteria are without prejudice to a party’s rights/obligations under Competition Law or any other relevant law.

4. Description of Product

4.1. Product Components

The PAC product consists of two main components

- ◆ Payphone line identification

- ◆ Payphone operator A-number database

Payphone Line Identification

The Calling Party Category applicable to eir Card and Payphone lines will be available to all PAC eligible public payphone lines. The subscriber category (A_CAT) identifying the line as coming from a payphone will be applied to the line. For AXE switches this is 2 and for E10 switches this is 15. These subscriber categories will map to the Calling Party Category 17 (CPC 17) the signalling parameter for payphones will be applied to all public payphone lines to identify them as such. This category is the defined Irish standard for national use in the open eir and interconnecting national networks and is as defined in the Carrier Services technical manual.

A-Number database

ComReg has constructed an A-Number database. This will capture, as an independent means of identification and verification, the A numbers of all existing and new payphone operators eligible to raise a PAC2. The database is owned by ComReg who will control the access mechanisms and maintenance parameters. The access, use and maintenance of the database and information it will contain is subject to agreement of industry defined processes. The PAC solution will apply CPC 17 only to lines in the A-number database. This product does not support differentiation between payphone operators as a means of charging different PAC per operator.

4.2. Billing Principles

The Payphone Operator connected to the open eir network will raise a PAC charge on open eir. The Payphone Operator will also provide a reconciliation statement in support of the PAC invoices. open eir in turn will raise PAC charges on the interconnected operators. open eir's obligation in respect of liability for payment is limited to the charges applicable to calls terminating on the open eir network.

However, operationally, open eir will make full payment on each undisputed monthly invoice on the premise that down



stream operators will remit to open eir the PAC charges levied on them. open eir retains the right to request a credit in instances where the levied PAC Charges in respect of an interconnected operator cannot be collected. open eir shall be entitled to retain the deduct the amount of the credit from a future payment.

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The Payphone Operator will bill *open eir* no earlier than the 15th of the following month following that within which the calls were made. *open eir* will pay the payphone operators monthly. The bill should clearly summarise the following details:

- ◆ Period of the invoice
- ◆ Total number of calls (Payphone Access Charge - Traffic (per minute))
- ◆ Total Duration

The Payphone Operator will also provide *open eir* with a reconciliation statement supporting charges raised including the following information:

- ◆ Telephone number
- ◆ Date
- ◆ Number of calls
- ◆ Minutes of Traffic
- ◆ Value

PAC Rates

The charges applicable to open eir's provision of the UNI PAC Service are set out in the open eir UNI PAC Price List. The PAC charge shall be set out in the Agreement.

5. New Entrant High Level Process Overview

A full description of this process is provided in the Industry Process Manual.

UNI PAC customers wishing to levy a PAC must advise open eir of their intention to have PAC applied to the payphone lines. The steps in the process are as follows.

- ◆ Inform open eir of their intent to levy the PAC, open eir will issue a draft contract, set up a vendor ID.

Note:

open eir, before levying the PAC on behalf of a UNI PAC customer, shall ensure that the requesting UNI PAC customer agrees to adhere to all the relevant provisions of the "Requirements for levying the PAC".

The UNI PAC customer is responsible for the accuracy of information that they provide to open eir and to ensure the eligibility of the PAC.

open eir then notifies ComReg of their intent to levy the PAC on behalf of the UNI PAC customer

- ◆ After receiving notification, ComReg will confirm the UNI PAC customer eligibility to open eir
- ◆ Order PAC on their PAC eligible payphone lines from open eir

6. Order Handling and Provisioning

The ordering by Payphone Operators of the facility to levy the UNI PAC charge consists of a number of elements, once contracts have been signed.

open eir will have notified ComReg that they intend to levy the PAC on behalf of the Payphone Operator and received authorisation.

open eir will apply the CPC flag to nominated PAC eligible payphone lines on behalf of the Payphone Operator.

The Payphone Operator directly connected to *open eir*, may order PAC for all eligible lines in situ from *open eir*.

Order Types

- ◆ Order CPC flag and update Payphone Database
- ◆ Order a New PSTN /ISDN Line with CPC Flag and update Payphone Database
- ◆ Cease CPC flag and update Payphone Database
- ◆ Cease PSTN /ISDN Line with CPC Flag and update Payphone Database
- ◆ Number change request
Open eir will cease the existing PSTN/ISDN service and will re-provide.

If the UNI PAC customer had additional open eir services provided on the old line (number) they must re-apply via the appropriate open eir channels.

Order Format

All orders for application of a PAC will be placed via an order form. The order form can be found in on the Carrier Services site and an example in include in Appendix A

Order Process

- a) The order request form will be e-mailed by the payphone operator to *open eir* Wholesale Customer Service Centre (CSC)
 - ◆ Where a new PSTN line is requested as part of the PAC order. The PSTN line must be provisioned before the Payphone Operator applies for PAC / CPC flag.
- b) open eir will apply CPS 17 to the line as requested
- c) The open eir Wholesale CSC will update the payphone database
- d) Once the PAC service has been applied to the line open eir will notify the payphone Operator that PAC have been set up.

6.1. Cease Order Process

This section outlines the Industry process to support the cease order process for PAC. The UNI PAC Customer must order ceases where payphones are no longer PAC eligible.

Operators wishing to change Service provider (or apply CPS All Call), must raise a cease on the original line and then apply for PAC via their new Service Provider.

The UNI PAC offering does not facilitate the transfer of PAC lines between customers. The requesting UNI PAC customer must submit a cease request on the line(s) in question via the process outlined below.

Cease Order Format

All cease orders for removal of PAC from UNI PAC customer lines will be placed via a standard order form as outlined in Appendix A.

Cease order process

- ◆ The cease order request form will be e-mailed by the UNI PAC Customer to the open eir wholesale customer service centre.
- ◆ open eir will undertake to remove the PAC applied to free-phone calls from the line where the ceasing of the service is requested.
- ◆ open eir will cease payment of the PAC to the PSTN customer by changing the Calling Party Category applied to the line. Therefore, open eir will change the CPC parameter accordingly. This will ensure the line is recognised as an ordinary PSTN line and will not generate a PAC charge.

7. Fault handling and repair

If a UNI PAC Customer cannot generate a PAC identification record from a call made from a free-phone number from the open eir PSTN network, the following process is defined as the fault management and resolution for that PAC fault.

7.1. Fault reporting

The Payphone Operator having identified a PAC fault on a requested line should contact the *open eir* Wholesale Trouble Management help desk. Faults can be reported Monday to Friday 09:00 to 17:00 (excluding Bank Holidays).

When reporting a fault the Payphone Operator should provide the following information.

- Customer Name
- Contact Number
- Number of the line effected
- Summary of the fault
- Confirmation that the PSTN/ISDN line is working

7.2 Fault handling

open eir WTM will check the signalling parameter of the reported payphone line to confirm whether or not the correct Calling Party Category (CPC) is currently applied. If *open eir* WTM identifies that that this has not been applied to the line and that this is the only reason for the fault, the CPC flag will be applied and the Payphone Operator informed of the resolution.

However if the CPC flag has been found to be correctly applied *open eir* WTM will verify if the PSTN/ISDN line is correctly working.

7.3 Customer Reporting (Non PAC Faults)

Failure of the CPC flag to be applied will materialise during the billing resolution process. Once applied to the line the fault will be considered resolved. All other faults relating to the PSTN/ISDN network should be reported via *open eir* WTM.

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7.4 Fault repair time

PAC faults will have a two-day turn from acceptance of the fault. At the end of the first day the payphone Operator will receive an update from *open eir* WTM on the status of the fault.

7.5 Escalation procedures

Should *open eir* WTM not resolve the fault within 2 days the Payphone Operator may escalate the issue via their Account Manager

The first line, of escalation will be via their Account Manager Second Line, of escalation via Sector Manager

8. APPENDIX A - PAC Order Request Form

Please double click the following icon to view the PAC Order Form



Microsoft Word
Document



9. Appendix B – Fault Report Form

PSTN / ISDN Trouble Ticket

Trouble Ticket Opening Information

T i c k e t O p e n e d b y (n a m e) : _____

Ticket Opened on (date): / / Ticket Priority:

Ticket Opened at (time): : Ticket Status:

Acknowledgement Time: :

Operator Ticket Reference: open eir Ticket Reference:

Designation Information

Time of Fault Start: :

Description of Fault:

No. of lines Affected:

Services Affected:

Proportion of Calls Affected:

Initial Response:

Time of Identification of Fault: :

Update Number X (An entry shall be made for each update)

Time of Fault Stop: : Answer Code:

Ticket Answered by:..... Ticket Accepted by: _____

Ticket Answered on: / / Ticket Accepted on: / /

Ticket Answered at: : Ticket Accepted at: :

Nature of Fault Clearing:

Trouble Ticket Closing Information

Ticket Closed by (name):

Ticket Closed on (date): / /

Ticket Closed at (time): :



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