

open eir¹

Pole Access

Industry Process Manual

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This document follows change control procedure:

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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- Historical Document History Table located at end of Document.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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Introduction

The purpose of this Industry Process Manual (IPM) is to define the procedures relating to Wholesale Pole Access between open eir and Operators ensuring that both Parties have an appropriate understanding of their respective roles and responsibilities.

Other documents associated with Pole Access are:

- Pole Access Product Description
- ARO Pole Access Service Schedule and Pole Access Licence
- Pole Access Technical and Operational Manual

Prior to requesting the product an Operator may find product information on the open eir website www.openeir.ie or discuss their requirements with their Customer Relationship Manager / Account Manager.

1. Description of Pole Access

The open eir Pole Access product offering provides Operators with the opportunity to have their lightweight fibre cable carried on an open eir aerial route and terminated on an open eir pole between nominated open eir ingress and open eir egress locations in order to offer electronic communication services to Operator's customers. It is the Operators responsibility to provide connectivity from their network to the nominated open eir ingress and egress locations. Operators are required to forecast their requirements on a quarterly basis via e-mail to their open eir Account Manager.

Pole access will be provided over open eir aerial routes and poles through the eircom access network used to deliver the local access (WPNIA) element of open eir services. Operators should contact their open eir Account Manager for all queries regarding access.

Operators will interconnect at the first suitable pole on an aerial route (generally the first pole is congested and heavily loaded with existing equipment). The Operator will connect to the "interconnect pole" through a sub-duct if interconnecting from an open eir chamber, or through an overhead drop from their network. The Operator will provide this access to the base of the open eir pole if interconnecting via an open eir chamber. The Operator will provide a duct from the Operator chamber to the pole. The chamber should ideally be within 1 metre of the pole.

Space on an open eir pole whether on the aerial route or at a final distribution pole may be available to accommodate Operator equipment and aerial lightweight fibre cable, subject to survey/design and the terms and conditions in the associated documentation. Where an open eir pole is on private property, the Operator must request and get consent from the land owner.

NOTE: AC powered equipment is not allowed on the open eir network for health and safety reasons.

For the avoidance of doubt, this pole access product will not be available in cases where construction of new civil work is required. Pole availability will be managed by open eir in accordance with open eir's network engineering rules, regardless of which Operator requests it.

The nominated open eir ingress and open eir egress locations within an open eir exchange or cabinet area will provide connectivity:

- 1) From the first suitable pole at the start of the overhead route to the distribution point/pole which distributes the lead-in cable to a customer's premises
- 2) At an open eir pole at the final distribution point of the lead-in cable to the customer's premises, where the infrastructure is underground to this point
- 3) At an open eir Pole where the Operators cable transfers to an alternative non-open eir network facility.

The Operator is responsible for the following:

- OAO Route Survey design
- Installing their aerial cable which may include fitting brackets
- Lead-in fibres including fitting brackets
- Fibre splicing and maintenance and repair of the fibre and lead-in cables
- All work carried out to open eir CPI specifications

Major infrastructure programme

Where an Operator wishes to plan a major infrastructure programme, open eir (or eir's infrastructure access team for NBP) will provide Operators with information on its pole infrastructure in .csv file. The Operator will use the information to design its overhead fibre network and submit its high level design to open eir (or eir's infrastructure access team for NBP) which will validate the design and send a quote covering access to this pole infrastructure to the Operator.

When an Operator wishes to implement a major infrastructure programme, open eir will set up a joint project team with the Operator, to manage the implementation.

open eir considers a major infrastructure programme to be one that contemplates roll-out in at least 10 exchange areas with the intention to pass at least 10,000 premises.

2. Process Overview

Pole Access will require four main operational processes:

- OAO Survey 2.1
- open eir Design 2.2
- Ordering (route preparation) 2.3
- Exit Order 2.4
- Major infrastructure programme 2.5

2.1. OAO Survey

2.1.1. Pole Information

open eir will make a .csv file available to Operators on request with the following information per pole:

1. X Co-Ordinate of the pole
2. Y Co-Ordinate of the pole
3. Barcode identifier of the pole

At time of launch, the .csv file will contain the information above for the majority, but not all of the poles in the open eir access network. open eir will add the missing data to the file on an ongoing basis. Operators may request the latest .csv file through their open eir Account Manager. It should be noted that the information contained in the .csv file may contain errors. These errors will be fixed over time. The information provided is a snap-shot at a point in time based on available information from open eir aerial infrastructure records and is not to be taken as an accurate indicator of actual aerial route or pole availability at the time when the work is to be carried out.

2.1.2. Pre-Order Pole Survey design

The physical survey design of the requested route will be carried out by the Operator. This is a visual inspection of the route. This survey will assist in determining if open eir has poles or an aerial route available to the Operator's proposed ingress and egress points, as per open eir records. The survey results drawings, photographs, chamber access points, pole loading, underground transition points and distribution points and all other relevant information will be submitted to open eir in a required format.

Before the Operator carries out the pole route survey design the Operator is required to inform open eir Account Manager by email when they propose to survey an aerial route or distribution pole. This requirement is for Health and Safety reasons as other Operator's staff or open eir technical staff may be operating along the requested route and rescheduling of the work may be required. On request open eir can send the CPI standards relating to surveys.

When the survey design is completed the Operator sends the Pole Survey design Submission Form, Appendix A, to the open eir Account Manager by email. The Operator will supply open eir with a site location map² highlighting the x-y coordinates for the proposed poles that the Operator wishes to access – including those poles where space on the pole will be required.

open eir will acknowledge receipt of the form within two working days. open eir will check the form for completeness and either accept or reject the form by e-mail. Incomplete forms will be rejected and returned to the Operator for full completion.

Together with the Form the Operator will send the open eir Account Manager the following information:

- MS Excel file with full route information (See Appendix E)
- 3 photographs per pole:
 - Top of pole
 - Bar Code
 - Overall pole
- A photograph of the line of the route to assist with determining the lean of the poles. The photo should be taken of the overall line of the pole route. The number of in-line poles covered by any one photo should be 5 approx. and locations and direction of photos should be indicated on the map \ sketch provided in the survey data.

2.2. open eir Design

2.2.1. Pre-Order open eir Design

Assuming space is available, open eir will review the OAO survey design and approve/design the aerial route and /or pole for the Operator, showing the open eir nominated access points, splicing points and poles, equipment location points, and all other necessary information to allow the Operator install their lightweight fibre.

If pole access cannot be reasonably provided at this stage then open eir will endeavour to provide dark fibre where reasonably available. Please see Appendix I for dark fibre processes.

open eir will return a network design of the aerial route and/or poles within 30 working days. Multiple design requests will be treated as a project with timelines agreed with the Operator. Up-front pole route design charges will be invoiced by open eir.

The applicable upfront aerial route/pole preparation and ongoing annual charges will be made available to the Operator at this time. The price estimate will be valid for 12 months, subject to published price changes. If an

² The map can be a Google page or ordinance survey map at street level highlighting the required route and should be in a soft copy attached to the e-mail.

Operator wishes to reserve the route, a pole reservation order charge will apply and the pole route will be reserved for up to 12 months. Please see reservation order process below, section 5.

open eir will provide a Design Reference Number (DRN) to the Operator; this number will be used for all future correspondence / orders relating to that particular route.

Should an Operator submit a survey and request that their pole route be extended from a final pole to another nearby final pole then, subject to approval after design (e.g. pole availability), the pole route can be extended to serve the other final pole. The order should specify the pole locations. An upfront charge for the design and for this 'extension' will apply. The licence fee will be modified for this route.

2.2.2. Design Information

The following information will be supplied in the open eir design plan;

- Initial ingress point
- Egress point(s)
- Poles where space is required (chargeable)
- Route maps
- Route measurements
- Estimated upfront route preparation charges
- Annual licence fees

2.3. Ordering

This section outlines the process to support the ordering of Wholesale Pole Access following acceptance by the Operator of the open eir pole route Design plan and associated price quote. Open eir will then proceed to prepare the pole route so that the Operator can install their fibre.

To order Pole Access the Operator will complete the order form see Appendix B and submit it by email to the open eir Account Manager. Orders will be received within the hours of 9am and 5pm Monday to Friday excluding Public and Bank holidays in the Republic of Ireland. The Operator must have returned a signed Pole Licence for the route. An order will be rejected by open eir unless the pertinent signed Pole Access License has been returned to open eir by the Operator.

open eir will check the order form for completeness and that it matches the availability proposed as per the open eir design. If the form is complete it will be acknowledged by e-mail within two working days, otherwise it will be rejected and returned to the Operator for full completion and to resubmit.

Single route orders for pole access order delivery within same exchange or cabinet area will have a target provision timeline of 40 days from order acknowledgement. These timelines do not apply if due to Operator delay, eg construction of underground chambers, and are subject to licencing authority licence turnaround time constraints where applicable. Multiple orders will be treated as a project and timelines agreed with the operator on a case by

case basis. Where orders require licencing authority consent, the projected timelines will be altered in agreement with the Operator.

2.3.1. Order Delivery

The route chosen may require strengthening, re-arrangement of existing cables, replacement of dangerous poles and any other tasks which are required to ensure the aerial route or pole is fit for purpose.

Up-front pole route preparation charges will be invoiced by open eir in line with the price quote provided earlier. The Operator or open eir may supply and fit the brackets.

2.3.2. Route Preparation

Open eir will carry out work to prepare the requested pole route in order that the OAO can install their fibre as per the open eir design plan.

The open eir Product Manager will be the Point Of Contact for the duration of the route preparation process. The Operator will appoint a point of contact for operational reasons, to include name, contact number and e-mail address.

Where consent or licencing authority permission is required to replace poles, the target provision timelines will be changed. The changes will be notified to the Operator when a new forecast date becomes available. If the consent or permission is not granted then the order may be cancelled by the Operator. All other consent and licencing authority permissions are the sole responsibility of the Operator.

open eir reserves the right to charge an excess fee if the cost of route preparation turns out to be more than 150% of the upfront preparation fee. open eir will seek to get agreement from the Operator before work continues. If agreement cannot be reached with the Operator then the order may be cancelled.

When the aerial route or pole has been prepared at the open eir nominated open eir ingress and egress points and handed over to the Operator then the annual charges will apply. The fibre installation by the Operator may be completed at a later time.

2.3.3. Operator installs fibre on prepared pole route

The Operator will agree starting times and dates with their open eir Account Manager prior to them installing their fibre cable on the prepared poles. The Operator will not deviate from the open eir designed specification, unless the change is authorised by open eir.

When the installation of the fibre is complete, all documentation, including photographs, as built drawings, consent permissions, etc. must be sent to the open eir Account Manager, in the format detailed in Appendix E.

open eir reserves the right to inspect ongoing fibre installation and final installation to ensure the installation meets open eir network standards. Any element that does not reach the required level of standards must be rectified before open eir permits the Operator to complete the works. On request open eir can send the relevant CPI standards.

The Operator's fibre must be clearly labelled for identification purposes.

- The Operator must give 7 days notice to open eir that they propose to progress with the install of their cable on the aerial route or distribution pole in accordance with the schedule previously agreed. This requirement is for Health and Safety reasons as other Operators staff or open eir technical staff may be operating along the requested route and rescheduling of the work may be required.
- Operators are not required to have an open eir Clerk of Works on site when they are installing their cable on the open eir pole or aerial route; however open eir will inspect the work as it progresses.
- Any request for help from open eir during this process will be handled using existing Clerk Of Works Process
- Emergency requests for Clerk of Works may be made at the time of installation of the Operators cable. Any such requests will be treated by open eir as urgent, however open eir cannot guarantee a Clerk of Works will be available. The Operator may have to reschedule their work to a time when open eir can supply a Clerk of Works
- The Operator will carry out all associated work on the open eir pole and aerial route between 08:00 and 17:00, Monday to Friday ; notwithstanding these hours overhead installation should only be done during daylight hours
- The Operator will advise open eir when they have completed installation of their fibre cable on the open eir pole or aerial route and will forward as-built information to their account manager.
- Where the Operator cannot adhere to the planned design and needs to deviate from the plan, authorisation must be sought from open eir through a 'departure from estimate' request. The request can be sent directly to the open eir point of contact.

2.3.4. Additional pole furniture

The Operator may wish to add pole furniture (e.g. drop cable brackets, distribution boxes) to an open eir pole in order to deliver service to customers. The Operator must raise a Pole Furniture order for each occasion when space is used on a pole and submit to the open eir Account Manager. See Appendix J. Additional pole furniture is subject to charges.

The Operator should survey the poles that require pole furniture and forward the survey results, photos and drawings to open eir for approval. This includes the carrier poles required for carrying of drop wires from the OAO customer premises to the OAO distribution point. Charges apply where such cables are carried on open eir poles. It should be noted that a drop wire is subject to a maximum of 4 spans, one of which is the final lead-in to the premises.

2.4. Exit Order

All orders for removing Operator cable from open eir aerial routes and poles will be placed using the Exit Order Form in Appendix C.

Cease is finalised when Operator removes their cable from open eir aerial route and poles and all ducts / sub-ducts are sealed at the interconnect chamber. The Operator must send evidence of the removal to their open eir Account Manager. The Operator must return the open eir infrastructure back to the operator pre-installation standards i.e.

holes plugged, Operator equipment removed, etc. open eir will consider a request from an Operator to surrender their fibre and equipment on the open eir poles and route.

2.5. Major Infrastructure Programmes

Plan phase:

- Pole information provided by open eir (or eir's infrastructure access team for NBP)
- Operators develops their plan and submit to open eir (or eir's infrastructure access team for NBP)
- open eir (or eir's infrastructure access team for NBP) validate initial design and provide pricing

Implementation phase:

- Joint project team established
- Finalise design
- Implement build

Open eir (or eir's infrastructure access team for NBP) will provide the pole information in .csv format. The Operator will use this to design its fibre network. Desktop surveys will be done by the Operator.

The Operator's high level design will be submitted in an agreed CAD GIS format. open eir (or eir's infrastructure access team for NBP) will validate the Operator's design and send a quote and agree a time scale for the implementation of the infrastructure build with the Operator. open eir (or eir's infrastructure access team for NBP) will not carry out field surveys until implementation phase.

A signed Pole Access License for each open eir exchange area must be returned to open eir (or eir's infrastructure access team for NBP). Due to the scale of a major infrastructure programme individual order forms are not required. A jointly agreed project plan will be used as the basis for workflow and billing. The aerial route will be prepared as per the agreed arrangements within the project team.

The aerial route will be surveyed by the Operator. The final pole access design will be agreed jointly between the Operator and open eir (or eir's infrastructure access team for NBP) during the project management stage.

3. Reservation

Following a survey and design /price quote issue an Operator may decide to reserve space on the proposed pole route ahead of placing an order for pole access.

Once a reservation order has been accepted it will be recorded by open eir. That reservation will then be taken into account when assessing any subsequent requests for space on such poles.

However an Operator cannot reserve space on open eir poles if for a publically funded competitive bid. Third parties such as licencing authorities or government departments may provide public funds which are usually allocated on the basis of a published competitive tender. In these situations it is important to ensure that space (especially where this is limited) is allocated to the winning bidder and not all Operators participating in the bidding process.

Maximum reservation time without renewal is 12 months, minimum time is 1 month.

- Order Operator surveys the pole route Open eir returns network design, reference number and price
- Operator requests pole reservation order
- Operator ceases pole reservation order
- Operator places related order for pole access or decides not to proceed.

Pole Reservation Orders

Operators should carry out a full survey of the poles they wish to reserve, please refer to section 2.1 for details

Open eir will return a network design reference number and costs to the Operator

Operator submits a Pole Reservation Submission Form (Appx F) to the open eir Account Manager by email. This reservation form must include the reference number supplied by open eir for the associated network design plan. The full route which comprises the open eir design plan must be reserved – no partial route reservations.

open eir will inform the Operator of the result of a space reservation order via the open eir Account Manager.

When approved open eir will record OAO reserved poles - pole reservation charges will apply.

Pole reservation will last up to 12 months with a minimum of 1 month. open eir will monitor elapsed time. If following the expiry of the 12 month period, an Operator still requires the space but has not commenced deployment, then open eir may extend the reservation as long as no other customer requires space in the same location.

Operator submits a cease pole reservation order (Appendix G) after 12 months (or may request an extension of reservation).

Operator then places an order for delivery of the related pole access request based on the original open eir design.

4. Price Estimates

An Operator may wish to obtain an estimate of the price for pole access along a particular route. Two options are available: a desktop estimate (no survey done by OAO) and a desktop estimate based on survey details submitted by the OAO (no design work done).

If the price estimate is for a bid and the Operator is successful then the Operator should proceed to survey/request a design/plan/price quote from open eir then proceed to place the order for pole access.

An Operator can request an estimate in the following way;

4.1. Desktop estimate

Operators may request the estimate through the open eir Account Manager using the form in Appendix H. The form will be checked for completeness and acknowledged within 2 days. Based on the information received from the Operator open eir will estimate a price and return to the Operator within 10 working days. It should be noted that as this is based on limited information the cost may be subject to significant change.

4.2. Desktop estimate (based on an operators survey)

Operators may request the estimate through the open eir Account Manager using the form in Appendix H. The form will be checked for completeness and acknowledged within 2 days. The Operator should also include the detailed survey, as outlined in section 2 above. Open eir will produce an estimate within 10 working days.

5. Fault Handling, Repair / Replacement

- Open eir is responsible for the maintenance of open eir distribution and aerial route poles.
- The Operator is responsible for repair, maintenance and replacement of Operator fibre and their associated equipment on open eir poles and aerial routes.

Should the aerial route or poles require maintenance open eir may request the Operator to remove their fibre cable and/or equipment from the open eir infrastructure so that a repair can be completed. Open eir will give the Operator **a minimum of 10 days' notice of any such request.** Open eir retains the right to remove an Operator cable and/or equipment in the case of an emergency, such as storm damage to an aerial route.

In the event that open eir aerial route or poles are damaged and an open eir Service Assurance team is on site, open eir will endeavour to facilitate the Operator with access to replace their cable/equipment, under supervised access, if required.

Should both the Operator and open eir be unable to work safely e.g. restricted space etc. then open eir will allocate the Operator a time slot on site to replace their cable/equipment. Should the fault be on a pole which requires way-leave permission to access it, then open eir will apply to the licencing authority for such permission.

Any required supervised access will be by prior appointment and agreement from open eir.

5.1. Pole Access Major Fault

Reporting of dangerous plant to open eir should follow the following process:

- Dial 1901 Available 24x7x365
- Press #
- Press 3
- Press 3
- Press 1
- Report issue to open eir Agent

Broken Poles: On occasion, open eir are informed of broken poles or dangerous hanging poles by emergency services or members of the public. When a report is received, open eir will send a field technician to investigate. The first priority of the field technician is to make the pole safe. This may entail cutting all cables on the pole without informing customers or operators in advance.

The Operator should also send an e-mail to their open eir Account Manager with the details above and include the time of the call to 1901.

5.2. Pole Access Minor Fault

Operator reports the fault to the open eir Account Manager. Please ensure the following information is supplied by e-mail;

- Contact Name.
- Contact Telephone number.
- Geo Coordinates of location.
- The extent and nature of the works.
- A map of the location.

A local open eir representative will visit the site and evaluate the problem. The representative will ensure the pole is repaired as soon as possible.

6. Maintenance

6.1.1. Planned Maintenance

Planned Maintenance may result from open eir's own network requirements or as directed by a third party e.g. Licencing Authority road widening. If open eir intends to carry out any planned maintenance work which may affect the Operators cable, open eir will notify the Operators via their open eir Account Manager. The notification period will be a minimum of 10 days in advance. open eir will email the Operators Point Of Contact (PoC) informing them of the proposed works. The open eir point of contact will liaise with the Operator regarding dates for the move and notify them of any work the Operator needs to undertake to facilitate the work.

6.1.2. Planned & Unplanned Maintenance by the Operator

Should the Operator wish to carry out planned or unplanned maintenance or inspection of their cable/equipment on an open eir aerial route/pole, they should contact their open eir point of contact to arrange access times. Faulty sections may be replaced by the Operator, however where a splicing point is required, the Operator must seek permission from open eir. Any additional space on an open eir pole will be charged for.

7. Working Practice

open eir complies with the current Health and Safety legislation which ensures the health and safety of its employees as well as that of contractors working on their behalf.

Operators and their representatives must comply with open eir's **health and safety requirements** and must not enter open eir Duct, Sub-Duct, Chambers unless under the supervised access arrangements and by prior appointment with open eir personnel.

Whilst being subject to the appropriate Health & Safety legislation and emergency procedures, Operator representatives are free to work hours as agreed with their employer.

open eir shall make every effort to provide staff on a roster to provide continuous supervised access should this be required under the existing planned access arrangements.

If open eir is not in a position to provide continuous supervised access then the Operator must stop working and the area made safe until supervised access can resume.

Please see Technical and Operational Manual for further information.

Appendix A - Survey design Submission Form for Pole Access

Operator details

Company Name:	
Address:	
Order Contact Name:	
Position in company:	
Contact Number:	
e-mail address:	
Billing Address:	

Operator Site Details

Operator Site ingress Address	
Operator Site ingress x-y co-ordinates	
Operator Site egress Address	
Operator Site egress x-y co-ordinates	

Request Details *(to be completed by open eir)*

<i>Date received:</i>
<i>Date acknowledged:</i>

(to be completed by open eir)

open eir Pole Design Reference Number (DRN):		

Appendix B - Order Form for Pole Access

Operator Details

Pole Access Licensing Contract Number:

Design Reference Number:

Company Name:	
Address:	
Order Contact Name:	
Position in company:	
Contact Number:	
e-mail address:	
Billing Address:	

Operator Site and open eir Site Details *(as per full survey)*

Operator Site ingress Address	
Operator Site ingress x-y co-ordinates	
open eir Site ingress x-y co-ordinates	
Operator Site egress Address	
Operator Site egress x-y co-ordinates	
open eir Site egress x-y co-ordinates	

Order Details *(to be completed by open eir)*

Date Received:		
Date Acknowledged:		
Signed Pole Access License returned to open eir:	Yes	No

Appendix C - Exit Order Form for Pole Access

Operator details

Pole Access Licensing Schedule Number:

Design Reference Number:

Company Name:	
Address:	
Order Contact Name:	
Position in company:	
Contact Number:	
e-mail address:	
Billing Address:	

Operator Site Details

Operator Site ingress Address	
Operator Site ingress x-y co-ordinates	
open eir Site ingress x-y co-ordinates	
Operator Site egress Address	
Operator Site egress x-y co-ordinates	
open eir Site egress x-y co-ordinates	

Order Details *(to be completed by open eir)*

Date Received:		
Date Acknowledged:		

Appendix D - Supervised Access Record Form for Pole Access

Operator details

Pole Access Licensing Schedule Number:

Design Reference Number

Company Name:	
Address:	
Order Contact Name:	
Contact Number:	
e-mail address:	
Operator reference number:	
Billing Address:	
Operator representative Contact Name:	
Operator representative Contact Number:	

Order Details *(to be completed by open eir)*

Date Received:		
Date Acknowledged:		
Access Request Accepted:	Yes	No

Access Details

open eir Site Address:	
open eir Site x-y co-ordinates:	
Date of visit:	
Requested Start job Time:	
Break time start:	
Break time start:	



Requested Finish job Time:	
Actual Start Time:	
Actual Finish Time:	

Description of work to be carried out:

Comments:

Work Completed

Signed By on behalf of open eir	Signed By on behalf of Operator
Date:	Date:
Signed By on behalf of Contractor	
Date:	

Appendix E - Survey Information required from the Operator

The survey spreadsheet is available from your open eir Account Manager

The information that is required from the Operator survey shall include:

- Operator Name, Exchange Name / Code, and the Full Route Address
- Surveyor: Name of Surveyor
- Contact Details: The mobile contact number and e-mail address of the surveyor
- Date: The date the survey was carried out
- Route information: eg total distance, pole to pole distance, tree trimming required, electrical overhead crossing
- Pole information: eg GPS co-ord, bar code, size, type, stays, replace/straighten
- OAO pole use information: eg poles with splices, number of customer connections per pole
- Photographs

The Operator survey should also contain information where their cable may have to go underground, due to, for example, access to premises, high voltage electrical route or road crossings. The information required should be included the survey sheet

Appendix F - Pole Reservation Order

Operator details

Pole Access Licensing Schedule Number:

Design Reference Number:

Company Name:	
Address:	
Order Contact Name:	
Position in company:	
Contact Number:	
e-mail address:	
Billing Address:	

Operator Site Details

Operator Site ingress Address	
Operator Site ingress x-y co-ordinates	
Operator Site egress Address	
Operator Site egress x-y co-ordinates	

Request Details *(to be completed by open eir)*

<i>Date received:</i>
<i>Date acknowledged:</i>

to be completed by open eir

open eir Pole Design Reference Number (DRN):		

Please include the following:

Survey Spreadsheet, Photos, Barcodes, Photograph - Top of pole, Full Pole, Line of poles, X, Y Co-Ordinates

Appendix G - Cease Pole Reservation Order

Operator details

Company Name:	
Address:	
Order Contact Name:	
Position in company:	
Contact Number:	
e-mail address:	
Billing Address:	

Operator Site Details

Operator Site ingress Address	
Operator Site ingress x-y co-ordinates	
Operator Site egress Address	
Operator Site egress x-y co-ordinates	

Request Details *(to be completed by open eir)*

<i>Date received:</i>
<i>Date acknowledged:</i>

(to be completed by open eir)

open eir Pole Design Reference Number (DRN):		



Appendix H - Price Estimates

Operator details

Desktop Estimate

Desktop Estimate with survey

Company Name:	
Address:	
Order Contact Name:	
Position in company:	
Contact Number:	
e-mail address:	
Billing Address:	

Operator Site Details

Operator Site ingress Address	
Operator Site ingress x-y co-ordinates	
Operator Site egress Address	
Operator Site egress x-y co-ordinates	

Request Details *(to be completed by open eir)*

<i>Date received:</i>
<i>Date acknowledged:</i>

(to be completed by open eir)

open eir Pole Design Reference Number (DRN):		
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The following information is also required for a desktop estimate;

No Of Poles required, Overall Distance (km),

For Desktop Estimate Request with Survey, please include:

Survey Spreadsheet to include photos, barcodes, details in Appendix E

Appendix I - Dark Fibre in lieu of pole access

Dark Fibre provision

If pole access is not reasonably available then dark fibre will be provided where reasonably available.

Where an Operator has submitted an order and open eir determines that there is no pole route available for the requesting Operator, open eir will determine if a dark fibre is reasonably available.

The Operator will be informed through their open eir Account Manager if a dark fibre is available or not.

If a dark fibre is available, the Operator will be informed and decides if they wish to progress the order. Should the Operator decide to progress, the Operator will advise if one or 2 fibre strands are required. open eir will ascertain if the required fibres are available. open eir will determine how close to the Operators requested ingress and egress points are the most suitable splicing points.

Before a solution is determined, open eir will send the network design and price to the Operator.

When agreement is reached and the Operator places the order, open eir will produce a job for their splicing teams to complete. The Operator will have to meet the open eir dark fibre splice at the agreed locations with their fibres.

Dark Fibre fault management

The Operator will log a fault with open eir quoting the relevant circuit reference. It is a mandatory obligation for an Operator to prove any fault from within their own network before logging a fault with open eir. Any fault not found within the open eir network will be classified as a non-fault. A chargeable form will be provided to cover open eir costs incurred dealing with non-faults.

In the event of a fibre fault in the open eir owned fibre cable, open eir reserves the right to insert a new fibre joint in lieu of replacing an entire fibre section to increase operational efficiency. Open eir shall be entitled to insert a new fibre joint without having to obtain the consent of the Operator and the installation of a new fibre joint shall be at open eir's sole cost and expense.

Dark fibre Planned Maintenance

In the event that open eir wishes to conduct Planned Maintenance Works affecting or on any part of the open eir fibre network, which contains the operators dark fibre pair and is to be

service affecting, open eir shall notify this to the Operator, using the NNCC Notification process.

The minimum advance notice that is required to be given by open eir for Planned Maintenance Works in these cases is ten (10) Working Days.

The Planned Maintenance Works should be such that there is sufficient time allowed to complete work, test and rollback to original functionality if required. In the case where open eir have a reasonable expectation that they will exceed the projected Planned Maintenance Works window then they will inform the Operator of this at the earliest opportunity and provide an estimate of the projected overrun.

The standard periods for Planned Maintenance Work, are set out below;

- 0000 – 0600 Monday to Sunday
- Where 144 fibres require attention, open eir will commence outage at 2200

No Planned Maintenance Works shall be carried out

- On bank or public holidays or
- Where bank or public holidays are on a Monday or a Friday, on the Saturday and Sunday immediately preceding the Holiday Monday or following the Holiday Friday, or
- During network freeze periods

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

Appendix J – Request for pole furniture

Operator details

Company Name:	
Address:	
Order Contact Name:	
Position in company:	
Contact Number:	
e-mail address:	
Billing Address:	

Operator Site details

Operator Site ingress Address	
Operator Site ingress x-y co-ordinates	
Operator Site egress Address	
Operator Site egress x-y co-ordinates	

Request Details *(to be completed by open eir)*

<i>Date received:</i>
<i>Date acknowledged:</i>

to be completed by open eir

open eir Pole Design Reference Number (DRN):		

The following information is also required;

Map of drop route, No of spans of drop – max 4 to include drop to house, Location of extra Distribution points, If pole ring head or bracket 22 is to be used and where. Existing equipment on the pole, Photograph of pole, Excel Spreadsheet – available from the open eir Account Manager

Version Control History

Version	Status	Update	Effective Date
1.0		Rebranding	06/10/2015
1.1		Exclusions	29/02/2016
1.2		Major Infrastructure Programme	17/06/2016
1.3		Removal of restrictions	03/01/2017
V2.0	Final	This document is based on V1.3 Implementation of Standardised Change Control.	19/06/2017