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1Gbit/s & 10Gbit/s  
Wholesale Un-contended Product  
Inter-Operator Process Manual

## Version Control

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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- Historical Document History Table located at end of Document.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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Glossary:

|     |                               |
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| NTU | Network Termination Unit      |
| POH | Point of Handover             |
| CRM | Customer Relationship Manager |
| WSC | Wholesale Service Centre      |

## 1. Introduction

The purpose of this Inter-Operator Process Manual is to define between openeir and Operators the processes relating to the 1Gbit/s and 10Gbit/s Wholesale Un-contended product (WUP) ensuring that both Parties have an appropriate understanding of their respective roles and responsibilities.

This document is subject to review and will be re-issued to reflect changes as new developments are introduced which shall be communicated in accordance with agreed practices. Any specific technology mentioned in this document is current as at date of issue and is for guidance purposes only. openeir reserves the right to adapt the technology used to deliver 1-10Gbit/s WUP circuits.

This document is without prejudice to any future position that may be adopted by openeir in respect of the 1-10Gbit/s WUP product. It should be read in conjunction with the relevant associated openeir Wholesale documents (where appropriate, reference offer, product description and SLA). The prevailing version of this document will always be available on [www.openeir.ie](http://www.openeir.ie).

Prior to requesting the product an Operator may find product information on the openeir wholesale website [www.openeirwholesale.ie](http://www.openeirwholesale.ie) or discuss their requirements with their Customer Relationship Manager / Account Manager. The following diagram is a high level process associated with this product:

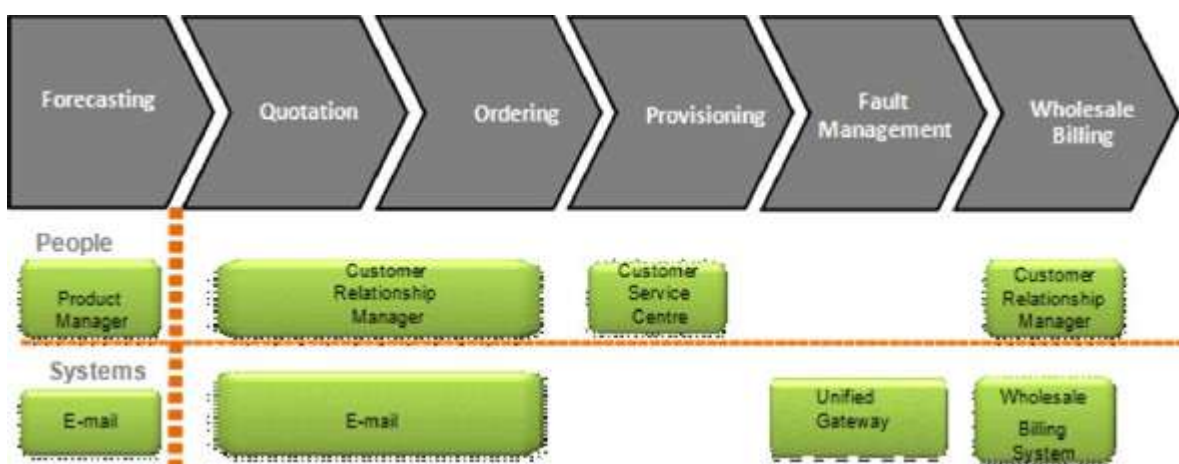


Figure 1: High Level Process



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## 2. Forecasting Process

This section outlines the processes to support the forecasting for 1-10Gbit/s WUP circuits.

Operators are requested to provide forecasts on a rolling 12 month quarterly basis. The openeir Customer Relationship Manager will e-mail the forecast form to Operators one calendar month prior to the forecast submission date. Operators will fill in the forecast form with the relevant forecast information. The form should include a 12 month forecast broken into 4 quarters. The forecasts should be submitted one quarter in advance, therefore not detailing a forecast for the quarter following submission. Operators should submit the updated forecast form by e-mail to the openeir Leased Line Product Manager.

The forecast should be submitted on the second Tuesday of the month prior to the quarter beginning. For example forecast of Qtr 1 (Jan-Mar) of 2012 should be submitted to openeir on 13th December 2011.

The forecasting process supports openeir's procurement, capital forecasting and network build-out planning only and is disassociated from the Provisioning process or the associated SLA.

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### 3. Quotation (Survey) Process

The WUP enables an Operator to provide dedicated connectivity from one Operator nominated point to another via a physical 1-10Gbit/s fibre circuit.

The physical connectivity will require installation of openeir equipment at both the Operator nominated A-end and B-end sites. On request, openeir will undertake to survey the work that is required to prepare the A-end and B-end sites to facilitate a 1-10Gbit/s WUP circuit and provide a quotation for an Operator. The Operator must request the survey via their Customer Relationship Manager (CRM).

The survey request must include the following information:

- A-end and B-end locations (address)

- Speed (1Gbit/s or 10Gbit/s)

- Operator contact details

- Customer Contact details

- Interface

WUP orders are delivered using fibre which is subject to survey and availability. The lead-time associated with these orders may be classified in some cases as Standard (with a defined lead-time ) or Non-Standard.

In cases where the fibre delivery will be treated as Non-Standard then openeir will assess this order and provide a forecasted due delivery date. The forecast due date is based on the time to provide each element of the service.





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## 4. Ordering Process

Once the survey order is complete, the Operator may place an order for a WUP circuit via their openeir Wholesale Customer Relationship Manager (CRM). The Operator will complete a manual order form for the 1-10Gbit/s WUP and submit to their CRM.

See the 1-10Gbit/s Wholesale Un-contended Product Description document for product rules which apply. Extract from the 1-10Gbit/s Wholesale Un-contended Product Description:

**“The** Operator is responsible for connecting from the NTU to its own equipment, and for any end-to-end testing of the service. The Operator must ensure that a suitable environment is provided for the NTU to ensure that adequate space, power, environmental conditions and general facilities are available to install the NTU.

### 4.1 Order Types

The following order types are supported:

- Provide
- Change
- Cease
- Cancel

### 4.2 Order Format

Following the survey process all orders for 1-10Gbit/s WUP circuits should be placed by an Operator using a manual order form and submit via e-mail to their openeir Wholesale CRM.



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### 4.2.1 Orders for 1Gbit/s or 10 Gbit/s WUP

Orders for 1Gbit/s or 10Gb/s WUP circuits must be submitted via the **Operator's** CRM. Orders for 10Gb/s will be treated as a new provide order.

When an order for WUP is acknowledged by openeir it is assigned a circuit reference number and the Operator is advised accordingly.

WUP is ordered via a manual order form and must contain the following information:

- Survey order reference number
- Required Bandwidth (1Gbit/s / 10Gbit/s)
- A-end / B-end locations (complete address)
- Operator contact details
- Customer Contact details
- Interface

### 4.3 Sales Process Points

Order Receipt (OR): the forwarding of a valid order to openeir on a standard order form. The **SLA "clock" begins when the order form is received by** openeir.

Order Acknowledgement (OA): the acceptance of an order form by openeir and acknowledgement to an Operator that the order has been received, the order form is correctly filled in and is being processed.

Order Validation (OV): confirmation, or otherwise, that an order is deliverable by openeir within the standards set down in the 1-10Gbit/s Wholesale Un-contended Product SLA. Standard order delivery time is in accordance with the delivery times listed in the 1-10Gbit/s Wholesale Un-contended Product SLA. This step shall include a site survey.



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At the end of the Order Validation Step four events are allowable:

**The order is determined to be within the definition of a “standard” order and a delivery date is set in accordance with the appropriate SLA;**

**The order is determined to be a “non-standard” order under the allowable exceptional circumstances set out in the 1-10Gbit/s Wholesale Un-contended Product SLA;**

**The order is determined to be a “project” order when it is ordered as part of an agreed project;**

Should an Operator request a circuit to be delivered on a date after the calculated Delivery Due Date (Standard or non-standard or project) then this date shall become the due delivery date and shall be taken as the standard delivery date for the purposes of SLA compliance calculations.

Order Forecast (OF): Notification to an Operator of a delivery date of an order that is **validated as “non-standard”**. **This delivery date shall be taken as the “standard” date for the purposes of SLA compliance calculations.** If new duct/poles and/or fibre build work is required then additional charges may apply.

Delivery Confirmation (DC): prior to the delivery date openeir shall confirm in writing to an Operator as to whether the delivery date will be met. This will enable Operators to better manage their customer’s expectations. In the event that the Delivery Confirmation advises that the Delivery will not be met openeir must advise an Operator of the Revised Delivery Date (RDF) within three (3) Working Days of the original due delivery date. Should the new delivery date be in excess of ten (10) Working Days of the previous Due Delivery Date then the cancellation process may be triggered, otherwise the confirmation process recommences.

The Delivery Confirmation/Reconfirmation shall be considered a single process for Service Credit calculation purposes.

Delivery of Service: the provision of the purchased service by openeir.

Delivery Notification (DN): date of issuance of a completion notice by openeir to an Operator.

Completion of order: An order is deemed to be completed on dispatch of Delivery Notification (DN) and working service by an Operator. An Operator has two (2) Working Days to accept the **circuit as completed as specified**. **At Delivery Notification the service delivery “clock” is stopped**. If an Operator **cannot accept the circuit because it is faulty the “clock” starts again** until such time as the circuit is accepted. If an Operator does not inform openeir of its



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acceptance or otherwise of the circuit, it will be deemed to be accepted by an Operator for the purpose of any SLA penalty calculation.

If the fault is subsequently found to be in an Operator network or no fault is found, the original date of the completion notice shall apply to the order. **openeir's standard terms and conditions** regarding recovery of costs for reported faults found to be not in the openeir network shall apply.

Service Provision: the activation by openeir of the ordered service.

Working Day: 09:00 – 17:00 Monday to Friday excluding public or bank holidays in Ireland.

## 4.4 Customer delay process

In the event that an Operator delays installation of the service for any reason, this will constitute a customer delay, stopping the SLA clock.

**Should the delay last more than 5 days, then the “clock” shall be re-started** at a mutually agreed date, to reflect the requirement for openeir to reschedule its work for this delivery. The customer delay notification will be sent to an Operator contact point via e-mail using the Customer Delay Notification (CDN) form.

### 4.4.1 Required Operator Activities (to avoid customer delay)

For timely connection of service the following requirements must be met by an Operator prior to requesting service.

That a suitable place and conditions for **openeir's apparatus are provided and ready when** orders are placed with openeir. Suitable space and facilities includes power supply, environmental conditions, lighting and appropriate electrical fittings at their premises to allow openeir to install and provide the circuit.

**If service is to be provided to a 'Green field site' then the building should be near completion** when orders are received by openeir.

That the appropriate personnel (including security personnel) on the sites are aware of a visit by openeir staff.



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That the Operator contact persons or a suitable substitute is available when openeir staff call at the site. The customer delay rectification will be sent to an Operator contact point via e-mail using the customer delay rectification form.

#### 4.4.2 Processes to rectify customer delay

**In the event that orders enter a ‘customer delayed’ state, discussions will be held with** the relevant Operator on a bi-lateral arrangement. It will be expected that every effort will be made by an Operator to resolve the delay quickly. In the event that a quick resolution is not possible then a forecast of the resolution will be forthcoming within two days of the customer delay notification from the relevant Operator.

Requests from openeir for information on the progress of the problem causing the customer delay must be given to openeir in a timely manner.

#### 4.5 Cancel process

In the event the Operator cancels an order for a WUP circuit following order validation and prior to the Commencement Date for Charging, openeir shall be entitled to invoice the Operator for the connection charges.

The 1-10Gbit/s Wholesale Un-contended Product SLA document, section 2, describes the cancellation process in the event of cancellation at Order Forecast and where Delivery Due Date is missed.



## 4.6 Change orders

A Change order can be raised to change:

SLA

Interface

The following details are required when ordering a Change order:

WUP circuit reference number

Type of change order

## 4.7. Change Matrix

The below table outlines some order actions that may be requested.

|                 |                          |                    |         | Circuit Reference Changed (Y/N or N/A) |       |        |
|-----------------|--------------------------|--------------------|---------|--|-------|--------|
|                 | Circuit Reference Number | Bill Text          | Provide | Change (i.e. SLA, Interface)           | Cease | Cancel |
| 1-10 Gbit/s WUP | xxxxxxx                  | W/S 1-10Gbit/s WUP | N/A     | No                                     | N/A   | N/A    |

Table: 1 – Matrix of Order actions



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## 4.8 Cessation Process

A cease order can be submitted for the WUP circuit.

Cease orders should be submitted via the **Operator's** openeir Wholesale CRM, quoting the WUP circuit reference number.

**Operators are required to give a minimum of 7 calendar day's notice of date of cessation.** The cease will be executed on that date. Billing will cease on the requested cease date.

**The cease may be cancelled on or before the "cease date", free of charge.** This provides flexibility to the Operator to change their request e.g. if incorrect circuit ID was provided in error.

An Operator can request a cease in the future by providing a cease notice in excess of 7 (calendar) days. openeir Wholesale will accept the cease request and raise a cease order in **receipt of the request. The "cease order" may be cancelled on or before the "cease date", free of charge.**

A circuit, once ceased, may be restored via a new provide order. The minimum service period (12 months) will apply.

The cessation of the WUP physical component includes the decommissioning of the product and the recovery of openeir equipment from the end customer premises. An appointment will be required to retrieve equipment.

openeir will attempt to recover **equipment after the 'cease date'**. **The Operator is liable for equipment cost** if openeir is unable to recover ceased equipment, having reasonably **attempted (twice) to recover the equipment within 30 Working days of the 'cease date'**. If openeir does not attempt to recover the equipment within 30 Working days, the Operator will be not liable for the equipment cost.



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## 5. Fault Management Process

### 5.1 Introduction

This section outlines the processes to support the fault management of WUP circuits.

All WUP faults should be logged by an Operator via the Unified Gateway (UG)

If the fault is found to be in an Operator network (including its CPE), openeir's **standard terms** and conditions regarding recovery of costs for reported faults found not to be in the openeir network shall apply.

### 5.2 Fault Definitions

Fault:

A fault is the inability to transfer data across the WUP circuit at its nominal capacity for the particular circuit.

Repair Time:

The duration between the time a fault is first reported to openeir in accordance with the fault reporting procedures and the time marked by openeir as a "Confirmed Clear Permanent", excluding Parked Time.

On completion of repair, a fault ticket is given a "Unconfirmed Clear" status and that ticket is parked i.e. the clock is stopped until the fault clear is either

accepted by the Operator as cleared and the ticket is manually permanently closed

or

8 working hours (for standard SLA faults) has elapsed from the unconfirmed clear notification time and the ticket is automatically permanently closed

or

24 clock hours (for premium SLA faults) has elapsed from the pending clear notification time and the ticket is automatically permanently closed.





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Rejected by the Operator then the ticket is un-parked, the clock is re-started and repair work recommences.

On completion of repair, the "unconfirmed clear" status is applied again, Operator is notified and the fault is parked and the process above is repeated.

In order to permanently close the fault ticket is un-parked and given a "Confirmed Clear Permanent" status together with an associated final clear code and the fault ticket is automatically closed and the clear details time-stamped to the actual time that the fault was set to unconfirmed clear.

Tickets can be manually closed at any time up to the system auto-closure of the ticket.”

Single Point of Contact: The Single Point of Contact, (SPOC) who is available 24 hours a day, 7 days a week.

Non-Availability: The period of non-availability will commence at the time a fault is first reported to openeir in accordance with the fault reporting procedures. The period of non-availability shall end from the time logged by openeir that the service is available to the end-customer, notification will be provided to openeir via an Operator.

### 5.3 Fault Reporting

An Operator - after proving the fault out of their network - should log a fault for this service against the WUP circuit reference number via the UG.

Faults in relation to performance or intermittent faults can be logged on the UG under the intermittent error report type. The remarks field can be used to outline the nature of the fault.

### 5.4 Fault Response

When a fault has been correctly logged and acknowledged, openeir will undertake preliminary testing and fault localisation. Following this, fault clearance will be instigated. The maximum response time is T + 3 SLA hours where T is the time that the fault has been logged by openeir.



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## 5.5 Fault Resolution

An Operator may check the status of a fault on UG at any time throughout the lifecycle of a fault. Service shall be deemed to have been restored when the fault condition is resolved on the openeir network and service availability restored to the Operator. Notification will be provided by openeir to an Operator. openeir reserves the right to put in place temporary service restoration while repairs to a fault are undertaken.

On completion of repair, a fault report is given an "Unconfirmed Clear" status and it is parked. Please see Appendix 1 for a high level overview of the Fault Handling Process.

## 5.6 Fault Management Escalation Procedures

The purpose of escalating a fault should be to inject some urgency or expediency into the resolution of a fault. The escalation process needs to be standardised and regulated so that escalations are **effective and produce results. Escalations should always take place at a "peer to peer" level i.e., the designated escalation level single point of contact (SPOC). An Operator** should only escalate to his or her corresponding designated escalation level SPOC in openeir and vice-versa.

The escalation of 1-10Gbit/s Un-contended faults may take place as detailed below:

### Fault Response:

If the maximum Response time of T + 3 SLA hours has not been met an Operator may escalate to Level 1 in openeir. Subsequent levels of escalation may be made for every 4 SLA hours after this time that a Response has not been made.

### Fault Resolution:

**For the purpose of escalations, since there is no maximum repair time, a "Notional Target" ('NT') repair time of 8 SLA hours should be adopted.** Subsequently, in order to introduce the notion of "jeopardy management" **the escalation at first level may take place 7 SLA hours after** the fault is first logged by openeir. Subsequent levels of escalation may be made at 4 SLA hour intervals after the first escalation.

If an escalation is made and a voicemail left by an Operator "escalator", the openeir "escalatee" has 30 minutes to respond to an Operator "escalator". If a return call is not received by an Operator "escalator", they may escalate to the next level themselves.



The openeir Points of Contact for escalations are set out in the table below. Each Operator should notify openeir of their Peer Escalation Level names and contact details.

| Escalation Level | Title                          | Escalate Fault Resolution after: |
|------------------|--------------------------------|----------------------------------|
| 1                | WSC Team Leader                | 7 SLA hrs                        |
| 2                | WSC Manager                    | 7 + 4 (ie 11hrs)                 |
| 3                | Customer Relationship Director | 7 + 8 (ie 15hrs)                 |
| 4                | Director of Wholesale          | 7 + 12 (ie 19hrs)                |

Table: 2 - Escalations

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Note: Escalations for all Products within the SLA must be **“accepted”** by openeir and vice-versa. If the relevant previous escalations have not been made, or if the time intervals have not been observed, the escalation may be rejected by openeir.

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## 6 Maintenance

This section outlines the processes to support the maintenance management of the 1-10Gbit/s Un-contended product.

### 6.1 Maintenance Definitions

Maintenance is defined as the act of maintaining or the state of being maintained, reducing the occurrence of fault conditions.

Maintenance Notification is the notice to withdraw plant from service and will be given to an **Operator Network Management Centre (an Operator's NMC)**.

### 6.2 Planned Maintenance Notification Procedure

Any planned maintenance work which may result in the temporary interruption of any of the Services offered by the WUP or the temporary unavailability of a network element supporting the WUP requires written notification prior to the scheduled planned work. It is recognised that planned maintenance work is a regular and normal occurrence, and that this section refers only to planned maintenance work which directly affects a WUP circuit.

The notification for planned works shall be made to an Operator by e-mail using the **"Notification of Planned Maintenance" form (see Appendix 2)**.

### 6.3 Planned Maintenance Procedure

Notification to withdraw plant from service will be given to An Operator Network Management Centre (An Operator NMC) where openeir plan to carry out work. openeir will issue a reference number for all planned works.

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

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.



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### 6.3.1 Preferred hours for major works

The standard periods allocated for Planned Maintenance work which requires system down time and where traffic will be disrupted are shown below.

Preferred hours: 00:01 – 06:00

### 6.4 Notification Process and Timescale for Planned Maintenance

openeir **will notify an Operator of the planned work by email using the “Notification of Planned Maintenance” form (see Appendix 2).**

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

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

On completion of the Planned Maintenance work openeir will notify an Operator that the work was completed as planned within 1 working day of the planned completion time, by emailing **the completed “Notification of Planned Maintenance” form.**

### 6.5 Escalation Process

If the date or timing of the Planned Maintenance work is unsuitable then an Operator must contact openeir so that a suitable date and time can be agreed. If the Planned Maintenance work is critical and essential to the operation of openeir’s network then an Operator cannot veto the work.

### 6.6 Unplanned Maintenance

Unplanned maintenance is the procedure designed to minimise the effect of faults on the WUP, of essential maintenance, or of alteration or improvement to the 1-10Gbit/s Un-contended product, whereby services are temporarily suspended in an unplanned manner. Where possible openeir will give an Operator notice prior to such suspension and openeir will restore service as soon as possible after such suspension.



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While endeavouring to keep the unplanned maintenance to a minimum when they do occur openair will make the best endeavour to supply an Operator with as much notification prior to the work commencing.

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## Appendix 1 Overview of Unified Gateway (UG) web GUI

The UG is an order management and fault handling system designed to be the primary interface between openair and an Operator. Operators will be able to enter all the necessary data via structured on line screens for ordering. Once all the data has been entered the order can be submitted. The UG will accept and validate the relevant orders and will provide appropriate notifications in response. Order updates through to completion will then be provided back to an Operator and can be viewed via the order tracking screens. For the initial launch of the WUP it will not be orderable on the UG although the Operator will be able to log a fault on the UG using the generic fault on data circuit (FDC) order type on the UG Web GUI.

### SYSTEM ADMINISTRATION OVERVIEW:

An Operator will be able to create users and passwords, and set user profiles for each user. For added security, a Digital Certificate is also required for each user.

An Operator may obtain information for System Administrators from their openair Customer Relationship Manager.

### FAULT LOGGING OVERVIEW:

The order type FDC - Fault on Data Circuit, allows users to directly log faults onto the Unified Gateway via a set of web GUI screens.

They will be able to log the fault using the openair circuit identifier and will be presented with a structured online screen consisting of a list of fault request details.

The fault reporting screen will also contain a number of additional questions which the Operator will be required to answer before submitting the fault report. Operators will also be required to enter their own fault reference (this will be a mandatory field). Once all this data has been captured on the online screen the order can then be submitted.



## FAULT TRACKING AND STATUS UPDATES

It is intended that all existing fault tracking, search and reporting capabilities that are in place for other products will be replicated for data faults.

Real time status updates will be provided for all data orders submitted via the UG. Operators will be able to track their faults using the on-line Fault Tracking Menu using the following search criteria:

- Operator Fault Reference
- UG Reference Number
- Circuit ID

The list below provides details of all possible status updates that are available:

| Status Updates                 |
|--------------------------------|
| Accepted                       |
| Reported                       |
| Response                       |
| Assigned to Crew               |
| Dispatched to Crew             |
| Park                           |
| Un-park                        |
| Pending Clear                  |
| Feedback                       |
| Completed ( = Clear Permanent) |

Table 3: Possible Fault Status Updates





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## Appendix 2 Notification of Planned Maintenance Form

### NOTIFICATION OF OUTAGE

openeir Date of Issue

openeir Reference

Time of Outage

### DETAILS OF OUTAGE

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## Appendix 3 - Access arrangements to Customer Site

The access arrangements for openeir to gain access to the OAO site to maintain the openeir owned NTU is for bi-lateral agreement between the two parties. The following process forms a recommended template which can be adopted or modified as appropriate through a bi-lateral agreement between openeir and the OAO.

### 1 Accreditation

openeir, where required, will comply with any Operator accreditation procedures, prior to accessing an Operator site.

Any such accreditation will be undertaken on an openeir corporate basis.

Operator accreditation procedures must be provided to openeir in writing in advance of the finalisation of any agreement.

### Operator Site Briefing

An openeir representative may attend a briefing, if provided by the Operator, which may cover the following topics:

Operator site access and security procedures

On site knowledge test

General health **and safety requirements for the Operator's site.**

### Use of Contractors

openeir will be permitted to use contractors to undertake work on behalf of openeir on openeir's **equipment located at an Operator site.**



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openeir will not accredit each contractor however all contractors working on behalf of openeir will be registered.

openeir will be responsible for ensuring that its contractors and employees adhere to the **Operator's health and safety and access security requirements as provided** by the Operator to openeir.

## Escorted Access

openeir requires that all openeir **access to Operator's premises should be escorted by an Operator's Clerk of Works**. This is in the interests of the Operator and openeir in order to secure their respective assets from damage. openeir will employ only suitably qualified personnel.

## 2 Physical / Unforeseen material change

### Material change

When requesting access to do material change openeir will

Submit a schedule of work to the Operator for approval. The schedule of work should include relevant plans and specifications for the work to be carried out,

Upon approval of the document, openeir then follows the Planned Access Request process (refer to section below).

Only the Planned Access process can be used for material change.

### Unforeseen material change

When requesting access to do unforeseen material change, openeir may use either the Planned or Unplanned Access processes.



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### 3 Access Request

When openeir requires access, openeir will contact the Operator to place its request for access, using a Notification of Access (NA) Form.

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

the location

date and time at which access is required

the requested duration of the access visit

a contact number of the person in charge of works on site

the name(s) of the openeir representative(s).

### Planned Access Request

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

openeir **sends a Notification of Access form to the Operator's Point Of Contact (POC)**

**The Operator's POC confirms he has an approved schedule of work for the work to be carried out the Operator's POC acknowledges the form by either accepting or rejecting it**

Where the request is accepted, the Operator returns the access request form acknowledging the access is either as requested or with whatever changes are required.

Where the request is rejected, or changed the reason(s) for rejection or change will be given.

Where no response is received openeir will proceed with the work

The openeir and Operator staff meet at the designated site at the designated date and time

The timelines for this process are defined in table 5 in section 4.



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## Unplanned Access Request

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

In case of an emergency (eg loss of service)

Where openeir requires access in order to investigate a service affecting fault or service affecting interference

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

openeir **sends a Notification of Access form by email to the Operator's POC**

**The Operator's POC will acknowledge the form either accepting or rejecting it**

Where the request is accepted, the Operator returns the access request form for that request.

Where the request is rejected, the reason(s) for rejection will be given

Where no response is received openeir will proceed with the work

The openeir and Operator staff meet at the designated site at the designated date and time

Outside these times emergency access procedures must be used.

An emergency access process must be established with the Operator. This process must be formally documented and recorded by both parties.

Note that any delay in gaining access to the Operator site eg to repair a fault will impact on the Service Level Agreement (SLA) for the product.

## Additional Access Requirements

openeir will discuss with Operators any additional access requirements to facilitate any further site provision.

Such special requirements include, but are not limited to:

Method of delivery of equipment

Additional access requirements

Additional space requirements

## Changes to Access Requests

If it becomes necessary for openair to reschedule or cancel an Access Request, openair should make contact with the Operator's **Point Of Contact at the earliest opportunity**.

## 4 Access Times

The Operator will provide openair with access to their equipment at any time. Although most access visits are expected to take place during normal office hours on week-days (Standard hours 09:00 to 18:00) excluding bank holidays, access outside these hours should also be available.

Access Times are specified in Table 5.

|                        | Time            | Days  |
|------------------------|-----------------|---|
| Standard Hours         | 09:00 to 18:00  | Monday to Friday<br>Excluding public holidays |
| Outside Standard Hours | all other times |   |

Table 4: Access Times

## 5 Access Lead Times

### Planned Access

In most cases access requests will be for routine activities that can be planned in advance. In this case, openeir will submit a Planned Access request to the Operator. Table 6 below lists the minimum lead times for Planned Access.

|                        |   |
|------------------------|---|
| Standard Hours         | Acknowledgement - the Operator will accept or reject the request for access 1 working day from date of despatch of Notification of Access form by openeir to the Operator |
|                        | Minimum notice period: 2 working days from date of despatch of Notification of Access form by openeir to the Operator   |
| Outside Standard Hours | Acknowledgement - that is, confirmation of request 1 working day from date of despatch of Notification of Access form by openeir to the Operator                          |
|                        | Minimum notice period: 2 working days from date of despatch of Notification of Access form by openeir to the Operator   |

Table 5: Planned Access Lead-Times



## Unplanned Access

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

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

Table 6: Maximum Lead Times for Gaining Unplanned Access





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## 6 On-Site Procedures

### IDENTIFICATION

openeir's **staff and their contractors will carry an** openeir photographic identification card (ENSUP Card) as proof of their identity and will display it at all times during the visit.

### RESPONSIBILITIES OF OPEN EIR

It is the responsibility of openeir to ensure that all staff or contractors have appropriate ENSUP card to allow them access to the Operator site.

### ESCORTS

The Operator will provide an escort to supervise the access visit.

### WORKING PRACTICES

Whilst being subject to the appropriate Health & Safety legislation and emergency procedures, openeir's **personnel are free to work hours as agreed with their employer.**

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## Version Control History

| Version | Status | Update   | Effective Date      |
|---------|--------|--|---------------------|
| 1.0     |        | Final version  | 25th August 2012    |
| 1.0     |        | Document rebranded from open eir Wholesale to open eir                           | 16th September 2015 |
| 1.1     |        | Final version  | 21st September 2015 |
| V2.0    | Final  | This document is based on V1.1<br>Implementation of Standardised Change Control. | 20/06/2017          |