
Product Description
1Gbit/s & 10Gbit/s
Wholesale Un-contended
Product

(WUP)

Version Control

Version	Status	Update	Effective Date
2.0		Final Version	30 th August 2013
V3.0	Final	This document is based on V3.0 Implementation of Standardised Change Control.	20/06/2017

This document follows change control procedure:

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

Final is defined as a document status when the approved document is uploaded to the relevant section of the open air 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- Historical Document History Table located at end of Document.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.**

1. Introduction

The purpose of this document is to provide a description of the openeir 1-10Gbit/s Wholesale Uncontended product (WUP). 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. open eir reserves the right to adapt the technology used to deliver the WUP product.

This document is without prejudice to any future position that may be adopted by openeir in respect of WUP. It should be read in conjunction with the relevant associated openeir Wholesale documents (where appropriate, reference offer, process manual and SLA).

1.1 1-10Gbit/s Wholesale Un-contended Product (WUP) Overview

The Wholesale Uncontended Product (WUP) provides dedicated connectivity from one Operator nominated point to another via a physical 1-10Gbit/s fibre circuit.

The product will be delivered from one Operator nominated point of handover to another nominated point of handover only (CSH¹ to CSH), creating a dedicated 1-10Gbit/s connection between the two sites.

An openeir NTU with a dual power connection of -48V DC or 220V AC will be installed in both the A-end and B-end sites. The physical network termination point will be at the physical port on the NTU. An SFP (SX or LX) for 1Gbit/s or an XFP (LR only) for 10Gbit/s circuits will be installed in the customer facing port at Operator nominated sites (refer to Figure 1 below).

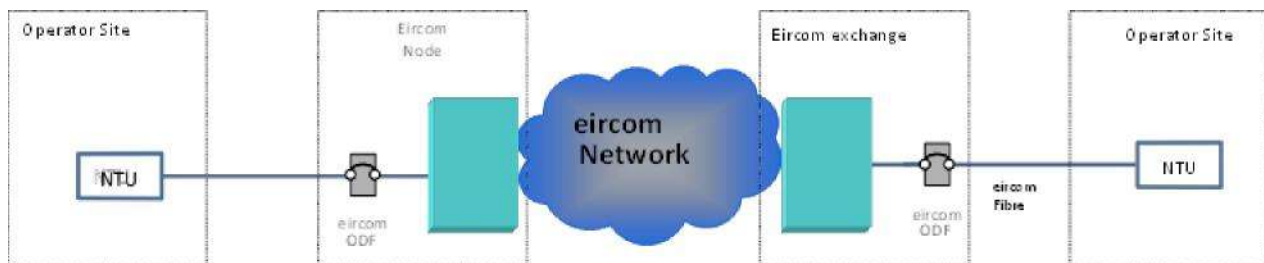


Figure 1: 1-10Gbit/s WUP

1.2 Key Features and Availability

- Dedicated point-to-point connection, capable of supporting 1 or 10 Gbit/s Un-contended
- Available nationally from serving WDM nodes, subject to availability
- 24x7 monitoring provided as standard
- 99.85% availability
- 8 SLA Repair Time
- Ethernet (GbE) Presentation²
- Diversity³ can be implemented when ordering a 2nd WUP circuit

¹ CSH is a method for delivering a WUP at a customer location, in this case Customer Site Handover

² 1Gbit/s WUP can be specified with optical or electrical interface, 10Gbit/s will be optical only

2. Commercial

2.1 Pricing

Contact your dedicated open eir Customer Relationship Manager to obtain a quote.

2.2 Terms and Conditions

Terms and conditions are published on the openeir website at www.openeir.ie.

2.3 Service Responsibility

2.3.1. open eir Responsibility

openeir has responsibility for the provision, repair and maintenance of the WUP from the open eir network to the Point of Handover (POH).

2.3.2. Operator Responsibility

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.

³ Diversity can be ordered; however it is subject to availability, and a full site survey



Non-standard presentations (e.g. OTU-2, SDH) can be provided on special Carrier Class NTU, however these NTU are subject to availability.

3. Service Management

There are a number of processes that support this product from the initial forecasting and quotation through to billing as outlined in figure 2.

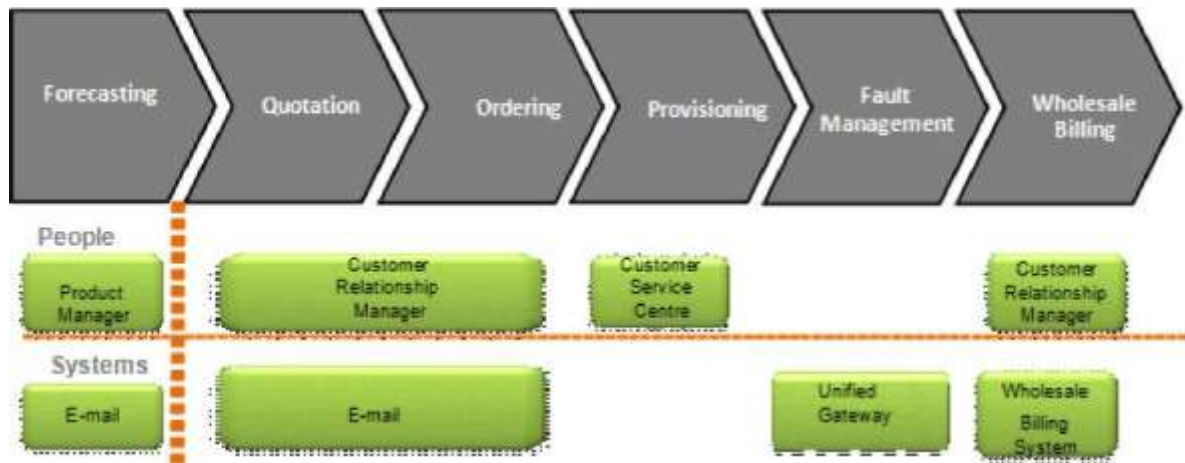


Figure 2: Process, people and systems overview

Prior to requesting the service an Operator may find product information on the openeir Wholesale website www.openeir.ie or discuss their requirements with their Customer Relationship Manager. The quotation and ordering of 1/10Gbit/s WUP will be handled **directly by the Operator's Customer Relationship Manager (CRM)**. The Operator can request a quote or place an order by e-mailing their CRM.

Provisioning and Maintenance processes are supported by the openeir Wholesale Customer Care Centre. After provision of the WUP **any queries regarding billing should be directed to an Operator's Customer Relationship Manager**.

Each of these processes are outlined in further detail below.

3.1 Forecasting

Operators are requested to provide forecasts on a rolling 12 months basis via the standard openeir forecasting form. These forecasts should be verified by an Operator on a rolling quarterly basis and provided to the Leased Line Product Manager.

3.2 Ordering, Provisioning and Fault Management

The standard price applies **where an Operator's end user premises is served by useable openeir** owned duct (useable duct for fibre assumes that there is sufficient space in the duct to draw in a sub duct) and is within 500 metres of an available openeir access fibre which can connect to an openeir node.

The standard price does not include the costs associated with (1) installing any new duct or (2) clearing existing duct (3) new duct/poling and/or fibre build work (4) any civil works which may be necessary to establish a connection between the nearest openeir fibre and an Operator premises. All requests are subject to full site survey.

In Next Generation Access (NGA) locations, as published in the NGA 'Advanced Pre-Qual' File on the Unified Gateway (UG) and 'Max High (download) Speed' of 25M and above OR where the end user's premises is within 500 metres of the NGA fibre cabinet, the standard price will apply where the end user's premises is served from the NGA serving exchange - with the exception where bridge, dual carriageway or rail crossings are required where openeir reserves the right to recover any additional costs incurred.

For non-NGA locations or in NGA locations where the 'Max High (download) Speed' is below 25M, the standard price applies where the end user's premises is served by useable openeir owned duct and is within 500 metres of an available openeir access fibre which can connect to the serving openeir node. openeir reserves the right to recover any additional costs incurred.

For the avoidance of doubt, in all cases (NGA and non-NGA areas), an Operator is responsible for any costs associated with duct work within their end users own curtilage.

The Customer Relationship Management department will handle the ordering of the WUP circuits directly. The Operator can e-mail their Customer Relationship Manager to place an order.

Provisioning and Maintenance processes will be supported by the Wholesale Customer Care Centre and the Unified Gateway (UG) which will be used to report faults for the product via the UG web GUI.

Operators will be able to enter all the necessary data via a structured GUI screen for fault reporting. Once all the data has been entered the fault can be submitted. The UG will process and validate the relevant faults and will provide appropriate notifications in response.

Fault status updates will be provided back to an Operator and can be viewed via the UG order and fault tracking screens.

3.3 Ordering the Service

3.3.1 Delivery Timelines

WUP orders are delivered using fibre which is subject to survey and availability. The lead-time associated 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 openair 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.

3.3.2 Confirmation of Delivery

An order is deemed to be complete on provision of the WUP order, which establishes the service between the NTU in the A-end Operator nominated handover site to the NTU in the B-end Operator nominated handover site. On completion of the order an Operator shall receive a Delivery Notification.

3.3.3 Other orders -cancel and cease

If an Operator wishes to cancel a WUP order before it is delivered, this order must be placed prior to installation of the service commencing.

The Operator may request a cease order on a WUP circuit providing all associated end customer traffic has either been moved or ceased prior to this. Please refer to process manual for further detail on cancel and cease order process.

3.3.4 Fault Management

Please refer the Inter-Operator Process Manual for further details on fault handling.

Logging a fault

A valid fault for this service is logged via the Unified Gateway after an Operator has proven the fault out of their network. The Operator should log the fault against the WUP product reference number.

Fault handling process

Please refer to the Process Manual for the fault handling process for this service. The status of a fault can be tracked throughout its lifecycle via the UG web GUI by an Operator. Only those faults relating to an Operator will be visible to them.

Service shall be deemed to have been restored when the fault condition is resolved on the openeir network and service availability is restored. Notification will be provided to openeir via an Operator.

3.4 Ordering Diversity

Diversity between two sites can be implemented by ordering a 2nd WUP circuit. The 2nd WUP circuit will be planned to avoid/minimise any commonality with the primary WUP circuit.

An indicative route map of the primary and diverse WUP to the serving exchanges will be provided on request at the desktop survey stage.

The Operator is responsible for switching traffic between the primary and diverse WUP circuit.

3.5 Billing

There are connection and rental charges associated with the WUP. Once the order is completed and the circuit is commissioned, billing shall commence in the next billing cycle. Billing shall be carried out on a monthly basis in advance and the service shall be identified on the bill.

In the event that an Operator has a query regarding the bill they should contact their Wholesale Customer Relationship Manager.

4 Supporting Documentation

Further information on openeir Wholesale processes and supporting information may be found at www.openeir.ie

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

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1.0		Final Version	25 th August 2012
2.0		Final Version	30 th August 2013
V3.0	Final	This document is based on V2.0 Implementation of Standardised Change Control.	30 th June 2017