



# open eir<sup>1</sup> Prioritised Repair for standalone broadband Process Manual

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Version Control

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V3		Launch	07/12/2016
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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- Historical Document History Table located at end of Document.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

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This document outlines the process manual for the *open eir* Prioritised Repair Service for Standalone Broadband Services.

These Standalone Broadband services are either standalone ADSL or standalone NGA (FTTC) services.

The Prioritised Repair service level agreement offers a fault repair time of 1 working day for Standalone Broadband lines. The Prioritised Repair service enables operators to offer their customers an enhanced Service Level Agreement (SLA), building on *open eir* Wholesale's current offering of the standard Broadband SLA's.

## 2 Overview

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Prioritised Repair enables an OAO's to identify certain lines as having a higher repair priority than others. The service offers an enhanced SLA target of 90% within 8 working hours on the lines nominated on the OAO's network combined with prompt repair times and associated penalties.

## 3 Ordering Process

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### 3.1 Pre Order Enquires

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

### 3.2 Ordering Process (New Provides)

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When an Operator seeks to submit a new provide order for standalone ADSL/FTTC lines they will be able to add prioritised repair under the REPAIR\_SLA option on the Unified Gateway. The Operator must select 'PRIORITY' on the Repair\_SLA option.

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

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If the Operator does not select the Priority Repair SLA, then the standard SLA will be applied to the line by default.

The order completion notification will include the appropriate Repair SLA. The applicable order types are PNN, PNO and PNW.

### 3.3 Ordering Process (Existing Lines)

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

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

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

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

The order completion notification will include the appropriate Repair SLA.

### 3.4 Change Process (Existing Lines)

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Operators will be able to amend or remove the existing SLA on the line through a change order on Unified Gateway (CHN). The Operator must select 'PRIORITY' on the Repair\_SLA option. Similar to a new provide, this change order will flag the line to internal *open air* systems as being eligible for Prioritised Repair. It will also trigger billing of the enhanced SLA. The appropriate monthly charge will appear on the Operator bill.

### 3.5 Migrations

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If an end customer changes their Standalone Broadband product but remain with the same Operator AND they don't specify a new SLA, they will Retain the existing SLA by default.

If an end customer changes or transfers their standalone Broadband product but move to a New Operator (who has signed up for 8hr SLA) AND they don't specify a new SLA, they will revert to standard SLA by default.

The migration scenarios where a customer will retain the priority SLA by default are shown below. For all other Migration Scenarios the customer will revert to standard SLA by default.

Does the end customer already have this SLA on the line?	Is the Customer Moving Operator	From	To	Enhanced SLA Migration Rule
Yes	No	Standalone ADSL	Standalone FTTC	The enhanced SLA is migrated automatically
Yes	No	Standalone FTTC	Standalone ADSL	The enhanced SLA is migrated automatically

## 4 Fault Handling and Repair

The Operator should use the existing processes for fault reporting on standalone broadband ADSL and (NGA – FTTC).

Upon receipt of the fault *open eir* will determine the applicable SLA and in the case of Prioritised Repair priority will be given to such faults. Where the fault is placed via the UG the UG will provide standard status updates.

### 4.1 Repair Process Definitions

**Activation Fault:** Activation faults are those faults that arise as a result of activation of standalone broadband by *open eir* that are accepted as faults by *open eir*. The scenarios covered under this fault are those experienced by the end-customer as a direct result of failed installation within 28 days of service activation.

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

**Unconfirmed Clear:** On completion of a repair, a fault ticket receives an Unconfirmed Clear status and the clock is stopped until:



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- a. it is accepted as cleared by the Operator and therefore becomes a "Confirmed Clear Permanent".
  - b. or 16 Working Hours from the Unconfirmed Clear notification to the Operator has elapsed in which case the fault becomes a "Confirmed Clear Permanent" by default .
  - c. or the clear is legitimately rejected by the Operator and the repair clock is restarted.

**Valid Faults:** all faults other than those excluded faults in accordance with Appendix 1, and *open eir* defined non-faults (clear codes 00-99 plus 156 and 157), as described in the appropriate IPM's.

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

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

**Confirmed Clear Permanent:** If a fault clear, has either been accepted by the AS or 16 Working Hours has elapsed from Unconfirmed Clear notification, the fault ticket is given a Confirmed Clear Permanent status. In addition, a final clear code is associated with the fault ticket and it is permanently closed.

However, if the Operator responds with a rejection of the repair within 16 Working Hours, the clock is re-started and repair work recommences. On completion of the repair, the Unconfirmed Clear status is applied again, the Operator is notified and the fault time is parked and the process above is repeated.

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

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

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



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

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

**Parked Time:** The times during which the SLA clock is stopped which include; time not covered by the relevant SLA.

or during out of hours periods where resources being made available on a reasonable endeavours basis are unavailable .

or circumstances as outlined in Appendix 2.

## 5 Penalty Payment Process

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*open eir* shall provide Operators with penalty statements one month in arrears with the statement being reconciled between the parties during month 3 of the quarter with payment made in the next billing cycle. A penalty statement will only be issued when a penalty is payable. The applicable penalty to be paid is the difference between actual% achieved and target %.

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

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

In case of a query, any supporting documentation must be supplied within ten Working Days of a request by *open eir*.

Any adjustment will be remitted by way of credit against the account associated with the claim.



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## Appendix 1: Exclusions

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### Service Assurance

The circuit will be deemed available to the Operator and is therefore excluded for the purposes of calculating credits if the non-availability arises from or is otherwise caused or contributed to by the following circumstances:

Where the fault is caused by, third party activities such as cable damage, or gunshot.

Where the fault is caused by severe weather conditions such as storms, flooding, fire or lightning

Where a fault occurrence is due to changes in Customer provided apparatus

Where the fault is not in the *open eir* network i.e. Operator non-fault

Where a fault is reported and no fault is detected when the service is tested from end to end.

Any period of scheduled outages notified to the Operator in accordance with the planned works procedure

A failure by the Operator or its customer to allow access to premises or equipment when requested

The Operator or its customer failing to operate the service in accordance with *open eir* terms and conditions for the provision of the service

A failure of the customer to report the fault in accordance with the fault reporting procedures.

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## Appendix 2 – Parked Time

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

*open eir* cannot get co-operation from the Operator with testing the line

When a fault ticket receives an Unconfirmed Clear status, it will be parked.

Where an engineer is dispatched and cannot get access to the end user premises

Where to proceed would result in a health and safety risk, avoidance of which could not have been realistically predicted by *open eir*.

If it is requested by the Operator and/or end user

Where a third party, other than *open eir* contracted entities, restricts *open eir* from working on resolution of the fault.

Force Majeure

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## Appendix 3 – Non fault chargeable clear codes

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When a Service Provider receives a line fault or Broadband fault, from their end customer, the Service Provider trouble shoots to determine root cause of fault. This will include conducting a line test, Synch test and screening the fault report with the end customer. Upon receipt of the fault report through the UG, eircom Wholesale will review the fault report, ensuring a line test was completed and either clears the fault with appropriate clear code or forwards to appropriate department for fault resolution. The fault resolution process will involve further analysis of the fault report and may result in despatch of a technician to identify, localise and repair the fault. When the fault is localised from the last accessible external network point in to the customer site the technician visits the end customer's premises. This can lead to a charge being raised on the Wholesale customer SB-WLR bill.



The following scenarios outline situations when these charges may apply:

Scenario A Service Assurance

Charge will apply when technician proves fault into:

- Internal wiring that is beyond the NTU / Non-eircom equipment or non-eircom network
- End users premises where interference is caused to the eircom network by equipment or wiring connected before the NTU e.g. alarm equipment.
- Faults that are misreported e.g. incorrectly reported as “noise on the line”
- CPE / equipment not been disconnected in advance of the line test and is causing fault
- Carry out a visit to end users premises to prove service at the NTU or a fault into internal wiring.

Scenario	Clear code	Clear code description	Scenario
Internal wiring that is beyond the NTU / Non-eircom equipment or non-eircom network	157	FAULTY INTERNAL WIRING-CHARGE	Fault is caused by internal wiring beyond the NTU and technician resolves the issue beyond the NTU on foot of customer request
	008	FAULT DUE TO NON EIRCOM EQUIPMENT/WIRING	Fault is caused by non eircom equipment e.g. Phone, modem etc
	021	FAULT IN NON EIRCOM NETWORK	Fault is caused by internal wiring beyond the NTU, the technician



			<p>either</p> <p><b>A:</b> advises end user of the issue and that it is not in the eircom network but does not remove the internal wiring i.e. identifies but does not clear fault (further action may be required by third party to resolve issue)</p> <p><b>B:</b> no one with authority present to explain the issue, technician leaves in place</p> <p>A detailed fault note must be added in both scenarios</p>
<p>End users premises where interference is caused to the eircom network by equipment or wiring connected before the NTU e.g. alarm equipment.</p>	093	NON EIRCOM WIRING BEFORE NTU	<p>Tap into line before NTU, the technician either:</p> <p><b>A:</b> advises end user of the issue and that it is not in the eircom network but does not remove the internal wiring i.e. identifies but does not clear fault (further action may be required by third party to resolve issue)</p> <p><b>B:</b> no one with authority present to explain the</p>



			<p>issue, technician leaves in place</p> <p>A detailed fault note must be added in both scenarios</p>
Faults that are misreported e.g. incorrectly reported as “noise on the line”	004	INCORRECT USE OF PRODUCT	Fault reported due to incorrect use of the product e.g. no incoming calls - ringer on phone found to be switched to of
	023	INCORRECT FAULT INFO	Where the report code used does not reflect the actual customer issue
CPE / equipment not been disconnected in advance of the line test and is causing fault	156	FAULTY SOCKET-CHARGE	Fault is caused by socket beyond the NTU and technician resolves this issue on foot of customer request
	157	FAULTY INTERNAL WIRING-CHARGE	Fault is caused by internal wiring beyond the NTU and technician resolves the issue beyond the NTU on foot of customer request
	092	EIRCOM NETWORK FOUND OK-CHARGE	Travelled to premises and no fault found in eircom network



Carry out a visit to end users premises to prove service at the NTU or a fault into internal wiring.	008	FAULT DUE TO NON EIRCOM EQUIPMENT/WIRING	Fault is caused by non eircom equipment e.g. Phone, modem etc
	021	FAULT IN NON EIRCOM NETWORK	<p>Fault is caused by internal wiring beyond the NTU, the technician either</p> <p><b>A:</b> advises end user of the issue and that it is not in the eircom network but does not remove the internal wiring i.e. identifies but does not clear fault (further action may be required by third party to resolve issue)</p> <p><b>B:</b> no one with authority present to explain the issue, technician leaves in place</p> <p>A detailed fault note must be added in both scenarios</p>

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## Version Control History

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Version	Status	Update	Effective Date
V1		For Review	July 2016
V2		For Notification	September 2016
V3		Launch	07/12/2016
V4.0	Final	This document is based on V3 Implementation of Standardised Change Control.	20/06/2017