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# Master Plan Plus Process Manual

## Version Control

Version	Status	Update	Effective Date
V1.1	Final	Document rebranded from eircom to open eir.	16 <sup>th</sup> September 2015
V2.0	Final	This document is based on V1.1 Implementation of Standardised Change Control.	21/06/2017

This document follows change control procedure:

**Proposed** is defined as a document status when the approved document is uploaded to Proposals Section of open 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- Historical Document History Table located at end of Document.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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**TABLE OF CONTENTS**

1. Ordering Process ..... 4

2. Fault Handling and Repair ..... 4

3. Service credit Payment Process ..... 4

4. Order Handling Form ..... 4

5. Master Plan Plus Inter-Operator  
**Contacts**.....5

## 1. Ordering Process

Step	Process
1.0	OAo submits MPP order form to Wholesale CSC
1.1	Wholesale CSC process MPP orders
1.2	MPP orders validated
1.3	MPP applied to nominated circuits.

\* The lead-time for the implementation of Master Plan Plus orders is fifteen (15) working days.

\* \* The lead-time will be reviewed six months after launch.

## 2. Fault Handling and Repair

Step	Process
1.0	Fault alarm triggered on ericom management system
1.1	Fault queried to confirm circuit is on MPP
1.2	Fault reviewed to determine problem.
1.3	Fault ticket raised on eircom fault management system
1.4	Fault resolution commenced
1.5	Customer notified of fault
1.6	Fault resolution completed
1.7	Fault ticket closed out
1.8	Fault completion

## 3. Service Credit Payment Process

The Service Credit Payment Process for MPP is as per the Wholesale Leased Line documentation.

## 4. Order Handling Form

Please find attached below.



## 5. Master Plan Plus Inter-Operator Contacts

All the eircom contact and escalation points are per the Wholesale Leased line documentation.

The proactive fault monitoring and eircom initiated fault logging, puts the onus on eircom to contact the customer. The Designated Customer Contact, as per the order form below, will be contacted within 15 minutes of fault being created.

### Agreement & Order Form for *eircom* Master Plan Plus Service Level

Customer Details	
Customer Name:	
Customer Address/Registered Office (whichever is applicable):	
Contact Details: (Designated Customer Contact)	
Primary Contact:	Contact Number:
Secondary Contact:	Contact Number:

I acknowledge and accept that the *eircom* Master Plan Plus service level for the circuits identified below is subject to the Exclusions as set out in the most current version of the Carrier Services SLA published on [www.eircomwholesale.ie](http://www.eircomwholesale.ie), which may be updated from time to time.

Signed for and on behalf of the Customer by

\_\_\_\_\_

For a limited company or other corporate body, an authorised person must sign and state their **position in the company**. **For a partnership, a partner must sign adding the words “for self and partners”**



**Customer's signature:**

Accepted on behalf of eircom by:

\_\_\_\_\_  
\_\_\_\_\_

Position in company (if applicable):

Signature:

\_\_\_\_\_  
\_\_\_\_\_

Date:

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Date:

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Qualifying Product Types:

- Digital Leased Lines\*
- PPC End User Links\*
- ISDN PRA/FRA (including WLR variants)\*

\* unmanaged/unframed circuits are excluded from this offering.

### Your account/circuit details

Please specify below which eircom Master Plan Plus account you wish to have the service management fee applied to: (Note: This should be an account which includes at least one circuit you wish to have the eircom Master Plan Plus service level applied to.)

□□□□□□□□ Billing Address: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Please state below the circuit number(s) to be included under eircom Master Plan Plus service level:

Note: eircom Master Plan Plus can only be applied to the qualifying product types as stated (e.g National Digital Leased Lines, PPC EULs)

No:	Circuit Type	Circuit ID	Account Number	Verification of order (office use only)
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## Version Control History

Version	Status	Update	Effective Date
1.0		Final Version	21 <sup>st</sup> March 2004
1.1		Updated to include Event Based Repair processes	1 <sup>st</sup> July 2013
V1.1	Final	Document rebranded from eircom to open eir.	16 <sup>th</sup> September 2015
V2.0	Final	This document is based on V1.1 Implementation of Standardised Change Control.	21/06/2017