



Wholesale Leased Line Product Description



Version Control

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1.0	Final	Document rebranded from eircom to open eir.	16 th September 2015
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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- Historical Document History Table located at end of Document.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.



Table of Contents

1. PREFACE	4
2. SERVICE OVERVIEW	4
3. PRODUCT OFFERS AND FEATURES	4
4. SERVICE MANAGEMENT	5
4.1 ORDER HANDLING	5
4.1.1 <i>Order Submission</i>	5
4.1.2 <i>Provisioning Processes</i>	5
4.1.3 <i>open eir's Telecommunications Apparatus</i>	5
4.1.4 <i>Cancellation Process</i>	6
4.1.5 <i>Upgrade / Downgrade Process</i>	6
4.1.6 <i>Service Termination Process</i>	6
4.1.7 <i>Diversity</i>	6
4.2 FAULT HANDLING	6
4.3 BILLING	6
4.4 SERVICE LEVELS	6
5. PRICE	7
6. TERMS AND CONDITIONS	7
ANNEX 1: TECHNICAL CHARACTERISTICS	8
ANNEX 2: CONNECTING TO OPEN EIR'S TELECOMMUNICATIONS SYSTEM	9
VERSION CONTROL HISTORY	10

1. Preface

This document is without prejudice to any future position that may be adopted relative to the provision of Wholesale Leased Line. It should be read in conjunction with the associated documents detailing processes, technical specifications and service level agreements published on *open eir's website*. **The documents may be updated and modified from time to time.**

The controlling versions are the latest published version.

2. Service Overview

An *open eir* Wholesale Leased Line private circuit (also known as a 'Private Circuit' or 'Data Line') provides a direct, **secure telecommunications link between two points. The line is permanently 'open' and can carry both voice and data information, simultaneously (multiplexer required).** *open eir's* service includes installation of an NTU (Network Termination Unit) at the customer's premises and analogue or digital connection.

Private circuits can be used to form a Private Network, and are provided over *open eir's* managed platform using a combination of Martis and SDH (Synchronous Digital Hierarchy) technology.

Channelised Access is an enhancement to the National Private Circuits product and is designed to enable customers who have multiple Local ends of Private Circuit lines entering their premises to combine those lines into a single, 2Mbit circuit and reduce the total costs when compared to delivering each circuit separately.

3. Product Offers and Features

There are three types of Wholesale Leased Line offered:

- Analogue Leased Line
- Digital Leased Line
- Channelised E1 (2MB) access

The main features of the product are:

- Cost Management (no additional traffic costs);
- Constant Availability;
- Security;
- Trusted Technology;
- Enhanced Service Quality;
- Flexible ;
- Always on: bandwidth at the speed required;



- Pricing is based on circuit speed (bandwidth) and distance.

Technical Specifications

The technical specifications of Wholesale Leased Line are defined in Annex 1.

4. Service Management

4.1 Order Handling

4.1.1 Order Submission

Orders for all Wholesale Leased Lines will be processed using a completed Wholesale Leased Line Order Form. The Order Form can be downloaded from the *open eir* web site www.openeir.ie. The Order Form also designated the Wholesale Leased Line bandwidths available.

4.1.2 Provisioning Processes

The Service shall be provided to the Operator in accordance with the provisioning processes outlined in the **Carrier Service Operations and Maintenance Process Manual (“Carrier Services O&M”)**. Where, at the request of the Operator, any work to provide the Wholesale Leased Line Service is done outside of *open eir’s* normal working hours the Operator will pay a charge for such work as set out in the *open eir* Network Price List.

4.1.3 *open eir’s* Telecommunications Apparatus

The Operator must provide free of charge a suitable place and conditions, including power supply, lighting and appropriate electrical fittings, for *open eir’s* Telecommunications Apparatus. The Operator is obliged to prepare the Premises before Service is provided in accordance with any instructions *open eir* gives the Operator. Following completion of the installation of the Wholesale Leased Line Service, the Operator will be responsible for putting displaced items back and for any necessary decoration.

open eir will provide equipment to the Operator for use by the end user in conjunction with Wholesale Leased Lines. (“*open eir* Telecommunications Apparatus”). **The Operator is responsible for *open eir’s* Telecommunications Apparatus placed within the boundaries of the Premises and for its proper use; if any part of *open eir’s* Telecommunications Apparatus is lost destroyed (except for wear and tear) the Operator must pay *open eir’s* costs for its replacement and/or repair. The Operator must not interfere with *open eir* Telecommunications Apparatus nor permit anybody else (except someone authorised by *open eir*) to do so.**

Equipment may only be connected to *open eir’s* Telecommunications System by way of a connecting point (“**Connecting Point**”). **A Connecting Point is a block terminal**, a socket or removal plug, a distribution frame or any other device supplied, installed and maintained by *open eir* in the Premises to facilitate connection of equipment to the Wholesale Leased Line. Where no Connecting Point is available, such Equipment may be connected in such a manner and on such terms and conditions as may be determined by *open eir*. The details and conditions governing such connection are attached as Annex 2

Equipment may only be used with *open eir’s* Telecommunications System in a way that meets the relevant standards and any authorisations applicable to the Operator. If Equipment does not meet those standards or any licence the Operator must immediately disconnect it or allow *open eir* to do so at the Operator’s expense. If the Operator requests *open eir* to test Equipment to ensure that it meets those standard or any



authorisations granted to the Operator, the Operator must pay *open eir* the applicable hourly rate in force at the time being.

4.1.4 Cancellation Process

If the Operator wishes to cancel a Wholesale Leased Line prior to the provision of the Service, *open eir* may accept such cancellation provided notice of such cancellation is addressed to *open eir* in writing and the Operator agrees to pay the applicable cancellation fee. The Service shall be cancelled in accordance with the processes outlined in the Carrier Services O&M.

4.1.5 Upgrade / Downgrade Process

open eir will use its reasonable endeavours to ensure a minimum amount of disruption during an upgrade or downgrade of a leased line however the company does not guarantee continuity of service. The Service shall be upgraded / downgraded in accordance with the processes outlined in the Carrier Services O&M.

4.1.6 Service Termination Process

In the case of Service termination, the Operator shall grant or secure *open eir* reasonable access to recover *open eir* Telecommunication Apparatus from the End User Premises. The Service shall be ceased in accordance with the processes outlined in the Carrier Services O&M.

4.1.7 Diversity

Where the Customer requires diverse delivery to a site, *open eir* will agree the price for that delivery in advance. This price will be calculated to defray a substantial portion of the costs

For all other delivery related processes refer to the Order section of the Carrier Services O&M. The provisioning of Wholesale Leased Lines will be governed by the Carrier Services O & M.

4.2 Fault Handling

Refer to the Fault section of the Carrier Services O&M. The maintenance of Wholesale Leased Lines will be governed by the Carrier Services O & M.

4.3 Billing

Billing will be in monthly and in advance.

Bills will be available on both a hard copy and in e-bill format.

Refer to the Billing section of the Carrier Services O&M.

4.4 Service Levels

The provision and service availability of Wholesale Leased Lines shall be subject to the Carrier Services Service Level Agreement (“Carrier Services SLA”).



Details of enhanced SLAs for the service assurance of the open eir Wholesale Leased Line Product on the open eir Wholesale website at www.openeir.ie. Operator may avail of the enhanced SLAs by agreeing to pay the additional charges associated with such service.

Service Level Agreements on Leased Line delivery do not apply to services delivered over the second, or diverse, path.

5. Price

Prices are published on the *open eir* website at www.openeir.ie in the *open eir* Network Price List.

6. Terms and Conditions

Terms and conditions are published on the *open eir* website at www.openeir.ie as the *open eir* Leased Line Reference Offer.

Annex 1: Technical Characteristics

Leased Line Type	Interface Specification	Performance Specification
1. Ordinary Quality Voice Bandwidth	2 or 4 wire Analogue (2)	ITU.T M.1040
2. Special Quality Voice Bandwidth	2 or 4 wire Analogue (2)	ITU.T M.1020 (3)
3. From 64 kBit/s Digital to (4) 1984 kBit/s Digital	X21 bis	ITU.T G.821
4. 2048 kBit/s Digital (5) Unstructured	ITU.T G.703	ITU.T G.821
5. 2048 kBit/s Digital (6) Structured	ITU.T G.703 and G.704	ITU.T G.821

Notes:

1. The ITU.T recommendations referenced refer to the 1988 version. ETSI has been requested to carry out further work on standards for leased lines.
2. M.1020 and M.1040 circuits are provided as 4 wire circuits.
3. The special quality voice circuit provided by *open eir* is supplied to M.1020 specifications.
4. The attachment requirements for terminal equipment to be connected to these leased lines are described in Common Technical Regulation 14 (CTR14).
5. The attachment requirements for terminal equipment to be connected to these lines are described in CTR12.
6. **Channelised E1 Access will use this standard for access to the customer's central site.** Discrete circuits will be provided using the interfaces for type 3 leased lines. Customers must provide equipment capable of supplying loopback facilities for test purposes.



Annex 2: Connecting to open eir's Telecommunications System

Equipment must only be connected to *open eir's* Telecommunications System in one of the following ways:

1. Customer premises with Pre-existing data termination point
 - 1.1. Data circuits are normally terminated on a pre-existing termination block near or at the point of entry into the Customer premises.
 - 1.2. If required by the Customer, the circuit will be extended on internal wiring without additional charge provided that the distance is less than ten (10) metres and the work requires less than one (1) man-hour of labour.
 - 1.3. Where the extension exceeds 10 metres or one (1) man-hour of labour, the additional material and labour will be charged in accordance with the provisions of clause 4.1.2 hereof at the service charge rates in force at the time of installation.
2. Existing premises without a data termination point
 - 2.1. In existing premises where there is no termination block but which has another *open eir* connection point, this will be regarded as the point of entry for the purpose of charging.
 - 2.2. Where further internal wiring is required, the additional material and labour required for such wiring will be charged at the service charge rates in force at the time of installation.
3. Green-field sites
 - 3.1. Green field sites where no pre-existing *open eir* termination point exists, *open eir* will terminate the circuit at a point within ten (10) metres from the point of entry of the *open eir* cable into the Customer premises subject to a maximum limit of one man-hour of labour.
 - 3.2. If additional cabling is required or if the work requires more than one man-hour of labour at the Customer premises the additional material and labour will be charged at the service charge rates in force at the time of installation.
4. Customer Nodes
 - 4.1. In **customer's** premises where *open eir* has deployed Nodal infrastructure, all services from this Node will be presented on a Patch Panel and/or DDF strip which will be designated as the demarcation point. This panel will normally be positioned in the same rack as the node but may be located elsewhere upon agreement at the time of deployment. Provision of service to any other location on the premises may be provided however standard *open eir* charges would apply.

Note: Use of customer cabling

open eir may use the Customer's internal wiring/structured wiring if requested to do so by the Customer. In such cases, *open eir* is not responsible for the maintenance of such internal wiring or for validating its function in any circumstances



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1.0			31 May 2009
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