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# Payphone Access Charge (PAC) Inter-operator Process Manual



Version Control

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V2.0	Final	This document is based on V1.0 Implementation of Standardised Change Control.	07/06/2017
<a href="#">V3.0</a>	<a href="#">Final</a>	<a href="#">Changes to the process on updating the PAC database</a>	<a href="#">16/09/17</a>

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- Historical Document History Table located at end of Document.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 New Entrants Process

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### 1.1 Introduction

Payphone Operators in the Irish market wishing to collect the Payphone Access Charge (PAC) for their PAC eligible payphones or Payphone Operators new to the market must fulfil certain criteria before they are able to order the facility to collect the PAC on their lines. Given that the PAC is an interconnection charge, Payphone Operators will request their Service Provider to raise the PAC on their behalf. The Payphone Operator and Service Provider must comply with the “Requirements for Levying the PAC” (see Response to Consultation and Decision Notice D19/03, Document 03/111).

### 1.2 PAC Eligibility Definition

The criteria for determining whether a payphone is PAC eligible has been established through ComReg’s Response to Consultation and Decision Notice D19/03, Document 03/111. For a payphone to be PAC eligible it must comply with the following definition:

Definition of PAC Eligible Payphone;

1. The Payphone Operator must incur the relevant costs of providing the payphone (i.e. the payphone, the line and call charges, maintenance costs etc.).
2. The payphone must be a ‘public pay telephone’ which is a telephone available to the general public for the use of which means of payment may include coins, credit cards, debit cards or pre-payment cards, including cards for use with dialing codes<sup>1</sup>.

Service Providers should ensure that the PAC charge is only raised on payphones that meet the definition of a PAC eligible payphone (i.e. 1 and 2 above).

Service Providers, before levying the PAC on behalf of a Payphone Operator, shall ensure that the requesting Payphone Operator is aware of, and agrees to adhere to, all the relevant provisions of the “Requirements for Levying the PAC” under Section 1.3.

<sup>1</sup> As defined in the European Communities (Electronic Communications Networks and Services) (Universal Service and Users’ Rights) Regulations 2003, S.I. 308 of 2003



### 1.3 Requirements for Levying the PAC

In order to be eligible to Levy the PAC, a Service Provider (and by way of agreement, the Payphone Operator) must adhere to the “Requirements for Levying the PAC”. These have been established through ComReg Response to Consultation and Decision Notice 03/111 and further elaborated upon by the PAC Industry Forum. The criteria for determining the PAC eligibility of a payphone are as follows:

Requirements for levying the PAC;

1. The Service Provider must notify ComReg of each of the Payphone Operators for whom they intend to levy the PAC. Please see Appendix 1 for the format of this notification.
2. Payphone Operators and Service Providers to Payphone Operators must assist ComReg in ensuring compliance with these requirements.
3. Payphone Operators and Service Providers shall comply with the ‘Abuse of PAC’ process set out in Section 6 of this document. ComReg reserves the right to bar the Service Provider from Levying the PAC on behalf of a particular Payphone Operator(s) in cases of abuse.
4. Payphones for which the PAC is to be levied must comply with the definition of a PAC eligible payphone.
5. The PAC must be levied on all calls to all free-phone numbers.
6. Service Providers, before levying the PAC on behalf of a Payphone Operator, shall ensure that the requesting Payphone Operator agrees to adhere to all the relevant provisions of the “Requirements for levying the PAC”.
7. This document is without prejudice to a party’s rights/obligations under Competition Law or any other relevant law.
8. Payphone Operators and Service Providers shall adhere to the processes as set out in this document, “Payphone Access Charge, Inter-Operator Process Manual”.
9. Payphone Operators and Service Providers shall ensure that cease orders are properly implemented in a timely fashion (i.e. update Payphone Database and remove CPC flag where the payphone is no longer PAC eligible for that Payphone Operator).
10. Payphone Operators and Service Providers shall comply with the Authorisation Process.



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#### 1.4 New Entrant criteria

Payphone Operators wishing to levy a PAC must go through their Service Provider. The steps in the process are as follows.

Inform their Service Provider of their intent to levy the PAC

Note: Service Providers, before levying the PAC on behalf of a Payphone Operator, shall ensure that the requesting Payphone Operator agrees to adhere to all the relevant provisions of the “Requirements for levying the PAC”.

The Payphone Operator is responsible for the accuracy of information that they provide to the Service Provider and to ensure the eligibility of the PAC. The Service Provider will assist Payphone Operators in compliance with the IPM and will assist ComReg with any audit and incident of abuse (section 6) or if necessary the removal of PAC as directed by ComReg.

The Service Provider then notifies ComReg of their intent to levy the PAC on behalf of the Payphone Operator (See Appendix 1)

- After receiving notification, ComReg will confirm the Payphone Operator’s eligibility to its Service Provider
- Order PAC on their PAC eligible payphone lines from their Service Provider



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## 2 Ordering Process

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### 2.1 Introduction

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The ordering by Payphone Operators of the facility to levy the PAC charge consists of a number of elements.

- The Service Provider must have notified ComReg that they intend to levy the PAC on behalf of the Payphone Operator
- The Service Provider must order the CPC flag be applied to PAC eligible payphone lines from the Access Provider on behalf of the Payphone Operator

Note; if the Service Provider is a CPSO, then the CPSO will in turn order the facility from [open eirecom](#). If they are an Authorised Operator with rights of interconnection and directly connected to [open eirecom](#), they may order directly from [open eirecom](#). If they are not an Authorised Operator with rights of interconnection, directly connected to open eir and open eir is their Service Provider, then open eir must offer the facility by way of commercial arrangement.

### 2.2 Order Types

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- Order CPC flag and population of Payphone Database
- Cease CPC flag and update Payphone Database (See Section 3)

Note; in a future version of the product there may need to be a process adopted for large scale migration of payphones from one Payphone Operator to another.

### 2.3 Order Format

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All orders for application of a PAC will be placed via an order form. The order request form can be found in Appendix 2.

### 2.4 Order process

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The order request form will be e-mailed by the CPSO (who will update the 'Payphone Database', see section 5) to the open eir customer service centre. open eir will acknowledge receipt of this form. open eir will undertake to add the facility to the line for which service is requested.

## Payphone Access Charge IPM

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open eir will facilitate payment of the PAC to the Payphone Operator by changing the Calling Party Category applied to the line. Therefore, open eir will change the CPC value. This will ensure the line is recognised as a PAC eligible payphone line and will attract a PAC charge as per the interconnect and cascade billing arrangements.

Once the PAC service has been applied to the line open eir will notify the applicable CPSO. The CPSO requesting the PAC on the line will then inform the Payphone Operator that the line will now attract the PAC.





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### 3 Cease Order Process

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#### 3.1 Introduction

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This section outlines the industry process to support the cease order process for PAC. Payphone Operators must order ceases where payphones are no longer PAC eligible.

#### 3.2 Cease Order Format

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All cease orders for removal of PAC from Payphone Operators will be placed via an order form. The cease order request form is the same form as the order request form (see Appendix 2).

#### 3.3 Cease order process

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The cease order request form will be e-mailed by the Service Provider (who will update the 'Payphone Database', see section 5) to the open eir customer service centre. open eir will acknowledge receipt of this form. open eir will undertake to remove the PAC applied to free-phone calls from the line where the ceasing of the service is requested.

open eir will cease payment of the PAC to the Payphone Operator by changing the Calling Party Category applied to the line. Therefore, open eir will change the CPC parameter accordingly. This will ensure the line is recognised as an ordinary PSTN line and will not generate a PAC charge as per the interconnect and cascade billing arrangements.

Once the PAC service has been removed from the line open eir will notify the applicable Service Provider. The Service Provider requesting the cessation of PAC on a line must then inform the Payphone Operator.

Note; it is the onus of the Service Provider to update the Payphone Database and ensure that ceases are properly implemented. To maintain the accuracy and integrity of the Payphone Database, the onus is in the Payphone Operator to inform its Service Provider where any of its PAC eligible payphones cease to be PAC eligible or are removed from service.



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## 4 Fault Management Process

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### 4.1 Introduction

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This section outlines the industry process to support the fault escalation process for non-generation of the correct information supplied by open eir to the Payphone Operators, that enables the Payphone Operator to generate a Payphone Access Charge. This is not the process for resolving billing dispute issues, resolution of said issues will follow the existing defined industry processes for billing disputes and resolution.

### 4.2 Fault Report Format

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All fault management process will be communicated via a fault report form. The fault report form is contained within Appendix 4.

### 4.3 Fault Escalation Process

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If a Service Provider cannot generate a PAC for calls made to a free-phone number from one of the Service Providers Payphone Operators payphones, the following process is defined for fault management and resolution.

Firstly, the Service Provider must confirm that the line in question is attached to a correctly functioning payphone that has full access to free-phone numbers. Secondly, the Service Provider must check the Payphone Database (see section 5) to confirm that the line details have been correctly stored as a PAC eligible line owned by the correct Payphone Operator. Thirdly, the Service Provider must check that the line reported has been confirmed by open eir as being correctly provisioned as a PAC eligible payphone line and has not subsequently been ceased by the industry defined cease order process.

After the Service Provider has carried out the checks outlined above, it can send open eir the defined fault report outlining any information it has concerning the non-payment of the PAC and confirming they have discharged the aforementioned checks.

open eir will check the signalling parameter of the reported payphone line to confirm whether or not the correct Calling Party Category (CPC) is currently applied to the line. If open eir identifies that that this has not been applied to the line and that this is the only reason for the fault, the CPC flag will be applied and the Service Provider informed of resolution.

Alternatively, if the CPC flag is applied to the line open eir will conduct signalling tests to diagnose the nature of the fault. If a fault is diagnosed by [eircom/open\\_eir](#), it will be resolved and confirmation of resolution sent to the Service Provider. If the open eir testing does not diagnose

## Payphone Access Charge IPM

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any fault through extensive network testing, the fault will be proven outside the open eir network.  
The fault will be passed back to the Service Provider.



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## 5 Database Process

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### 5.1 Introduction

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The 'Payphone Database' is a database containing the list of 'live' PAC eligible payphones, that is, a list of the CLIs of payphones which attract the PAC. The listing contains the CLIs of the payphones and their corresponding Payphone Operator, Service Provider, their 'in service' date and the history of the number (in the case of ceases and moves etc.).

The Service Provider must order PAC on the payphone line which means population of the number in the Payphone Database and the application of the CPC flag on the line. The ~~Payphone Database must first be populated by the~~ Service Provider ~~must first send a request to ComReg for the Database to be populated;~~ then, by request, open eir will apply the CPC flag to the line. After confirmation ~~from ComReg that the Payphone Database has been updated, the Service Provider will then request that open eir~~ apply the CPC flag to the line. After confirmation by open eir that ~~the CPC flag has been applied of this~~, the payphone will attract the PAC from the date and time of the CPC application (this is due to the fact that as soon as the CPC parameter is applied to the line, any free-phone calls made from the line will automatically create an appropriate invoice).

[Instructions for requesting updates to the Payphone Database are described in Appendix 3.](#)

### 5.2 Access to the Payphone Database

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[A copy of the latest version of the Payphone Database, in Microsoft excel format, can be provided to the Service Provider and to open eir upon request to ComReg.](#)

~~In order for the Service Provider to update the database (or check the database on behalf of Payphone Operators or companies who use free-phone numbers) the appropriate access to the database. ComReg will manage access to the database. Copies of the Payphone Database~~ Access to the database will also be available to Payphone Operators and companies who use free-phone numbers via [a request](#) their Service Providers. Payphone Operators will be able to check their own numbers via their Service Provider. Companies who use free-phone numbers will be able to check ownership of any particular payphone number via their Service Provider. [It is the responsibility of the Service Provider to provide only information that is relevant to a specific Payphone Operator or company who uses free-phone numbers.](#)



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Instructions for [requesting copies of the payphone Database](#)~~access to the database are are~~  
~~described~~ [referenced](#) in Appendix 3.

### 5.3 ~~Order Request~~ Format

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~~The database process will proceed, but will be done in conjunction with, the application of the  
CPC category to the line identifying it as being a PAC eligible line.  
The format of the requests to be made to ComReg for updates to the Payphone Database is  
described in Appendix 3.~~



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#### 5.4 Database Population and Obligations

~~The database will be populated by~~ Requests to update the payphone Database will be made by the Service Provider of the Payphone Operator as described above. It is important to note that the onus will reside with the Service Provider to ensure that only PAC eligible payphone CLI's are requested to be added to the database. This will also be the case for removal of CLI's from the database when the PAC eligibility no longer applies i.e. the Service Provider will be obliged to request the removal of the CLI from the database. This should be accomplished by the Service Provider having put in place the necessary arrangements with the Payphone Operator.

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#### 5.5 Audit and Control of Payphone Database

ComReg will maintain, audit and control access to the Payphone Database.

At any time ComReg may question any number that ~~has been~~ is being requested or has previously been requested to be entered into the database. The Service Provider responsible for requesting the entry of that number will be obliged to confirm its authenticity in the context of the PAC eligible payphone definition (See Section 1.2). This should be accomplished by the Service Provider having put in place the necessary arrangements with the Payphone Operator.

The purpose of the Payphone Database is to facilitate the invoicing and payment of the payphone access charge. It allows for transparency and auditing of the PAC by industry and ComReg. ~~It will also be a necessary element of the evolution of the product as it is envisaged the second phase of the product will allow for differing levels of the PAC. The Payphone Database will then be necessary to differentiate the numbers from the different Payphone Operators.~~

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#### 5.6 Numbering Change

In the event of a numbering change (i.e. a change of CLI due to a change in the National Numbering Plan) the onus is on the Payphone Operator to inform their Service Provider of the number change for the relevant payphone CLI's. The Service Provider must then update the request that the Payphone Database is updated with the new CLI. The old CLI shall be requested to be ceased on the Payphone Database by the Service Provider once PAC is being billed on the new CLI.



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## 6 Abuse of PAC

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### 6.1 Introduction

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In order to protect all parties involved in the PAC billing chain from potential abuse, it is important to adopt measures which seek to limit attempts to use the facility in a manner for which it is not intended and to deal with such situations. This can be accomplished by placing clear responsibility on adherence by all the parties to the processes and also by setting out the procedure for dealing with alleged abuses.

### 6.2 Process

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The following process will be followed by all parties, Service Provider, Payphone Operator and Access Provider in the event that it is brought to any of the parties attention that the PAC facility is being used in an inappropriate way.

Any information relating to possible inappropriate use of the PAC facility should be brought to the attention of the Service Provider of the Payphone Operator and the Service Provider of the free-phone number.

Where the identity of any of the above Service Providers is not apparent, any information relating to possible inappropriate use of the PAC facility may be brought to the identify of ComReg who will indicate the identity of the relevant Service Provider. The matter must then be pursued directly with the relevant Service Provider.

The Service Providers should investigate the issue, and where appropriate, bring it to the attention of ComReg (See contact in Appendix 3).

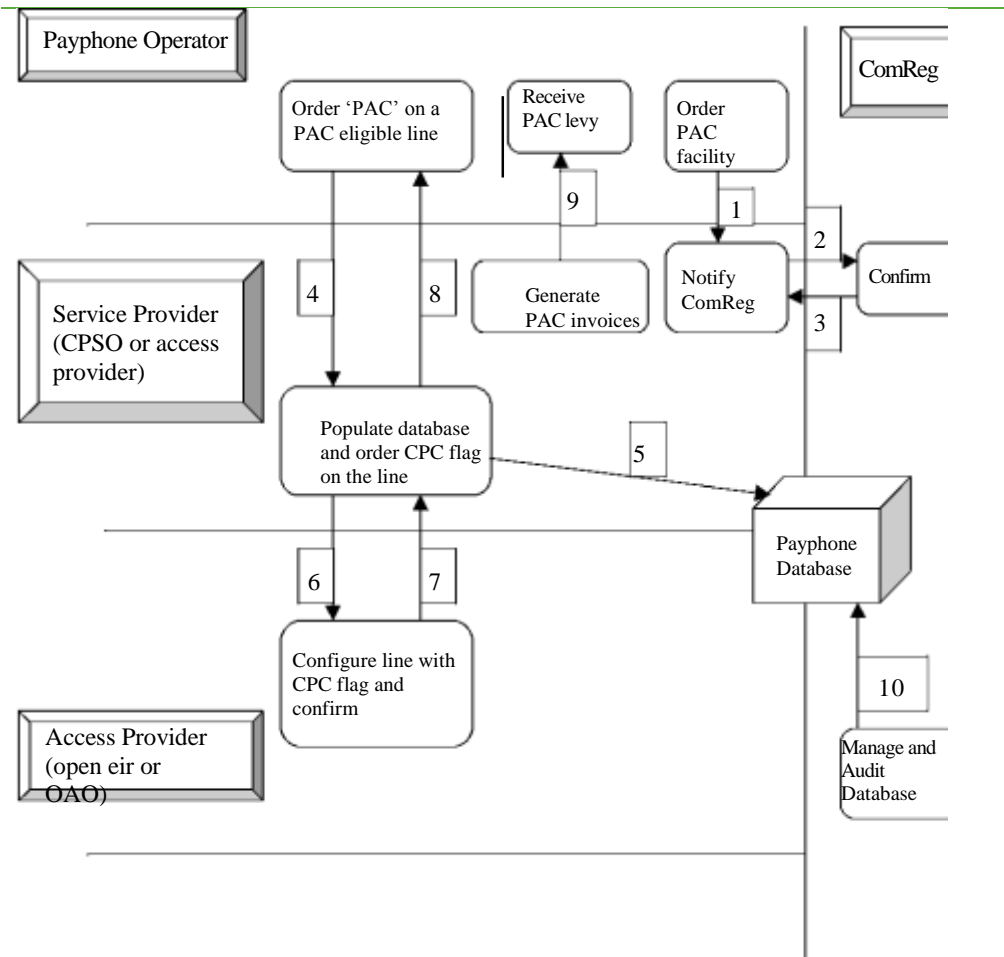
Where an issue cannot be resolved through steps 1 and 2, ComReg will conduct an investigation, in the context of its relevant powers, and inform the parties involved.

A Payphone Operator or Service Provider found by ComReg as having abused the PAC facility will result in suspension of their PAC pending the remedy of any abuse.

The outcome to the investigation may include one of the following: no case to answer therefore no suspension, suspension of PAC pending remedy of an abuse, for repeated abuse or serious abuse suspension of PAC for all payphones listed for a particular operator, for a specified period or until ComReg is satisfied that abuse will no longer occur



7 Process Diagram







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## 8 APPENDIX 1

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### ComReg Notice Format

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Written notification must be sent by the Service Provider on behalf of the Payphone Operator for whom they intend to levy the PAC.

The form below must be printed and signed by an individual authorised to sign on behalf of the Service Provider.



## Notice for Payphone Access Charge

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### Notice for PAC

#### Service Provider on behalf of Payphone Operator

<b>Date:</b>	<b>[Date, Month CCYY]</b>
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**SERVICE PROVIDER DETAILS**

<b>1 . Full Name Service Provider :</b>	
<b>2 . Business Address:</b>	
<b>3 . Tel: (Land): (Mobile):</b>	
<b>4 . Fax No:</b>	
<b>5 . E-Mail:</b>	
<b>6 . Contact address where written confirmation from ComReg will be sent :</b>	

**PAYPHONE OPERATOR DETAILS**

<b>1 . Full Name Payphone Operator :</b>	
<b>2 . Business Address:</b>	
<b>3 . Tel: (Land): (Mobile):</b>	
<b>4 . Fax No:</b>	
<b>5 . E-Mail:</b>	

**Requirements**



<b>1. The Service Provider (name above) has made the Payphone Operator (named above) aware of the “Requirement for levying the PAC” and that the Payphone Operator has agreed to adhere to the “Requirement for levying the PAC”.</b>	<table><tr><td>Yes</td><td>No</td></tr><tr><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr></table> <p>Please tick appropriate box to confirm.</p>	Yes	No	<input type="checkbox"/>	<input type="checkbox"/>
Yes	No				
<input type="checkbox"/>	<input type="checkbox"/>				
<b>2. The Service Provider and Payphone Operator have notified ComReg in order to obtain the appropriate Authorisations for the services they provide.</b>	<table><tr><td>Yes</td><td>No</td></tr><tr><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr></table> <p>Please tick appropriate box to confirm.</p>	Yes	No	<input type="checkbox"/>	<input type="checkbox"/>
Yes	No				
<input type="checkbox"/>	<input type="checkbox"/>				

I, ....., hereby confirm that I am officer duly authorised on behalf of ..... to complete the above notice and confirm that the details contained herein are correct:-

Signed by .....

Position: .....

Date: .....

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## 9 APPENDIX 2

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### PAC Order and Cease Form

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The PAC order or cease form is sent from the Service Provider (who [first requests](#) populationes of the database [and receives confirmation from ComReg of such updates](#)) to open eir to apply or remove CPC flag to or from the line.

See the open eir website (Under Carrier Services, within the O&M manual) for the form.

[www.openeir.ie](http://www.openeir.ie)

Under carrier services leased line documentation, open the carrier services operations and maintenance manual, and print out the carrier service order request form, located in appendix 1 section 9 of the manual.



## 10 APPENDIX 3

### Update of Payphone Database Access and Use

See document "COMREG Payphone Database User Guide V1.1". To obtain a copy of this document, please contact the address below.

For Access to the Payphone Database and in the event of issues arising from inappropriate use of the PAC facility please contact: [pac@comreg.ie](mailto:pac@comreg.ie)

**Field Code Changed**

Service Providers shall submit requests for updates to the Payphone Database to ComReg. All requests shall be submitted via email to [pac@comreg.ie](mailto:pac@comreg.ie) with the following fields populated in the following order in such email requests:

STD: <numeric value>

Phone Number: <numeric value>

Status: <possible values: 1 for In Service or 2 for Out of Service>

Class: <possible values: 1 for Unprotected, 2 for Protected or 3 for Private>

Payphone Operator ID: <possible values: 1 for open eir, 2 for BT, 10 for Protel, 11 for Dome, 15 for Gotel, 17 for Payphone Specialists>

Service Provider ID: <possible values: 1 for open eir, 2 for BT, 12 for Colt>

Access Operator ID: <possible values: 1 for open eir>

Comments: <optional field for comments>

Service Providers shall await confirmation from ComReg that the Payphone Database has been updated before proceeding to request that open eir update the CPC flag for the relevant number(s).

For validation of the requests to apply the CPC flag for the relevant number(s) copy of the updated PAC database will be provided to Service Provide and to open eir by ComReg.

When more than one number is to be updated in the Payphone Database then requests shall be made via Microsoft excel file using the above fields in the above order as columns in such an excel file.

To request a copy of the latest version of the Payphone Database Server Providers shall email: [pac@comreg.ie](mailto:pac@comreg.ie).



11 APPENDIX 4

**Fault Report Form**

The form in this section should be used for the reporting of faults (See Section 4).

**P.A.C. FAULT LOGGING FORM**

**Part 1 - Fault Details**

To be completed by the originating OLO			
Other Licensed Operator reporting fault			
Operator to whom fault is being reported:			
Date of Fault Report		Name of fault reporter	
Time of Fault Report		Telephone number	
		E-mail	

**Line Details**

Location			
Full Address			
Open eir Identifier	Line	OLO Internal Fault Reference	

**Impact of fault:**

Has the PAC been applied?	Ye s	No	Has the line been ceased	Ye s	No



Detailed Fault description (non mandatory)

Formatted: Font: 10 pt

Due date for P.A.C. insertion and original P.A.C. Order no.
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Results of Tier 1 and 2 diagnostics (non mandatory)

Tier 1	Tier 2

<b>Auditable results attached?</b>	Yes	No
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Part 2 - Receipt Notification  
To be completed by the fault report receiver

Fault report received:	
Open eir Fault Reference Number	
Date	
Time	
Name of fault receiver	
Tel	
e-mail	

Action Taken			
Fault Status	Accept	Reject	<i>If reject please indicate reason</i>
Fault Escalated	Yes	No	
Assigned to		Date	Time



Part 3 - Fault Clear Notification

Date		Time	
Cleared By		Telephone No	
		E-mail Address	
Clear Type			
Code	Description		
Additional Comments			





### Version Control History

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Version	Status	Update	Effective Date
Version 1.0		Initial draft documents from industry	21/05/2003
Version 1.1		Processes brought together and some comments made for discussion	23/05/2003
Version 2.0		Review subsequent to industry meeting on 28/05/2003	30/05/2003
Version 3.0		Review subsequent to industry meeting on 06/06/2003	09/06/2003
Version 4.0		Review after consultation & Decision Notice D 19/03	19/09/2003
Version 4.1		Review after industry comments	24/09/2003
Version 1.0		Final Review of draft by industry	26/09/2003
Version 1.0		Two additional Comments added for Review	30/09/2003
Version 1.0		Final Version of IPM	3/10/2003
Version 1.0		Rebranding	14/10/2015
V2.0	Final	This document is based on V1.0 Implementation of Standardised Change Control.	07/06/2017
<a href="#">V3.0</a>	<a href="#">Final</a>	<a href="#">Changes to how to update the PAC database</a>	<a href="#">16/09/17</a>