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open eir <sup>1</sup>

Pole Access

# Product Description

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Version Control

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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- Historical Document History Table located at end of Document.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 relevant section of the open eir website be it the Proposal section or appropriate product section. If there are changes to the document between 'Proposed' and 'Final', change control operates.

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## 1. Preface

This document describes the open eir Pole Access product

Document 13/11 issued by ComReg contains Decision Instrument for the Wholesale Physical Network Infrastructure Access (WPINA) market which states that open eir shall provide duct and pole access where reasonably available.

## 2. open eir Pole Access Overview

The open eir Pole Access product offering provides Operators with the opportunity to have their fibre cable carried on an open eir aerial route and terminated on an open eir pole between nominated open eir ingress and open eir egress locations in order to offer electronic communication services to Operator's customers. It is the Operators responsibility to provide connectivity from their network to the nominated open eir ingress and egress locations. Operators are required to forecast their requirements on a quarterly basis via e-mail to their open eir Account Manager

Pole access will be provided over open eir aerial routes and poles through the open eir access network used to deliver the local access (WPNIA) element of open eir services. Operators should contact their open eir Account Manager for all queries regarding access.

Operators will interconnect at the first suitable pole on an aerial route (generally the first pole is congested and heavily loaded with existing equipment). The Operator will connect to the "interconnect pole" through a sub-duct, or overhead drop from their network or through a sub-duct if interconnecting from an open eir chamber. The Operator will provide this access to the base of the open eir pole. The Operator may provide a duct from the Operator chamber to the pole. The chamber should be ideally within 1 metre of the pole.

Space on an open eir pole whether on the aerial route or at a final distribution pole may be available to accommodate Operator equipment and aerial fibre cable, subject to survey/design and the terms and conditions in the associated documentation. Where an open eir pole is on private property, the Operator must request and get consent from the land owner.

NOTE: AC powered equipment is not allowed on the open eir network for Health & Safety reasons.

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For the avoidance of doubt, this pole access product will not be available in cases where construction of new civil work is required. Pole availability will be managed by open eir in accordance with open eir's network engineering rules, regardless of which Operator requests it.

The nominated open eir ingress and open eir egress locations will provide connectivity:

- 1) From the first suitable pole at the start of the overhead route to the distribution point/pole which distributes the lead-in cable to a customer's premises
- 2) At an open eir pole at the final distribution point of the lead-in cable to the customer's premises , where the infrastructure is underground to this point
- 3) At an open eir pole where Operators cable transfers to an alternative non-open eir network facility

The Operator is responsible for the following:

- OAO Route Survey design
- Installing its aerial cable which will include supplying and fitting brackets
- Lead-in fibres including supplying and fitting brackets
- Fibre splicing and maintenance and repair of the fibre and lead-in cables
- All work carried out to open eir specifications - see Technical Manual

Major infrastructure programme:

Where an Operator wishes to plan a major infrastructure programme, open eir (or eir's infrastructure access team for NBP) will provide Operators with information on its pole infrastructure in .csv file. The Operator will use the information to design its overhead fibre network and submit its high level design to open eir (or eir's infrastructure access team for NBP) who will validate the design and send a quote covering access to this pole infrastructure to the Operator.

When an Operator wishes to implement a major infrastructure programme, open eir will set up a joint project team with the Operator, to manage the implementation.

open eir considers a major infrastructure programme to be one that contemplates roll-out in at least 10 exchange areas with the intention to pass at least 10,000 premises.

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## 3. Pole Access Product Features

The aerial route and distribution poles provides Operators with access to their individual and multiple end customers to offer electronic communication services. Operators will access open eir routes and poles at nominated points of ingress and egress.

The point of ingress is where the Operators' cable physically enters the open eir physical infrastructure. The point of egress is where the Operators cable physically exits the open eir distribution or carrier pole along a defined aerial route. Both ingress and egress points are open eir nominated points on the open eir network nearest to the Operator requested access points.

### 3.1 Access to open eir's network

The Operator is responsible for providing an interconnect link between the Operators chamber and the open eir pole. This will enable the Operator to access the aerial route and install their fibre cable from their chamber to the aerial route or pole.

The Operator's underground chambers will also facilitate the Operator's splicing requirements and any associated equipment where required along the open eir defined aerial route. For operational reasons open eir will not accommodate Operators jointing, splicing or any associated equipment in open eir chambers.

Operators are responsible for making good and restoring the area surrounding the open eir pole ("the surrounding area") to licencing authority standard. The Operators will install their cable from the point of ingress in their chamber along the aerial route to the point of egress.

At underground and overhead transition points, the Operator may access the open eir poles through either a stand-off chamber or through cap & steel access to the open eir pole, subject to open eir approval.

Where duct infrastructure is part of an overhead network - for example, at Electricity Supply Board High Tension crossing (ESB HT), minor road crossing, farm drive-way, etc. - open eir will provide sub duct space where available. Where there is no space or duct available, the Operator may choose to bridge the gap with a new duct or overhead route.

### 3.2 Cable

The Operators' fibre cable must conform to the details outlined in the associated Technical Manual (ADSS cable) to allow it to be carried along an open eir overhead route, on a carrier or distribution pole. .

open eir will advise the Operator when the aerial route and/or pole is prepared to facilitate the Operator installing its cable from the nominated point of ingress to the nominated point of egress. open eir will not connect the cable on either the Operator's or open eir equipment at the ingress or egress points of the route or anywhere within open eir infrastructure.

open eir retains the right at any time to change the cable specification in accordance with open eir's workmanship standards, giving at least 6-months notice to Operators where possible – this right does not apply to existing installations.

### 4. Pole Access Processes

#### 4.1 Prerequisites

The Operator before submitting any request for open eir Pole Access must have signed the relevant Pole Access Service Schedule in the ARO.

The terms and conditions of the Product Description, the Pole Access Industry Process Manual and the Pole Access Licence Agreement shall govern applications for Pole Access.

#### 4.2 Accreditation

All personnel who wish to access and work on open eir network infrastructure must be suitably trained and accredited in the work that they are performing, including personal and public safety. Operator's personnel must be competent to carry out all activities in accordance with engineering and safety standards, which includes the connection of lead-in fibres from end customer premises

#### 4.3 Pre-Order OAO Survey design

open eir will make a .csv file available to Operators on request with the following information per pole:

1. X Co-Ordinate of the pole
2. Y Co-Ordinate of the pole
3. Barcode identifier of the pole

At time of launch, the .csv file will contain the information above for the majority but not all of the poles in the open eir access network. open eir will add the missing data to the file on an ongoing basis. Operators may request the latest .csv through their open eir Account Manager. It should be noted that the information contained in the .csv file may contain errors. These errors will be fixed over time. The information provided is a snap-shot at a point in time based on available information from open eir aerial infrastructure records and is not to be taken as an accurate indicator of actual aerial route or pole availability at the time when the work is to be carried out.

The physical survey design of the requested route will be carried out by the Operator. This is a visual inspection of the route. This survey will indicate if open eir has poles or an aerial route available to the Operators proposed ingress and egress points, as per open eir records. The survey results, drawings, photographs, chamber access points, pole loading and distribution and all other relevant information will be submitted to open eir in a required format, as per the Industry Process Manual

The Operator is required to inform open eir Account Manager and the Works Control Centre (WCC) when they propose to survey an aerial route or distribution pole. This requirement is for Health and Safety



reasons as other Operators staff or open eir technical staff may be operating along the requested route and rescheduling of the work may be required. Details of this are in the Industry Process Manual.

#### 4.4 Pre-Order open eir Design Assessment

open eir will acknowledge receipt of the Operators survey design submission within two working days, will check the submitted survey for completeness and either accept or reject by e-mail. Incomplete submissions will be rejected and returned to the Operator for full completion.

Upfront design information assessment charges will be invoiced by open eir before work commences. Assuming space is available, open eir will assess the OAO survey design information and approve/reject the aerial route and /or pole for the Operator. In the event of design information assessment rejection then reasons will be provided. E.G. Incorrect nominated access points, splicing points and poles, equipment location points. The route chosen may require strengthening, re-arrangement of existing cables, replacement of dangerous poles and any other tasks which are required to ensure the aerial route or pole is fit for purpose.

If pole access cannot be reasonably provided at this stage then open eir will endeavour to provide dark fibre where reasonably available. The Dark Fibre processes are documented in the Industry Process Manual.

Pole route preparation charges include pole straightening, etc. carried out by open eir. Supply and installation of brackets will be carried out by the Operator. Pole testing and tree trimming will be carried out by the Operator to allow access to install its cable on open eir poles. The Operator will supply and attach drop cable brackets.

Annual licence fee charges for pole access will apply. Annual fees will also apply for any OAO furniture requiring space on an open eir pole (eg splitter, drop cable bracket, etc). Annual fees also apply where an OAO drop cable is carried on any open eir pole.

The applicable upfront aerial route/pole preparation and ongoing annual licence charges will be made available to the Operator at this time. The price estimate will be valid for 12 months, subject to published price changes. If an Operator wishes to reserve the route, a pole reservation charge will apply and the pole route will be reserved for up to 12 months. Please see reservation process documented in the Industry Process Manual.

open eir will provide a Survey/Design Reference Number (S/DRN) to the Operator; this number will be used for all future correspondence / orders relating to that particular route.

#### 4.5 Pole Access Order

open eir will send a Licence Agreement for pole access, to be signed by the Operator before an order can be placed. The signed Licence must be returned to open eir prior to an order being accepted.

When an Operator accepts the applicable charges then the Operator will order their requirement using the appropriate form in the IPM.

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The processes for order handling and provisioning are set out in the order section of the Pole Access Industry Process Manual (IPM). The Operator completes the order request form and submits it to their open eir Account Manager by e-mail.

open eir will acknowledge receipt of the form within two working days, will check the form for completeness and either accept or reject the form by e-mail. Incomplete forms will be rejected and returned to the Operator for full completion.

### 4.6 Pole Access Order - route preparation

The open eir Product Manager will be the Point Of Contact for the duration of the provision process. The Operator will appoint a point of contact for operational reasons, to include name, contact number and e-mail address.

Open eir will prepare the poles and/or aerial route so that the Operator can then install their fibre and equipment. Upfront preparation charges will be invoiced before work commences, ongoing annual charges will apply when the pole and/or aerial route preparation is completed by open eir. The Operator will supply and fit the brackets.

Where private or licencing authority consent is required to access poles, the target provision timelines will be changed. The changes will be notified to the Operator when a new forecast date becomes available. If the consent is not granted then the order may be cancelled by the Operator. All other consents and licencing authority permissions are the sole responsibility of the Operator.

The Operator will agree starting times and dates with open eir prior to them installing their fibre cable. The Operator will not deviate from the specification, unless the change is authorised by open eir. "As Built" drawings should be sent back to open eir to include all furniture and DFEs (Deviation From Estimate) – see IPM.

When the installation of the fibre is complete, all documentation, including photographs, as built, licencing authority consents, etc. must be sent to the open eir Account Manager.

open eir reserves the right to inspect ongoing installation and final installation to ensure the build meets open eir network standards. Any element that does not reach the required level of standards must be rectified before open eir permits the Operator to complete the works.

The Operator's fibre must be clearly labelled for identification purposes

If pole access cannot be reasonably provided at this stage then open eir will endeavour to provide dark fibre where reasonably available.

When an aerial route or pole has been prepared at the nominated open eir ingress and egress points and handed over to the Operator, charges will apply. The fibre installation by the Operator may be completed at a later time.

### 4.7 Major Infrastructure Programme:

Operators will design its network and combine such networks with the information supplied by open eir (or eir's infrastructure access team for NBP). The Operators high level design will be returned to open eir (or

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eir's infrastructure access team for NBP) in an agreed CAD GIS format. open eir (or eir's infrastructure access team for NBP) will validate the Operator's design.

Where licencing authority consents are required to facilitate an Operator using open eir poles, the request will first be prepared by the Operator and then finalised by open eir and forwarded to the relevant licencing authority. Acquisition of private / public consents to access infrastructure outside of open eir infrastructure, will be the responsibility of the Operator and confirmation furnished on request to open eir (or eir's infrastructure access team for NBP).

Power requirements for Operators will be housed in separate mini-pillars or similar housing outside of open eir infrastructure and are the sole responsibility of the Operator.

A signed Pole Access Licence for each open eir exchange area must be returned to open eir (or eir's infrastructure access team for NBP). Due to the scale of a major infrastructure programme, no individual order forms need be submitted. The jointly agreed project plan will be used as the basis for workflow and billing. The aerial route will be prepared as per the agreed arrangements within the project team.

The final aerial route design will be agreed jointly between the Operator and open eir (or eir's infrastructure access team for NBP) during the programme management stage.

### 4.8 Exit Order

All orders for removing Operator cable from open eir aerial routes and poles will be placed using the relevant order form in the IPM.

Cease is finalised when Operator removes their cable from open eir aerial route and poles and all ducts / sub-ducts are sealed at the interconnect chamber. The Operator must return the open eir infrastructure back to the operator pre-installation standards i.e. holes plugged, Operator equipment removed, etc. Such work must be agreed in advance with open eir before work proceeds.

## 5. Reservation Order

Following a survey and OAO design information assessment /price quote issue an Operator may decide to reserve space on the proposed pole route ahead of placing an order for pole access.

Once a reservation order has been accepted it will be recorded by open eir. That reservation will then be taken into account when assessing any subsequent requests for space on such poles.

However an Operator cannot reserve space on open eir poles if for a publically funded competitive bid. Third parties such as local authorities or government departments may provide public funds which are usually allocated on the basis of a published competitive tender. In these situations it is important to ensure that space (especially where this is limited) is allocated to the winning bidder and not all Operators participating in the bidding process.

The reservation order process is outlined in the Industry Process Manual.

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OAO must submit a cease reservation order to stop the charges.

## 6. Price Estimates

An Operator may wish to obtain an estimate of the price for pole access along a particular route. Two options are available: a desktop estimate (no survey done by OAO) and a desktop estimate based on survey details submitted by the OAO (no design information assessment work done).

If the price estimate is for a bid and the Operator is successful then the Operator should proceed to survey/request a design information assessment / price quote from open eir then proceed to place the order for pole access.

- a) Desktop Estimate – The Operator submits a limited amount of information for a pole or series of poles and open eir planning will calculate a price estimate. It should be noted that as this is based on limited information the cost may be subject to significant change.
- b) Desktop Estimate based on Operators survey – The Operator submits a survey of the poles and open eir estimates the cost of the request.

The two types of estimates above are valid for all requests, including competitive bids. Details of the process is outlined in the Industry Process Manual.

## 7. Supervised Access

open eir will provide a representative to supervise any works carried out by the Operator in open eir duct/sub-duct/chambers. Supervised Access will be by prior appointment only.

## 8. Equipment

Operators must not place or transit any equipment other than the Operator cable on open eir aerial routes or poles or chambers other than the equipment agreed with open eir in advance of the installation. Operators must advise open eir of any equipment carried on open eir poles.

AC powered equipment is not allowed on the open eir network for Health and Safety reasons.

## 9. Fault Handling and Repair

Open eir is responsible for the maintenance of open eir distribution and aerial route poles.

The Operator is responsible for repair, maintenance and replacement of Operator fibre and their associated equipment on open eir poles and aerial routes.

Should the aerial route or poles require maintenance open eir may request the Operator remove their fibre cable and/or equipment from the open eir infrastructure so that a repair can be completed. Open eir

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will give the Operator a minimum of 10 working days' notice of any such request. Open eir retains the right to remove an Operator cable and/or equipment in the case of an emergency, such as storm damage to an aerial route.

In the event that open eir aerial route or poles are damaged and an open eir Service Assurance team is on site, open eir will endeavour to facilitate the Operator with access to replace their cable/equipment, under supervised access, if required.

Should both the Operator and open eir be unable to work safely eg. restricted space etc. then open eir will allocate the Operator a time slot on site to replace their cable/equipment. Should the fault be in a section of open eir aerial route or pole which requires private consent to access it (eg private landlord), then open eir will apply for such permission.

Supervised access will be by prior appointment and agreement from open eir.

### 9.1.1 Aerial route and pole - Major Fault

A major fault is a serious Health & Safety issue which warrants escalating via the open eir Dangerous Plant process. When the Operator localises a fault on an open eir aerial route and/or pole that is a public safety issue (eg broken poles), the Operator must dial 1901 and report the fault to an open eir agent. The process is outlined in the Industry Process Manual (IPM). This service is available 365 days a year and is managed 24 hours a day. Please ensure the following information is provided to the open eir agent;

- Contact Name.
- Contact Telephone number.
- Geo Coordinates of location..
- The extent and nature of the works.

Open eir will follow their dangerous plant process and dispatch a crew to make the area safe. Open eir will repair the damage as soon as possible. The Operator should also report the fault to the open eir Account Manager. If the damage is not repaired within 48 hours, open eir will inform the Operator of progress.

### 9.1.2 Aerial route and pole - Minor Fault

All other pole faults are considered minor faults. Operator reports the fault to the open eir Account Manager. Please ensure the following information is supplied;

- Contact Name.
- Contact Telephone number.
- Geo Coordinates of location.
- The extent and nature of the works.
- A map of the location.

A local open eir representative will visit the site and evaluate the problem. The representative will ensure the aerial route or pole is repaired as soon as possible. If the damage is not repaired within 48 hours, open eir will inform the Operator of progress.

See The Industry Process Manual for further details.

## 10. Maintenance

### 10.1 Planned Maintenance

Planned Maintenance may result from open eir's own network requirements or as directed by a third party e.g. Licencing Authority road widening scheme. If open eir intends to carry out any planned maintenance work which may affect the Operators cable or equipment, open eir will notify the Operator via their open eir Account Manager giving as much notice as possible subject to a minimum of 10 working days' notice of any work commencing.

open eir will email the Operator's Point Of Contact (PoC) informing them of the proposed works. The open eir point of contact will liaise with the Operator regarding dates for the move and notify them of any work the Operator needs to undertake to facilitate the work.

### 10.2 Planned & Unplanned Maintenance by the Operator

Should the Operator wish to carry out planned or unplanned maintenance or inspection of their cable/equipment on an open eir aerial route/pole, they should contact their open eir point of contact to arrange access times. Faulty sections may be replaced by the Operator, however where a splicing point is required, the Operator must seek permission from open eir. Any additional space on an open eir pole will be charged for.

## 11. Billing

There are up-front design information assessment charges, up-front aerial route/pole preparation charges, and annual licence fee charges associated with this product. Charges for rejected survey submissions or orders will apply. Charges for ceasing an aerial route/pole will apply.

Design information assessment charges will be invoiced on survey submission. When the pole access licence is signed the pole access order can be placed. Route preparation charges will be invoiced on order request. Licence fees will apply after completion of route preparation.

Price estimate charges will apply. Pole reservation annual charges will apply where ordered. Fees for OAO pole furniture on any open eir pole will apply. Fees for OAO drop cable carried on any open eir pole will also apply.

Charges for supervised access and accreditation will be invoiced where appropriate.

Billing shall be carried out on a six monthly basis in advance and the services shall be identified on the bill. A 3-month billing cycle is available for Operators who do not want 6-monthly billing.

Bills will issue on a per exchange basis, showing all aerial routes / poles from that exchange.

Licences will issue to cover all pole routes from an exchange/cabinet area for an OAO. The licence can be modified for additional aerial routes / poles using a Deed of Variation.

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In the event that an Operator has a query regarding the bill they should contact their open eir Account Manager.

Major infrastructure programme:

Billing may be done as part of the overall contract ; a design validation charge will be charged upfront ; project management fees will also apply.

### **12. Health and Safety Requirements**

All health & safety and accreditation/site safety induction requirements are addressed in the 'eir Contractor / Other Operator Health & Safety Management Requirements' document. NOTE: AC powered equipment is not allowed on the open eir network for H&S reasons.

## Version Control History

Version	Status	Update	Effective Date
1.0		Rebranding	06/10/2015
1.1		Exclusions	29/02/2016
1.2		Major Infrastructure Programme	17/06/2016
1.3		Removal of restrictions	03/01/2017
V2.0	Final	This document is based on V1.3 Implementation of Standardised Change Control.	19/06/2017