open eir [1]

Duct Access

Industry Process Manual

[1] open eir is a trading name of eircom limited, Registered as a Branch in Ireland Number 907674, Incorporated in Jersey Number 116389, Branch Address : 1 Heuston South Quarter, St. John's Road, Dublin 8

Version Control

Version	Status	Update	Effective Date
V4.0	Final	D10/18 WLA ingress / egress changes	21/02/2019

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- Historical Document History Table located at end of Document.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.

Contents

Introduction 5
1. Description of Duct Access 5
2. Process Overview 6
2.1. Survey & Design 6
2.1.1. Desktop Duct Survey 7
2.1.2. Field duct survey 8
2.1.3. Sub-duct design 9
2.2. Order Process 9
2.2.1. Provide Duct Access 10
2.2.2. Interconnection to Operator chambers 11
2.2.3. Operator installs own fibre cable 12
2.3. Exit Sub-Duct Order 12
2.4. Major Infrastructure Programme 13
2.5. Fault Handling, Repair / Replacement 14
2.5.1. Sub-Duct Major Fault 14
2.5.2. Sub-Duct Minor Fault 15
2.6. Planned and Unplanned Maintenance 15
2.6.1. Planned Maintenance 15
2.6.2. Planned & Unplanned Maintenance by the Operator 16
3. Supervised Access Request 16
3.1. Supervised Access Request Process 16
3.2. Changes to Supervised Access Requests 17
3.3. Supervised Access Records 17
4. Reservation 17
5. Working Practice 18

Appendix A - Survey / Design Request Form for Duct Access 20

Appendix B - Order Form for Duct Access 21

Appendix C - Exit Order Form for Duct Access 22

Appendix D - Supervised Access Request Form for Duct Access 23

Appendix E – Dark Fibre in lieu of Duct Access Process 25

Appendix F - Click Before You Dig (CBYD) 28

Appendix G - Duct Reservation Order 29

Appendix H - Cease Duct Reservation Order 30

Version Control History 31

Introduction

The purpose of this Industry Process Manual (IPM) is to define the procedures relating to Wholesale Duct Access between open eir and Operators ensuring that both Parties have an appropriate understanding of their respective roles and responsibilities

Other documents associated with Duct Access are:

- Duct Access Product Description
- ARO Duct Access Schedule and Duct Licence
- Technical and Operational Manual

Prior to requesting the product an Operator may find product information on the open eir website www.openeir.ie or discuss their requirements with their Customer Relationship Manager / Account Manager

1. Description of Duct Access

The open eir Duct Access product offering provides Operators with the opportunity to have their fibre cable carried within a sub-duct installed in open eir 's duct infrastructure between nominated open eir ingress and open eir egress locations in order to offer electronic communication services to Operators customers. It is the Operator's 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 through their open eir Account Manager.

Duct access will be provided over trench routes 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.

Access to the open eir duct network is via Underground Utility Boxes ('UUB'), commonly referred to as joint boxes or chambers.

Duct access may be offered at any technically/operationally suitable ingress/egress UUB (eg provided there is sufficient space in the UUB for safe working and to minimise the risk of disturbance to existing infrastructure in the box/chamber).

-

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 the duct information in CAD GIS format. The Operator will use the information to design its 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 duct 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.

2. Process Overview

Duct Access - main operational processes:

- Pre-Order Survey / Design
    - Desktop Duct Survey
    - Field Duct Survey
    - RR&T / New Sub-Duct Design
- Order / Provide Duct Access
- Exit Sub-Duct Order
- Major Infrastructure Programme
- Fault Handling, Repair / Replacement
- Planned & Unplanned Maintenance

2.1. Pre-order Survey / Design

NOTE: open eir provides an aide to Operators before they request access to open eir 's duct network. *Click Before You Dig (CBYD)* is a web based view of open eir 's current duct network. Individuals can

access the website by registering their details at the address below - see appendix F for further information

https://cbyd.emaps.open eir .ie/Open eir -CBYD/

Should the Operator wish to avail of the Duct Access product they must first request a number of survey/design activities carried out by open eir before submitting an order. The survey/design activities will indicate if open eir has a suitable duct route available between the requested UUBs ; it may propose alternative suitable ingress and egress points ; it may include doing a Rod Rope & Test (RRT) to determine if a duct route is available ; it may include designing a duct solution (eg partial or full subduct required) assuming space is available ; and it will provide a price estimate to the Operator. The survey/design is not an order for Sub-Duct.

The survey/design process is divided into three stages, with Operator approval to proceed from desktop survey to field survey to RRT/Design stage required. Note that it is not a requirement to go through each of these stages,

.

2.1.1. Desktop Duct Survey

The Operator sends the completed Survey Request Form, Appendix A, to the open eir Account Manager by e-mail. The Operator will supply open eir with a site location map[2] highlighting the x-y coordinates for the proposed chambers. open eir will acknowledge receipt of the form within two working days. open eir 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.

The desktop survey will indicate if open eir appears to have a suitable duct route available to the Operators ingress and egress chambers, as per open eir records.

When an Operator requests a desktop survey:

(a) where a continuous sub-duct route appears to be available then the output is a drawing from the most suitable open eir ingress to egress points with measurements of route lengths and surface types to determine the annual licence fee. The relevant connection and annual licence fee charges will be provided.

[2] [2] *The map can be a Google page or ordinance survey map at street level highlighting the required ingress and egress points and should be in a soft copy attached to the e-mail.*

(b) where the open eir inventory indicates gaps in the route sought it is unclear whether new sub-duct build is required to complete the route sought and unclear whether a new sub-duct design job is required to specify that build or unclear whether the nearest ingress/egress point/chamber is suitable - then the output is to advise the Operator that a field duct survey is required along with the up-front charge.

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

open eir will respond to the Operator within 13 working days for a point-to-point desktop survey within the same open eir exchange or cabinet boundary. Multiple point-point requests will be treated as a project with timelines agreed with the Operator.

open eir will provide a survey reference number (SRN) to the Operator; this number will be used for all correspondence / orders relating to that particular route.

All survey/design price estimates will be valid for 12 months, subject to published price changes; however duct infrastructure will not be reserved.

2.1.2. Field duct survey

if the Operator requests open eir to proceed with a field duct survey then an open eir technician will visit the access / intermediate nodes / egress sites to find physical evidence of the inventory sufficient to establish that the route exists, or that design and build is needed to complete the sub-duct route sought, or to determine the most suitable suitable ingress/egress point/ chamber nearest the Operator ingress/egress point.

The output is either a drawing and the relevant connection and annual licence fee charges as at 2.2.1 (a) above where a continuous sub-duct route appears to be available, or the Operator will be advised that new design/build is needed.

open eir will respond to the Operator within 13 working days for a point-to-point field duct survey within the same open eir exchange or cabinet boundary. Multiple point-point requests will be treated as a project with timelines agreed with the Operator.

At this point the Operator will know the proposed suitable UUBs and can decide whether to proceed with the standard sub-duct product, or instead could request 'OAO controlled' sub-duct. This should be indicated on the order form in the IPM.

2.1.3. Rod Rope & Test / Sub-duct design

If the output of the field duct survey is that design and build are required and the Operator approves open eir to proceed to that stage then open eir will use the information gathered during the survey/design stages to design a new route (eg partial or full subduct required) – and to evaluate the cost of the necessary build. This will include RRT of the new duct section – up-front charges apply. The output of this stage will be a drawing and the relevant installation and annual licence fee charges.

Where consent or licencing authority permission is required to unblock duct during the RRT, the target timelines will be changed. The changes will be notified to the Operator when a new forecast date becomes available. If the consent or permission is not granted then the survey/design request may be cancelled.

open eir reserves the right to charge an excess fee if the cost of unblocking turns out to be more than 150% of the upfront installation fee. open eir will seek to get agreement from the Operator before work continues on the RRT. If agreement cannot be reached with the Operator then the order may be cancelled.

open eir will respond to the Operator within 30 days for a point-to-point new sub-duct design within the same open eir exchange or cabinet boundary. Multiple point-point requests will be treated as a project with timelines agreed with the Operator.

An on-site meeting may be required to resolve operational issues, such as determining the appropriate fleeting chamber.

Operator fibre cable will always be installed in sub-duct. In exceptional cases, eg when the duct is full, open eir will engage with the Operator to investigate alternative options including (but not limited to) 'Direct Duct Access' subject to engineering rules.

If sub-duct cannot be reasonably provided then open eir will endeavour to provide dark fibre where reasonably available.

2.2. Order Process

All orders for Sub-Duct will be placed using the order form in Appendix B.

Before an order can be placed an Operator must have achieved accreditation – see 'eir Contractor / Other Operator Health & Safety Management Requirements' document.

The signed Duct Access License must be returned to open eir prior to an order being accepted (where new sub-duct installation is required the Licence should be drafted, awaiting final details).

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

Orders will be received within the hours of 9am and 5pm Monday to Friday excluding Public and Bank holidays in the Republic of Ireland.

Orders will be accepted by email. Orders submitted by e-mail must be sent to the Operators open eir Account Manager.

Point to point orders within same exchange or cabinet area will have a target provision timeline of 40 days from order acknowledgement, or 10 days where sub-duct is already fully in-situ. Multiple point to point orders, or point to multipoint orders within the same exchange or cabinet area, will be treated as a project and timelines agreed with the Operator on a case by case basis.

Should an Operator request that their route be extended from a joint box/chamber to another joint box/chamber then, subject to approval after survey/design (e.g. duct availability), the duct route can be extended to serve the other joint box/chamber. The order should specify the old and new ingress and egress locations. An upfront charge for the survey/design and for this 'extension' will apply. The licence fee will be modified for this route.

2.2.1. Provide Duct Access

When an order is received from an Operator, open eir will complete a job to enable open eir install / test the sub duct. The job will contain the following information and this information will be made available to the operator;

- Route maps
- Route measurements
- Ingress & egress point(s)
- Suggested fleeting point(s)
- Should an Operator require a splicing chamber or a fleeting point, the Operator should inform open eir at survey/design and/or order stage. This will allow open eir to design the most appropriate job for the installation of the sub-duct. An on-site meeting may be required. This will be arranged by the open eir Account Manager.

Where licencing authority consent is required to unblock duct, 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.

open eir reserves the right to charge an excess fee if the cost of unblocking turns out to be more than 150% of the upfront installation fee. open eir will seek to get agreement from the Operator before work continues on the sub-duct installation. If agreement cannot be reached with the Operator then the order may be cancelled.

When sub-duct has been made available at the open eir ingress and egress points and handed over to the Operator, the licence fee charges will apply. The open eir Account Manager will advise the Operator when the sub-duct is available for use i.e. the date of hand over. The interconnect route to the Operators chamber may be completed at a later time.

2.2.2. Interconnection to Operator chambers

The interconnecting duct between the Operator and open eir chambers will be installed by the Operator. The sub-duct between open eir ingress and egress chamber and the Operators chambers will be supplied by open eir and installed by the Operator.

Existing ISI chambers may be used if they are located close to any of the nominated ingress or egress points and if open eir can get the sub-duct into the chamber.

The recommended maximum distance for Operator demarcation chamber is 10m from the open eir ingress / egress chambers.

The Operator will be responsible for obtaining all necessary private and licencing authority consents and will be responsible for the execution of all preparatory civil engineering works required. Where applicable, Operators are responsible for using existing or building new underground chambers to facilitate open eir in pulling its sub-duct to the ingress and egress chambers and for Operator jointing chambers where required. The interconnecting duct between the Operator and open eir chambers will be installed by the Operator.

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.

The Operator is responsible for the installation of the Operator duct into the nominated open eir ingress and egress chambers. Supervised access is required at this point. open eir will provide a representative to supervise the Operator core drilling into the open eir chamber wall. The representative will give clear and precise instructions to the Operator on site as to the break in point into open eir's chamber.

The Operator will advise open eir when they have completed their activities e.g. civil works, new chambers, and duct from open eir chambers to Operators chambers. open eir Clerk Of Works (COW) supervision is required in respect of all works at open eir infrastructure.

The Operators must submit documentation, maps, photographs, etc. to show that all the Operators' activities outlined above have been completed prior to arranging supervision for installing the interconnecting duct – see section 3.2 in The Product Description - Underground Chambers.

When Operators interconnection point becomes available, open eir will deliver to the Operator the section of sub-duct required from the open eir chamber to the Operator's chamber.

2.2.3. Operator installs own fibre cable

The Operator is required to inform open eir Account Manager when they propose to install their cable through the sub-duct. 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

Operators are not required to have a Clerk of Works on site when they are installing their cable through the sub-duct

Open eir Clerk of Works is only required when the Operator needs to fleet their cable at an open eir chamber or when the Operator requires access to open eir infrastructure

Any request for help from open eir during this process will be handled using existing process i.e. open eir Clerk of Works

Emergency requests for Clerk of Works may be made at the time of installation of the Operators cable. Any such requests will be treated by open eir as urgent, however open eir cannot guarantee a Clerk of Works will be available. The Operator may have to reschedule their work to a time when open eir can supply a Clerk of Works

The Operator will advise open eir when they have completed installation of their fibre cable in the open eir sub-duct.

2.3. Exit Sub-Duct Order

All orders for removing Operator cable from open eir Sub-Duct will be placed using the order form in Appendix C.

Should the Operator require access to open eir duct or chambers to remove their cable from open eir Sub-Duct they must contact their open eir Account Manager and request supervised escorted access.

Cease is finalised when Operator removes their cable from open eir Sub-Duct and all ducts and sub-ducts are sealed at open eir chambers.

2.4. Major Infrastructure Programme

Plan phase:

- Duct information provided by open eir (or eir's infrastructure access team for NBP)
- Operators overlay its plans onto open eir duct information and submit to open eir (or eir's infrastructure access team for NBP)
- open eir (or eir's infrastructure access team for NBP validate initial design and provide pricing

Implementation phase:

- Joint project team established
- Field Survey to establish actual duct space available
- Finalise design
- Implement build

open eir (or eir's infrastructure access team for NBP) will provide the duct information in CAD GIS format. The Operator will use this to design its fibre network. Desktop surveys will be done by the Operator.

The Operator's high level design will be submitted in an agreed CAD GIS format. open eir (or eir's infrastructure access team for NBP) will validate the Operator's design and send a quote and agree a time scale for the implementation of the infrastructure build with the Operator. open eir will not carry out field surveys until the joint project team is in place.

A signed Duct Access License 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, individual order forms are not required. A jointly agreed project plan will be used as the basis for workflow and billing.

open eir (or eir's infrastructure access team for NBP) will complete field duct surveys, to establish actual availability of duct space in the requested areas, to allow the Operator finalise its detailed plans. The final sub-duct design will be agreed jointly between the Operator and open eir (or eir's infrastructure access team for NBP) durng the project management stage. The duct route will be pprovided as per the agreed arrangements within the project team.

2.5. Fault Handling, Repair / Replacement

Open eir is responsible for maintenance of sub-duct in open eir infrastructure and network.
Operator is responsible for maintenance and repair of sub-duct outside of open eir network.
Operator is responsible for repair, maintenance and replacement of Operator fibre. For avoidance of doubt, the demarcation point is the ingress and egress break-in points in the open eir chambers.
If open eir sub-duct is damaged, open eir will request that the Operator remove their fibre cable from the sub-duct so that a repair is completed. Open eir will endeavour to make available a temporary new sub-duct if possible, so that the Operator can transfer their fibre cable out of the damaged sub-duct and into a spare sub-duct. This may be offered on a case by case basis and open eir technical staff will discuss this with Operator personnel at the damaged site.

If the Operators fibre cable is faulty, the cable should be replaced as no repairs are possible within the sub-duct or in an open eir chamber

Before contacting open eir , the Operator shall prove the fault out of their network and carry out their normal procedures to isolate the fault into their cable within open eir sub-duct.

In the event that open eir duct or sub-duct is damaged and open eir 's Service Assurance team is on site, open eir will endeavour to facilitate the Operator with access to replace their cable, under supervised access, if required. Operators can remove and replace the damaged cable section by blowing in new cable through the sub-duct.

Should both the Operator and open eir be unable to work safely i.e. restricted space etc., then open eir will allocate the Operator a time slot on site to replace their cable. Should the fault be in a section of open eir sub-duct which requires way-leave permission to access it, then open eir will apply to the licencing authority for such permission.

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

2.5.1. Sub-Duct Major Fault

When the Operator localises a fault on the open eir sub-duct that is a public safety issue, the Operator must dial 1901 and report the fault to an open eir agent. This service is available 365 days a year and is managed 24 hours a day.

- Dial 1901
- Press # for main menu and follow route to faults
- Press 2
- Press 1 Report issue to open eir Agent

The following information must be available for 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 send an e-mail to their Account Manager with the details above and stating the time of the call to 1901.

2.5.2. Sub-Duct Minor Fault

Operator reports the fault to the open eir account manager. Please ensure the following information is supplied by e-mail;

- 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 sub-duct is repaired as soon as possible.

2.6. Planned and Unplanned Maintenance

2.6.1. 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.

If open eir intends to carry out any planned maintenance work which may affect the Operators cable, open eir will notify the Operators via their open eir Account Manager. The notification period will be 10 days in advance. 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.

Where route diversion/retirement is required by 3rd parties, open eir will inform all Operators and it will be up to the Operator to make arrangements/representation with respect to their plant in/on the affected duct route.

2.6.2. Planned & Unplanned Maintenance by the Operator

Should the Operator wish to carry out planned or unplanned maintenance or inspection of their cable within open eir sub-duct, they should inform their open eir Account Manager. Supervised access if required will be charged.

3. Supervised Access Request

Where an Operator requires to access open eir Duct, or Chambers they must request Supervised Access by prior appointment using the Supervised Access Record Form provided in Appendix D.

Forms will be sent by e-mail to the open eir point of contact and will include:

- Geo Coordinates of location
- date and time at which access is required
- the booked duration of the access
- reason for access
- a contact number of the person in charge of works on site
- The name(s) of the Operator representative(s). Where this is not known at the time of the request, the name(s) should be provided to open eir by e-mail 48 hours before the appointment.

open eir will use reasonable endeavours to provide a representative past the booked time, should the Operator request it.

Operators will be charged for the booked time or the actual time, whichever is the longer. Where access is requested by more than one Operator to the same chamber at the same time access will be provided on first come first served basis should it prove unsafe to allow the two or more simultaneous access requests for work to proceed at any chamber.

Most access visits are expected to take place during normal office hours on week-days (Standard hours). In some locations time restrictions may be imposed on open eir by a third party e.g. Licencing authority and access will only be allowed outside normal business hours. Where these licence restrictions apply or the Operator request is outside Standard Hours open eir shall make every effort to provide staff on a roster to provide access but at a higher charge.

Standard Hours are 0900 to 1600 Monday to Friday, Excluding public holidays.
All other times are considered outside standard hours.

3.1. Supervised Access Request Process

All access to open eir Duct, or Chambers shall be by prior appointment and the following process shall apply:

- The Operator e-mails a Supervised Access Record form to the open eir point of contact
- The point of contact acknowledges the form within two working days by either accepting or rejecting it
- Where the request is accepted, open eir point of contact returns the access request form acknowledging the access is either as requested or with whatever changes are required.
- Where the request is rejected, or changed, the reason(s) for rejection or change will be given.

The Operator representative and the open eir representative will meet at the designated site at the designated date and time.

3.2. Changes to Supervised Access Requests

Should it become necessary for an Operator to reschedule or cancel an Access Request, they should make contact with the open eir point of contact at the earliest opportunity.

Should the change be made within four working hours of the scheduled visit then open eir will be entitled to charge for the visit.

3.3. Supervised Access Records

On completion of an access visit, the open eir representative will complete the submitted Supervised Access Record form detailing:

- the site visited
- the time and duration of the access visit

The Access Request form will be used by open eir as the basis of the billing record for the access visit.

4. Reservation

When a survey is complete an Operator may decide to reserve space in the proposed duct route ahead of placing an order for duct 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 in such ducts.

However an Operator cannot reserve space in open eir ducts if for a publically funded competitive bid. Third parties such as Licencing 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.

Maximum reservation time without renewal is 12 months, minimum time is 1 month.

- open eir surveys the duct route
- open eir returns network design, reference number and price
- Operator requests duct reservation order
- Operator ceases duct reservation order
- Operator places related order for duct access or decides not to proceed.

Duct Reservation Orders

Open eir will return a network design reference number and costs to the Operator

Operator submits a Duct Reservation Submission Form (Appx G) to the open eirAccount Manager by email. This reservation form must include the reference number supplied by open eir for the associated network design plan. The full route which comprises the open eir design plan must be reserved – no partial route reservations.

open eir will inform the Operator of the result of a space reservation order via the open eirAccount Manager.

When approved open eir will record OAO reserved ducts - duct reservation charges will apply.

Duct reservation will last up to 12 months with a minimum of 1 month. open eir will monitor elapsed time. If following the expiry of the 12 month period, an Operator still requires the space but has not commenced deployment, then open eir may extend the reservation as long as no other customer requires space in the same location.

Operator submits a cease duct reservation order (Appendix H) after 12 months (or may request an extension of reservation).

Operator then places an order for delivery of the related duct access request based on the original open eir design.

5. Working Practice

open eir complies with the current Health and Safety legislation which ensures the health and safety of its employees as well as that of contractors working on their behalf.

Operators and their representatives must comply with open eir 's health and safety requirements and must not enter open eir Duct, Sub-Duct, Chambers unless under the supervised access arrangements and by prior appointment with open eir personnel.

Whilst being subject to the appropriate Health & Safety legislation and emergency procedures, Operator representatives are free to work hours as agreed with their employer.

open eir shall make every effort to provide staff on a roster to provide continuous supervised access should this be required under the existing planned access arrangements.

If open eir is not in a position to provide continuous supervised access then the Operator must stop working and the area made safe until supervised access can resume.

Please see Technical and Operational Manual for further details

Appendix A - Survey/Design Request Form for Duct Access

Please Tick Appropriate Request

Desktop Survey	☐	**Field Survey**	☐
Rod Rope & Test	☐	**Sub-duct design**	☐

Operator details

Company Name: Address:	
Order Contact Name: Position in company:	
Contact Number:	
e-mail address:	
Billing Address:	

Operator Site Details

Operator Site ingress Address	
Operator Site ingress x-y co-ordinates	
Operator Site egress Address	
Operator Site egress x-y co-ordinates	
Standard sub-duct (default) / OAO controlled	

Request Details *(to be completed by open eir)*

Date received:
Date acknowledged:

Desk Survey Results (*to be completed by open eir*)

Duct Licensing Available:	Yes	No
open eir Survey Reference Number (SRN):		

Appendix B - Order Form for Duct Access

Operator Details

Duct Access Licensing Contract Number: **Survey Reference Number:**

Connect in-situ sub-duct ☐ **Install new/infill sub-duct** ☐

Company Name: Address:	
Order Contact Name: Position in company:	
Contact Number:	
e-mail address:	
Billing Address:	

Operator Site and open eir Site Details *(as per survey)*

Operator Site ingress Address	
Operator Site ingress x-y co-ordinates	
open eir Site ingress x-y co-ordinates	
Operator Site egress Address	
Operator Site egress x-y co-ordinates	
open eir Site egress x-y co-ordinates	

Standard sub-duct (default) / OAO controlled	

Order Details (*to be completed by open eir*)

Date Received:		
Date Acknowledged:		
Signed Duct Access License returned to open eir :	Yes	No

Appendix C - Exit Order Form for Duct Access

Operator details

Duct Access Licensing Schedule Number: **Survey Reference Number:**

Company Name: Address:	
Order Contact Name: Position in company:	
Contact Number:	
e-mail address:	
Billing Address:	

Operator Site Details

Operator Site ingress Address	
Operator Site ingress x-y co-ordinates	
open eir Site ingress x-y co-ordinates	
Operator Site egress Address	
Operator Site egress x-y co-ordinates	
open eir Site egress x-y co-ordinates	
Standard sub-duct (default) / OAO controlled	

Order Details (*to be completed by open eir*)

Date Received:		
Date Acknowledged:		

Appendix D - Supervised Access Request Form for Duct Access

Operator details

Duct Access Licensing Schedule Number: **Survey Reference Number**

Company Name: Address:	
Order Contact Name: Contact Number:	
e-mail address:	
Operator reference number: Billing Address:	
Operator representative Contact Name: Operator representative Contact Number:	

Order Details (*to be completed by open eir*)

Date Received:		
Date Acknowledged:		
Access Request Accepted:	Yes	No

Access Details

open eir Site Address:	
open eir Site x-y co-ordinates:	
Date of visit:	
Requested Start job Time:	
Break time start:	
Break time start:	
Requested Finish job Time:	
Actual Start Time:	
Actual Finish Time:	

Description of work to be carried out:

Comments:

Work Completed

Signed By on behalf of open eir	**Signed By on behalf of Operator**
Date:	Date:
Signed By on behalf of Contractor	
Date:	

Appendix E – Dark Fibre in lieu of Duct Access Process

If duct access is not reasonably available then dark fibre will be provided where reasonably available

Dark Fibre in lieu of Duct Access is offered, based on recorded inventory, at the following locations on a per strand basis:

- Exchange - outside the building with a stand-off chamber constructed by the Operator (similar to ISH). open eir would push fibre to the stand-off chamber and when the Operator has spliced to the closure they have supplied (specified by open eir), open eir would splice into that closure and it becomes the demarcation closure.
- Cabinet - via a nearby stand-off chamber constructed by the Operator (similar to ISH). open eir would push fibre to the stand-off chamber and when the Operator has spliced to the closure they have supplied (specified by open eir), open eir would splice into that closure and it becomes the demarcation closure.

Dark Fibre in lieu of Duct Access - provision

Where an Operator has submitted a Duct Access order and open eir determines that there is no duct route available for the requesting Operator, open eir will determine if a dark fibre is reasonably available.

The Operator will be informed through their open eir Account Manager if a dark fibre is available or not.

If a dark fibre is recorded as available, the Operator will be informed and decides if they wish to progress the order. Should the Operator decide to progress, then before a solution is determined, open eir will send the network design and price to the Operator.

When agreement is reached and the Operator agrees to proceed, open eir will produce a job for their splicing teams to complete. Delivery will be treated as a project.

Inter-connection at the exchange end will be via a fibre cable run by open eir from the open eir ODF to a demarcation closure in an Operator handover chamber outside the exchange.

Inter-connection at the cabinet end will be via a demarcation closure in an Operator handover chamber at the cabinet.

Existing ISI chambers may be used if they are located close to any of the nominated ingress or egress points and if space is available. The recommended maximum distance for Operator demarcation chamber is 10m from the open eir ingress / egress chambers.

The interconnecting duct between the Operator and open eir chambers will be installed by the Operator.

Supervised access is required at this point. open eir will provide a representative to supervise the Operator core drilling into the open eir chamber wall.

The Operator will be responsible for obtaining all necessary private and licencing authority consents and will be responsible for the execution of all preparatory civil engineering works required.

The Operator will advise open eir when they have completed their activities e.g. civil works, new chambers, and duct from open eir chambers to Operators chambers. The Operator must submit documentation, maps, photographs, etc. to show that all the Operator's activities outlined above have been completed prior to arranging supervision for installing the interconnecting duct.

The demarcation closure (ODF) will be specified by open eir, then procured and installed by the OAO.

open eir would then push fibre to the stand-off chamber and when the Operator has spliced to the closure open eir would splice into that closure and it becomes the demarcation closure.

Dark Fibre in lieu of Duct Access - fault management

The Operator would log a fault with open eir oeCC on a 24x7hour basis quoting the relevant circuit reference provided previously.

Dark fibre in lieu of duct access would have a target availability performance of 99.8%. The fibre specification is currently G.652 or G.657 – but this may change over time.

Open eir would require access to the Operator chamber containing the demarcation closure.

It is a mandatory obligation for an Operator to prove any fault from within their own network before logging a fault with open eir. Any fault not found within the open eir network would be classified as a non-fault. A chargeable form would be provided to cover open eir costs incurred dealing with non-faults.

In the event of a fibre fault in the open eir owned fibre cable, open eir reserves the right to insert a new fibre joint in lieu of replacing an entire fibre section to increase operational efficiency. Open eir shall be entitled to insert a new fibre joint without having to obtain the consent of the Operator and the installation of a new fibre joint shall be at open eir's sole cost and expense.

- OAO contacts oeCC by email which must have the following details:
  - Confirmation that OAO has proven fault into open eir network & location of fault
  - Path Reference Number (provided on delivery)
  - Exchange & Cabinet stand-off chamber locations (X-Y of A&B ends)
  - OAO contact name, email and phone numbers
  - cc to open eir Account Manager
- oeCC respond to OAO within target response time
- Repair is progressed within target repair time
- oeCC advise OAO that repair is complete

Dark fibre in lieu of Duct Access - planned maintenance

In the event that open eir wishes to conduct Planned Maintenance Works affecting or on any part of the open eir fibre network, which contains the operators dark fibre pair and is to be service affecting, open eir shall notify this to the Operator, using the NNCC Notification process.

The minimum advance notice that is required to be given by open eir for Planned Maintenance Works in these cases is a minimum of ten (10) Working Days.

The Planned Maintenance Works should be such that there is sufficient time allowed to complete work, test and rollback to original functionality if required. In the case where open eir have a reasonable expectation that they will exceed the projected Planned Maintenance Works window then they will inform the Operator of this at the earliest opportunity and provide an estimate of the projected over-run.

The standard periods for Planned Maintenance Work, are set out below:

- 0000 – 0600 Monday to Sunday
- Where 144 fibres require attention, open eir will commence outage at 2200

No Planned Maintenance Works shall be carried out:

- On bank or public holidays or
- Where bank or public holidays are on a Monday or a Friday, on the Saturday and Sunday immediately preceding the Holiday Monday or following the Holiday Friday, or
- During network freeze periods

When it is not practicable and for certain categories of planned work e.g. for urgent fault investigations, relaxation of the Preferred Hours may apply. This shall be decided on a per case basis.

Appendix F - Click Before You Dig (CBYD)

Click Before You Dig is a service provided to facilitate customers who require information on the existing open eir infrastructure prior to any works taking place in any given area.

https://cbyd.emaps.open eir .ie/Open eir -CBYD/

When should you contact us?

You should use open eir 's **Click Before You Dig** service prior to the commencement of any excavations or site works. Drawings of the existing open eir plant network will be sent to you to help avoid unnecessary damage to open eir plant, underground cables and subsequent customer outages.

How do I use the service?

Once you are set up as a registered user you can request open eir plant drawings. PDF drawings are returned instantly.

Please note: *the information contained in the drawings is confidential and should not be disclosed to any third party without the express written consent of open eir Limited. The drawings provided are not to be photocopied or reproduced in any way.*

Legal Disclaimer: *The information given is compiled from records and is believed to be correct. There may however be departures from the course (s) and depth (s) shown or indicated. There may also be items of open eir plant of which no record is held. The Click Before You Dig service is an information service only. Whilst every effort has been made to ensure the accuracy of the information and material provided, open eir assumes no responsibility for, gives no guarantees, undertakings or warranties concerning the accuracy, completeness or up to date nature of the information provided and does not accept any liability whatsoever arising from any errors or omissions.*

Appendix G - Duct Reservation Order

Operator details

Duct Access Licensing Schedule Number: **Survey Reference Number:**

Company Name: Address:	
Order Contact Name: Position in company:	
Contact Number:	
e-mail address:	
Billing Address:	

Operator Site Details

Operator Site ingress Address	
Operator Site ingress x-y co-ordinates	
Operator Site egress Address	
Operator Site egress x-y co-ordinates	

Request Details *(to be completed by open eir)*

Date received:
Date acknowledged:

to be completed by open eir

open eir Duct Survey Reference Number (SRN):		

Appendix H - Cease Duct Reservation Order

Operator details

Company Name: Address:	
Order Contact Name: Position in company:	
Contact Number:	
e-mail address:	
Billing Address:	

Operator Site Details

Operator Site ingress Address	
Operator Site ingress x-y co-ordinates	
Operator Site egress Address	
Operator Site egress x-y co-ordinates	

Request Details *(to be completed by open eir)*

Date received:
Date acknowledged:

(*to be completed by open eir*)

open eir Duct Survey Reference Number (SRN):		

Version Control History

Version	Status	Update	Effective Date
1.0		Rebranding	06/10/2015
1.1		Duct Reservation	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
V3.0	Final	Dark Fibre in lieu of duct access	17/03/2018
V4.0	Final	D10/18 WLA ingress / egress changes	21/02/2019