



eircom **wholesale**

eircom Wholesale Operations and Maintenance Manual

Issue 1.5

Effective from 01/07/2012



PROCESS MANUAL

Revision history

Version	Date	Revised by	Revision details
1.5	01 July 2012	eircom Ltd	

Associated documents

Title	Location
	www.eircomwholesale.ie



PROCESS MANUAL

Table of Contents

1	<u>INTRODUCTION</u>	8
1.1	<u>BACKGROUND</u>	8
1.2	<u>VERSION CONTROL</u>	8
1.3	<u>DEFINITIONS AND ABBREVIATIONS</u>	8
1.4	<u>SCOPE</u>	9
2	<u>SALES ORDER PROCESSES</u>	11
2.1	<u>INTRODUCTION</u>	11
2.2	<u>ORDERING OF CARRIER SERVICES</u>	11
2.2.1	<i><u>Sales Process Points Definitions (Reference Section 1 – Carrier Services SLA)</u></i>	11
2.3	<u>ORDER FORMAT</u>	12
2.4	<u>ORDER PROCESS</u>	12
2.5	<u>QUOTATION PROCESS</u>	13
3	<u>PROVISIONING PROCESSES</u>	14
3.1	<u>INTRODUCTION</u>	14
3.2	<u>PROVISION OF CARRIER SERVICES</u>	14
3.2.1	<i><u>General</u></i>	14
3.2.2	<i><u>Provisioning Process</u></i>	14
3.2.3	<i><u>Provisioning Timescales</u></i>	16
3.3	<u>REJECTION PROCESS</u>	16
3.4	<u>CANCELLATION OF CARRIER SERVICES</u>	17
3.5	<u>CUSTOMER DELAY</u>	17
3.5.1	<i><u>Customer Delay Process</u></i>	17
3.5.2	<i><u>Operator Activities to avoid Customer Delay</u></i>	17
3.5.3	<i><u>Processes to rectify Customer Delay</u></i>	18
3.6	<u>BILLING</u>	18
4	<u>CHANGE ORDER PROCESSES</u>	19
4.1	<u>CHANGE ORDERS</u>	19
4.1.1	<i><u>Changes to Service Definition</u></i>	19
4.1.2	<i><u>Upgrade of Service Definition</u></i>	19
4.1.3	<i><u>Change Order Format</u></i>	19
4.1.4	<i><u>Change Order "Order" Processes</u></i>	19
4.1.5	<i><u>Change Order "Provisioning" Processes</u></i>	20
4.2	<u>"SOFT" CHANGES</u>	20
4.2.1	<i><u>Definitions of "Soft" Changes</u></i>	20



PROCESS MANUAL

4.2.2	Order Format for "Soft" Changes	20
4.2.3	Order Process for "Soft" Changes	20
4.2.4	Provisioning Process for "Soft" Changes	20
5	CEASE ORDER	21
5.1	CEASE ORDER FORMAT	21
5.2	CEASE ORDER PROCESS	21
5.3	CESSATION OF CARRIER SERVICES	21
5.3.1	General	21
5.3.2	Cessation Process	22
6	SERVICE ASSURANCE PROCESSES	23
6.1	INTRODUCTION	23
6.2	FAULT MANAGEMENT	23
6.2.1	Fault Definitions	23
6.2.2	Fault Locations and Types of Fault	23
6.2.3	Fault Reporting Principles	24
6.2.4	Out of Hours Charging Principles	24
6.2.5	Fault Reporting Procedures	24
6.2.6	Responding to Faults	24
6.2.7	Fault Management Escalation Procedures	25
6.2.8	Exclusions	27
6.2.9	Fault Resolution Definition	27
6.2.10	Dispute Procedures	28
6.2.11	"Parked" Times Definition	28
6.2.12	Remote Maintenance Test Process	29
6.3	MAINTENANCE MANAGEMENT	29
6.3.1	Maintenance Definition	29
6.3.2	Maintenance Principles	29
6.3.3	Planned Maintenance Notification Procedure	30
6.3.4	Planned Maintenance Procedures	30
6.3.5	Unplanned Maintenance Procedures	30
6.3.6	Notification Process and Time-scale Escalation	30
6.3.7	Resolution of operational disputes and issues	31
7	PENALTY PROCESSES AND PAYMENT MANAGEMENT OF PENALTY CREDITS	32
7.1	INTRODUCTION	32
7.2	PENALTY DEFINITIONS	32



PROCESS MANUAL

7.2.1	Process Points Penalties	32
7.2.2	Delivery Penalties	32
7.2.3	Repair Penalties for ISDN and Leased Lines	33
7.3	PENALTY STATEMENT PROCESS	34
7.4	PENALTY QUERIES / CONTACT POINTS	34
7.5	PAYMENT METHOD	35
7.6	PAYMENT FREQUENCY	36
7.7	METHOD OF DELIVERY	36
8	MISCELLANEOUS PROCESSES	37
8.1	HEALTH AND SAFETY REQUIREMENTS FOR EIRCOM EMPLOYEES WORKING ON CUSTOMER PREMISES (EXCLUDING OPERATOR PREMISES)	37
8.2	RESOLUTION OF OPERATIONAL DISPUTES AND ISSUES	37
APPENDIX 1	ORDER FORMS	39
	ORDER FORM FOR CARRIER SERVICES	39
	CHANGE ORDER FORM FOR CARRIER SERVICES	39
	CESSATION REQUEST FORM FOR CARRIER SERVICES	39
	SERVICES REQUIRED	40
	Category	40
	PLEASE COMPLETE IF ORDERING SERVICES IN CATEGORIES 1,3,4,5	41
APPENDIX 2	ORDER ACKNOWLEDGEMENT (OA) FOR EIRCOM WHOLESALE SERVICES	43
APPENDIX 3	ORDER VALIDATION (OV) FOR EIRCOM WHOLESALE SERVICES	44
APPENDIX 4	CRITERIA FOR NON-STANDARD ORDERS	45
APPENDIX 5	FORECAST / REFORECAST (RDF) PROVISION FOR EIRCOM WHOLESALE SERVICES	47
APPENDIX 6	QUOTATION REQUEST FORM FOR EIRCOM WHOLESALE SERVICES	48
	CIRCUIT CONNECTION INFORMATION	49
	CATEGORY 1 SERVICES	49
APPENDIX 8	DELIVERY CONFIRMATION (DC) FOR EIRCOM WHOLESALE SERVICES	51
APPENDIX 9	RDF – REFORECAST PROCESS	52
APPENDIX 10	DELIVERY NOTIFICATION (DN) FOR CARRIER SERVICES	53



PROCESS MANUAL

APPENDIX 11	REJECTION NOTICE (RN) FOR CARRIER SERVICES	54
APPENDIX 12	CANCELLATION	55
APPENDIX 13	CUSTOMER DELAY NOTIFICATION FOR EIRCOM WHOLESALE SERVICES	56
APPENDIX 14	CUSTOMER DELAY RECTIFICATION FOR EIRCOM WHOLESALE SERVICES	57
APPENDIX 15	FAULT TYPES AND LOCATIONS	58
APPENDIX 16	CLEAR CODES EXCLUDED FROM THE SERVICE AVAILABILITY MEASUREMENT	60
APPENDIX 17	NOTIFICATION OF PLANNED MAINTENANCE	61
APPENDIX 18	DIRECTORY OF CONTACT POINTS	62
APPENDIX 19	LIST OF PROVISIONING PENALTY DATA INCLUDED IN A STATEMENT	64
APPENDIX 20	CURRENT LIST OF REPAIR PENALTY DATA INCLUDED IN A STATEMENT	65
APPENDIX 21	SLA PENALTY QUERIES FORM	66
APPENDIX 22	REPAIR PENALTIES QUERIES FORM	68

List of Figures

FIGURE 1: ORDER NOTIFICATION TIMEFRAME	14
FIGURE 2: SERVICE LEVELS FOR SERVICES DELIVERED TO OTHER LICENSED OPERATORS	15
FIGURE 3: PENALTY QUERIES TIMETABLE	34
FIGURE 4: PENALTY STATEMENT AND PAYMENT SCHEDULE TIMELINES	36

List of Tables

TABLE 1: SERVICE LEVEL SUMMARY FOR SALES PROCESS POINTS & PROVISION PARAMETERS	16
TABLE 2: LEASED LINE ESCALATIONS POINTS OF CONTACT	26
TABLE 3: ISDN ESCALATIONS POINTS OF CONTACT	26
TABLE 4: SALES PROCESS PENALTIES	32
TABLE 5: MAXIMUM REPAIR TIME PENALTY FOR ISDN LINES	33
TABLE 6: MAXIMUM RESPONSE TIME PENALTY (MRT) FOR LEASED LINES	33



PROCESS MANUAL

[TABLE 7: SERVICE AVAILABILITY PENALTY FOR LEASED LINES](#) 33



1 Introduction

1.1 Background

The purpose of this document is to define the joint operational & maintenance procedures relating to Carrier Services between eircom and Other Licensed Operators (Operators'), ensuring all parties have the appropriate understanding of their roles and responsibilities.

This document is designed as a component of the Carrier Services Leased Line documentation, which includes the "Carrier Services Service Level Agreement" (SLA) and appendices, and the wholesale leased line "Terms and Condition". The "SLA" and "Terms and Conditions" were agreed and published on eircom.ie web site on the 1st July 02.

1.2 Version Control

The prevailing version of this document will always be available on the eircom.ie website.

This document may only be amended by mutual agreement between eircom and the Operators.

1.3 Definitions and Abbreviations

For the purposes of this document the following definitions and abbreviations apply:

Order

In the context of this document an order is a request from an Operator to eircom for delivery of a carrier service, in accordance with product and Carrier Services SLA terms and conditions - including the specification of all necessary relevant service requirements.

Standard Orders

An order validated as deliverable within the standards set down in the Carrier Services SLA.

Non-Standard Order:

An order involving exceptional circumstances as set out by the terms and conditions of the product, or the Carrier Services SLA. The lead-time for these Carrier Services will be Non-Standard.

Customer Delay

Circumstances arising from Operator's, and/or End User's, lack of readiness to progress provisioning processes.

Service Alteration

Where an Operator requests an amendment to the configuration of the service in accordance with the terms and conditions of the contract between the parties.

Fault



PROCESS MANUAL

Leased Lines Faults: A fault is the inability to transfer data across the leased line at its nominal capacity in conformance with the relevant ITU recommendations.

ISDN Faults: A fault is the loss of the ability to make or receive calls to or from the eircom's switched network.

Repair Time

The duration between the time a fault is first reported to eircom in accordance with the fault reporting procedures and the time marked by eircom as a "Confirmed Clear Permanent ".

Working Day

09:00 – 17:00 Monday to Friday excluding Public Holidays.

1.4 Scope

The manual deals with the normal operations and maintenance activities that arise from the provision of a Carrier Service as agreed and defined in the Carrier Services SLA.

The activities, which are covered by this manual, are divided into the following categories:

Sales Order Processes

These processes relate to the format and process for the placement of orders for Carrier Services as defined in the Carrier Services SLA.

Provisioning Processes

These processes relate to the mechanism for the implementation of the various Carrier Services ordered using the processes described in the Sales Order Processes section.

Change and Cease Processes

These processes relate to the mechanism for the alteration or cessation of the various Carrier Services using the processes described in the Change and Cease Carrier Services sections respectively.

Assurance Processes

The Post Provisioning Processes describe the mechanisms for dealing with the operational issues relating to the in-service Carrier Services i.e. fault reporting & resolution, planned outages.

Penalty Processes and Payment Management of Penalty Credits

The Penalty and Payment Management of Penalty Credits processes describe the method of calculating the penalties and the mechanism of paying them.



PROCESS MANUAL

Miscellaneous Processes

This section deals with various miscellaneous processes that do not fall within the above categories.

Other processes may be added to this document as agreed

As per sub-section 1.2 above, this document may only be amended by mutual agreement between eircom and the Operators.



2 Sales Order Processes

2.1 Introduction

These processes relate to the mechanism for ordering the various Carrier Services and to the handling of subsequent interactions between *eircom* and the Operator in relation to the processing of such orders.

- Service Provision : the activation by *eircom* of the ordered service.

Working Day : the time between 09:00 - 17.00 on any day other than Saturdays, Sundays or Public Holidays as defined in the Second Schedule to the Organisation of Working Time Act, 1997

List of holidays to be sent by *eircom* to the Operator's in December for the following year.

2.2 Ordering of Carrier Services.

2.2.1 Sales Process Points Definitions (Reference Section 1 – Carrier Services SLA and Wholesale Leased Line SLA)

Order Receipt (OR) :

the forwarding of a valid order to *eircom* on a standard order form. The SLA "clock" begins when the order form is received by *eircom*.

Order Acknowledgement (OA):

the acceptance of an order form by *eircom* and acknowledgement to the Operator that the order has been received, the order form is correctly filled in and is being processed.

Order Validation (OV):

confirmation, or otherwise, that an order is deliverable by *eircom* within the standards set down in the SLA. Standard order delivery time is in accordance with the delivery times listed in Table 1 (Section 3.2.3 Pg. No. 14). The appropriate dates will be given at Order Validation. Where appropriate this step shall include a site survey. At the end of the Order Validation Step three events are allowable:

- The order is determined to be within the definition of a "standard" order and a delivery date is set in accordance with the appropriate SLA.
- The order is determined to be a "non-standard" order under the allowable exceptional circumstances set out in the Wholesale SLA.
- Should a customer requests a circuit to be delivered on a date after the calculated Delivery Due Date (Standard or non-standard) then this date shall become the due delivery date and shall be taken as the standard delivery date for the purposes of SLA compliance calculations.

Order Forecast (OF):

Notification to the Operator of a delivery date of an order that is validated as "non-standard". This delivery date shall be taken as the "standard" date for the purposes of SLA compliance calculations.



PROCESS MANUAL

2.3 Order Format

All orders for Carrier Services or modifications to existing Carrier Services shall be placed using the Order form for Carrier Services as per Appendix 1, and using the order process as described below. For the range of Carrier Services being requested all relevant sections of the order form must be completed.

Orders will be accepted by e-mail. Orders submitted by e-mail must be sent to the Carrier Services e-mail address and copied to the *eircom* order contact e-mail address, which are specified Appendix 20, Directory of Contact Points.

2.4 Order Process

A single order process is described for all Carrier Services products.

The Carrier Services ordering process is as follows:

- The Operator will complete and send the Order Form to *eircom* Order Contact Point. Alternatively an Operator can apply for services through *eircom*'s Unified Gateway. *eircom* will check the form for completeness, and if the order is complete & valid assign the order a reference number and provide an Order Acknowledgement (OA) within 2 working days of receipt by the Order Contact Point. The acknowledgement will be sent to the Operator contact point via e-mail using the OA form contained in Appendix 2. If required by an individual operator, *eircom* will supply Customer Order reference number along with *eircom*'s circuit ID's. This represents the Carrier Services SLA attribute Order Acknowledgement (OA) and the order will therefore have entered the Order Validation (OV) process.
- For the purposes of identifying the ordered service both parties in all subsequent communications will use the *eircom* Customer Order reference number.
- If the order form is incomplete it will be returned to the Operator Order Contact Point with the reason for incompleteness stated. The Operator may revise or amend the order and re-submit it.
- Once receipt of an order has been acknowledged *eircom* will review the requirements and make an assessment of whether it is a Standard or Non-Standard order. Following this assessment *eircom* will provide within the timeframes set out in Table 1 (Section 3.2.3) an Order Validation (OV). This Validation will be sent to the Operator order contact point on the form contained in Appendix 3.
- In the event that an order is categorised as Standard then the Order Validation will include a due delivery date which will be within the lead times set out in Table 1 (Section 3.2.3).
- In the event that an order is categorised as Non-Standard the Order Validation will include the reasons to such categorisation with reference to the list of criteria for Non-Standard orders set out in Appendix 4 For the "Non-Standard" order a further notification will be sent to the Operator within 10 working days of the Order Validation giving a due delivery date. The lead-time need not necessarily be within those set out in Table 1 (Section 3.2.3). For Non-Standard orders, the order forecast will be sent to the Operator contact point via e-mail using the OF form contained in Appendix 5
- If there is any dispute regarding the categorisation of an order as Standard or Non-Standard or the lead-time proposed for Non-Standard orders then in the first instance the issue shall



PROCESS MANUAL

be addressed via the specified Order Contact Points. If the issue cannot be resolved at this level then it shall be referred to operational dispute procedure as per Section 8.2

- An order can be rejected either at OA or OV. The rejected order will be returned to the operator stating reason for rejection. If there is any dispute regarding the rejection of an order then in the first instance the issue shall be addressed via the specified Order Contact Points. If the issue cannot be resolved at this level then it shall be referred to operational dispute procedure, as per Section 8.2.

2.5 Quotation Process

A single Quotation process is described for all Carrier Services.

eircom quotations are estimates and not contractually binding.

The Carrier Services Quotation process is as follows:

- The Operator will e-mail the Quotation Form (Appendix 6) to the eircom Carrier Services e-mail address, and will copy the eircom Order Contact Point, which are specified Appendix 20, Directory of Contact Points. The Operator will supply a quotation reference number with the form. For the purposes of identifying the Quotation both parties in all subsequent communications will use this reference number, until an order is raised, then the order reference number is used.
- eircom will check the form for completeness, if the Quotation Form is incomplete it will be returned to the Operator Order Contact Point with the reason for incompleteness stated. The Operator may revise or amend the Quotation Form and re-submit it.
- On receipt of a Quotation Form eircom will review the requirements and make an assessment of whether it is a Standard or Non-Standard Quotation.
- In the event that a Quotation is categorised as Standard then eircom will provide within the timeframes set out in Table 1 (Section 3.2.3) a Quotation subject to survey and VAT to be sent to the Operator order contact point. (Appendix 7).
- In the event that a Quotation Request is categorised as Non-Standard a notification will be issued which will include the reasons to such categorisation with reference to the list of criteria for Non-Standard Quotations set out in Appendix 4. For the "Non-Standard" Quotations a further notification will be sent to the Operator within 10 working days of the notification giving a due delivery date or the quotation.

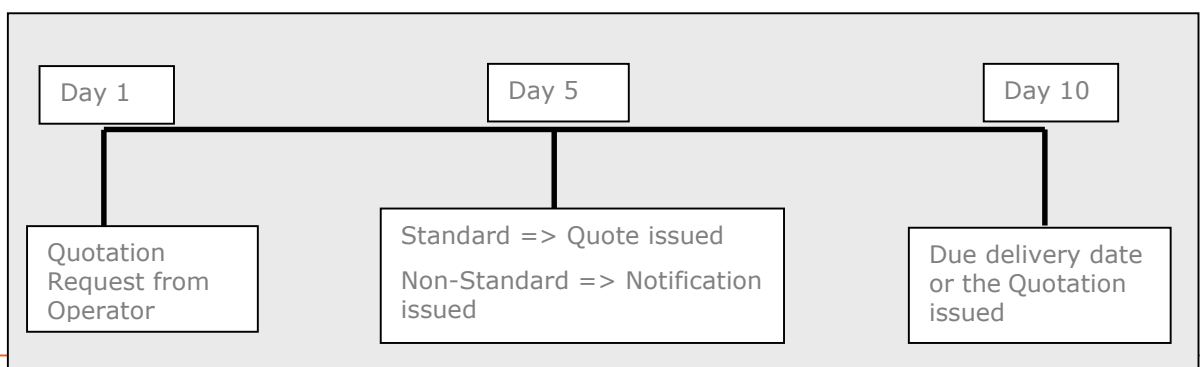




Figure 1: Order Notification Timeframe

3 Provisioning Processes

3.1 Introduction

These processes relate to the mechanism for the implementation of the various Carrier Services ordered using the processes described in the Sales Order section.

3.2 Provision of Carrier Services

3.2.1 General

The provisioning of Carrier Services includes the installation and testing of customer premises NTU, implementation of necessary access network elements and the commissioning and bringing into service of the Service.

3.2.2 Provisioning Process

(Reference to Section 1 of Carrier Services SLA and Wholesale Leased Line SLA)

After the order has entered the provisioning process *eircom* will carry out such activities as are necessary to deliver the service. These may include site surveys, installation of NTUs and the construction of any supporting infrastructure required. The *eircom* activities may require multiple site visits and these will co-ordinated via the Order specific Operator contact point specified on the order form (Appendix 1).

Delivery Confirmation (DC):

Prior to the delivery date *eircom* shall confirm in writing to the Operator as to whether the delivery date will be met. This will enable Operators to better manage their customers' expectations. The delivery confirmation will be sent to the Operator contact point via e-mail using the DC form contained in Appendix 8. In the event that that the Delivery will not be met, *eircom* must advise the Operator of the Revised Delivery Date (RDF) within 3 days of the original due delivery date. The operator (*eircom*) will e-mail the Reforecast (RDF) Form (Appendix 5) to the Operator. Should the new delivery date be in excess of ten working days of the previous Due Delivery Date then the Delivery Confirmation process begins again. Please see appendix 9, for a detailed description of the RDF process.

The Delivery Confirmation/Reconfirmation shall be considered a single process for penalty calculation purposes.

Delivery of Service:

The provision of the purchased service by *eircom*. When testing is completed to the satisfaction of *eircom*, notification will be forwarded to The Operator that the testing of the Carrier Service has been successfully completed in accordance with the specified test suite for the particular product. At this point the service shall be deemed to be Ready for Service. Full billing of the Operator shall start at this point, assuming the Operator does not reject the circuit, as described in section 3.3 below. The Delivery Notification (DN) will warrant that the Carrier Service



PROCESS MANUAL

conforms to the standards laid down within the product description and to the order requirement.

Delivery Notification (DN):

Date of issuance of a Completion Notice by eircom to the Operator. The delivery notification will be sent to the Operator contact point via e-mail using the DN form contained in Appendix 10.

Completion of order: An order is deemed to be completed on dispatch of Delivery Notification (DN) and working service by the Operator. The Operator has 2 working days to accept the circuit as completed as specified. During this period the service delivery "clock" is stopped. If the Operator cannot accept the circuit because it is faulty the "clock" starts again until such time as the circuit is accepted. If the Operator does not inform eircom of its acceptance or otherwise of the circuit, it will be deemed to be accepted by the Operator for the purposes of any SLA penalty calculation.

If the fault is subsequently found to be in the Operator network or no fault is found the original date of the completion notice shall apply to the order. eircom's standard terms and conditions regarding recovery of costs for reported faults that are found not to be in the eircom network shall apply.



Service Provisioning - Process Stages Summary

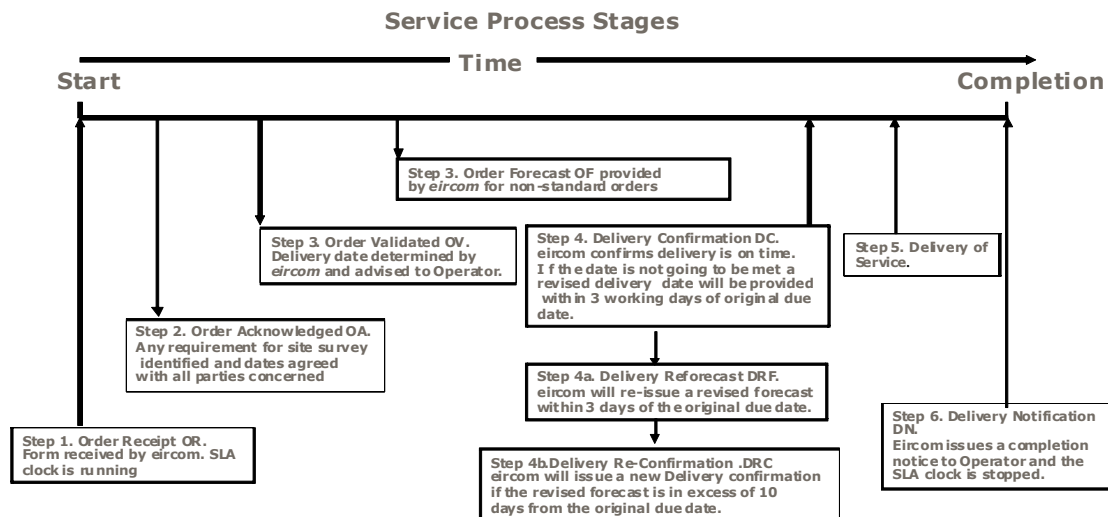


Figure 2: Service Levels for Services Delivered to Other Licensed Operators



PROCESS MANUAL

3.2.3 Provisioning Timescales

(Reference Section 1 – Carrier Services SLA and Wholesale Leased Line SLA)

Specific timescales for Standard orders vary depending on service required please see Table 1 below.

<i>Product</i>	<i>OR</i>	<i>OA</i>	<i>OV</i>	<i>OF</i>	<i>DDD</i>	<i>DC</i>	<i>DN</i>	<i>RDF</i>	<i>DRC</i>
M1020/M1040	T	T+2	T+10	T+19	T+22	DD-1	DDD	DD+3	RDF-1
ISDN-BRA	T	T+2	T+10	T+19	T+22	DD-1	DDD	DD+3	RDF-1
<2mb	T	T+2	T+10	T+19	T+22	DD-1	DDD	DD+3	RDF-1
ISDN PRA	T	T+2	T+13	T+22	T+26	DD-1	DDD	DD+3	RDF-1
2 MB	T	T+2	T+13	T+22	T+26	DD-1	DDD	DD+3	RDF-1
34 MB	T	T+2	T+13	T+ 32	Date at forecast	DD-1	DDD	DD+3	RDF-1
45MB	T	T+2	T +13	T +32	Date at forecast	DD -1	DDD	DD +3	DF -1
155MB	T	T+2	T+13	T+ 32	Date at forecast	DD-1	DDD	DD+3	RDF-1

Table 1: Service Level Summary for Sales Process Points & Provision Parameters

Note:

- T = order is received by eircom
- DDD = Due Delivery Date

3.3 Rejection Process

An order is deemed to be completed on receipt of a correct Completion Notice and working service by the Operator. The Operator has 2 working days to accept the circuit as completed as specified. The reasons for rejection should be provided by Operator who should ensure that CPE dependency checks are done before corrective action is taken by *eircom* i.e. power to the modem, CPE cable securely connected, the CPE configured and working correctly.

During this period the service delivery “clock” is stopped. If the Operator cannot accept the circuit because it is faulty the “clock” starts again until such time as the circuit is accepted. *eircom* will credit rental for the period between the dates of the Delivery Notification and the fault resolution. If the Operator does not inform *eircom* of its acceptance or otherwise of the circuit, it will be deemed to be accepted by the Operator for the purposes of any Carrier Services SLA penalty calculation.

If the fault is subsequently found to be in the Operator network or no fault is found the original date of the completion notice shall apply to the order. *eircom*'s standard terms and conditions regarding recovery of costs for reported faults that are found not to be in the *eircom* network shall apply.



PROCESS MANUAL

3.4 Cancellation of Carrier Services

Cancellation Process

Should an Operator wish to cancel an order during the life cycle of an order the following process should be followed:

- The Operator must advise *eircom* of the order they wish to cancel in writing using the *eircom* Cancellation form (Appendix 12).
- The Operator must quote the relevant order number and the circuit number.

Cancellation Charges

Cancellation fees will apply and will be dependent on the stage at which the order has reached prior to cancellation. These fees are stated in the "Telecommunications Scheme", Section 1, Part 15, Page 9.

In addition to these fees outlined in the "Telecommunications Scheme" there are a number of charges applied to wholesale customers, these are stated in the Carrier Services SLA.

3.5 Customer Delay

3.5.1 Customer Delay Process

- In the event that the Operator delays installation of the service for any reason, this will constitute a Customer Delay, stopping the SLA clock.
- In the event that the end-user refuses right of entry to *eircom* when an appointment has been made, or delays installation of the circuit for any reason, the "Standard Time" will be extended by the number of working days delay incurred as a result. *eircom* will inform the Operator by close of business the following day.
- Should the delay last more than 5 days, then the "clock" shall be re-started at a mutually agreed date, to reflect the requirement for *eircom* to reschedule its work for this delivery. The customer delay notification will be sent to the Operator contact point via e-mail using the CDN form contained in Appendix 13.

It is important to note that the Operator is the *eircom* customer and problems regarding Customer Delay are a matter for the Operator to resolve with their own customers.

3.5.2 Operator Activities to avoid Customer Delay

For timely connection of service that the following requirements must be met by the Operator prior to requesting service.

- That a suitable place and conditions for *eircom*'s apparatus are provided and ready when orders are placed with *eircom*. Suitable space and facilities includes power supply, lighting and appropriate electrical fittings at the Customer's premises to allow *eircom* to install and provide the leased line.



PROCESS MANUAL

- If service is to be provided to a 'Green field site' then the building should be near completion when orders are received by eircom.
- That the appropriate (including security personnel) on the sites are aware of a visit by eircom staff.
- That the end user contact person or a suitable substitute is available when eircom staff call at the site. The customer delay rectification will be sent to the Operator contact point via e-mail using the DN form contained in Appendix 14.

3.5.3 Processes to rectify Customer Delay

- In the event that orders entered a 'Customer Delayed' state, discussions will be held with the relevant Operator on a bi lateral arrangement. It will be expected that every effort will be made by the Operator to resolve the delay quickly. In the event that a quick resolution is not possible then a forecast of the resolution will be forthcoming within two days of the Customer Delay notification from the relevant Operator.
- Requests from eircom for information on the progress of the problem causing the Customer Delay must be given to eircom in a timely manner.

3.6 Billing

The effective commencement of billing will be applied as per the contract/T&C's for the individual product.

- Billing commences on the day the order is completed and service has been provided.



4 Change Order Processes

4.1 Change Orders

4.1.1 Changes to Service Definition

Where the physical location of one terminating point is changed, within a specific site.

Where the physical location of one terminating point is changed, from a specific site to another.

This shall not be deemed to be a change order, this order is commonly referred to as a RF-RT order, "remove from – remove to". The order shall follow the Carrier Services SLA for the provisioning of the new service. Please see the Provide Order Process (Section 2).

Where new infrastructure build is required to reach a site, this shall not be deemed to be a change order. The order shall follow the Carrier Services SLA for the provisioning of the new service. Please see the Provide Order Process (Section 2).

4.1.2 Upgrade of Service Definition

There is only one instance of changes to service that can be achieved through "soft (Remote) changes", this is the opening of Channels/Number ranges on a fully provisioned ISDN. Please see "soft changes" process section 4.6 below.

Where no new infrastructure build is required, but changes to terminating equipment are necessary.

A bandwidth upgrade / downgrade currently cannot be carried out remotely. As the *eircom* SMC cannot tell if the fitted CPE is appropriate for the bandwidth change. Bandwidth change will be deemed as a change order.

4.1.3 Change Order Format

All orders for service changes to existing Carrier Services shall be placed using the Change Order form for Carrier Services as per Appendix 1, and using the order process as defined in section 4.1.4 below. For the range of Carrier Services being requested all relevant sections of the order form must be completed.

Orders will be accepted by e-mail. Orders submitted by e-mail must be sent to the *eircom* order contact e-mail address and copied to the Carrier Services e-mail address, which are specified Appendix 20, Directory of Contact Points.

4.1.4 Change Order "Order" Processes

A single order process is described for all Changes of Carrier Services. The changes of Carrier Services process follows the order process described in section 2.2.2 above, however the process points described are not mandated by the SLA.



PROCESS MANUAL

4.1.5 Change Order "Provisioning" Processes

The changes of Carrier Services process follows the provisioning process described in section 3.2.2 above, however the process points described are not mandated by the SLA.

4.2 "Soft" Changes

4.2.1 Definitions of "Soft" Changes

"Soft" changes to BRA service definition: Alterations which can be achieved through "soft" (Remote) changes the only instance is the provision or cessation of additional multiple subscriber numbers (MSN), shall be the subject of a Service Alteration Carrier Services SLA.

4.2.2 Order Format for "Soft" Changes

All orders for soft changes to existing Carrier Services shall be placed using the Order form for Carrier Services as per Appendix 1, and using the order process as defined in section 4.2.3 below. For the range of Carrier Services being requested all relevant sections of the order form must be completed.

Orders will be accepted by e-mail. Orders submitted by e-mail must be sent to the eircom contact e-mail address and copied to the Carrier Services e-mail address, which are specified Appendix 20, Directory of Contact Points.

4.2.3 Order Process for "Soft" Changes

A single order process is described for all soft changes of Carrier Services

The soft changes of Carrier Services process is as follows:

- ▶ The Operator will e-mail the Order form to the *eircom* Carrier Services e-mail address, and will copy the *eircom* Order Contact Point. *Eircom*, which are specified Appendix 20, Directory of Contact Points, who will check the form for completeness, and if the order is complete & valid assign the order a reference number. For the purposes of identifying the ordered service both parties in all subsequent communications will use the *eircom* reference number.
- ▶ If the order form is incomplete it will be returned to the Operator Order Contact Point with the reason for incompleteness stated. The Operator may revise or amend the order and re-submit it.

4.2.4 Provisioning Process for "Soft" Changes

After the order has entered the provisioning process eircom will carry out such activities as are necessary to deliver the service.

When testing is completed to the satisfaction of eircom, notification will be forwarded to The Operator that the testing of the Carrier Service has been successfully completed in accordance with the specified test suite for the particular product. At this point the service shall be deemed



PROCESS MANUAL

to be Ready for Service. Full billing of the Operator shall start at this point, assuming the Operator does not reject the circuit, as described in section 3.3 below.

5 Cease Order

5.1 Cease Order Format

All Cease Orders for Carrier Services shall be placed using the Order form for Carrier Services as per Appendix 1, and using the order process as defined in section 5.2 below. For the range of Carrier Services being requested all relevant sections of the order form must be completed.

Orders will be accepted by e-mail. Orders submitted by e-mail must be sent to the Carrier Services e-mail address and copied to the eircom contact e-mail address, which are specified Appendix 20, Directory of Contact Points.

5.2 Cease Order Process

A single Cease Order process is described for all Carrier Services products.

The Carrier Services Cease process is as follows:

The Operator will complete and send the Cease Order Form to eircom Order Contact Point. eircom will check the form for completeness, and if the Cease Order is complete & valid assign the order a reference number and provide a Cessation Order Acknowledgement within 2 working days of receipt by the Order Contact Point. If required by an individual operator, eircom will supply Customer Order reference number along with eircom's circuit ID's.

For the purposes of identifying the Cease ordered service both parties in all subsequent communications will use the eircom customer order reference number.

If the order form is incomplete it will be returned to the Operator Order Contact Point with the reason for incompleteness stated. The Operator may revise or amend the order and re-submit it.

5.3 Cessation of Carrier Services

5.3.1 General

These processes relate to the mechanism for the cessation of the various Carrier Services using the processes described.

The cessation of Carrier Services includes the decommissioning of the service and the recovery of *eircom* equipment from the end user premises.



PROCESS MANUAL

5.3.2 Cessation Process

After the order has entered the Cessation process eircom will carry out such activities as are necessary to recover the service. The eircom activities may require multiple site visits and these will co-ordinated via the Order specific Operator contact point specified on the order form.

Circuits to be ceased should be requested on the eircom Carrier Services order form.

Operators are required to give a minimum of 7 calendar day's notice of date of cessation. The cease will be executed on that date. Billing will cease on the requested cease date.

The cease may be cancelled on or before the "cease date", free of charge. This provides flexibility to the Operator to change their request e.g. if incorrect circuit ID was provided in error.

An Operator can request a cease in the future by providing a cease notice in excess of 7 (calendar) days. Eircom Wholesale will accept the cease request and raise a cease order in receipt of the request. The "cease order" may be cancelled on or before the "cease date" free of charge.

A circuit, once ceased, may be restored via a new provide order. The minimum service period of (12 months) will apply.

Eircom will attempt to recover equipment after the "cease date". Eircom Wholesale customer is liable for equipment cost of eircom is unable to recover ceased equipment, having reasonable attempted (twice) to recover the equipment within 30 working days of the "cease date". If eircom does not attempt to recover the equipment within 30 working days, then the Operator will not be liable for the equipment cost.



6 Service Assurance Processes

6.1 Introduction

The Service Assurance Processes describe the mechanisms for dealing with the operational issues relating to the in-service Carrier Services i.e. fault reporting & resolution, planned maintenance.

The period of non-availability will commence at the time a fault is accepted by eircom. The period of non-availability shall end from the time logged by eircom that the service is available to the end-customer, as marked "confirmed clear permanent".

Service shall be deemed to have been restored when the fault condition is resolved on the eircom network and service availability restored to the end-user.

If the fault is subsequently found to be in the Operator network (including its CPE) eircom's standard terms and conditions regarding recovery of costs for reported faults found not to be in the eircom network shall apply.

eircom reserves the right to implement scheduled outages, as per section 6.3 below.

6.2 Fault Management

6.2.1 Fault Definitions

Leased Lines Faults:

A fault is the inability to transfer data across the leased line at its nominal capacity in conformance with the relevant ITU recommendations.

PSTN/ISDN Faults:

A fault is the loss of the ability to make or receive calls to or from the *eircom's* switched network.

6.2.2 Fault Locations and Types of Fault

Faults can occur in one of four locations:

- ▶ Core
- ▶ Exchange
- ▶ Access Network
- ▶ Customer Premises

Appendix 15 details all the Fault Types and there location.



PROCESS MANUAL

6.2.3 Fault Reporting Principles

Each Party shall be responsible for correcting faults which occur in its own Network which affect or degrade any of the Carrier Services and Facilities of the Carrier Services or the performance of the other Parties network.

In the event that a fault is discovered by the Operator, and proven out of its own network, a fault report shall be raised and submitted to the Single Point of Contact, (SPoC) as defined for the particular Carrier Service.

Responses to the fault shall be made within the time frames specified in the SLA either to notify the other Party of the resolution of the fault or as an update to the progress of fault tracking. Fault status updates will be available in real time through eircom's Unified Gateway.

Each Fault Report shall be closed when *eircom* has restored the service. Rejection of the fault clearance by the Party reporting the fault must be received within 3 SLA hour of Operator notification else the original clearance time as notified by *eircom* will be used for the purposes of the Carrier Services SLA. Detailed reasons for rejection of fault clearance should be noted.

6.2.4 Out of Hours Charging Principles

If eircom initiate specific work to repair network faults which also affect multiple circuits, this work is not chargeable to the customer.

If the Operator's request action (outside of SLA coverage hours) specific to their service then the work is chargeable.

All specific requests will be subject to the availability of resources. If resource is unavailable when requested then the fault will remain open for the purposes of calculating % circuit downtime.

6.2.5 Fault Reporting Procedures

The Single Point of Contact, (SPoC) is available 24 hours a day, 7 days a week. Fault reports can be logged by calling 1800-656 656 or by raising a fault report on *eircom*'s Unified Gateway

6.2.6 Responding to Faults

Response Time:

- The fault has been correctly logged and acknowledged.
- Preliminary testing and fault localisation has occurred.
- Fault clearance has been instigated.
- Results of preliminary *eircom* testing and fault localisation provided to Operator.

The Maximum response time is T + 3 SLA hours where T is the time that the fault has been logged by eircom.



PROCESS MANUAL

The status of faults accepted by *eircom* will be made available on *eircom*'s Extranet site.

6.2.7 Fault Management Escalation Procedures

Introduction

The purpose of escalating a fault should be to inject some urgency or expediency into the resolution of a fault. The escalation process needs to be standardised and regulated so that escalations are effective and produce results. Escalations should always take place at a "peer to peer" level i.e., the designated escalation level P.O.C. in the Operator should only escalate to his or her corresponding designated escalation level P.O.C. in *eircom* and vice-versa, details in fault management and escalation contact points section.

Leased Line Escalations:

The escalation of Leased Line Faults may take place at two levels:

1. If the maximum Response time of T + 3 SLA hours has not been met the Operator may escalate to Level 1 in *eircom*. Subsequent levels of escalation may be made for every 4 SLA hours after this time that a Response has not been made. (Escalations levels are detailed below). Due to the changing nature of the SLA offerings, The SLA hours defined per plan details can be found on the *eircom* wholesale Website(<http://wholesale.eircom.ie/>).
2. For the purpose of escalations, since there is no maximum Repair time, a "notional target" NT, Repair time of 8 SLA hours should be adopted. Subsequently, in order to introduce the notion of "jeopardy management" the escalation at first level may take place 7 SLA hours after the fault is first logged by *eircom*. Subsequent levels of escalation may be made at 4 SLA hour intervals after the first escalation. The *eircom* Points of Contact for escalations are set out in the tables below (Table: 2 – Leased Line Escalations Points of Contact)
3. If an escalation is made and a voicemail left by the Operator "escalator", the *eircom* "escalatee" has 30 minutes to respond to the Operator "escalator"). If a return call is not received by the Operator "escalator", they may escalate to the next level, themselves

Leased Line			
Escalation Level	Title	Contact No.	Escalate after:
1	WTM Team	1800-656-656	7 SLA hrs (= NT)
2	WTM Team Leader	1800-656-656	"NT" + 4
3	WTM Manager	01-6008322	"NT" + 8
4	Head of W/Sale Operations	01-6008322	"NT" + 12
5	W/Sale Director	01-6008322	"NT" + 16



PROCESS MANUAL

Table 2: Leased Line Escalations Points of Contact

Note: Escalations for all Products within the SLA must be “accepted” by eircom and vice-versa. If the relevant previous escalations have not been made, or if the time intervals have not been observed, the escalation may be rejected by eircom.

ISDN PRA and BRA escalations

1. There is no maximum Response time parameter for ISDN, so no escalations may be made if the Fault Report is not responded to within a specific timeframe.
2. Since there is a maximum Repair time for ISDN products of 14 SLA hours from the time that the fault is logged with eircom, an aspect of “Jeopardy management” should be attached to the escalation process, as per Leased Lines. For the purpose of escalations, the maximum repair time minus one hour will be the first escalation. Thus, the first escalation may be made 13 SLA hours (RT – Repair Target) after the fault has been reported, and at subsequent 4 hour intervals, as per the table 3 below (ISDN Escalations Points of Contact)

ISDN PRA and BRA			
Escalation Level	Title	Contact No.	Escalate after:
1	WTM Team	1800-656-656	13 SLA hrs =RT)
2	WTM Team Leader	1800-656-656	“RT” + 4
3	WTM Manager	01-6008322	“RT” + 8
4	Head of W/Sale Operations	01-6008322	“RT” + 12
5	W/Sale Director	01-6008322	“RT” + 16

Table 3: ISDN Escalations Points of Contact

Escalation point details to be provided on a peer to peer basis with each Operator.

Note: Escalations for all Products within the SLA must be “accepted” by eircom and vice-versa. If the relevant previous escalations have not been made, or if the time intervals have not been observed, the escalation may be rejected by eircom.

Note: The escalation points of contacts and levels are to be implemented on a trial basis and are up for review in December 2002.



PROCESS MANUAL

6.2.8 Exclusions

The circuit will be deemed available to the customer and is therefore excluded for the purposes of calculating credits if the non-availability arises from or is otherwise caused or contributed to by the following circumstances:

- Where continuous access to the customer premises is not available to *eircom* on request from the time the fault is reported.
- Where the fault is caused by third party activities such as cable damage.
- Where the fault is caused by severe weather conditions such as storms, flooding or lightning
- Where a fault occurrence is due to changes in Customer provided apparatus, or due to the malfunction of any element which is owned or maintained by the customer.
- Where the fault is not in the *eircom* network
- Where the customer or its agents are not available to *eircom*, at reasonable notice, for the purpose of conducting diagnostic tests between the *eircom* network and the customer CPE.
- Where a fault is reported and no fault is detected when the service is tested from end to end.
- Any period of scheduled outages notified to the Operator in accordance with the planned works procedure
- A failure of the Customer to allow access to premises or equipment when requested
- The Customer failing to operate the service in accordance with *eircom* terms and conditions for the provision of the service
- A failure of the customer to report the fault in accordance with the fault reporting procedures specified under "Fault Reporting"
- Faults relating to the use of non-type approved or CE certified equipment by the customer.

Please see Appendix 16 for a complete list of "Clear Codes Excluded from the Service Availability Measurement".

6.2.9 Fault Resolution Definition

Service shall be deemed to have been restored when the fault condition is resolved on the *eircom* network and service availability restored to the end-customer, notification will be provided to *eircom* via the Operator. *eircom* reserves the right to put in place 'Temporary



PROCESS MANUAL

Patching' to restore service (e.g. fibre/radio link re-route) while repairs to network fault are undertaken. Restoration may also mean that service is restored through diverse routing until the network fault is fully cleared

On completion of repair, a fault ticket is given an " Un-Confirmed Clear " status and that ticket is parked, i.e. the clock is stopped until the fault clear is either accepted by the customer or 1 hour from the unconfirmed clear customer notification time has elapsed.

If the fault has either been accepted by the customer or 1 hour has elapsed from "Unconfirmed Clear " customer notification, the fault ticket is un-parked and given a " Confirmed Clear Permanent " status together with an associated final clear code and the fault ticket is permanently closed.

If the customer responds with a rejection of repair the ticket is un-parked, the clock is re-started and repair work recommences. The SLA clock for the purpose of escalation, section 6.2.6 above, continues from the time the ticket was parked. (Leased line example, ticket is un-parked at NT (7 SLA Hrs.), first escalation is NT + 4). On completion of repair, the " Unconfirmed Clear" status is applied again, customer is notified and the fault is parked and the process above is repeated.

Repair Time. The duration between the time a fault is first reported to *eircom* in accordance with the fault reporting procedures and the time marked by *eircom* as a "Confirmed Clear Permanent ".

Non Availability. The period of non-availability will commence at the time a fault is first reported to *eircom* in accordance with the fault reporting procedures. The period of non-availability shall end from the time logged by *eircom* that the service is available to the end-customer, notification will be provided to *eircom* via the Operator.

6.2.10 Dispute Procedures

In the event of any dispute between the parties in respect of service availability or otherwise, *eircom* reserves the right to determine the period of availability for the purposes of the credit rebates payable.

If the fault is subsequently found to be in the Operator network (including its CPE) *eircom's* standard terms and conditions regarding recovery of costs for reported faults found to be in not in the *eircom* network shall apply.

6.2.11 "Parked" Times Definition

Circumstances outside the control of *eircom* and /or delay resulting from customer related issues which impede the ability of *eircom* to begin or continue with repair of a fault will result in the fault ticket being parked for the affected period. This parked time will be removed from the out of service time used in calculating service availability.

Specifically:



PROCESS MANUAL

- Requested access to customer premises not available to *eircom*.
- Awaiting requested information from Operator, required by *eircom* to progress fault clear.
- Awaiting decision from Operator regarding "call out charges", due to the changing nature of the "call out charges", the charges details can be found on the *eircom* Wholesale Website (<http://wholesale.eircom.ie/>).
- If the customer doesn't accept the "call out charges" within 1 hour, the fault is "Parked" until 9am the next working day.
- When a "Un-Confirmed Clear " has been presented to the Operator on the Extranet and *eircom* are awaiting for confirmation that service has been restored.

6.2.12 Remote Maintenance Test Process

The same Fault Reporting Procedures, section 6.2.5 above are followed, the Operator contact the *eircom* Single Point of Contact, (SPoC) and request a remote maintenance test.

A ticket is opened, the report is logged as a test request and assigned to the SMC for action. The *eircom* SMC carry out the test.

SMC/WTM monitor the ticket. If the test result shows no errors SMC/WTM will inform the Operator and the ticket receives an "unconfirmed clear". The ticket is marked with a chargeable clear code.

If the test result shows errors the ticket is queued for a dispatch by the SMC. SMC/WTM inform the Operator. If the Operator agrees to the dispatch, the event is treated as a live fault. The initial remote maintenance test is not chargeable

In a small number of cases where the test shows errors the fault may have resolved itself in the meantime, the Operator informs *eircom* of this when the SMC/WTM make contact. In these cases the ticket is given a permanent clear with no chargeable items.

6.3 Maintenance Management

6.3.1 Maintenance Definition

The act of maintaining or the state of being maintained, reducing the occurrence of fault conditions.

6.3.2 Maintenance Principles

The Customer agrees that from time to time it may be necessary for *eircom* to temporarily suspend service on the Leased Line(s) during periods of repair, essential maintenance or alteration or improvement to *eircom*'s telecommunications network. Where possible *eircom* will



PROCESS MANUAL

give the Customer notice prior to such suspension and eircom will restore service as soon as possible after such suspension.

6.3.3 Planned Maintenance Notification Procedure

eircom reserves the right to implement scheduled outages. These will be used to carry out essential network maintenance or alteration procedures, for instance upgrading network management software. These will be excluded from availability calculations. Save in the case of emergency eircom shall provide no less than 5 working days written notice to the customer of such outages. It is recognised that planned maintenance work is a regular and normal occurrence, and that this section refers only to planned maintenance work which directly affects Carrier Services.

The notification shall be made to the SPoC for planned works, by either facsimile or E-mail, fault management and escalation contact points section. The planned maintenance notification will be sent to the Operator contact point via e-mail using the planned maintenance notification form contained in Appendix 17.

6.3.4 Planned Maintenance Procedures

This section describes procedures, which are designed to minimise the effect of Planned Maintenance work on the Carrier Services.

Both Parties must observe safety precautions at all times. The procedures defined in section X for Health and Safety shall apply.

In order to avoid problems it is essential that the planned work is planned and notified well in advance and is performed, under normal situations, within Preferred Hours as described in section X below.

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.

Preferred hours for major works

ALL DAYS	00:01-06:00
----------	-------------

6.3.5 Unplanned Maintenance Procedures

It is recognised that unplanned maintenance work is an unfortunate occurrence, and that this section refers only to unplanned maintenance work, which directly affects Carrier Services. Any unplanned maintenance work, which may result in the temporary interruption of any of the Carrier Services, offered by the *eircom* network or the temporary unavailability of a network element will result in *eircom's* carrying out its best endeavour to supply the Operator with as much notification prior to the work

6.3.6 Notification Process and Time-scale Escalation

If the date or timing of the Planned Maintenance work is unsuitable then the receiving Party must contact the relevant inter-company escalation point so that a suitable date and time can be agreed. In the case of the Operator this is the Operator NMC, and in the case of eircom this is the Manager, eircom/NNCC. If the Planned Maintenance work is critical and essential to the operation of either party's network then one party cannot veto the other party's work.



PROCESS MANUAL

A reduction of notification time-scale will be allowed only under exceptional circumstances. Each occurrence will be treated as urgent planned work and the reason for the urgency should be stated.

6.3.7 Resolution of operational disputes and issues

This process shall be used to resolve serious service affecting operational disputes and serious issues that arise between the two parties. This procedure shall only be used for disputes, which are not related to specific faults. Disputes relating to specific faults shall be handled via the Fault Escalation Process described in section 6.2.6 above.



7 Penalty Processes and Payment Management of Penalty Credits

7.1 Introduction

The Penalty and Payment Management of Penalty Credits processes describe the method of calculating the penalties and the mechanism of paying them.

7.2 Penalty Definitions

7.2.1 Process Points Penalties

A Process Point Penalty will be incurred by the failure of *eircom* to meet a SLA determined Process Point and its associated customer communication. Please see Table 1 below, Sales Process Penalties - ISDN and National Leased Line Services up to and including 2Mbit/s

SLA Delivery Process Attributes	Product Type	Penalty Per Process Point Missed	Maximum Cumulative Process Penalty per Order
<ul style="list-style-type: none">Order AcknowledgementOrder ValidationOrder ForecastDelivery Confirmation	ISDN BRA	€100	€300
	ISDN PRA	€350	€1,150
	Sub 2Mbit Leased Lines	€250	€750
	Equal to & greater than 2Mbit Leased Lines	€350	€1,150

Table 4: Sales Process Penalties

Note: Failure to meet Delivery Confirmation on one or subsequent occasions will be deemed to fail one Delivery Confirmation process point.

7.2.2 Delivery Penalties

A delivery Penalty will be incurred by the failure on *eircom's* part to deliver an order by the Delivery Due by date or Forecast Delivery Due by Date.



PROCESS MANUAL

It should be noted that the impact of a Customer Delay would be negated in the calculation of delivery penalties as follows:

- Duration of Customer Delay \leq 5 working Days
The duration, to the nearest day, of the delay is added to the order Delivery Due by Date.
- Duration of Customer Delay $>$ 5 working Days:
New Delivery Due By Date will be mutually agreed between the customer and *eircom*.

Note: Penalty credits due will only be calculated in the month that order is completed.

7.2.3 Repair Penalties for ISDN and Leased Lines

Product	Penalty Applicable
ISDN BRA	€100 per failure to achieve maximum repair time and refund of the daily rental(rounded up to the nearest day) for length of outage.
ISDN PRA	€250 per failure to achieve maximum repair time and refund of the daily rental (rounded up to the nearest day) for length of outage.

Table 5: Maximum Repair Time Penalty for ISDN Lines

Product	Penalty Applicable
Sub 2Mbit Leased Lines	€250 per failure to achieve maximum response time
2Mbit Leased Line and above	€250 per failure to achieve maximum response time.

Table 6: Maximum Response Time Penalty (MRT) for Leased Lines

Product	Penalty Applicable
Sub 2Mbit Leased Lines	50% of monthly rental shall apply for each failure to achieve a minimum level of service availability in a particular quarter
2Mbit Leased Line and above	50% of monthly rental shall apply for each failure to achieve a minimum level of service availability in a particular quarter

Table 7: Service Availability Penalty for Leased Lines



PROCESS MANUAL

7.3 Penalty Statement Process

All penalty credit payments will be made on a monthly basis. *eircom* will supply monthly Penalty Statements to all customers, which will outline any penalties that are due. Please see appendix 19 for a list of provisioning penalty data included in a statement, and appendix 20 for a list of repair penalty data included in a statement. The repair statement that will measure service availability has not been defined yet.

7.4 Penalty Queries / Contact Points

In the event that the Operator is of the opinion that a penalty liability has been incorrectly calculated the customer has one month to query the statement. A delivery query must be submitted in writing, using the SLA Penalty Queries Form, please see appendix 21. A repair query is submitted using the Repair Penalties Queries Form, please see appendix 22. Multiple queries can be submitted on the one form. Any incomplete queries will be rejected on an individual basis. In the event of a query, any supporting documentation must be supplied within ten working days of a request by *eircom*. Please see diagram 1 below which describes the penalty queries timetable.

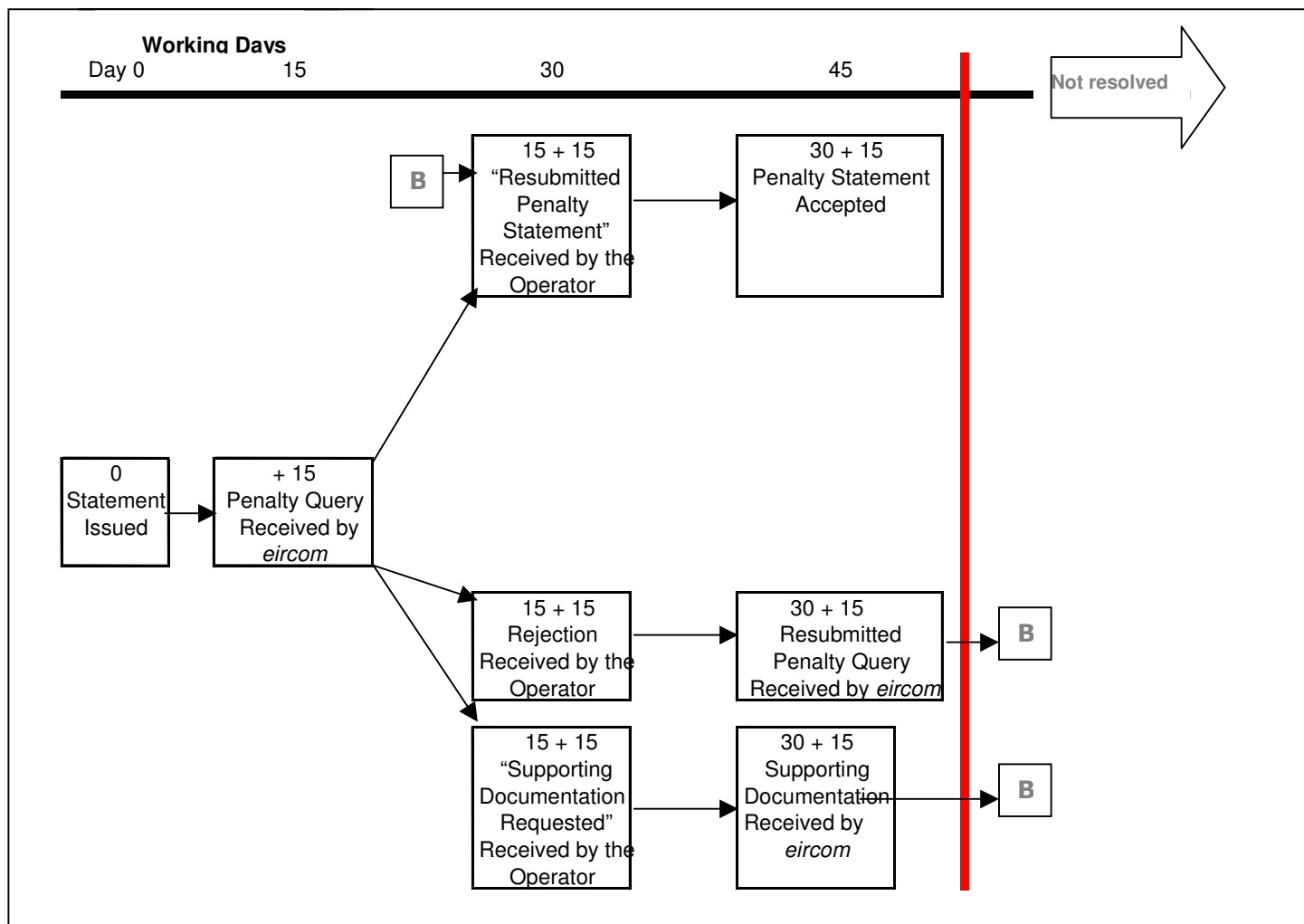


Figure 3: Penalty Queries Timetable



PROCESS MANUAL

Penalties queried in a month that are resolved within the 45 working day timeframe (before the red line) are credited to the customer's bill for the following month.

The eircom Penalty Manager will make their best endeavour to provide a high-level description of the resolution of the penalty query.

In order for the operators to reconcile the penalty statement with their monthly bill, the eircom penalty manager will make their best endeavour to send via e-mail, a high level penalty breakdown of a list of the disputed penalties excluded from the bill.

Disputed payment claims must be submitted within three calendar months of the date on which the Bill issued.

The eircom point of contact for penalty and payment queries is set out below.

Penalty & Payment Queries		
Title	Contact No.	Email
Penalty Manager		

Penalty Point of Contact – details to be provided to each Operator

7.5 Payment Method

When a penalty payment is applicable, *eircom* will credit the customers' leased line bill with the amount due.



PROCESS MANUAL

7.6 Payment Frequency

Please see diagram 2 below, detailing the penalty statement and payment schedule

Penalty credits due will be processed according to each individuals customer quarterly bill cycle. Please see Figure 4 below, detailing the penalty statement and payment schedule timelines.

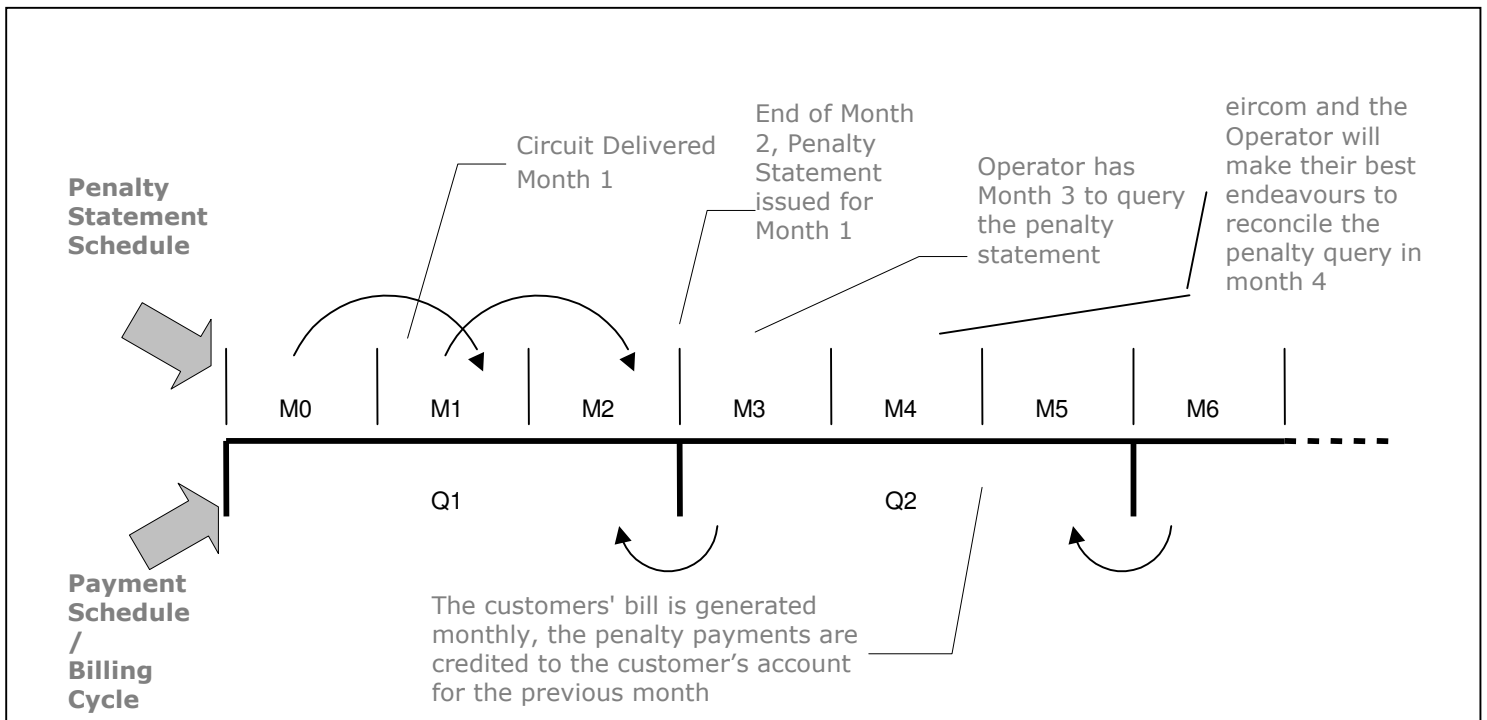


Figure 4: Penalty Statement and Payment Schedule Timelines

7.7 Method of Delivery

The principle format for all correspondence between *eircom* and the operator will continue to be hard copy paper format. *eircom* will facilitate any operator who wishes to receive an email with soft copies of the documents attached.

An operator wishing to receive soft copies of the correspondence as well as hard need to email their details to the *eircom* Penalty Manager.



8 Miscellaneous Processes

8.1 Health and Safety Requirements for *Eircom* Employees working on Customer Premises (excluding Operator premises).

eircom employees are required to comply with *eircom* health & safety policy, which includes adherence to, but is not limited to:

- Safety, Health and Welfare at Work Act 1989
- Safety Health and Welfare at Work (General Application) Regulations, 1993
- Safety, Health and Welfare at Work (Construction) Regulations, 1995
- All other statutory provisions relevant to the place of work

Reference to the above shall be deemed to include any amendment thereto or replacement that may be in force from time to time.

eircom employees will also comply with *eircom* health & safety policy requirements as contained in the Company Health and Safety statement and any other relevant provisions therein. The Operator shall notify *eircom* of all other requirements and of all foreseeable site-specific hazards/risks within or associated with the premises where work is to be undertaken.

Hazards which were not foreseen and which come to the attention of *eircom* during the course of operations will be brought to the attention of the Operator. In such circumstances, the Operator will introduce appropriate control measures to either eliminate or reduce the risk to an acceptable level.

The foregoing requirements shall also apply in the case of contractors or other representatives undertaking work in the customer's premises on behalf of *eircom*.

8.2 Resolution of Operational Disputes and Issues

This process shall be used to resolve operational disputes that arise between the two parties. This procedure shall only be used for disputes which are not related to specific faults. Disputes relating to specific faults shall be handled via the Fault Escalation Process described in section 6.2.3.

The point of contact between the two parties shall be the respective Operations Managers. The communication shall be in written form.

The Receiving party shall acknowledge receipt of the complaint in writing within 2 working days of receipt.

The Receiving party shall respond fully to the complaint in writing to the originating party within 5 working days of the acknowledgement.



PROCESS MANUAL

If the dispute cannot be settled by the Operations Managers within 5 working days after the Receiving party has returned its initial response, either party may escalate the dispute within the Operations Manager's organisation. Senior management shall then attempt to resolve the dispute and prevent further erosion in the quality of service level for the same reasons that provoked the complaint.

If senior management parties fail to resolve the issue within a further 5 working days, then the parties may proceed in accordance with the dispute resolution procedure set out in Decision Notice D11/99.



Appendix 1 Order Forms

Order Form for Carrier Services

Change Order Form for Carrier Services

Cessation Request Form for Carrier Services

Please see the above forms below. Clicking on the following text **Provision of New Service** opens a drop down menu, where the type of order is chosen.



eircom

eircom Wholesale Order Request

Operator:

Your Ref. No.

Your Tel. No.

Order Date:

Order Placed By:

Your Acc. Number:

Your e-mail address:

Quote Ref.No

Services Required

Drop Down Menu

Provision of New Service

Category	Service	Selection	Quantity	Interface	Date Required - as per SLA.
1	Private Circuits				
	2Mbit	<input type="checkbox"/>		G703 BNC	
	64Kbit	<input type="checkbox"/>		X21	
	>64K (128Kbit)	<input type="checkbox"/>		X21	
	Other (34Mbit)	<input type="checkbox"/>			
2	Telephony				
	ISDN PRA	<input type="checkbox"/>		G703	
	ISDN BRA	<input type="checkbox"/>			
	PSTN Lines	<input type="checkbox"/>			
	Other (Nat. Freefone)	<input type="checkbox"/>			
3	Bearer(new) E1	<input type="checkbox"/>		G703	



PROCESS MANUAL

4	<i>Channellised</i> Bearer no. Time slots Please give above information	<input type="checkbox"/>		
---	--	--------------------------	--	--

5	Frame Relay	<input type="checkbox"/>	Operator site cct no DS	A end DLCI	B end DLCI	CIR	EIR	Date reqd
---	-------------	--------------------------	----------------------------	---------------	---------------	-----	-----	-----------

Circuit Connection Information

Please complete if ordering services in Categories 1,3,4,5

<u>A End Information</u>	
Contact:	
Tele:	
Fax:	
Address:-	
eircom telephone number (if different from above)	
<i>This information is requested to identify the local exchange in which the lines are connected</i>	
<u>B End Information</u>	
Contact:	
Tele:	
Fax:	
Name +Address:-	



PROCESS MANUAL

eircom telephone number (if different from above)

This information is requested to identify the local exchange in which the lines are connected

Category 2 Services Connection Information:

Contact:

Tele:

Fax:

Name + Address:-

eircom telephone number (if different from above)

This information is requested to identify the local exchange in which the lines are connected

Specific Requirements

Remarks

Operator Billing Address

Contact:

Address:-

Thank you for your order – please send it to wholesale@eircomwholesale.ie

`ORDER – Operator NAME – CIRCUIT TYPE – YOUR REF – DATE`



Appendix 2 Order Acknowledgement (OA) for eircom Wholesale services

Order Acknowledgement Form - Microsoft Internet Explorer

File Edit View Favorites Tools Help

eircom

Order Acknowledgement Form

Customer Order Reference	[CustomerRef]
Service Description	[ProductDescription]
eircom Service Order Number	[Order_No]
eircom Circuit Reference/Number Ranges	[NumberRanges]
Annual Rental	€[AnnualRental]
ConnectionFee	€[ConnectionFee]
Date of Receipt Order	[ReceiptDate]
Date of Dispatch of Acknowledgement	[Today]



Appendix 3 Order Validation (OV) for eircom Wholesale Services

The screenshot shows a web browser window with the following content:

- Browser title: Order Validation - Microsoft Internet Explorer
- Browser menu: File, Edit, View, Favorites, Tools, Help
- Page logo: eircom
- Form title: Order Validation
- Form fields:
 - eircom Service Order Number [Order_No]
 - eircom Circuit Reference/Number Ranges [NumberRanges]
 - Due Delivery Date [DueDeliveryDate]
 - Order Category [OrderCategory]
 - If Non Standard - Reasonfor NonStandard Status: [ReasonNonStandard]
 - Date of Dispatch of Validation [Today]



Appendix 4 Criteria for Non-Standard Orders

The Carrier Services SLA (SLA) will not apply where the order is non-standard, where orders are non-standard, a Due Delivery Date shall be agreed with the Customer and the SLA shall apply to that agreed date and to the order thereafter subject to these terms and conditions. The order shall be deemed to be non-standard where there are impediments to *eircom* delivering the order. The impediments include the circumstances listed below.

- Following survey *eircom* is required to build new network components (either core or access and including but not limited to SDH components). If this exclusion applies it will be advised to customers at the point of order validation.
- One or both ends of the service is/are more than 3km from the nearest *eircom* data network node.
- In instances where *eircom*'s ability to deliver is constrained by a force majeure event.
- One or both ends of the service is not accessible to *eircom* cable network.
- Customer premises related, circumstances preventing/constraining delivery of the order.
 - Transmission equipment extension required.
 - Transmission equipment upgrade required.
 - New or upgraded transmission path required
 - New fibre required.
 - Radio link required.
 - Line upgrade/conditioning required.
- Circumstances relating to Managed Leased Line Network
 - New Managed Leased Line Network edge node required (equivalent to local access)
 - New Managed Leased Line Network edge to Managed Leased Line Network core network transmission required.
 - New Managed Leased Line Network core network node required.
 - Managed Leased Line Network core network node extension required.
 - New inter Managed Leased Line Network core node transmission required.



PROCESS MANUAL

- Circumstances relating to wiring infrastructure.
 - New Digital Distribution Frame required.
 - New Optical Distribution Frame required.
 - New Main Distribution Frame required.

- Circumstances relating to Core Transmission Network
 - New core transmission capacity required e.g. VC4 or higher and associated infrastructure.
 - New core transmission node extension required.
 - Major core transmission node modification/upgrade required.
 - Where a customer's premises (Installation Site) is more than three kilometres from the local exchange or managed leased line network node.

- Circumstances relating to Switching Network
 - New switching network capacity is required
 - New switching node extension required
 - Switching node modification/upgrade is required

- Where the volume of orders is such that it requires infrastructure build over and above that normally associated with the provision of the Services in a particular area - e.g. orders for a 2Mbit/s leased line are normally provided at the local end by way of HDSL. However, where there are multiple orders for such 2Mbit/s leased lines to the same premises, at the same time, there may be a requirement to build fibre systems. This applies both to single batches of multiple orders and orders for smaller quantities to the same address placed over a 5 working day period. This clause shall only apply to non-Operator premises, i.e. the B-end.

- Where it is mutually agreed between eircom and the Operator to construct infrastructure beyond the immediate requirements of the ordered service in order to facilitate future deliveries and/or maintenance.

- Where the order is treated as a project delivery, including the following:
 - Where customers orders more than 4 leased lines with at least one common B-end, the order being placed either at the same time or on a planned basis at regular intervals over a period of time or as part of a upgrade to an existing network or as roll-out of a new network.



PROCESS MANUAL

- Where customers specify Non-Standard presentation of circuits (eircom Standard presentation is G703 for 2mb and x21 for sub 2mb)
- Where data nodes (rather than data modems) are being installed at customer sites which terminate multiple circuit ends. Such nodes being provided either at the customer request or in order to support delivery of subsequent orders and/or support maintenance of multiple circuits.
- Where customers request special diversity arrangements either on access or core network elements.
- Where a customer request that service be provided without interruption to existing Carrier Services which are delivered over the same network plant or NTE, or specify that such interruption be scheduled for outside of working hours.

Appendix 5 Forecast / Reforecast (RDF) Provision for

The image shows two identical screenshots of a web browser window titled "Forecast Provision - Microsoft Internet Explorer". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The page content features the "eircom" logo in the top left corner. Below the logo is a form titled "Forecast Provision" with a double-line border. The form contains four input fields, each with a label on the left and a placeholder value in brackets on the right:

- Label: "eircom Service Order Number", Placeholder: "[Order_No]"
- Label: "eircom Circuit Reference/Number Ranges", Placeholder: "[NumberRanges]"
- Label: "Due Delivery Date", Placeholder: "[DueDeliveryDate]"
- Label: "Date of Dispatch of Forecast", Placeholder: "[Today]"

The browser window also shows standard window controls (minimize, maximize, close) in the top right corner.



eircom Wholesale services

Appendix 6

Quotation Request Form for eircom Wholesale Services

Eircom Wholesale, Operator **Quote** Request

Operator:

Quote Date:

Your Ref. No.

Quote Placed By:

Your Tel. No.

Your e-mail address:

Services Required

Quote for New Service

Category	Service	Selection	Quantity	Interface	Quote needed by:
1	Private Circuits				
	2Mbit	<input type="checkbox"/>		G703	
	64Kbit	<input type="checkbox"/>		X21	
	Nx64K (128Kbit)	<input type="checkbox"/>		X21	
	Other (34Mbit)	<input type="checkbox"/>			
2	Telephony				
	ISDN PRA	<input type="checkbox"/>		G703	
	ISDN BRA	<input type="checkbox"/>			
	PSTN Lines	<input type="checkbox"/>			
	Other (Nat. Freefone)	<input type="checkbox"/>			



PROCESS MANUAL

Circuit Connection Information

Category 1 Services

A End Information

Contact:

Tele:

Fax:

Address:-

Contact:

Tele:

Fax:

Address:-

Reason for Quote:

Data Services/Use

Specific Requirements

Remarks

OLO Billing Address

Contact:

Address:-

Please note that quotations supplied by eircom are estimates, subject to survey and exclusive of VAT.

This quotation is not contractually binding on either party. Pricing remains valid for 21 days but may be subject to alteration to reflect prevailing prices at time of order.

Thank you for your order – please send it to wholesale@eircomwholesale.ie

'QUOTE – OPERATOR NAME – CIRCUIT TYPE – YOUR REF – DATE'



Appendix 7 Quotation /Validation Form

Quotation/Validation Form

Operator Quotation Reference Number

eircom Circuit Reference/ Number Ranges
To

Quotation is Standard Quotation is Non Standard

Standard Quotation

Annual Rental £ €

Connection Fee £ €

If Non-standard - Reason for Non-standard Status _____

Date of Dispatch of Validation

Please note that quotations supplied by eircom are estimates, subject to survey and exclusive of VAT.

This quotation is not contractually binding on either party. Pricing remains valid for 21 days but may be subject to alteration to reflect prevailing prices at time of order.



Appendix 8 Delivery Confirmation (DC) for eircom Wholesale Services

The screenshot shows a web browser window titled "Order Delivery Confirmation - Microsoft Internet Explorer". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The page content features the "eircom" logo in the top left corner. Below the logo is a form titled "Order Delivery Confirmation" with the following fields:

Order Delivery Confirmation	
eircom Service Order Number	[Order_No]
eircom Circuit Reference/Number Ranges	[NumberRanges]
Due Delivery Date	[DueDeliveryDate]
Will Due Date be Met	[DeliveryMet]
If 'No' Date Revised Forecast Due	[RevisedForecastDate]
Date of Despatch of Delivery Confirmation	[Today]



Appendix 9 RDF – Reforecast Process

As part of the Decision Notice 02/28 published on the 15th March 02 *eircom* was directed to provide a "Reforecast" to Other Licensed Operators when *eircom* fails to delivery service on the original "Due Delivery Date".

The process will be as follows:

- An order is "Confirmed" (please see appendix X above) at least 24 hours prior to the original "Due Delivery Date". If the order is confirmed 'NO' then the order must be reforecast and a new delivery date given.
- All orders that are confirmed 'No' a reforecast date is provided to the Operator within 3 days of the original delivery date.
- Orders that have a new delivery date that is 10 days from the original delivery date, will be reconfirmed at least 24 hours of the new delivery date.
- In the event that orders have been delayed due to the end user in excess of 5 days and the delay has been resolved then a reforecast date is due.
- A reforecast date will issue as soon as possible after the "Customer Delay Rectification" (please see appendix X above) notice is received by *eircom*.



Appendix 10 Delivery Notification (DN) for Carrier Services

Order Delivery Notification

eircom Service Order Number	[Order_No]
eircom Circuit Reference/Number Ranges	[NumberRanges]
Due Delivery Date	[DueDeliveryDate]
Actual Delivery Date	[ActualDeliveryDate]
Date of Despatch of Delivery Notification	[Today]

This Delivery Notification will confirm that the Carrier Service conforms to the standards laid down within the product description and to the order requirement.



Appendix 11 Rejection Notice (RN) for Carrier Services

Rejection Notice

eircom Service Order Number

--

eircom Circuit Reference/ Number Ranges

To

Reason for Rejection _____

Date of Delivery Notification

/ /

Date of Rejection Notice

/ /



Appendix 12 Cancellation

The screenshot shows a web browser window titled "Order Cancellation - Microsoft Internet Explorer". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The page content features the "eircom" logo in the top left corner. Below the logo is a form titled "Order Cancellation" with the following fields:

Order Cancellation	
eircom Service Order Number	[Order_No]
eircom Circuit Reference/Number Ranges	[NumberRanges]
Date of Receipt of Order	[ReceiptDate]
Due Delivery Date	[DueDeliveryDate]
Date of Cancellation of Order	[CancelledDate]
Date of Despatch of Order Cancellation	[Today]



Appendix 13 Customer Delay Notification for eircom Wholesale Services

The screenshot shows a web browser window with the following content:

Customer Delay Notification

eircom Service Order Number	[Order_No]
eircom Circuit Reference/Number Ranges	[NumberRanges]
Place of Delay	[PlaceofDelay] - [DelayLocation]
Date of Commencement of Delay	[CommencementDate]
Delay Reason	[DelayReason]
Customer Contact Name for resolution	[ContactName]
Customer Contact Number for resolution	[ContactTel]
Date of dispatch of Customer Delay Notification	[Today]



Appendix 14 Customer Delay Rectification for eircom Wholesale Services

The screenshot shows a web browser window with the title "Customer Delay Rectification Notification - Microsoft Internet Explorer". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The page content features the "eircom" logo in the top left corner. The main form is titled "Customer Delay Rectification Notification" and contains the following fields:

Customer Delay Rectification Notification	
eircom Service Order Number	[Order_No]
eircom Circuit Reference/Number Ranges	[NumberRanges]
Date of Receipt of Customer Delay Notification	[CustomerNotificationDate]
Date of Customer Delay Rectification	[ExitDate]
Comments/Cause of Delay	[DelayReason]
Comments/Action Taken	[RectificationAction]
Customer Contact Name for resolution	[ContactName]
Customer Contact Number for resolution	[ContactTel]
Date of dispatch of Customer Delay Notification	[Today]



Appendix 15 Fault Types and Locations

Code	Description	Location	Measure	Charagable	
001	RWT Right when tested (Remotely)	N/A	N	N	
002	FOK Found OK (Local Exchange or site visit)		N	N	
003	No Entry Obtained		N	N	
004	Misoperation		N	Y	
008	Equip not maintained by eircom		N	Y	
015	Misreport		N	N	
016	Customer's Power Supply		N	Y	
017	Cleared by other PTT/Carrier		N	N	
018	Test Request Chargeable		N	Y	
019	Customer Reports OK		N	N	
022	Test Request Non Chargeable		N	N	
026	Customer Power - Non Chargeable		N	N	
110	DROP WIRE Wires down		Access Network	Y	N
111	DROP WIRE Dis in span			Y	N
112	DROP WIRE Dis in joint			Y	N
121	O/H (Overhead Cable) POLY Dis in span			Y	N
122	O/H POLY Dis (Disconnection) in joint			Y	N
124	O/H POLY S/C (Short circuit)			Y	N
127	O/H POLY Terminal Box			Y	N
131	U/G (Underground cable)Direct U/G fault	Y		N	
132	U/G Case / cabinet fault	Y		N	
134	U/G Termination box fault	Y		N	
151	INT(Internal) WIRING Dis, Loose Conn.	Y		N	
154	INT WIRING S/C	Customer's Premises		Y	N
157	INT WIRING Loose on wall			Y	N
158	INT WIRING Split / Reversed pairs			Y	N
248	Exchange Power	Exchange / Core Network	Y	N	
260	Exchange MDF		Y	N	
261	Exchange IDF		Y	N	
300	DIG. TXPower Unit		Y	N	
306	DIG. TXEIU card		Y	N	
307	DIG. TX2MB LTE		Y	N	
315	DIG. TX2MB Channel Card		Y	N	
316	DIG. TX2/8 Mux		Y	N	
317	DIG. TX8/2 Mux		Y	N	
320	DIG. TX8MB Channel Card		Y	N	
321	DIG. TX8/34 Mux		Y	N	
322	DIG. TX34/8 Mux		Y	N	
325	DIG. TX34MB Channel Card		Y	N	
326	DIG. TX34/140 Mux		Y	N	
327	DIG. TX140/34 Mux		Y	N	
330	DIG. TX140MB Channel Card		Y	N	
331	DIG. TX140/565 Mux		Y	N	
332	DIG. TX565/140 Mux		Y	N	
345	DIG. TXPower Feeding Unit		Y	N	
348	DIG. TXRegenerative Repeater		Y	N	
364	DIG. TXRedundant Switch		Y	N	
380	DIG. TXDigital Radio Link		Y	N	
381	DIG. TXDigital Coax		Y	N	
382	DIG. TXOptic Fibre		Y	N	
383	DIG. TXEarth Station / Satellite		Y	N	



PROCESS MANUAL

Code	Description	Location	Measure	Charagable	
601	GEN (General) Modem Fault	Exchange / Core Network	Y	N	
602	GEN Amplifier		Y	N	
610	GEN M1020 Fault		Y	N	
611	GEN M1040 Fault		Y	N	
612	GEN Branching Panel Fault		Y	N	
619	DIG. TX 2MB Link		Y	N	
640	GEN Circuit Re-Routed Temporarily		Y	N	
641	GEN DDF (Digital distribution frame) Fault		Y	N	
642	GEN Endlink Fault		Y	N	
643	GEN DCCS(Digital cross-connect) Fault		Y	N	
644	GEN Inter-Nodal Link		Y	N	
645	GEN AFLU / LTU Faulty / Changed		Y	N	
646	GEN NTU Faulty / Changed		Y	N	
647	GEN EIU (Exchange Interface unit)Faulty / Changed		Y	N	
648	GEN RAD Faulty / Changed		Y	N	
649	GEN Circuit restored to original path		Y	N	
650	STC MUX Configuration Loss		Exchange / Core Network	Y	N
651	STC MUX Power Supply Loss			Y	N
652	STC MUX MCC Faulty			Y	N
653	STC MUX 2x2 Card / Circuit Fault			Y	N
654	STC MUX Nx64 Card / Circuit Fault	Y		N	
655	STC MUX G703 Card / Circuit Fault	Y		N	
656	STC MUX AF6 / AF8 Card / Circuit Fault	Y		N	
657	STC MUX Card Connector Fault	Y		N	
658	STC MUX X21 Card / Circuit Fault	Y		N	
659	STC MUX Miscellaneous Fault	Y		N	
666	EXCH PROBLEM	Y	N		
670	TCS 532 CES Fault (TCS 532 = Dassnet cross-connect)	Exchange / Core Network	Y	N	
671	TCS 532 NES Fault		Y	N	
672	TCS 532 PES Fault		Y	N	
673	TCS 532 Power Supply Fault		Y	N	
674	TCS 532 5318 Card Faulty / Changed		Y	N	
675	TCS 532 Node Free Running		Y	N	
676	TCS 532 BNC Re-Terminated		Y	N	
677	TCS 532 5311 Conference Card Fault		Y	N	
679	TCS 532 Miscellaneous Fault		Y	N	
681	E/PAC Exchange Modem		Y	N	
682	E/PAC Miscellaneous	Y	N		
683	EIRPAC TELECOM MODEM, SUBS END	Y	N		
684	EIRPAC MODEM Settings	Y	N		
704	Customer's MDF	N/A	N	N	
900	TX Channel Modulator	Exch. / Core	Y	N	
904	Misoperation (field to charge)	N/A	N	Y	
908	Equip not maintained by eircom (field to charge)	N/A	N	Y	
910	TX Group Modulator	Exch. / Core	Y	N	
916	Customer's power supply (field to charge)	N/A	N	Y	
917	TX S/G Modulator	Exch. / Core	Y	N	
970	TX Analogue Radio Link	Exch. / Core	Y	N	
971	TX Analogue Coax	Exch. / Core	Y	N	
999	Outdoor Call (Cust Premises Closed on Field Force arrival)	N/A	N	N	



Appendix 16 Clear Codes Excluded from the Service Availability Measurement

<u>Code</u>	<u>Description</u>	<u>Measure</u>
001	RWT Right when tested (Remotely) *	N
002	FOK Found OK (Local Exchange or site visit)	N
003	No Entry Obtained	N
004	Misoperation	N
008	Equip not maintained by <i>eircom</i>	N
015	Misreport	N
016	Customer's Power Supply	N
017	Cleared by other PTT/Carrier	N
018	Test Request Chargeable	N
019	Customer Reports OK	N
022	Test Request Non Chargeable	N
704	Customer's MDF	N
904	Misoperation (field to charge)	N
908	Equip not maintained by <i>eircom</i> (field to charge)	N
916	Customer's power supply (field to charge)	N
999	Outdoor Call (Cust Premises Closed on Field Force arrival)	N

* Only applicable to managed circuits.



Appendix 17 Notification of Planned Maintenance

Notification of Outage

eircom Date of Issue

eircom Reference

Time of Outage

Details of Outage _____



Appendix 18 Directory of Contact Points

Document controllers

<i>eircom</i> Document Controller	OPERATOR Document Controller
Name	Name
Title	Title
Address	Address
Phone	Phone
Fax	Fax
E-mail	E-mail

Order Contact Points

The following contacts relate to the ordering of a new Carrier Service:

<i>eircom</i> Order Contact Point	Account Manager for Operator eircom Wholesale 1 Heuston South Quarter St. John's Road Dublin 8 Tel : Fax : E-mail:
<i>eircom</i> , Carrier Services E-mail address	E-mail : Wholesale@eircomwholesale.ie
Operator Order Contact	

Provisioning Contact Points

The following provisioning contacts relate to the provisioning of Carrier Service.

<i>eircom</i> Provisioning Contact Point	Account Manager for Operator eircom Wholesale 1 Heuston South Quarter St. John's Road Dublin 8 Tel : Fax : E-mail:
<i>eircom</i> , Carrier Services E-mail address	E-mail : Wholesale@eircomwholesale.ie



PROCESS MANUAL

Operator Provisioning Contact	
-------------------------------	--



PROCESS MANUAL

Appendix 20 Current List of Repair Penalty Data Included in a Statement

ISDN PRAs - Q1 Month X to Month X

OLO Name	month	year	reference_no	Circuit_ID	On_Time	Off_datetime	Customer_Delay	description	Annual Rental	Penalty Payable Euro
										€0.00
								Total Penalty Payable Eur		€0.00



PROCESS MANUAL

Appendix 21 SLA Penalty Queries Form

The input form below is used to submit the data into the SLA penalty queries excel form below.

Claim for Penalty Credit for Late Delivery of Service	
Customer	
Customer contact dealing with claim	
Date of submission of claim	
Date of Order	
Customer Order Reference	
Service Description	
eircom Service Order reference	
eircom circuit reference	
Date Service Delivered	
Amount of Claim	
Penalty Discrepancy Reason	

Submit

SLA Penalty Queries Input Form



Claim for Penalty Credits for Late Delivery of Service

Customer	Customer Contact Dealing with the Claim	Date of Submission of Claim	Date of Order	Customer Order Reference	Service Description	eircom Service Order Reference	eircom Circuit Reference	Date Service Delivered	Amount of Claim	Penalty Discrepancy Reason	Date Received	Verified	Claim Accepted	Supporting Documentation Received	Date of Reply	Additional Comments
												<input type="checkbox"/> Verified				
												<input type="checkbox"/> Verified				
												<input type="checkbox"/> Verified				
												<input type="checkbox"/> Verified				
												<input type="checkbox"/> Verified				
												<input type="checkbox"/> Verified				
												<input type="checkbox"/> Verified				
												<input type="checkbox"/> Verified				
												<input type="checkbox"/> Verified				
												<input type="checkbox"/> Verified				
												<input type="checkbox"/> Verified				
												<input type="checkbox"/> Verified				
												<input type="checkbox"/> Verified				
												<input type="checkbox"/> Verified				
												<input type="checkbox"/> Verified				
												<input type="checkbox"/> Verified				

SLA Penalty Queries Excel Form



PROCESS MANUAL

Appendix 22 Repair Penalties Queries Form

The input form below is used to submit the data into the Repair penalty queries excel form below.

Repair Penalty Queries Form	
Customer	<input type="text"/>
Customer contact dealing with claim	<input type="text"/>
Date of submission of claim	<input type="text"/>
Time/Date Fault Logged	<input type="text"/>
Trouble Ticket Reference	<input type="text"/>
Service Description	<input type="text"/>
eircom Service Order reference	<input type="text"/>
eircom circuit reference	<input type="text"/>
Time/Date Fault Resolved	<input type="text"/>
Amount of Claim	<input type="text"/>
Penalty Discrepancy Reason	<input type="text"/>

Submit

Repair Penalty Queries Input Form



PROCESS MANUAL

Repair Penalty Claims																		
Customer	Customer Contact Dealing with the Claim	Date of Submission of Claim		Time/Date Fault Logged	Trouble Ticket Reference	Service Description	eircom Service Order Reference	eircom Circuit Reference	Time/Date Fault Resolved Delivered	Amount of Claim	Penalty Discrepancy Reason		Date Received	Verified	Claim Accepted	Supporting Documentation Received	Date of Reply	Additional Comments
														<input type="checkbox"/> Verified				
														<input type="checkbox"/> Verified				
														<input type="checkbox"/> Verified				
														<input type="checkbox"/> Verified				
														<input type="checkbox"/> Verified				
														<input type="checkbox"/> Verified				
														<input type="checkbox"/> Verified				
														<input type="checkbox"/> Verified				
														<input type="checkbox"/> Verified				
														<input type="checkbox"/> Verified				
														<input type="checkbox"/> Verified				
														<input type="checkbox"/> Verified				
														<input type="checkbox"/> Verified				
														<input type="checkbox"/> Verified				
														<input type="checkbox"/> Verified				

Repair Penalty Queries Excel Form



PROCESS MANUAL