



eircom **wholesale**

Local Loop Unbundling

Industry Process Manual

Issue 21

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Associated documents

| Title | Location |
|---|--|
| Access Reference Offer – Service Schedules 102, 103 & 106 | www.eircomwholesale.ie |
| LLU Product Description | www.eircomwholesale.ie |
| LLU Service Level Agreement | www.eircomwholesale.ie |



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1. Introduction

This document contains a set of operational processes that support the interactions between eircom and other telecommunications operators for the delivery and operation of two services provided by eircom to allow other telecommunications operators to use its copper local access network.

1.1 Scope

These processes apply to the Unbundled Local Metallic Path service and the Line Sharing service as defined by eircom in its Access Reference Offer.

The scope of this document is limited to operational processes and specifically excludes areas such as:

1. technical standards relating to Local Loop Unbundling
2. pricing of Local Loop Unbundling services offered by eircom
3. process performance and quality of service.

If eircom's Access Reference Offer is modified, these processes will be reviewed and updated if necessary.

1.2 Abbreviations

The following abbreviations will be used in this document.

| | |
|--------------|--|
| AP | Access Provider |
| ARD ID | eircom's unique address indicator |
| ARO | The eircom Access Reference Offer, The current ARO is published on eircom website |
| LLUO | LLUO |
| CAF | Customer Authorisation Form |
| CLFMP | Copper Loop Frequency Management Plan |
| CPE | Customer Premises Equipment |
| CPS | Carrier Pre-Select |
| CRN | Circuit Reference Number or eircom Telephone Number |
| DRL | Data Request Line |
| DSLAM | Digital Subscriber Line Access Module |
| FTP | File Transfer Protocol |
| GLUMP | Unbundled Local Metallic Path with Geographic Number Portability |
| GNP | Geographic Number Portability |
| IPM | Industry Process Manual |
| ISDN | Integrated Services Digital Network |
| LLUO | Local Loop Unbundling Operator |
| LLU Services | A collective term referring to both the Unbundled Local Metallic Path service and the Line Sharing Service |
| LS | The Line Sharing Service |
| LTS | Line Test System |
| MDF | Main Distribution Frame |
| NDA | Non Disclosure Agreement |
| NGA | Next Generation Access |
| NTP | Network Termination Point |
| NTU | Network Termination Unit |
| OSS | Operations Support Systems |
| PSTN | Public Switching Telephone Network |
| SLA | Service Level Agreement |
| SLU | Sub Loop Unbundling |
| SB-WLR | Single Billing through Wholesale Line Rental |
| UAN | Universal Account Number or eircom Account Number |
| UG | Unified Gateway |



| | |
|---------|---|
| ULMP | The Unbundled Local Metallic Path service |
| Web GUI | Web Graphical User Interface |
| WTM | Wholesale Trouble Management |

1.3 Description of the Services

This section provides a brief description of the LLU Services to provide a basic introduction to the service for those who are unfamiliar with the concept. For the definitive and more detailed description please refer to eircom Wholesale's Access Reference Offer (ARO).

The LLU Services are offered by eircom Wholesale to LLUOs (LLUO's) for the provision of services over eircom's copper local access network. eircom has specified four services in its ARO, this IPM relates to the first two services:

- the ULMP service, that provides an LLUO with exclusive use of a metallic path between an eircom exchange facility and a customer's premises.
- the Line Sharing service that provides an LLUO with shared use of a metallic path between and eircom exchange facility and a customer's premises. eircom retains the voice-band frequency spectrum of the circuit and continues to provide PSTN/SB-WLR service and the LLUO is able to use the remainder of the frequency spectrum.
- GLUMP: The GLUMP service enables operators to place a single GLUMP order that will facilitate the co-ordinated delivery of a single/multi line ULMP & GNP to the end customer.
- Sub-Loop Unbundling: Process Manual to be developed and agreed by an industry forum.

LLUO's may only provide services that conform to an industry agreed Copper Loop Frequency Management Plan (CLFMP) that is designed to prevent interference with other services operating in eircom's local loop. These services are offered in conjunction with physical collocation facilities for LLUO's access and backbone network equipment as defined in the ARO1.

1.4 Document Status

This document has been produced by eircom on behalf of the industry process group, chaired by ComReg, on LLU operational processes. It is based on discussions that took place during a series of meetings of the process group.

1.5 Change Management Process

This document is part of an inter-linked set of documents, namely:

- Product description documents (service schedules)
- Collocation Process Manual
- Local Loop Unbundling Process Manual.
- Service Level Agreements

The development of this document may necessarily lead to changes in the other related documents. Prior to any re-publication of this document, the working group of the industry forum shall submit it to the full industry forum for approval. The document set shall be reviewed as and when considered appropriate by an Industry forum but at least on an annual basis, so that lessons learned from the practical implementation of the products and processes can be rapidly used to inform and shape the product descriptions and the working relationships between the parties.

1 Physical Collocation for Unbundled Local Metallic Path / Line Sharing, Service Schedule 101.



1.6 Definitions

In this document, words and expressions are as defined in the Access Reference Offer (ARO).

1.7 Unified Gateway (UG)

The UG is an order management & fault handling system designed to be the primary access point between eircom and the LLUO's. It accepts and validates LLUO orders and other requests and provides appropriate notifications, in response.

The UG allows third-party interaction over a variety of access channels. File-based (FTP) and online Web access are provided. Additional channels may be introduced from time-to-time in line with business requirements.

1.8 Universal Account Number and Circuit Reference Number

The ULMP and GLUMP service will require the use of a Universal Account Number (UAN) and a Circuit Reference Number (CRN). The CRN is defined as the Circuit Reference number or eircom telephone number. The CRN is allocated to the circuit during the order provisioning process. The UAN is defined as the Universal Account Number or eircom Account Number.

When an LLUO contracts a customer for a new line through a PUI or PUS there is no requirement to provide the UAN or CRN when submitting the order as these will not exist.

However, as part of the LLUO ULMP and GLUMP order process eircom will supply the UAN and CRN as part of the completion notification.

Typically the

- ▶ eircom Account Number is required when migrating a customer from eircom to LLU
- ▶ universal Account Number is required when migrating a customer from SB-WLR, or from another LLU operator
- ▶ eircom Telephone Number is required when migrating a customer from eircom or SB-WLR to LLU
- ▶ Circuit Reference Number is required when migrating a customer from LLU to LLU.

The LLUO must ensure that one form of the UAN and one form of the CRN are included on all LLUO bills issued to the customer. Upon end customer request, the UAN and CRN will be communicated to the customer within 2 working days. The customer will require the UAN and CRN in order to move between operators.



2. Process Overview

The LLU Services will require several main operational processes:

- ▶ Service Provisioning
- ▶ Fault Repair
- ▶ Billing
- ▶ Loss Notification/Anti slamming Letter

Each of these is described briefly below and in detail in subsequent sections of this document.

2.1 Service Provisioning

This process describes the arrangements for ordering and provisioning of an LLU service, including the arrangements for connecting the eircom local access network service to the LLUO's equipment.

2.2 Fault Repair

This process describes the procedures to be followed by LLUO's when reporting faults in an LLU service.

2.3 Billing

This process describes the arrangements for billing LLUO's for the LLU services and for resolving billing inquiries.

2.4 Loss Notification / Anti slamming Letter

This process describes the arrangements for notifying a service provider that an existing service has been transferred to another service provider. It also allows for the Losing operator to send an anti-slamming letter.



3. Service Provisioning

3.1 Communication between eircom Wholesale and LLUO's

eircom Wholesale will provide LLUO's with a single point of contact for Service Provisioning. This is referred to as the LLU Ordering Centre in the text below. Similarly, each LLUO will provide eircom with a single point of contact for Service Provisioning.

The LLU Ordering Centre will be open during normal office hours.

The LLU Ordering Centre can be contacted via:

- ▶ **The Unified Gateway (UG)**
- ▶ **e-mail:** **wholesale@eircom.ie**
- ▶ **Telephone:** **1800 656-656**

In case of problems eircom and the LLUO will invoke an escalation process as described in Section 3.8

3.1.1 The Role of the LLU Ordering Centre

eircom Wholesale will operate the LLU Ordering Centre on behalf of the LLUO's and eircom Retail. It will provide a "hub" function for the service provisioning process as shown in Figure 3.1. All communication will be routed via the LLU Ordering Centre and there will be no direct communication between the LLUO's, including eircom Retail. The LLU Ordering Centre will:

- ▶ receive orders from both eircom Retail and LLUO's
- ▶ issue work instructions to eircom engineering functions
- ▶ issue loss notifications to service providers when a competitor wins business from them.

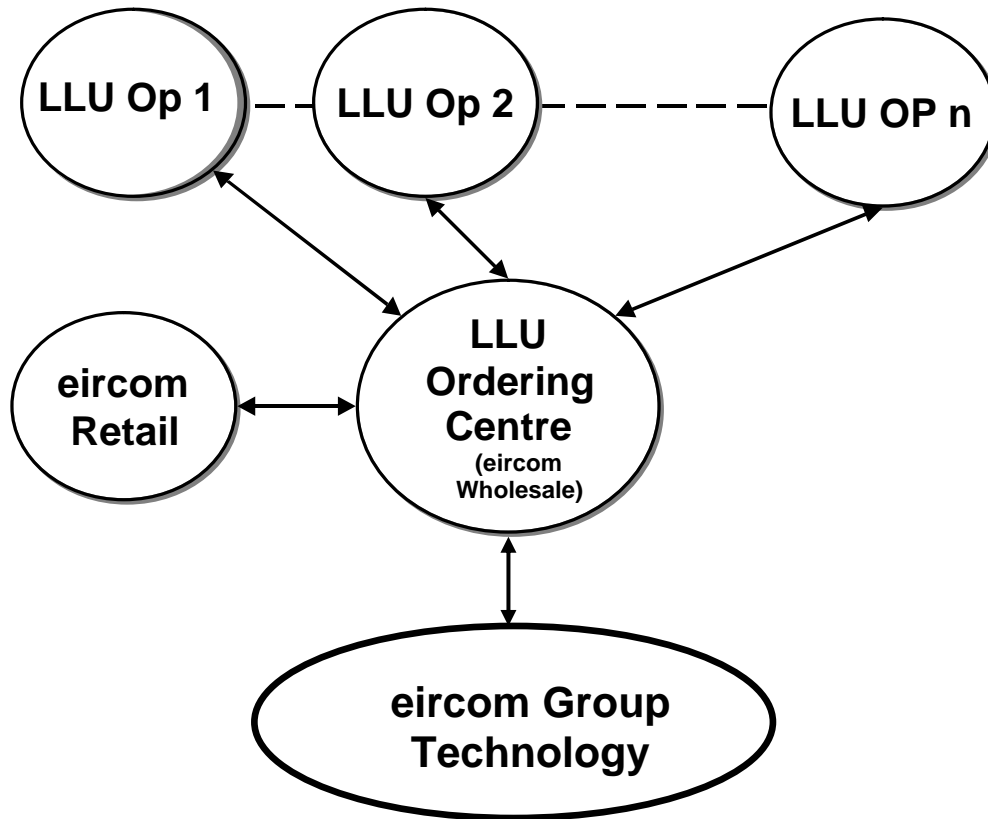


Figure 3.1: Hub Function of LLU Ordering Centre

The communication between the LLU Ordering Centre and eircom retail will be the same as between the LLU Ordering Centre and an LLUO (e.g. Loss Notification to losing operator, etc.)

3.1.2 Interaction with the LLU Ordering Centre

The method of interaction with the LLU Ordering Centre depends on the order types. The Unified Gateway (UG) will be used to order the majority of LLU services. When a service is not available to be ordered via the UG, this exception will be highlighted in the relevant section of this IPM.

The UG order types are:

- 1 PU and PWU order - Provide ULMP on Working Line(s)
 - Convert LS to ULMP - Section 8
 - Migrate from Standalone NGA (PU) - Section 12
 - Transfer (PU) & PSTN win-back (PWU) - Section 12
 - Migrate from Standalone NGA (PWU) - Section 12
- 2 PUI order - Provide ULMP on In-situ Path(s)
- 3 PUS order - Provide ULMP on Spare Line(s)
- 4 PLS order - Provide Line Sharing
- 5 PUG and PWG order - Provide GLUMP on a Working Line(s)
 - Transfer (PU) & PSTN win-back (PWG) - Section 12
 - Migrate from Standalone NGA (PWG) - Section 12
- 6 PSU - Provide Soft Migration (LS to ULMP)
- 7 PGU - Provide Soft Migration (LS to ULMP) with Porting
- 8 CU order - Cease ULMP
- 9 CLS order - Cease Line Sharing
- 10 DRL order - Data Request Line
- 11 CO order - Cancel Order
- 12 CHP order - Change Port Order



- 13 ULE order - LLU Line Enquiry
- 14 XLS order - Transfer Line Sharing
- 15 MUI – Move ULMP in situ
- 16 MUS – Move ULMP non in situ

The Manual Order types are:

- 1 Cancel Order - Section 6

3.2 Circuit Identification

3.2.1 PU Order

For LLU Service orders relating to existing eircom PSTN lines, eircom will use the existing PSTN number as the circuit identifier, CRN - Circuit Reference Number, for the unbundled local loop.

For Transfer orders eircom will use the current CRN to identify the circuit. For migrations from Standalone NGA services a new circuit reference number will be generated.

3.2.2 PUI & MUI Order

If the order relates to a circuit with soft dial tone or the path is fully stabilised, eircom will allocate a new PSTN number as the CRN, although no PSTN service will be provided.

3.2.3 PUS & MUS Order

If a new LLU line is required, eircom will allocate a new PSTN number as the CRN, although no PSTN service will be provided.

eircom will assign a new PSTN number, to serve as the Circuit Reference Number (CRN), to the new line and communicate to the LLUO via the Order Completion Notification.

3.2.4 PUG Order

For GLUMP Service orders relating to existing eircom PSTN lines, eircom will use a new TN2 as the circuit identifier, CRN - Circuit Reference Number, for the unbundled local loop. The TN1, the telephone number of the end customer prior to unbundling, is ported to the LLUO but is not used in any correspondence to the AP. For Transfer orders eircom will use the current CRN to identify the circuit.

3.3 Provision of line data

eircom will provide information to LLUO's requesting Line Data via a DRL (Data Request Line) order type on the UG. This order will provide the LLUO with the line categorisation on an individual line basis. Before submitting a DRL order the LLUO must obtain a CAF (Customer Authorisation Form) from the end customer, please see section 8 for full details of the DRL order type.

eircom will also provide LLUO's with the data on CD_ROM following submission of a written request on the Bulk data order form detailed in Appendix K or via the monthly Bulk Data file on the eircom UG HUB. This file will contain the capacitance of all eircom lines across all exchanges. Before being permitted access to this information the LLUO must sign a Non Disclosure Agreement (NDA).



3.4 Prerequisites

3.4.1 Customer Authorisation

When a service provider takes an order to transfer an existing LLU service to it from another service provider, an existing contract with the losing service provider is modified. Since the gaining service provider is not a party to the original contract it must get written confirmation of the customer's agreement to modify the existing contract.

An industry-standard Customer Authorisation Form (CAF) will be used for this purpose. The CAF means the form completed and signed by the customer, or the recording of Third Party Verification, or the electronic form completed by the customer to approve a change of services.

Orders for new lines and circuits with soft dial tone will not require a CAF since no customer relationship exists.

The CAF process is outlined in the following documents:

- ▶ Requirements for Paper CAF;
- ▶ Requirements for Third Party Verifications;
- ▶ Requirements for Electronic Customer Authorisation ("eCAF")

3.4.2 Charging regime

Effective 1st June 2013 an Operator can choose to avail of the current ULMP and Line share charging regime or opt into a new regime where some of the charging is amortised into an additional monthly rental.

An Operator must notify their account manager if they wish to opt into the new charging regime as outlined in the ARO price list. The change in charging shall take effect in the next full billing period after the notification by the Operator.

3.5 Competing Services & Exclusions

For a full list of exclusions and competing services please see Appendix J.

There are a number of scenarios outside the control of the LLUO that result in competing services:

Scenario 1 - End customer Cease

The end customer informs the new LLUO that the Broadband (BB) service has been ceased on the line, although the service has not actually been ceased, without realising the consequence of not ceasing the BB

Solution: The LLUO must ensure the end-customer understands the reason why the BB has to be ceased.

Scenario 2 - Timing of Cease Order

The end customer ceases their service;

1. BB service is ceased at the retail level but not at wholesale level. Therefore, when a provide order for another service is placed the new order is rejected for competing service on the line.
2. When the BB service is ceased with eircom Wholesale it takes 24 hours for the eircom OSS (Operational Support Systems) system to batch, i.e. a "pending cease" order is active. Therefore if a provide order is placed before the OSS has batched the order will be rejected for competing services.
3. LLU orders placed on a line with an active "pending cease" for Bitstream will not be rejected. The order will remain awaiting validation until the pending cease has been completed. The LLUO will be



advised via a "Delayed Validation Notification". Once completed the order will flow as normal. The LLUO will be advised via a standard "Order Acceptance Notification".

Solution: If possible, the LLUO should request the cease order reference number and the date the cease was requested. The LLUO should wait for one working day after the cease date to submit the provide order.

3.6 Process Stages

Process Timescales are as per LLU SLA, SLA for the Provision & Repair of Unbundled Local metallic Path (ULMP) and Line Sharing (LS). The following process attributes will apply:

| Process Interval Name | Description |
|--|---|
| Customer Authorisation | The request by a customer to have service provided by the requesting LLUO |
| Order submission | The submission of a LLU order by an LLUO via the UG |
| Validation | During the Validation process, eircom validates orders submitted by the LLUO to ensure that: <ul style="list-style-type: none">• sufficient information has been entered on the order to enable the order to be processed;• The correct details have been supplied• That the order correctly reflects the LLUOs requirements During this process, eircom will: <ul style="list-style-type: none">• carry out order validation• carry out a line categorisation The completion of the Validation Process is the trigger for Order Acceptance or Order Rejection |
| Order Acceptance | An LLUO will receive an Order Acceptance notification confirming that the order has been accepted and is being processed. |
| Order Rejection | When an order fails Validation, the LLUO will receive a reject notification. |
| Jumpering Scheduled | A notification indicating that the LLU line is scheduled to be jumpered by close of business that day will be sent for all PU, PUI, MUI and PUG orders. |
| Order Successfully Delivered - Completion Notification | A Completion Notification is sent to the LLUO nominated contact point on successful completion of the order. |
| Order Unsuccessful - Undeliverable Notification | An Undeliverable Notification is sent to the LLUO nominated contact point on unsuccessful delivery of the order or if the order is successfully cancelled. |
| Loss Notification | A loss notification is sent to the losing LLUO on completion of the order. |

3.7 Appointments

The current process specifies that eircom will complete the provisioning work on or before the target completion date. At present LLUO's are not permitted to specify an appointment date on which the provisioning work will be completed.

3.8 Service Provision Escalation Process

In the case of process failures, LLUO's will be able to invoke an escalation process to raise problems with eircom for rapid resolution.

The escalation process will have three levels known as first, second and third level escalations. The principal triggers for the escalations are described in Figure 3.2.



| Escalation Level | Trigger |
|-------------------------|---|
| Start Point | Order not completed by due date. |
| First Level Escalation | 2 days after initial reporting of problem |
| Second Level Escalation | Non response / resolution within 2 working days after first level escalation |
| Third Level Escalation | Non response / resolution within 2 working days after second level escalation |

Figure 3.2: Service Provisioning Escalation Triggers

For the Escalation Process to operate effectively the names and contact numbers of the escalation points need to be supplied between the LLUO and AP on a bi-lateral basis. Escalations shall be on a peer-to-peer level.

3.9 Local Loop Terminations

For the ULMP service the line will be terminated at a standard eircom Network Terminating Point (NTP) or Network Terminating Unit (NTU).

For the line sharing service, the local loop will be terminated at a NTU designed specifically for service. This will provide standard PSTN wiring terminations (RJ11 socket and customer wiring connections) as well as additional terminations that are connected to the local loop via a splitter (high pass filter).

3.10 Responsibility for Customer Premises Wiring

The LLUO will be responsible to install any internal wiring that is required in the customer's premises beyond the eircom NTU/NTP.

3.11 Ordering

3.11.1 Order Types

As per section 3.1.2 above the UG order types are:

- 1 PU and PWU order - Provide ULMP on Working Line(s)
 - Convert LS to ULMP
 - Transfer & eircom Retail win-back
 - Migrate from Standalone NGA
- 2 PUI order - Provide ULMP on In-situ Path(s)
- 3 PUS order - Provide ULMP on a New or Spare Line
- 4 PLS order - Provide Line Sharing
- 5 PUG and PWG order - Provide GLUMP on Working Line(s)
 - eircom Retail win-back
- 6 CU order - Cease ULMP
- 7 CLS order - Cease Line Sharing
- 8 DRL order - Data Request for Line
- 9 CO order - Cancel Order
- 10 CHP order - Change Port Order
- 11 ULE Order - LLU Line Enquiry
- 12 XLS - Transfer Line Sharing
- 13 MUI - Move ULMP in situ
- 14 MUS - Move ULMP non in situ

Manual Order types are:

- 1 Cancel Order

3.12 Order Type Provide

A Provide order is an order for the provision of one or more instances of an LLU Service. A Provide order may include:



- 1 unbundling of any existing eircom service to provide either the ULMP or the Line Sharing service (PU, PLS)
- 2 provision of the ULMP service using a is fully stabilised (including lines on soft dial tone (PUI)
- 3 provision of the ULMP service using a new line (PUS)
- 4 provision of the ULMP service with the number being ported to the LLUO using the GNP process (PUG)

Provide type orders are initiated by LLUO's.

3.13 Order Type Cease

A Cease order is an order for the cessation of one or more instances of an LLU Service. A Cease order may include:

- 1 the cessation of a ULMP service (CU)
- 2 the cessation of the Line Sharing service (CLS)
- 3 any combination of the above.

Cease type orders are initiated by the LLUO that currently rents the local loop from eircom Wholesale.

3.14 Order Type Transfer

- 1 transfer of an existing service from one service provider to another, including eircom Retail (PU and PWU).
- 2 transfer of a Line Sharing service from one service provider to another and at the same time converting it to ULMP (PU).
- 3 transfer of a Line Sharing service from one service provider to another Line Sharing service provider (XLS).

3.15 Order Type Migrate

A migration order allows a customer to move from a standalone NGA service to an LLU service (PU and PWU).

3.16 Order Type Convert LS to ULMP

A Convert type order is used by the LLUO to inform eircom Wholesale to convert the Line Sharing Service to ULMP (PU).

3.17 Order Type Cancel

A Cancel Order is a request from an LLUO to eircom to cancel a current order. The cancel order must be submitted prior to the order requiring cancellation being accepted.

3.18 Order Type Data Request Line

A Data Request order is a request from the LLUO for the Line Categorisation of an individual line (DRL).

3.19 Order Type Change Port

A Change Port order is a request to move their GLUMP, ULMP or LS customer to different block and pins.

3.20 Order Type LLU Line Enquiry

An ULE order is a request for line information at a customer's address.

3.21 Order Type Move

The MUI and MUS, orders will enable the movement of a ULMP line within an exchange area. An Operator will be able to place an order on Unified Gateway to move a ULMP line in-situ (MUI) on a given date.



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An Operator will be able to place an order on Unified Gateway to move a ULMP line to a spare line within an exchange area (MUS) on a given date.

Note: During the move and provision process a parallel path will be maintained. Service will remain at the original address until service can be provisioned at the new address.

Provide and Cease orders will also be required where an LLUO end customer has moved premises outside of the exchange area and requires the LLU service to be provided at the new premises. In the instance of Line Sharing the customer must have their new line installed before a line sharing order can be submitted.



4. Order Type Provide

Provide type orders will follow the process flow shown in Appendix A and which is more fully described below.

4.1 Provision of a ULMP order (PU)

The PU order type involves the unbundling of a line that is currently providing service to the end customer, including a ULMP and NGA standalone service (see section 12). PU orders only require jumpering work to be carried out on the MDF and do not involve a site visit by the AP technician. Up to 8 lines per PU order can be provided once they are on the same account.

Where a pair gain system is discovered on the line and the LLUO has ticked the survey request box eircom will carry out a survey to determine whether or not the order can be delivered by means of swapping to a spare pair, i.e. removing the pair gain system.

Where a pair gain system is discovered on the line and the LLUO has not ticked the survey request box, the order will be rejected, reason: "Line on Carrier and survey not requested".

4.2 Provision of an In-situ Path order (PUI)

The PUI order type involves the unbundling of a line that is in-situ at the end customer's premises. A line is considered in-situ if it is fully stabilised (including lines on soft dial tone) to the customer's premises.

PUI orders only require jumpering work to be carried out on the MDF and do not involve a site visit by the AP technician. If a site visit is required the LLUO can utilise the appointment functionality contained within the New Line Provide order (PUS). See section 4.9.

Up to 8 lines per PUI order can be provided once they are on the same account.

To facilitate LLUO's in the placing of the PUI order type eircom Wholesale has provided the LLUO with access to Address Searching functionality on the UG. This facility provides LLUO's with the capability to search eircom's address database for a unique address identifier (ARD ID) that can be utilised in the PUI order provisioning. In basic terms the input for this query will be a full/partial address or a previous telephone number and the output will be a unique identifier (ARD ID) for the specific address.

An outline of the Address Searching Capability is available on the eircom Wholesale Website.

http://www.eircomwholesale.ie/regulatory/reg_details.asp?id=117

An In-situ Address Database will also be made available weekly on the UG Hub. This file enables LLUO's to determine whether a PUI order should be used for non-working line orders. The database will include all fully stabilised paths on eircom's network. The file will contain both address information for these lines and also eircom's unique address indicator, the ARD ID.

If the customer's address is not contained within this database then a PUS order type should be used.

If there is no NTU at the customer's address, yet the address is contained within this database, then a PUS order type should be used. It is imperative that the LLUO check with the end customer if there is a NTU present.

In a small number of cases, part of a fully stabilised may have been removed. If external plant work is required it will be undertaken by the AP technician as part of the PUI order, this work may involve:

- making connections at cross connection points and distribution points as required
- the completion of a single span drop-wire

If the termination of the pair within the customer's premises is required at either an NTU or NTP as appropriate the LLUO will be advised via an "Undeliverable Notification", with the appropriate reason. The LLUO will be required to submit a PUS order.



4.3 Provision of a New Line order (PUS)

The PUS order type involves the unbundling of a new line that is not providing service to the end customer. PUS orders require jumpering work to be carried out on the MDF and also involve external plant work by the AP technician. Up to 8 lines per PUS order can be provided once they are for the same address. eircom will undertake a survey to determine if a spare pair is available. This will be carried out in conjunction with the provisioning of the order and may involve:

1. making connections at cross connection points and distribution points as required
2. the completion of a single span drop-wire
3. termination of the pair within the customer's premises on either an NTU or NTP as appropriate.

If a spare path is not available eircom will undertake new construction work to provide the line up to value of €7000.

PUS orders may also be used to provision in-situ lines if a site visit by an eircom Technician is required.

If eircom is unable to provide a new line, the LLUO will be advised via an "Undeliverable Notification", with an appropriate reason.

4.4 Provision of a Line Share order (PLS)

The PLS order type involves the partial unbundling of a line that is currently providing service to the end customer. The Line Sharing service is integrated over the same two-wire metallic path as eircom Retail PSTN voice service or SB-WLR CPS is not affected by line sharing service. PLS orders only require jumpering work to be carried out on the MDF and do not involve a site visit by the AP technician. Up to 6 lines per PLS order can be provided once they are on the same account.

4.5 Order Submission

LLUOs will submit orders via the UG. To submit the order, the LLUO will:

- fill in the order UG template with all the required information
- at least 3 contact numbers for the customer should be included when available. (The UG does not validate the contact numbers. Note, as per the UG Data Contact at least one contact number is mandatory for PUS orders.
- place the order on the UG via FTP or Web GUI

4.5.1 Sub-Frame Exchanges

The process for Sub-Frame (former QM and Multi Frame) exchanges varies from the standard Main Distribution Frame (MDF) exchange process. Due to the nature of these frames, orders for ULMP & LS need to be treated differently.

QM Frame was the name of the type of managed MDF and is managed by a system called Frame Manager. These frames are no longer managed in this manner but have instead been broken down into Sub-Frames.

The reasons why LLU orders at Sub-Frame exchanges are treated differently is due to the fact that QM Frames exchanges are laid out differently to standard MDF's. The structure of the exchange only allow jumpering of copper paths to the LLUO blocks which are located with a certain range of the customer MDF termination. This range is currently limited to within the Sub-Frame Group. The Sub-Frame Group usually covers the Sub-Frame or the adjacent Sub-Frame. Conversely in the case of a standard MDF, any LLUO block can be used to jumper to any position on the frame.

Ultimately, the impact of Sub-Frame exchanges is that an LLUO does not know which of their blocks on the frame is suitable (i.e. within the Sub-Frame Group) to service a customer. Therefore, the LLUO should submit a DRL or ULE order to determine where the customer is located within the exchange. This then allows the LLUO to nominate a suitable block for use. Alternatively, this information is available on a weekly report on the UG.



If a tie cable pair is unavailable to complete an order by its due date (or earlier), eircom will advise the LLUO of the status and place the order on hold. The Sub-Frame Exchanges and Process is outlined in Appendix L.

4.6 Order Validation

4.6.1 Definition

The order Validation stage is broken out depending on the order type. For PU and PLS orders the validation will occur on the UG. For PUS orders manual validation will be required.

Provide ULMP (PU), Provide Line Sharing (PLS) and Transfer Line Sharing (XLS)

On receipt of the LLU order, the UG will carry out a number of validation steps to determine whether the requested service can be provided. These steps are described in the following sections. The outcome of this process will be either rejection of the order (i.e. "Order Rejection" Notification) or formal acceptance of the order (i.e. "Order Acceptance" Notification).

Provide ULMP on an In-situ Path (PUI)

On receipt of the LLU order, the UG will either carry out a number of validation checks to determine whether the requested service can be provided or the PUI order will be placed into a manual workflow for validation. These steps are described in the following sections. The outcome of this process will be either rejection of the order (i.e. "Order Rejection" Notification) or formal acceptance of the order (i.e. "Order Acceptance" Notification).

Provide ULMP on a New Line (PUS)

On receipt of the LLU order, the UG will place the PUS order into a manual workflow for validation. eircom will perform a number of checks to match the order to the correct address to determine if the service can be provided. These steps are described in the following sections. The outcome of this process will be either rejection of the order (i.e. "Order Rejection" Notification) or formal acceptance of the order (i.e. "Order Acceptance" Notification).

4.6.2 Order Validation Checks

Current Service Check PU, PLS & XLS

The UG will carry out a number of validation steps to determine whether or not to accept / reject the order. Below is a sample of these checks. A full list is contained in the Data Contract.

1. The UG will check that the order has been filled in correctly
2. the telephone and account number match
3. no pending provide orders are on the line(s)
4. the customer account is active
5. the major Account is valid
6. the line(s) type matches records (PSTN/ISDN)
7. the line(s) has Hunting
8. none of the excluded services are currently in use on the local loop.

Please Note: For multi-line orders if one line fails validation the entire order will be rejected.

Current Service Check PUI

AP / UG will carry out validation on the PUI and send accept / reject notification via UG to the LLUO. The LLUO will populate the order with the ARD ID. The UG will validate the order using the ARD ID.

Only issue orders at unit level.

Below is a sample of these checks. A full list is contained in the Data Contract.

The UG will check:



1. the Major Account is valid
2. the Exchange is correct
3. the ARD ID is valid

Current Service Check PUS

AP carries out validation on the PUS and sends accept / reject notification via UG to the LLUO. This notification will include the reason for rejection. If the order is rejected, the Gaining LLUO must re-submit the order, the clock restarts at Day 0 (rejection = end of process).

The UG will check:

1. the Major Account is valid
2. the Exchange is correct

A full list is contained in the Data Contract.

The AP manually checks that the address as submitted on the order match's the address captured in the AP's OSS. If the addresses don't match the order is rejected, reason: "address mismatch".

4.6.3 Line Test and Line Categorisation

As part of the Validation process the UG will undertake a standard line test to check that the local loop conforms to the electrical parameters for the ULMP and Line Sharing services as defined in Service Schedules 102 and 103 of the eircom ARO.

eircom will use the line test, its cable and customer records to check whether pair gain devices or subscribers private metering is in use. If the order relates to an existing eircom PSTN line then the UG will be able to perform a remote line test with its remote line test equipment since the circuit is jumpered to eircom's exchange equipment. If a spare pair is provided or if a pair with soft dial tone is used, eircom's technicians will perform a manual line test during the line preparation.

The Line Test will also calculate the Line Categorisation (based on the capacitance to earth measurement) and radial distance. See Section 8.

LLU Operators can also avail of eircom's automatic Line Test facilities for Line Share lines via Web Services.

4.6.4 Survey Required

If the validation checks indicate that a pair gain device is in use a survey will be required to determine if a spare pair is available to fulfil the order. If originator has not ticked the survey request field on the UG then eircom will reject the order.

4.6.5 Line with CPS

eircom will check the path for CPS. An order for ULMP for a line with CPS is effectively a cease order for CPS. An order for Line Sharing will have no effect on CPS. Where CPS is active on the path, eircom will forward a loss notification to the losing CPS operator.

4.6.6 Validation Response

After completing its checks, the UG will either reject the order or accept the order back to the LLUO indicating that service can/cannot be provided.

4.6.7 Order Accepted

If the order is accepted, or accepted subject to survey for a spare pair, eircom will advise the LLUO via the UG that the order has been accepted.

If the order is accepted subject to survey for a spare pair, eircom will advise the LLUO of "Order Acceptance" via the UG as per the Order Acceptance process.



4.6.8 Order Rejected

If the order is rejected, the UG will issue the LLUO with an Order Rejection Notification that will include the reason for rejection. Please see the UG Data Contract for the complete list of rejection reasons. If there is more than one reason why the service cannot be provided, the Order Rejection should state each of the reasons.

4.7 Line Preparation

After order validation, eircom will schedule and execute any work that is required to prepare the local loop for the service ordered.

In most cases where an existing PSTN or ISDN service is being unbundled, Line Preparation will not be required.

The following activities will be undertaken as required.

4.7.1 Cable Repair

If the local loop does not pass the Line Test (See Section 4.2.3.3.) then eircom will make reasonable attempts to rectify the problem and bring the loop up to the standard defined in the ARO.

If the local loop cannot be repaired, eircom will use the Undeliverable Notification via the UG to notify the LLUO that the requested service cannot be provided and the reason(s) for the failure.

4.7.2 Installation of NTUs

Line Sharing (PLS)

The customers' side of eircom's Network Termination Unit (NTU) is the final point of eircom responsibility for the Line Sharing product. At the customers' premises the LLUO will access the shared line via eircom's Network Termination Unit (NTU). Where NTU or splitter equipment needs to be fitted, eircom will provide the LLUO with the required NTU and/or associated splitter. The LLUO will be responsible for installation and testing of the NTU subject to agreed installation parameters.

The provision and maintenance of the customers wiring beyond the NTU for the ADSL services as well as the provision and installation of any equipment to provide customer with end to end ADSL services will be the responsibility of the LLUO. Replacement or changes to the existing customer's wiring to install the appropriate equipment will also be the responsibility of the LLUO.

The NTU Provisioning and Delivery Process will be as follows:

1. LLUO submits completed NTU order form (Appendix H) to eircom ULMP/LS Product manager by email, who will arrange for the order to be delivered by the required delivery date.
2. The LLUO will order NTU / Splitters on a monthly basis by submitting the combined inventory management / order form in Appendix H to eircom Wholesale.
3. The LLUO will not activate service over the path before the splitter is fitted.

ULMP Service (PU, PUI & PUS)

At the customers' premises the LLUO will access the Unbundled Local Metallic Path (ULMP) via eircom's standard Network Termination Unit (NTU), or Network Terminating Point (NTP), where no NTU is present. Where NTU equipment may need to be installed where no identifiable demarcation exists, eircom will provide the LLUO with a standardised Network Terminating Unit (NTU) by agreement to be installed and tested by the LLUO subject to agreed installation standards.

Provision, installation, replacement and maintenance of any additional equipment/connections on the customer's side of the eircom NTU/NTP required to provide LLUO services to the end user(s) will be the responsibility of the LLUO.

The process for provisioning and delivery will be the same as for Line Sharing.

4.8 Jumpering

On or before the target ready for service date, eircom will jumper the circuit at the eircom MDF.



A “confirmed delivery” notification advising that the ULMP order (excluding New Line orders) is due for completion by close of business that day will be sent for orders assigned for completion by 10.00am each working day. For orders not completed on the scheduled notified date a “jumpering deferred” notification will be generated and the order will then be scheduled for re-assignment the following day.

For the ULMP service, eircom will install a single jumper between the LLUO’s line side equipment termination and the eircom local loop termination.

For the Line Sharing Service, eircom will provide the jumpers on the MDF from the eircom voice Block on the exchange side of the MDF to the LLUO Block, and from the LLUO’s Block on the exchange side of the MDF to the line side block so that the LLUO can access the two wire metallic path.

It is assumed that the LLUO’s equipment will provide electrical continuity between the line and exchange side equipment terminations and that therefore, in the case of Line Sharing, the existing PSTN service can be jumpered without interrupting the existing PSTN service. If the order is to unbundle an existing PSTN or ISDN service, eircom will remove the existing jumpers between the eircom’s PSTN line circuit termination and the eircom local loop termination.

eircom will terminate the jumpers on the LLUO’s equipment termination as indicated on the LLU Order.

4.8.1 Jumpering Problems

It is likely that on some occasions the jumpering technician will find that there is an existing jumper on the allocated pair of the LLUO’s equipment termination block. This could either be due to a clerical error on the part of the LLUO or because eircom has not removed a jumper from a ceased circuit. If the technician encounters such a problem he will contact his controller/office who will in turn contact the LLUO to confirm the routing. The technician will wait 30 minutes for a response. If a response has not been received by the time that the technician leaves the exchange eircom will not jumper the circuit and will return the order to the LLUO with status Undeliverable as appropriate (See Section 4.5.).

Alternatively, where it is discovered that during the provisioning of a PLS order that there is no dial tone from the LLUO block, the following process is agreed:

The eircom technician will reverse the position of the jumpers and test again. If there is still no dial tone, the path will be restored to its original PSTN path in order to maintain the integrity of the PSTN service. The technician will then contact the LLU ordering centre who will in turn contact the LLUO to confirm the routing. The technician will wait 30 minutes for a response. If a response has not been received by the time that the technician leaves the exchange, eircom will return the order to the LLUO with status Undeliverable as appropriate.

4.9 Appointment Process for PUS Orders

The PUS order process will allow an Operator to request a customer appointment. The LLUO will be able to choose an appointment date of Earliest, Earliest on/after specific date or a specific date. A time slot of AM/PM can also be requested. The earliest slot available will be Day 7.

If a PUS order is being used for a location where there is an in-situ line to the premises the LLUO must select “technician site visit required” before submitting the order.

Following submission of the order by the LLUO, the UG will attempt to book an appointment based on the LLUO request. If the appointment slot cannot be booked or the LLUO is not happy with it then the appointment date can be changed at this point.

The LLUO can also choose not to book an appointment slot. In this case eircom will nominate the date and the order will be processed using the existing process.

The acceptance notification will include the appointment date. It will be the LLUO responsibility to validate the date/slot supplied and to communicate these details to their customer. If the appointment selected by the UG is not suitable a Reschedule order can be submitted. To facilitate this functionality a new order type called the RUP (Reschedule ULMP Provisioning) will be used. Only Specific Appointment slots can be selected in these order types.



If the LLUO wants to reschedule the appointment after the order has been accepted and processed then the appointment will be handled manually (as outlined below) and Service Delivery will not guarantee that the new date will be met.

At the time of the site visit the AP technician will make clear that the work is being carried out on behalf of the LLUO by following the agreed script; 'I am calling on behalf of (LLUO name) to provision service...'
Where AP is unable to meet an agreed appointment slot, the customer will be contacted prior to the appointment time and a new appointment will be arranged. This will follow the process from the Manual Process Step 2 outlined in section 4.9.1.

If the customer is contacted in advance of the appointment, by the technician, and advises the technician that they are unable to keep the appointment. The technician will close the order back to the LLUO. The LLUO will receive a "Undeliverable" Notification via the UG once the order is closed on the AP's systems, reason "customer not available".

Where the customer fails to keep an agreed appointment, the AP technician on-site will attempt to contact the customer via the nominated contact number(s).

If the customer cannot be contacted the technician will leave a drop card informing the customer to contact the LLUO. The AP will close the order back to the LLUO. The LLUO will receive a "Undeliverable" Notification via the UG once the order is closed on the AP's systems, reason "customer not available".

The AP will refer the matter to the LLUO where (i) eircom Service Delivery cannot contact the customer or (ii) the customer does not want service or will not agree to make an appointment, or (iii) the AP fails to keep an agreed appointment and an alternative cannot be agreed;

- a. The LLUO will have 5 working days in which to arrange the appointment
- b. Any appointment must be made at least 10 working days out from the date on which the new appointment is agreed with the customer.
- c. The LLUO must inform the AP of the new appointment slot within 24 hrs of arranging the appointment.
- d. If, after 5 working days, the LLUO does not re-arrange an appointment then the AP will cancel the order. The LLUO will receive a "Undeliverable" Notification via the UG once the order is closed (i.e. cancelled) on the AP's systems, reason "customer not available".
- e. The contact points for handling customer appointments are as follows:
 - I AP - Wholesale Order Management (email + phone details for two contacts)
 - II LLUO - Order processing Dept (email + phone details for two contacts)

4.9.1 Manual Customer Contact Process

A visit is required in the following circumstances: Please see section 4.2 above.

In the event that a customer site visit is required the following process steps will be followed:

1. Once the order has been accepted and is deemed to require a customer site visit eircom Group Technology will contact the customer in an attempt to agree an appointment slot.
2. Contacting the customer:
 - a. The AP will make at least 3 attempts over a period of two days to contact the customer.
 - b. Calls will be made during normal working hours.
 - c. The contact number used will be the number(s) included by the LLUO in the 'customer contact details' space on the UG. Note: Mobile number preferred.
 - d. A voicemail message will be left on each call, where voicemail is available. When leaving a message the AP will follow an agreed script.
 - e. The agreed script for the first and second calls will be as follows "Good morning/afternoon - this is eircom Service Delivery. We have attempted to contact you to make an appointment for a site visit to provide you service to (LLUO Name) - but unfortunately we were unable to contact you. We will call you again shortly".
 - f. The agreed script for the third and final call will be as follows "Good morning/afternoon - this is eircom Service Delivery. We have attempted to contact you to make an appointment for a site visit to provide you service to (LLUO Name) - but unfortunately we were unable to contact you.



- Would you please contact LLUO Name as soon as possible to schedule a visit for our technician – thank you”. Refer to Step 6.
3. Making an appointment - On speaking to the customer the AP will follow an agreed script and an appointment is made with the customer.
 - a. The agreed script will be as follows “Good morning/afternoon - this is eircom Service Delivery. I am calling to make an appointment for a site visit to provide you service to (LLUO Name) ”
 - b. Where an appointment is agreed between the AP and the customer. The AP will revise the internal works order to reflect the appointment date.
 - c. Where the customer wants to agree an appointment slot outside of the pre-defined SLA completion time-scale, this will be accommodated within standard working hours. The AP will revise the order to reflect the new appointment date and the SLA timeframe will be extended to accommodate this change.
 - d. If the customer does not want service or will not agree to make an appointment the AP will advise the LLUO to make contact with the customer and try to agree an appointment. ..

4.10 Customer Premises Line Identification Process

Where a line is delivered to a distribution frame in the customer premises, the AP technician will tag the unbundled line.

4.11 Completion

When eircom has completed all of its activities it will notify the LLUO by as per the Standard SLA maximum provisioning timelines. Normally, the Validation process will identify all reasons why an order cannot be provided. However, it is possible that some or all of the services ordered cannot be provided after Validation has taken place. Thus there are three possible situations.

4.11.1 Order Successfully Completed

All services ordered were successfully provided.

In this case, the LLUO will receive a “Completion notification” via the UG once the order completes on eircom’s systems.

Block & Pin details will be made available on the UG Completion Notifications for LLU Orders (PU, PUI, PUG, PUS, PLB, PLS, CHP, XLS).

4.11.2 Undeliverable

The order was not successfully provided.

In this case, the LLUO will receive an “Undeliverable” Notification, with the appropriate reason, via the UG once the order is closed (i.e. cancelled) on eircom’s systems. For a list of undeliverable reasons see Appendix I.

4.12 Loss Notification

On completion of an order, eircom will send out a Loss Notification to the losing service provider(s) via the UG.

In the case of both ULMP & LS provide orders, this will consist of sending a Loss Notification to the Losing Operator (via UG email notification) advising the operator that they have lost service to another LLUO.

In addition, in the case of ULMP only, eircom will also send a Loss Notification via the UG (if applicable) to notify CPS providers.

4.13 Order Status

The LLUO will be able to view the status of any order via the UG.



5. Order Type GLUMP

Depending on the type of GLUMP activity requested a different process flow will be required. To distinguish between these GLUMP activities, the Gaining LLUO must select one of the appropriate order types on UG. The GLUMP UG single / multi line orders types are as follows:

- PUG order - Provide GLUMP (eircom to LLUO) on a Working Line.
- GPN order: Porting Notification (Losing LLUO's confirms porting completion for PWG order)
- PU order: Provide ULMP (LLUO-LLUO) on a Working Line.
- XG order: Losing LLUO submits porting completion notification for GLUMP (LLUO-LLUO) to enable eircom to update the network to reflect porting changes.

5.1 GLUMP Scenario's

eircom to LLUO

The Gaining LLUO will submit a PUG order to the AP via the U.G. The completion of the ULMP element will automatically trigger the Porting tasks.

LLUO to LLUO

The Gaining LLUO will submit the GLUMP (ULMP) (PU (LLUO-LLUO)) order to the AP via the UG. The GNP element of this GLUMP order does not involve the AP. The Gaining LLUO submits the GLUMP (GNP) order to the Losing LLUO.

5.2 GLUMP Number Allocation Process

5.2.1 Conditions of Allocation

ComReg will allocate numbers from the national numbering resource in line with the National Numbering Conventions. ComReg will allocate number blocks of appropriate size. ComReg will allocate numbers for the purposes of GLUMP from appropriate blocks.

GLUMP number blocks will be allocated per exchange basis (this excludes eircom retail).

All number blocks allocated under the GLUMP process are exclusively for use with the GLUMP product.

The GLUMP product, as currently defined, is a manual industry solution that requires a number change. If an industry GLUMP solution is developed that does not require an interim number change, ComReg may seek to withdraw the GLUMP number blocks.

As per the National Numbering Conventions, ComReg may amend the Terms & Conditions of GLUMP allocation from time to time.

5.2.2 Applications

eircom will to complete the numbering application form on behalf of the LLUOs and submit the application to ComReg as per the normal process.

5.2.3 Scenarios:

GLUMP number allocation required for new collocation site (where no LLUOs are currently collocated).

eircom receives notification when new collocation request is accepted and in progress with LLUO.

eircom completes the numbering application form for the relevant site on behalf of the LLUO and a sends request to ComReg.

ComReg send allocation confirmation back to eircom as per standard number allocation process.



eircom monitor GLUMP number usage across the exchanges and apply to ComReg for additional number ranges where appropriate. The standard number allocation process applies.

5.2.4 Allocation and Notification

Allocations

ComReg will evaluate the application and allocate the appropriate number of block per exchange site. ComReg will issue a schedule of allocation to eircom for the number ranges to be allocated eircom will be the assignee for the GLUMP number blocks

Notifications

The GLUMP allocations will feature in the general notification issued to industry by ComReg advising the industry of all recent allocation.

5.3 eircom to LLUO (PUG Order Type)

5.3.1 Pre Order Activity

The following process must be in place prior to GLUMP order submission. All required TN2's must be pre-built on the eircom network.

5.3.2 GLUMP Order Submission (PUG)

Order Submission per GLUMP order type:

This section outlines how the order is submitted, per GLUMP order type.

LLUOs will submit orders via the UG.

To submit the order, the LLUO will:

- Fill in the order UG template with all the required information
- Place the order on the UG via FTP or Web GUI

5.3.3 Order Validation

The UG will carry out a number of validation steps to determine whether or not to accept / reject the order. Below is a sample of these checks. A full list is contained in the Data Contract.

The UG will check:

- That the order has been filled in correctly
- That the telephone and account number match
- That the account is active

If validation is successful the AP sends accept notification to Gaining LLUO per order via the UG. If the PUG order is invalid the AP sends a reject notification to LLUO via the UG. This will include the reason for rejection. If the order is rejected, the Gaining LLUO must re-submit the order, the clock restarts at Day 0 (rejection = end of process). Please see the UG Data Contract for the complete list of rejection reasons and notification templates.

The rejection reasons can be found in the UG data contract.

5.3.4 Provisioning activities

- The standard ULMP process will be followed.
- The AP technician completes jumpering tasks.
- The AP initiates the tasks to export the number.
- Completion notification is sent to the GO via UG. The UAN and CRN are included.
- The LLUO imports the number on their network.

5.3.5 Order Completion

- The loss notification is sent to the LO via the UG.
- GO updates the GNP database and notifies the AP that the porting is completed, as per the existing GNP process.



5.4 LLUO to LLUO (PU Order Type)

5.4.1 Order Submission

- Gaining LLUO captures all relevant customer information on the Industry agreed CAF (Customer Authorisation Form).
- Gaining LLUO determines the appropriate order type i.e. LLUO to LLUO by searching the customer telephone number on the GNP database.
- Gaining LLUO submits GNP order to Losing LLUO.

5.4.2 GNP Element

- Losing LLUO carries out validation of the order and sends accept / reject notification to Gaining LLUO. If the order is rejected, the Gaining LLUO must re-submit the order.
- On receipt the GLUMP (ULMP) completion notification the Gaining LLUO triggers the porting tasks with the losing LLUO.
- Losing LLUO carries out porting tasks (exports TN1).
- The gaining LLUO imports TN1.
- Losing LLUO sends porting completion notification to AP via XG Order type on UG.
- AP completes updates to reflect network changes.
- Gaining LLUO updates GNP Database.

5.4.3 ULMP Element

LLUO Submits PU order as per Section 4 of the IPM

5.5 Undeliverable

The order was not successfully provided. In this case, the LLUO will receive an “Undeliverable” Notification, with the appropriate reason, via the UG once the order is closed (i.e. cancelled) on eircom’s systems. For a list of undeliverable reasons see Appendix I.



6. Order Type Cease

There are two cease order types; Cease ULMP (CU) and Cease Line Sharing (CLS). Cease orders will follow the normal time-scales defined for service provisioning.

eircom will not make site visits to remove NTUs but will remove the exchange jumpers from the LLUO's equipment termination block.

LLUO's will not reallocate their equipment until they have received a Completion notification via the UG. To cease a GLUMP Line a Cease ULMP (CU) order is used. However, the GLUMP operator must also indicate on this order that the GNP element (the TN1) is also to be ceased. This will have the effect of ceasing the ULMP line and also returning the ported number to the Block Holder.

6.1 Order Submission

LLUOs will submit orders via the UG.

To submit the order, the LLUO will:

- Fill in the order UG template with all the required information
- Place the order on the UG via FTP or Web GUI

6.2 Order Validation

The UG will carry out a number of validation steps to determine whether or not to accept / reject the order. Below is a sample of these checks. A full list is contained in the Data Contract.

The UG will check:

- That the order has been filled in correctly
- That the telephone and account number match
- That the account is active

6.3 Order Accepted / Rejected

If the order is accepted, eircom will advise the LLUO via the UG that the order has been accepted

If the order is rejected, the UG will issue the LLUO with an Order Rejection Notification that will include the reason for rejection. Please see the UG Data Contract for the complete list of rejection reasons.

6.4 Order Completion

The line was successfully ceased. In this case, the LLUO will receive a "Completion notification" via the UG once the order completes on eircom's systems.

6.5 Undeliverable

The cease order was not successfully provided. It is likely that on some occasions the jumpering technician will find that there is no jumper on the allocated pair of the LLUO's equipment termination block. If the technician encounters such a problem he will contact his controller/office who will in turn contact the LLUO to confirm the routing. The technician will wait 30 minutes for a response. If a response has not been received by the time that the technician leaves the exchange eircom will not cease the circuit. In this case, the LLUO will receive an "Undeliverable" Notification, with the appropriate reason, via the UG once the order is closed (i.e. cancelled) on eircom's systems.



7. Order Type Cancel

If it becomes necessary for an LLUO to cancel an order that has not yet been accepted, the LLUO will issue a Cancel Type order (CO) on the UG.

Partial cancellations of orders are not permitted. However, if the order has already been accepted, but not yet completed, then the cancellation should be submitted via email using the LLU Order Template. The process is outlined in Appendix B.

7.1 Cancellation Window

LLUO's are permitted to cancel orders up to the point prior to the service order being accepted. Once an order has been accepted cancellations cannot be processed, as orders will be dispatched automatically to technicians by the UG.

However, if the LLU operator submits a manual cancel order and where it is possible to stop the order, the order will be completed as "Order Unsuccessful - Undeliverable Notification".

Following this, requests for cancellations will be rejected and the LLUO will be required to submit a cease order.

7.2 Order Submission

If it becomes necessary for an LLUO to cancel an order that has not yet been accepted, the LLUO will issue a Cancel Type order (CO) on the UG against the Provide or Cease order.

7.3 Order Validation /Cancellation

The UG will validate whether or not the order requiring cancellation has already been accepted.

If the order has not been accepted then the UG will simply cancel the order.

If the order has already been accepted then the LLUO will receive a "Rejection notification" via the UG advising that the order request has been rejected as the original order has been accepted.

If the CO order is rejected but the order has yet to be completed then the LLU Operator has the option to submit the manual Cancel Order via email.

However, if the LLUO receives an Order Rejected notification from eircom on the manual Cancel Order then it will have to issue a Cease type order to instruct eircom to cease the service.

7.4 SLU Cancellation

If it becomes necessary for an LLUO to cancel an SLU order that the LLUO will issue a manual Cancel Type order to wholesale@eircom.ie using the LLU Order Template. The process is outlined in Appendix B and the cancellation form is contained in Appendix G.



8. Order Type Convert LS to ULMP

A Convert order type will be used when:

- ▶ the existing LLUO wishes to convert its existing Line Sharing service to ULMP. It is assumed that the LLUO has received an appropriate CAF from the customer. This type of order should only be used when the LLUO wants a ULMP service and not when a customer has indicated to the LLUO that it wishes to cease an eircom PSTN service. In this case the customer should be requested to contact eircom to request the cease of the PSTN line.
- ▶ eircom Retail or SB-WLR operator receives a customer request to cease a PSTN service. The operator may be unaware that there is an associated Line Sharing service. Therefore PSTN cease order is rejected, with the reason "Requested Product not compatible with current configuration".

eircom Retail or the WLR operator will inform eircom Wholesale of the desire to cease the PSTN service via email <wholesale@eircom.ie>, within one or two days of receiving the rejection.

eircom Wholesale will notify the LLUO that they must either convert the line to ULMP or cease the Line Sharing service.

Orders will follow the process flow shown in Appendix F.

8.1 Pre-provision of Access Equipment

It is agreed that if possible, the LLUO should have access equipment without splitters terminated at the MDF in preparation for orders of this type. This will allow the conversion to proceed immediately and for the conversion to be accomplished by re-jumpering rather than having the LLUO making an escorted access visit to reconfigure its equipment.

eircom will not accept orders that don't have the relevant MDF termination information.

8.2 Order Submission

LLUOs will submit orders via the UG.

To submit the order, the LLUO will:

- ▶ Fill in the order UG template with all the required information
- ▶ Ensure the current LS block and pins are included on the order
- ▶ Place the order on the UG via FTP or Web GUI

8.3 Order Validation

The UG will carry out a number of validation steps to determine whether or not to accept / reject the order. Below is a sample of these checks. A full list is contained in the Data Contract.

The UG will check:

- ▶ That the order has been filled in correctly
- ▶ That the telephone and account number match
- ▶ That the account is active
- ▶ That the Telephone line currently has a line sharing service
- ▶ That the LS block and pins are included on the order

When eircom notifies an LLUO, via email, to convert a Line Sharing service to ULMP, the LLUO may not refuse the request but must respond by either:

- ▶ submitting the convert and retaining the same access equipment
- ▶ submitting the convert and allocating new block and pin terminations (without a splitter)
- ▶ submitting a cease Line Sharing (CLS) order.



The LLUO will be given 10 working days to decide how to respond - allowing sufficient time to contact the customer before making its reply.

Where no reply is received within 10 working days, all services on the path(s) will be ceased by eircom. The LLUO will receive a Loss notification informing them of the cease. The LLUO will be liable for the cost associated with the ceasing of the LS service line.

8.4 Order Acceptance

If the order is accepted, eircom will advise the LLUO via the UG that the order has been accepted

8.4.1 Cease Circuit

If the LLUO wishes to cease the Line Sharing on the circuit it will:

- Submit Cease (CLS) order via UG

8.5 Order Rejected

If the order is rejected, the UG will issue the LLUO with an Order Rejection Notification that will include the reason for rejection. Please see the UG Data Contract for the complete list of rejection reasons.

8.6 NTU

Please refer to section 4.3.2 Installation of NTUs.

8.7 Jumpering

On or before the target ready for service date, eircom will jumper the circuit at the eircom MDF. There are two possible cases as described below.

8.7.1 Block and Pin details

eircom will jumper to the Block and Pin details stated on the order.

If the LLUO requires eircom to use the Block and Pin details currently used for the Line Sharing they must nominate them on the order. Otherwise, they may nominate new Block and Pin details.

If new Block and Pins are used the technician will follow the standard PU process.
Please refer to section 4.4 Jumpering.

8.8 Completion

When eircom has completed all of its activities it will notify the LLUO. Normally, the validation process will identify any reasons why an order cannot be provided. However, it is possible that a reason could be identified after Order Acceptance and prior to completion.

8.8.1 Order Successfully Completed

All services ordered were successfully provided.

In this case, the LLUO will receive a "Completion notification" via the UG once the order completes on eircom's systems.

8.8.2 Undeliverable

The order was not successfully provided.

In this case, the LLUO will receive an "Undeliverable" Notification, with the appropriate reason, via the UG once the order is closed (i.e. cancelled) on eircom's systems. For a list of undeliverable reasons see Appendix I.



9. Order Type Soft Migrations Line Share to ULMP

The Soft Migration order allows for the migration of an SB-WLR and Line Share customer to a fully unbundled path without the need for a technician to visit the exchange. As there is no jumpering task involved in the provisioning of the ULMP / GLUMP service the transaction is fully automated. Depending on the type of soft migration requested a different order will be required:

- PSU order - Provide Soft Migration ULMP on a Working Line with Line Share
- PGU order: Provide Soft Migration GLUMP on a Working Line with Line Share

9.1 SB-WLR & LS to ULMP (PSU Order Type)

9.1.1 Order Submission (PSU)

Order Submission per ULMP order type:
This section outlines how the order is submitted, per ULMP order type.
LLUOs will submit orders via the UG.
To submit the order, the LLUO will:

- Fill in the order UG template with all the required information
- Place the order on the UG via FTP or Web GUI

9.1.2 Order Validation

The UG will carry out a number of validation steps to determine whether or not to accept / reject the order. Below is a sample of these checks. A full list is contained in the Data Contract.
The UG will check:

- That the order has been filled in correctly
- That the telephone and account number match
- That the account is active
- The current Line Share Block and Pin details are contained on the order
- That the SB-WLR and Line Share Operator are the same

If validation is successful the AP sends accept notification to Gaining LLUO per order via the UG. If the PSU order is invalid the AP sends a reject notification to LLUO via the UG. This will include the reason for rejection. If the order is rejected, the Gaining LLUO must re-submit the order, the clock restarts at Day 0 (rejection = end of process). Please see the UG Data Contract for the complete list of rejection reasons and notification templates.

The rejection reasons can be found in the UG data contract.

9.1.3 Provisioning activities and Order Completion

- No provisioning activities are required
- The AP will transfer the SB-WLR account to a ULMP account
- Completion notification is sent to the GO via UG. The new UAN and CRN are included
- The loss notification is sent to the LO via the UG

9.2 SB-WLR & LS to GLUMP (PSG Order Type)

9.2.1 Pre Order Activity

The following process must be in place prior to GLUMP order submission. All required TN2's must be pre-built on the eircom network.



9.2.2 GLUMP Order Submission (PSG)

Order Submission per GLUMP order type:

This section outlines how the order is submitted, per GLUMP order type.

LLUOs will submit orders via the UG.

To submit the order, the LLUO will:

- Fill in the order UG template with all the required information
- Place the order on the UG via FTP or Web GUI

9.2.3 Order Validation

The UG will carry out a number of validation steps to determine whether or not to accept / reject the order. Below is a sample of these checks. A full list is contained in the Data Contract.

The UG will check:

- That the order has been filled in correctly
- That the telephone and account number match
- That the account is active
- The current Line Share Block and Pin details are contained on the order
- That the SB-WLR and Line Share Operator are the same

If validation is successful the AP sends accept notification to Gaining LLUO per order via the UG. If the PSG order is invalid the AP sends a reject notification to LLUO via the UG. This will include the reason for rejection. If the order is rejected, the Gaining LLUO must re-submit the order, the clock restarts at Day 0 (rejection = end of process). Please see the UG Data Contract for the complete list of rejection reasons and notification templates.

The rejection reasons can be found in the UG data contract.

9.2.4 Provisioning activities and Order Completion

- No provisioning activities are required
- The AP will transfer the SB-WLR account to a ULMP account
- The AP initiates the tasks to export the number.
- The LLUO imports the number on their network.
- Completion notification is sent to the GO via UG. The new UAN and CRN are included
- GO updates the GNP database and notifies the AP that the porting is completed, as per the existing GNP process.
- The loss notification is sent to the LO via the UG

9.3 Undeliverable

The order was not successfully provided. In this case, the LLUO will receive an "Undeliverable" Notification, with the appropriate reason, via the UG once the order is closed (i.e. cancelled) on eircom's systems. For a list of undeliverable reasons see Appendix I.

9.4 GLUMP Number Allocation Process

Please refer to section 5.2 of the IPM.



10. Order Type SLU

If the end customer is served from a cabinet and the LLUO has unbundled that cabinet via Sub Loop Unbundling (SLU) then a SLU order is required.

The SLU process is currently a manual process, therefore, manual order forms/email process will apply. The manual process will apply while volumes of SLU orders remain low.

The order form for SLU is available in Appendix M.

10.1 SLU Scenario's

eircom to LLUO

The Gaining LLUO will submit a manual order to the Access Provider (AP) using the SLU Order form to wholesale@eircom.ie. The SLU order may also include the porting of the number. This will be performed manually on completion of the jumpering task in the cabinet.

LLUO to LLUO

The Gaining LLUO will submit a manual order to the AP using the SLU Order form to wholesale@eircom.ie. The GNP element of this GLUMP order does not involve the AP. The Gaining LLUO submits the GNP order to the Losing LLUO.

LLUO to eircom

Process outlined in Section 11 - eircom Retail win-back Process

10.1.1 Order Types

Depending on the type of SLU activity requested (as detailed below) a different process flow will be required. To distinguish between these, the LLUO must select the appropriate order type when submitting the email. The SLU single / multi line orders types are as follows:

- SLU ULMP - Provide ULMP (Eircom to LLUO, LLUO to LLUO) on a Working Line via SLU
- SLU LS - Provide LS (Eircom to LLUO, LLUO to LLUO) on a Working Line via SLU
- SLU GLUMP - Provide GLUMP (Eircom to LLUO, LLUO to LLUO) on a Working Line via SLU
- SLU Cancel Order - Cancel SLU order.
- SLU Cease Order - Cease SLU line.

10.2 eircom to LLUO (SLU Order Type)

The SLU order type will be sub divided into SLU ULMP, SLU GLUMP and SLU Line Share.

10.2.1 Pre Order Activity

- LLUO will have access to a Bulk Data report listing up to date information on all Co-located Cabinets including telephone numbers served.
- A Manual Data Request will be available to the LLUO to check the location of customers in the eircom cabinets. This order will be sent to wholesale@eircom.ie



- As per the standard GLUMP process all TN2's need to be pre-built on the eircom Network.

10.2.2 SLU ULMP Order Submission

This section outlines how the SLU ULMP order is submitted.

LLUO captures all relevant customer information on the Industry agreed CAF (Customer Authorisation Form). LLUO will submit orders manually to wholesale@eircom.ie.

To submit the order, the LLUO will:

- Fill in the order form template contained in Appendix x with all the required information
- Email the order to the AP.

10.2.3 Order Validation

The AP will manually validate the order to determine whether to accept / reject the order.

eircom Wholesale will check:

- That the order has been filled in correctly
- That the telephone and account number match
- That the account is active
- That the customer is served from the relevant cabinet
- That LLU Operator is co-located at cabinet

The validation checks will be as per the data contract will be followed with the addition of the cabinet details.

If validation is successful eircom Wholesale sends an accept notification to Gaining LLUO per order via email. The SLU ULMP order is invalid eircom Wholesale sends a Rejection notification, including the reason for rejection, to LLUO via email (rejection = end of process)

10.2.4 Provisioning activities

- Standard LLU provisioning processes apply; however, the AP technician completes jumpering tasks at the cabinet and will not visit the serving exchange.
- Completion notification is sent to the GO via email. The UAN and CRN are included.

10.2.5 Order Completion

- The loss notification is sent to the LO via email.

10.2.6 SLU LS Order Submission

This section outlines how the SLU LS order is submitted

LLUO captures all relevant customer information on the Industry agreed CAF (Customer Authorisation Form). LLUO will submit orders manually to wholesale@eircom.ie.

To submit the order, the LLUO will:

- Fill in the order form template contained in Appendix x with all the required information
- Email the order to the AP.



10.2.7 Order Validation

The AP will manually validate the order to determine whether to accept / reject the order.

eircom Wholesale will check:

- That the order has been filled in correctly
- That the telephone and account number match
- That the account is active
- That the customer is served from the relevant cabinet
- That LLU Operator is co-located at cabinet

The validation checks will be as per the data contract will be followed with the addition of the cabinet details.

If validation is successful eircom Wholesale sends an accept notification to Gaining LLUO per order via email. If the SLU LS order is invalid eircom Wholesale sends a Rejection notification, including the reason for rejection, to LLUO via email (rejection = end of process).

10.2.8 Provisioning activities

- Standard LLU provisioning processes apply; however, the AP technician completes jumpering tasks at the cabinet and will not visit the serving exchange.
- Completion notification is sent to the GO via email. The UAN and CRN are included.
- For SLU GLUMP orders the AP initiates the tasks to export the number.
- The LLUO imports the number onto their network.

10.2.9 Order Completion

- The loss notification is sent to the LO via email.
- For SLU GLUMP the GO updates the GNP database and notifies the AP that the porting is completed, as per the existing GNP process.

10.2.10 SLU GLUMP Order Submission

This section outlines how the order is submitted, per SLU order type.

LLUO captures all relevant customer information on the Industry agreed CAF (Customer Authorisation Form). LLUO will submit orders manually to wholesale@eircom.ie.

To submit the order, the LLUO will:

- Fill in the order form template contained in Appendix x with all the required information
- Email the order to the AP.

10.2.11 Order Validation

The AP will manually validate the order to determine whether to accept / reject the order.

eircom Wholesale will check:



- That the order has been filled in correctly
- That the telephone and account number match
- That the account is active
- That the customer is served from the relevant cabinet
- That LLU Operator is co-located at cabinet

The validation checks will be as per the data contract will be followed with the addition of the cabinet details.

If validation is successful eircom Wholesale sends an accept notification to Gaining LLUO per order via email. If the SLU GLUMP order is invalid eircom Wholesale sends a Rejection notification, including the reason for rejection, to LLUO via email (rejection = end of process)

10.2.12 Provisioning activities

- Standard LLU provisioning processes apply; however, the AP technician completes jumpering tasks at the cabinet and will not visit the serving exchange.
- Completion notification is sent to the GO via email. The UAN and CRN are included.
- The AP initiates the tasks to export the number.
- The LLUO imports the number onto their network.

10.2.13 Order Completion

- The loss notification is sent to the LO via email.
- The LLUO updates the GNP database and notifies the AP that the porting is completed, as per the existing GNP process.

10.3 LLUO to LLUO

10.3.1 Order Submission LLU Element

Gaining LLUO captures all relevant customer information on the Industry agreed CAF (Customer Authorisation Form).

Gaining LLUO determines the appropriate order type i.e. LLUO to LLUO by searching the customer telephone number on the GNP database.

LLUO submits a SLU ULMP or SLU LS order as per above to AP.

10.3.2 GNP Element

Subsequently the Gaining LLUO sends a GNP order to the Losing AP to port the customer's number.

Losing LLUO carries out validation of the order and sends accept / reject notification to Gaining LLUO. If the order is rejected, the Gaining LLUO must re-submit the order.

On receipt the GNP completion notification the Gaining LLUO triggers the porting tasks with the losing LLUO.

Losing LLUO carries out porting tasks (exports TN1).

The gaining LLUO imports TN1.

Losing LLUO sends a port completion notification to AP via XG Order type on UG. AP completes updates to reflect network changes.



Gaining LLUO updates GNP Database.

10.4 Undeliverable

The order was not successfully provided.

In this case, the LLUO will receive an “Undeliverable” Notification, with the appropriate reason, via email once the order is closed (i.e. cancelled) on eircom’s systems. For a list of undeliverable reasons see Appendix J.

10.5 Sub Loop Infrastructure Set-up Process

The following is a summary of the process steps to enable an LLUO set-up Sub-Loop infrastructure

- LLUO submits application to unbundled Sub-Loop Connection Point (SLCP), specifying the number of SLCP terminations (x pairs) required.
- eircom carry out survey to determine that
 - i. the number of requested terminations are available, and
 - ii. access to the SLCP chamber is available
- eircom revert to LLUO within 10 working days* with
 - i. GO Offer
 - ii. GO-Conditional Offer (enabling works to be carried out, before requested terminations can be made available)
 - iii. GO-partial Offer (unable to provide requested terminations in full)
 - iv. No-GO (cabinet and/or chamber full)
- LLUO accepts Offer (within 4 weeks) and proceeds to carry out civil works having obtained the necessary way leaves.
- eircom and LLUO will jointly visit site to inspect SLCP. eircom will provide escorted access to LLUO when
 - i. breaking into the SLCP Chamber
 - ii. installing and terminating the tie cable onto the SLCP
- On accepting the offer, LLUO has 3 months to implement Sub-Loop Unbundling infrastructure otherwise the reservations are cancelled.

*Note - Assumes 7 orders or less, otherwise the offer will be batched in groups of 7 on a weekly basis. For example, 20 orders will be offered as Batch 1 (7 sites) by working Day 10, Batch 2 (7 sites) by working Day 15, final batch (6 sites) by working Day 20.



11. Order Type Data Request Line

The Data Request Line (DRL) order is used to obtain the Line Categorisation of an individual line. The details returned are:

- Categorisation – Length of the line – Short, Medium and Long
- Capacitance – A to B Capacitance of the line expressed in microFarads
- Bearer - Copper or Carrier
- Line test type – Line Test System (LTS)
- Exchange site - The Exchange that the loop originates from.
- Provide type - This field is always blank.
- Sub-Frame – The Sub-Frame location on the MDF where the customer's line is terminated.

11.1 Order Submission

LLUOs will submit orders via the UG

To submit the order, the LLUO will:

- fill in the order UG template with all the required information
- place the order on the UG via FTP or Web GUI

11.2 Line Categorisation

The DRL order will return the line Categorisation of an individual line. The result will either be short, medium or long, based on the table below.

The table below has been agreed by the CLFMP expert group to be the definitions of each category.

| Deployment | Attenuation @ 300 kHz | Radial Distance |
|-------------|-----------------------|-----------------|
| Ultra Short | < 11.5 dB | < 0.6 km |
| Extra Short | < 21 dB | < 1.2 km |
| Short | □ 21 and < 38 dB | < 2.1 km |
| Medium | □ 38 and < 42 dB | 2.1 km – 2.3 km |
| Long | □ 42 dB | > 2.3 km |

11.3 Additional Delivery of Data

Please see section 3.3.



12. LLUO Transfer and eircom Retail win-back Process

The Transfer and Win-back type orders will follow the process flow shown in Appendix A and described below.

12.1 Provision of a ULMP order Transfer

The Transfer PU order type involves the unbundling of a line that is currently providing a ULMP service to the end customer. Up to 10 lines per PU order can be provided once they are on the same account. The transfer PU order will be used to transfer ULMP service from one LLU operator to another.

12.2 Migration from Standalone NGA

The PU order will allow for the migration of a line from Standalone NGA to an ULMP service.

The PWU/PWG order will enable an operator to migrate the end-users service from Standalone NGA to a SB-WLR service with Line Share. The SB-WLR and Line Share service will be with the same operator.

12.3 Provision of a Line Share order Transfer

The XLS order type involves transferring the Line Sharing service from one LLU Operator to another. XLS orders can only transfer single lines in an order. An XPL (pre-transfer) order does not have to be placed before the XLS order.

12.4 Order Submission

LLUOs will submit orders via the UG.
To submit the order, the operator will;

- fill in the order UG template with all the required information
- place the order on the UG via FTP or Web GUI
- for PWU/PWG orders the operator can select the addition of a Line Share service

12.5 Order Validation

The UG will carry out a number of validation steps to determine whether or not to accept / reject the order. Below is a sample of these checks. A full list is contained in the Data Contract.
The UG will check;

- that the order has been filled in correctly
- that the customer is currently a ULMP or NGA standalone customer
- that the UAN is correct

Please Note: For multi-line orders if one line fails validation the entire order will be rejected.

12.5.1 Validation Response

After completing its checks, the UG will either reject the order or accept the order back to the operator indicating that service can/cannot be provided.

12.5.2 Order Accepted

If the order is accepted eircom will advise the operator via the UG that the order has been accepted.



12.5.3 Order Rejected

If the order is rejected, the UG will issue the operator with an Order Rejection Notification that will include the reason for rejection. Please see the UG Data Contract for the complete list of rejection reasons. If there is more than one reason why the service cannot be provided, the Order Rejection should state each of the reasons.

12.6 Completion

When eircom has completed all of its activities it will notify the operator by as per the Standard SLA maximum provisioning timelines. Normally, the Validation process will identify all reasons why an order cannot be provided. However, it is possible that some or all of the services ordered cannot be provided after Validation has taken place.

12.6.1 Order Successfully Completed

All services ordered were successfully provided.

In this case, the operator will receive a "Completion notification" via the UG once the order completes on eircom's systems.

12.6.2 Undeliverable

The order was not successfully provided.

In this case, the operator will receive a "Undeliverable" Notification, with the appropriate reason, via the UG once the order is closed (i.e. cancelled) on eircom's systems. For a list of undeliverable reasons see Appendix I.

12.7 Loss Notification

On completion of an order, eircom will send out a Loss Notification to the losing operator via the UG advising that they have lost service to another operator.



13. Order Type Port Change

The LLU operator places a CHP order on the UG in order to move their GLUMP, ULMP or LS customer to different block and pins. The reason for this move may be to amend incorrect inventory, to move customer to more modern equipment in order to provide added services etc.

For Fault related port change requests please refer to Section 13.3.2 – Fault on LLUO Block.

13.1 Order Submission

LLUOs will submit the CHP order via the UG.

To submit the order, the LLUO will;

- Fill in the order UG template with all the required information
- Place the order on the UG via FTP or Web GUI

13.2 Order Validation

The UG will carry out a number of validation steps to determine whether or not to accept / reject the order. Below is a sample of these checks. A full list is contained in the Data Contract.

The UG will check;

- That the order has been filled in correctly
- That the telephone and account number match
- That the account is active

13.3 Order Accepted / Rejected

If the order is accepted, eircom will advise the LLUO via the UG that the order has been accepted.

If the order is rejected, the UG will issue the LLUO with an Order Rejection Notification that will include the reason for rejection. Please see the UG Data Contract for the complete list of rejection reasons.

13.4 Order Completion

The customer was successfully moved to a new port on the LLUO block.

In this case, the LLUO will receive a "Completion notification" via the UG once the order completes on eircom's systems.

13.5 Undeliverable

The Change Port order was not successfully provided.

In this case, the LLUO will receive an "Undeliverable" Notification, with the appropriate reason, via the UG once the order is closed (i.e. cancelled) on eircom's systems. For a list of undeliverable reasons see Appendix I.



14. Order Type LLU Line Enquiry

The LLU operator places an ULE order on the UG in order to source line information at a particular customer's address.

The ULE order will provide the LLU Operator with;

- Exchange details
- Quantity of In-situ lines
- Quantity of Pre cabled lines
- Quantity Pending Available lines
- Sub-Frame Details

14.1 Order Submission

LLUOs will submit the ULE order via the UG.

To submit the order, the LLUO will;

- Fill in the order UG template with all the required information

Note: Address information is required where the customer is currently not active.

- Place the order on the UG via FTP or Web GUI

14.2 Order Validation

The UG will carry out a number of validation steps to determine whether or not to accept / reject the order. Below is a sample of these checks. A full list is contained in the Data Contract.

The UG will check;

- That the order has been filled in correctly
- That the account number or address information are correct

Address Information can take the form of either the address details or the ARD ID.

15. Order Type Move

The LLU operator places an MUI or MUS order on the UG in order to move their ULMP service from one premises to another within the exchange area. The use of this order type removes the need to submit a provide and cease order as the move order carries out both functions.

The MUI and MUS, orders will enable the movement of a ULMP line within an exchange area.

An operator will be able to place an order on Unified Gateway to move a ULMP line in-situ (MUI) on a given date.

An operator will be able to place an order on Unified Gateway to move a ULMP line to a spare line within an exchange area (MUS) on a given date.

15.1 Order Submission

LLUOs will submit the MUI or MUS order via the UG.

To submit the order, the LLUO will;

- Fill in the order UG template with all the required information
- Place the order on the UG via FTP or Web GUI



15.2 Order Validation

The UG will carry out a number of validation steps to determine whether or not to accept / reject the order. Below is a sample of these checks. A full list is contained in the Data Contract.

The UG will check;

- ▶ That the order has been filled in correctly
- ▶ That the telephone and account number match
- ▶ That the account is active

15.3 Order Accepted / Rejected

If the order is accepted, eircom will advise the LLUO via the UG that the order has been accepted.

If the order is rejected, the UG will issue the LLUO with an Order Rejection Notification that will include the reason for rejection. Please see the UG Data Contract for the complete list of rejection reasons.

15.4 Order Completion

The customer was successfully moved to a new premises.

In this case, the LLUO will receive a "Completion notification" via the UG once the order completes on eircom's systems.

15.5 Undeliverable

The move order was not successfully provided.

In this case, the LLUO will receive an "Undeliverable" Notification, with the appropriate reason, via the UG once the order is closed (i.e. cancelled) on eircom's systems. For a list of undeliverable reasons see Appendix I.



16. Loss Notification Process

The UG will send out the Loss notification to the Losing Operator upon completion of the LLU order.

In the case of ULMP orders only, the AP may need to notify a CPS service provider of the loss of CPS service. The UG will send out the Loss notification to the Losing CPS Operator upon completion of the LLU order.



17. Anti Slamming Letter

17.1 Anti slamming letter

On receipt of a Loss Notification the losing service provider will have an opportunity to send an Anti Slamming Letter to the customer to ensure that slamming has not taken place.

The Loss Notification Process cannot be used for win-back. On receipt of a Loss Notification, the Losing Operator is permitted to issue only one written communication to the customer.

Purpose of the anti-slamming letter

A means of protecting customers from having ULMP or Line Sharing service introduced, amended, or their account moved from one telecommunications provider to another without their authorisation or knowledge. It is not mandatory for the losing operator to send all or any of this letter, but it is seen as a useful tool in preventing slamming.

17.2 Customer Slamming

If the customer makes contact with the Losing Operator and claims that slamming has taken place the Losing Operator will follow the transfer process. See appendices (TBC) for detail of the win-back/transfer process.

17.3 Allegations of Slamming

Following investigation, where the slamming allegation is not justified, the Losing Operator would advise the end customer. However, where the slamming allegation can be justified, the Losing Operator issues a win-back/transfer order.



18. Fault Repair

Fault repair process flows are appended as Appendix C.

18.1 Scope

The fault repair process is applicable only to the eircom Unbundled Local Metallic path service, the eircom Line Sharing service and GLUMP service as defined in the eircom Access Reference Offer, service schedules 102, 103 and 106.

On completion of the GLUMP service provisioning all faults will be reported/managed using the existing ULMP fault reporting and repair process.

For the purposes of the Fault Repair process, a local loop circuit is defined as beginning at the LLUO's equipment termination block on the eircom exchange Main Distribution Frame (MDF) and ending at the customer facing side of the eircom NTU or NTP at the customer's premises.

Thus the scope of the service includes faults in:

1. eircom's local access network
2. internal wiring at the customer's premises on the line side of eircom's NTU or NTP
3. the eircom NTU or NTP (excluding the splitter)
4. jumpers on the MDF.

The scope of the service excludes faults occurring in:

5. power or air-conditioning supply to the LLUO's equipment co-located at the eircom exchange facility, please refer to the Co-location fault process.
6. faults in the tie cable between the LLUO's equipment and the LLUO's equipment termination block on the MDF
7. faults in internal cabling on the customer facing side of the eircom NTU/NTP.

18.2 Fault Reporting Principles

For the ULMP service end customers will report all faults to the LLUO.

For the Line Sharing service, end customers will contact their voice service provider eircom Retail or WLR Operator for faults relating to the PSTN / SB-WLR service and will contact the LLUO for faults relating to the LLUO's service.

18.3 Fault Localisation

The LLUO will be responsible to undertake initial testing to prove the fault is not within their network. LLUOs should provide their line test results to eircom as part of the fault to avail of the two-day repair time². If line test results are not provided the three-day repair time will apply.

In order to minimise the level of non-faults being submitted to eircom Wholesale, LLUOs should follow the procedure in localising a fault to the eircom network:

On submitting the Fault on the UG the LLUO will be asked to answer the follow questions covering the above points.

- a) Is PSTN working?
- b) Has the exchange equipment been tested?
- c) Has the internal wiring been checked?
- d) Has the broadband CPE been tested clear?

² Only LLUOs that sign up to the conditions for two-day repair will be able to avail of it. LLUO's not signed up to the two-day repair process will follow the three-day process.



1. In the case of Line Sharing only, the LLUO should test the PSTN service by ringing the customer. If the PSTN voice service is not working, the LLUO should advise the customer to contact eircom retail / SB-WLR Operator and log it as a PSTN fault.
2. If the LLUO has still not localised the fault to the eircom network, it should dispatch its own technician to check its DSLAM equipment and the customer premises equipment prior to logging as an Line Sharing/ULMP fault.

18.3.1 Fault Type Scenarios:

1. **PSTN Fault:** In the case of Line Sharing only. If the LLUO cannot contact the customer on the suspected fault line, crackles and/or there is no dial tone and additional diagnostics do not suggest an LLUO fault, then the LLUO should advise the customer to log the fault with eircom retail / SB-WLR Operator (as a PSTN fault).
2. **Line Sharing Fault:** If LLUO can contact the customer and they have carried out all reasonable steps to localise the fault off the LLUO network (including the customer premises), then it should be submitted as a Line Sharing fault.
3. **ULMP Fault:** In the case of a ULMP line the LLUO should investigate their network and the customer premises/internal wiring prior to submitting a ULMP fault.

18.3.2 Fault on LLUO Block:

The LLU operator is experiencing a fault on the GLUMP, ULMP or LS customer's port. The LLUO has confirmed the fault to the port. Therefore, they require the customer to be moved to different block and pins.

The LLU Operator should submit a fault via the UG with the report code of Faulty Port. The order will follow the same flow as current faults, except that in the comment's field the LLUO will supply the old and new block and pin details.

18.3.3 Appointments for faults.

Operators can request a scheduled appointment for an eircom site visit when logging a fault.

The rules for allowing this scheduled site visit are

- The Operator include the test results from their own systems when logging a fault
- The Operator can only book a site visit for the LLU report code
 - External wire to customer premises

An appointed fault will be rejected if the above conditions are not met and the Operator will have to resubmit the fault on the UG without requesting an appointment.

It is possible to re-schedule the appointment up to close of business the day before the appointment is scheduled for. Note if the original appointment for the fault was logged manually via WCCC the UG will not be able to re-schedule the original appointment. A new appointment may be booked for the fault but the original appointment slot is not released for re-use.

18.4 Fault Reception

LLUO's will report faults via the UG, via FTP or Web GUI.

Faults that cannot be reported on the UG will be reported by email to a dedicated WTM email address (wtm@eircom.ie).

Where the UG accepts, subject to the validation of the required fault fields, that the fault is valid and is within scope as defined in section 11.1, the UG will issue the LLUO with a fault report reference number. eircom Wholesale reserves the right to contact the LLUO to obtain additional information or to clarify information that has been supplied on the UG order.

Where the UG rejects the fault report as invalid, or as being outside the scope defined in section 16.1, the reasons for rejection will be provided.



18.4.1 Fault Reporting Hours

Fault reporting hours are Monday to Friday from 0900hrs to 1730hrs, excluding public holidays. Fault reports submitted, via the UG, outside of these hours will be stored for action, until the start of the next working day.

18.5 Line Testing

18.5.1 Line Sharing Service

For the Line Sharing service, eircom will be able to use its remote line test equipment to help diagnose the location of the fault.

18.5.2 ULMP Service

For the ULMP service eircom's remote line test equipment will not be connected to the local loop and therefore eircom will not be able to use it to test the line.

18.5.3 Test Line Characteristics

The LLC order type on the Unified Gateway allows the LLUO to submit a request utilising the UAN and CLI in order to run a detailed analysis of the line. The Unified Gateway will initialise a test on the CLI and the completion notification will return various technical line characteristics based on the results of the test.

The Unified Gateway Data Contract contains a detailed list of all the characteristics that will be returned in the completion notification.

18.6 Jumper Faults

All line tests will originate from equipment MDF Blocks connected to the exchange side of the MDF ensuring that jumpers are also tested. eircom is responsible for the installation and repair of MDF jumpers.

18.7 Faults inside the Exchange

For the majority of faults diagnosed by LLUO's as in the local loop, the fault will actually be in the local loop. However in a very small proportion of cases the fault will be in the tie cable between the LLUO's equipment and the MDF.

Faults of this nature are likely to be so rare that it has been agreed that LLUO's can neglect the possibility of tie cable faults when proving faults out of their equipment.

If the LLUO suspects that a fault is in the tie cable it will arrange an unplanned escorted access visit to test the tie cable (see Collocation Process Manual).



18.8 Fault Statusing

LLUOs can avail of fault statusing via the UG. The statuses are shown in Figure 14.1: Fault Status Information. The status change is date and time stamped by the UG.

| Status Name | Meaning |
|--------------------|---|
| Reported | Indicates that a fault has been reported but is not yet assigned |
| Assigned to Crew | Indicates that the eircom trouble ticket has been assigned to a particular technician |
| Despatched to Crew | Indicates that the assigned technician is currently acting on the eircom trouble ticket |
| Appointment | Subject to an Appointment |
| Parked | Indicates that a fault report has been parked. |
| Pending Clear | Indicates that the fault is cleared as an unconfirmed clear. |
| Clear - Permanent | Indicates that the fault is cleared. |

Figure 15.1: Fault Status Information

18.8.1 Updates on fault reports

Update comments from the technician are also available on the UG. A copy of the last comment text will be stored in Order Data. The UG will send a separate Notes Notification to the operator, if the comments text is different from the previous comments text received. Operators will also receive a status update via the UG when an eircom technician has arrived onsite to deal with a fault.

18.8.2 Historical Fault information

The UG order types display historical fault information for the most recent 3 months. For longer fault information, a drop-down option is available against the order for operators to see the fault history that is over 3 months old. Fault information over 3 months is only available on the UG GUI.

Fault history is available for all types of faults. The fault history will only be displayed for one number.

Note: If a circuit has changed ID or number the fault history will not be displayed for this number. The fault history for a circuit/number will only be displayed for the time period that it was under the control of the current operator.

18.9 Manual Fault Reports

When the UG is not available, the LLUO can report to WTM. Where the fault was reported manually to the AP the LLUO may avail of fault statusing by contacting WTM (limited to twice daily). To request a status report on a fault, the LLUO will contact WTM via email/telephone and request a report.

Tel: 1800-656 656
email: wtm@eircom.ie

Information will be provided verbally and will be restricted to the standard responses.

18.10 Fault Clearance

When the fault is cleared, the UG will notify the LLUO that the fault has been cleared ("Pending Clear"). eircom will indicate whether a fault was found and if so the nature of the fault. The information will be provided in a standardised format comprising of a 3 digit Clear Code and a 2 letter Suffix (e.g. 134RR).



The LLUO will have a 8hr window (Business Hours) on the UG to indicate that the fault to the customer’s line has not been cleared. Once this window has passed eircom Wholesale will deem the fault closed and the UG will mark the order as “Clear permanent”.

The Clear Codes and Suffix's are described in Appendices F and G.

18.11 Pending Clear Process

The UG includes a clear code as part of the Pending Clear status update. A Pending Clear code of “003” indicates that a technician tried to obtain entry to a customer premises to fix the fault.

In this scenario, the LLUO should make an appointment with the customer and eircom within 7 days. There is a dependent order BA (Book Appointment) that a LLUO can use to create the appointment. If no appointment is made within this window the fault will be permanently cleared to customer not available and the LLUO will be required to submit a new fault report.

If a subsequent fault is logged for that customer without an appointment where the previous fault clear code was 003 the fault will be rejected as an appointment is required.

18.12 Fault Repair Targets

The targets apply to faults that have been proved out of the DSLAM and CPE and which have been accepted by eircom.

The Fault repair targets will be as per the Standard LLU SLA.

18.13 Escalation Process

In the case of process failures, LLUO’s will be able to invoke an escalation process to raise problems with eircom Wholesale for rapid resolution.

The escalation process will have three levels known as first and second level escalations. The principal triggers for escalations are described in [Figure 15.2](#).

| Escalation Level | Trigger |
|-------------------------|---|
| First Level Escalation | Fault not resolved/cleared within four working days from initial fault report. (or) Fault repair completed by eircom but LLUO believes that there is still a fault in the eircom network. |
| Second Level Escalation | Fault not resolved/cleared within five working days from initial fault report. (or) Fault repair completed by eircom but LLUO believes that there is still a fault in the eircom network. |
| Third Level Escalation | Fault not resolved/cleared within six working days from initial fault report. (or) Fault repair completed by eircom but LLUO believes that there is still a fault in the eircom network. |

Figure 15.2: Fault Repair Escalation Triggers

For the Escalation Process to operate effectively the names and contact numbers of the escalation points need to be supplied between the LLUO and AP on a bi-lateral basis. Escalations should be on a peer-to-peer level.



18.14 Disputes

Where an LLUO considers a logged fault report (which has been cleared from the eircom network by eircom as indicated by the eircom fault clear code) not to be cleared, or where an LLUO test suggests foreign voltage on the line, the LLUO should visit the customer's premises, check CPE and conduct end to end testing prior to re-logging the fault report.

At all stages, the LLUO will be able to invoke the Escalation process detailed above and eircom will work proactively with the LLUO to resolve the fault where there is a suspicion that the fault lies in the eircom network.

18.15 Suspicion of Interference on a line.

The Copper Loop Frequency Management Plan (CLFMP) defines the technologies, which may be deployed by LLUOs over eircom's network. In addition, where there is a suspicion on the part of an LLUO, that their LLU service is being affected by interference, the CLFMP details the process to be followed by LLUOs to address such suspicions. As the incidence of these situations occurring is considered to be very low, such scenarios and the resolution process will lie outside the standard fault repair process.

18.16 Storm Declaration

eircom Wholesale operates a standard approach for responding to storm situations. A storm event can cause major damage to eircom plant, which usually leads to an abnormal rise in the number of fault reports. A storm event will result in eircom Wholesale issuing a storm declaration.

In order to invoke a storm declaration, eircom Wholesale will do the following:

- (i) Notify Operator(s) via the UG and customer service team
- (ii) Provide the geographic areas impacted by the event including details of the exchanges.

eircom Wholesale shall notify Operators via the UG and customer service team when storm declaration is removed.



19. Billing

19.1 Introduction

eircom will bill LLUO's for the LLU Services in accordance with the terms of the ARO.

Effective 1st June 2013 an Operator can choose to pay the ULMP charging scheme where there is an upfront connection / migration fee and monthly rental as outlined in Table 1.1 and Table 1.3 (Standard). Alternatively an Operator can choose to avail of a scheme where the connection / migration fee is lower but there is an additional monthly rental as outlined in table 1.8 and 1.10 (Amortised). In addition the Operator can choose to continue paying a Usage charge per event, as outlined in table 1.4 (Standard), or move to a scheme where they pay a monthly fault clearance charge as outlined in table 1.11 (Amortised).

The standard pricing set out in tables 1.1 – 1.7 will apply unless the Operator notifies eircom in writing that it wishes to apply the charging (Amortised) set out in tables 1.8 – 1.14. The change in pricing will take effect in the next full billing period after notification by the Operator. Once a party elects the pricing outlined in the amortised tables, these shall apply for the Term of the Agreement.

Please note: An Operator can elect to avail of some or all of the amortised based pricing as outlined below:

- Avail of a lower connection / migration fee and an additional amortised rental per month or
- Avail of the fault clearance charges only or
- Avail of all the amortised charges for connection and fault clearance

19.2 Usage Report

eircom will produce an e-Bill to accompany each summary bill. This will itemise the charges for the Service Provisioning and Fault Repair processes.

Operators will receive the monthly summary bill and e-Bill (CSV format) via email. However, if required eircom will post out the paper summary.

19.2.1 Content of Usage Report

Service Provisioning

eircom will bill completed service-provisioning orders in accordance with the charging structure and scale of charges defined in the ARO.

The Usage report will list each order by order reference number and order completion date and will specify each charge applied to the order.

Fault Repair

eircom will bill completed fault reports in accordance with the charging structure and scale of charges defined in the ARO.

The Usage Report will list each fault by the eircom fault report number and completion date and will specify each charge applied to the order.

In the event that the Operator avails of the monthly fault clearance charge option the usage report shall not identify any charges beside each fault.



19.3 Damage to Private or Public Property

The following procedure applies where eircom are alleged to have caused damage to private or public property.

Customers should put the complaint / allegation in writing ensuring to include the following details:

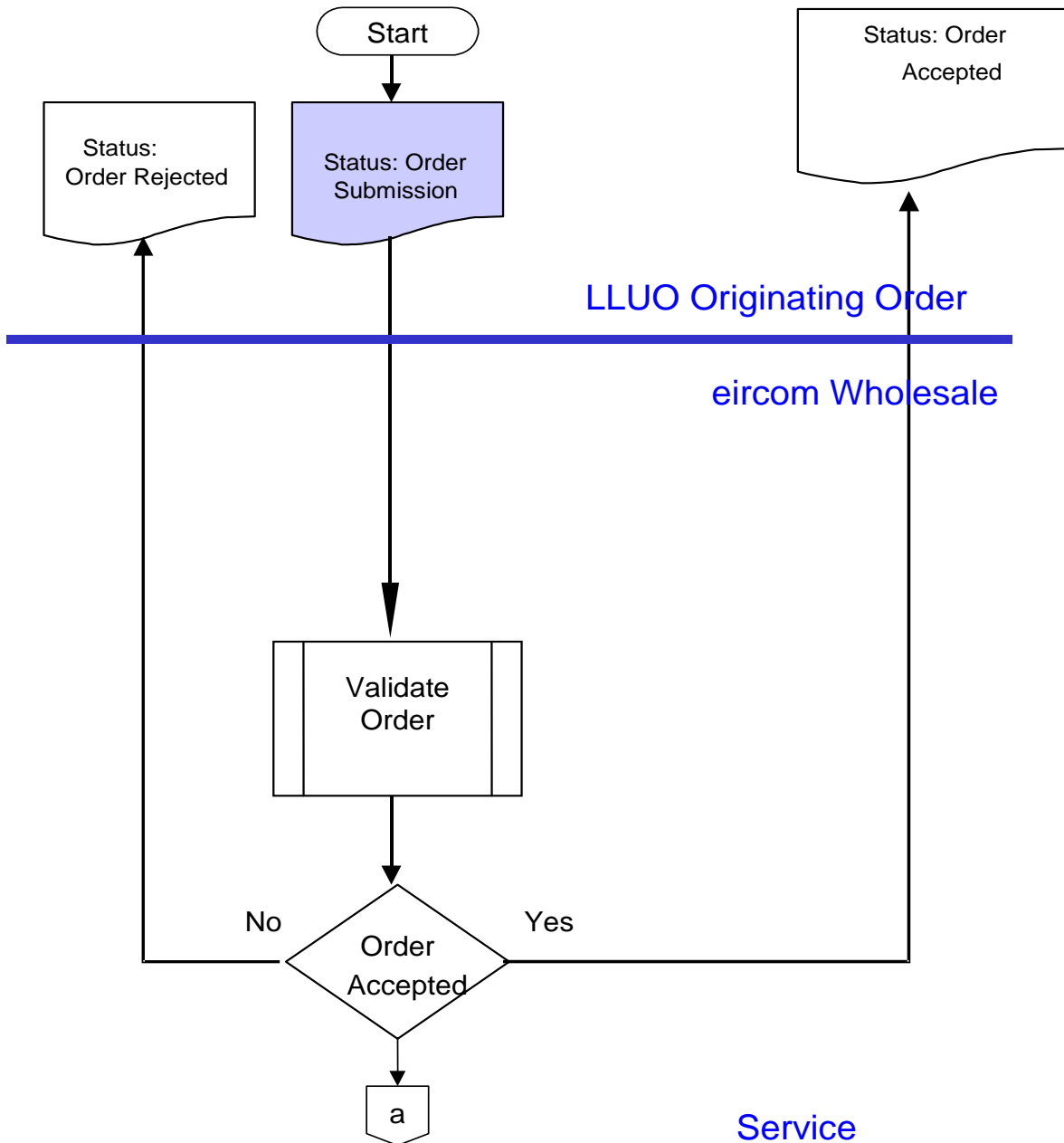
- ▶ Name and Address
- ▶ Contact Number (Landline and mobile)
- ▶ Description of damage

Customers are advised to write to:

Insurance & Claims
eircom
1 Heuston South Quarter
St. John's Road
Dublin 8



Appendix A – Order Types: Provide / Cease

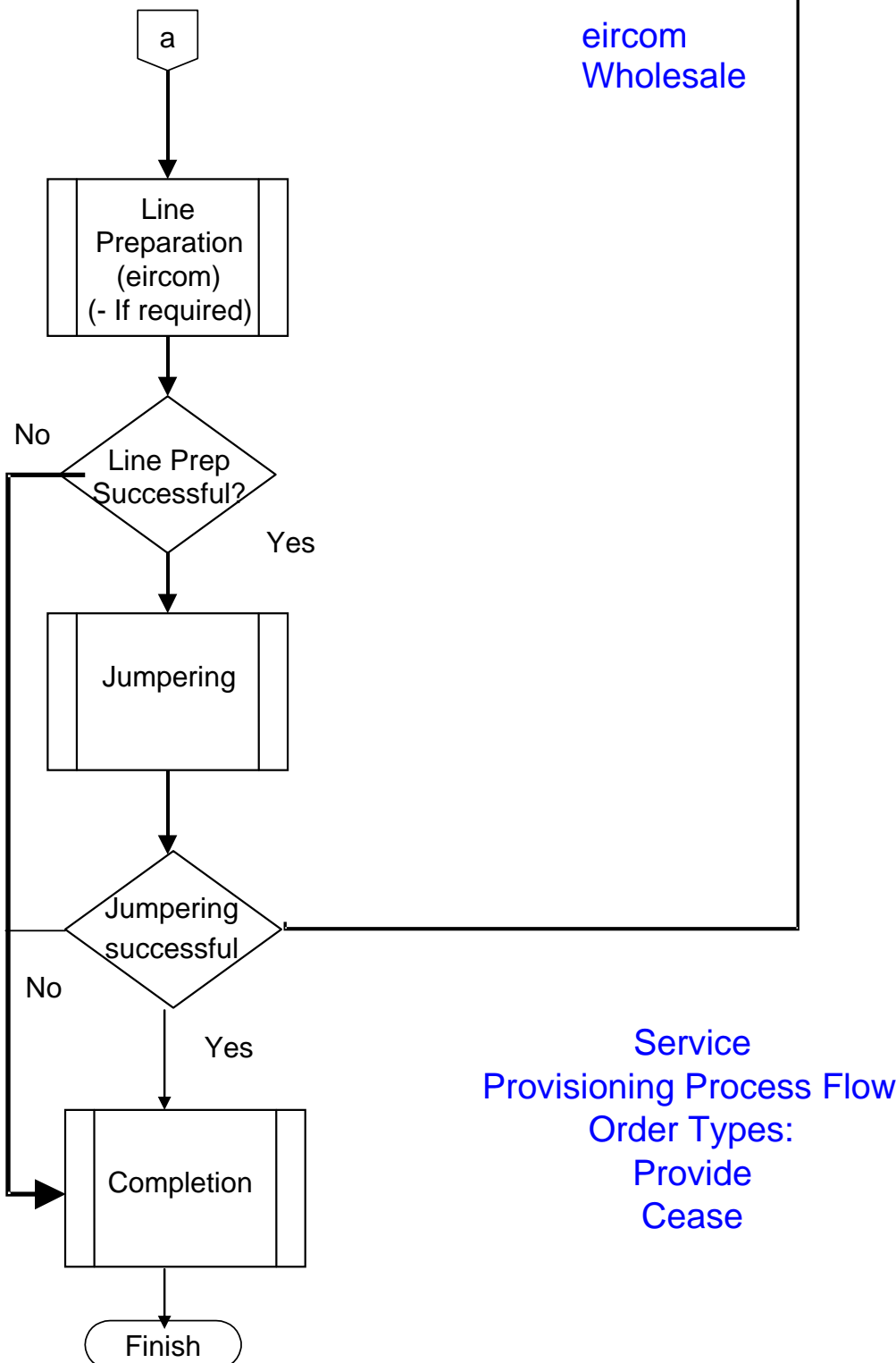


Service Provisioning Process Flow
Order Types:
Provide
Cease



LLUO Originating Order

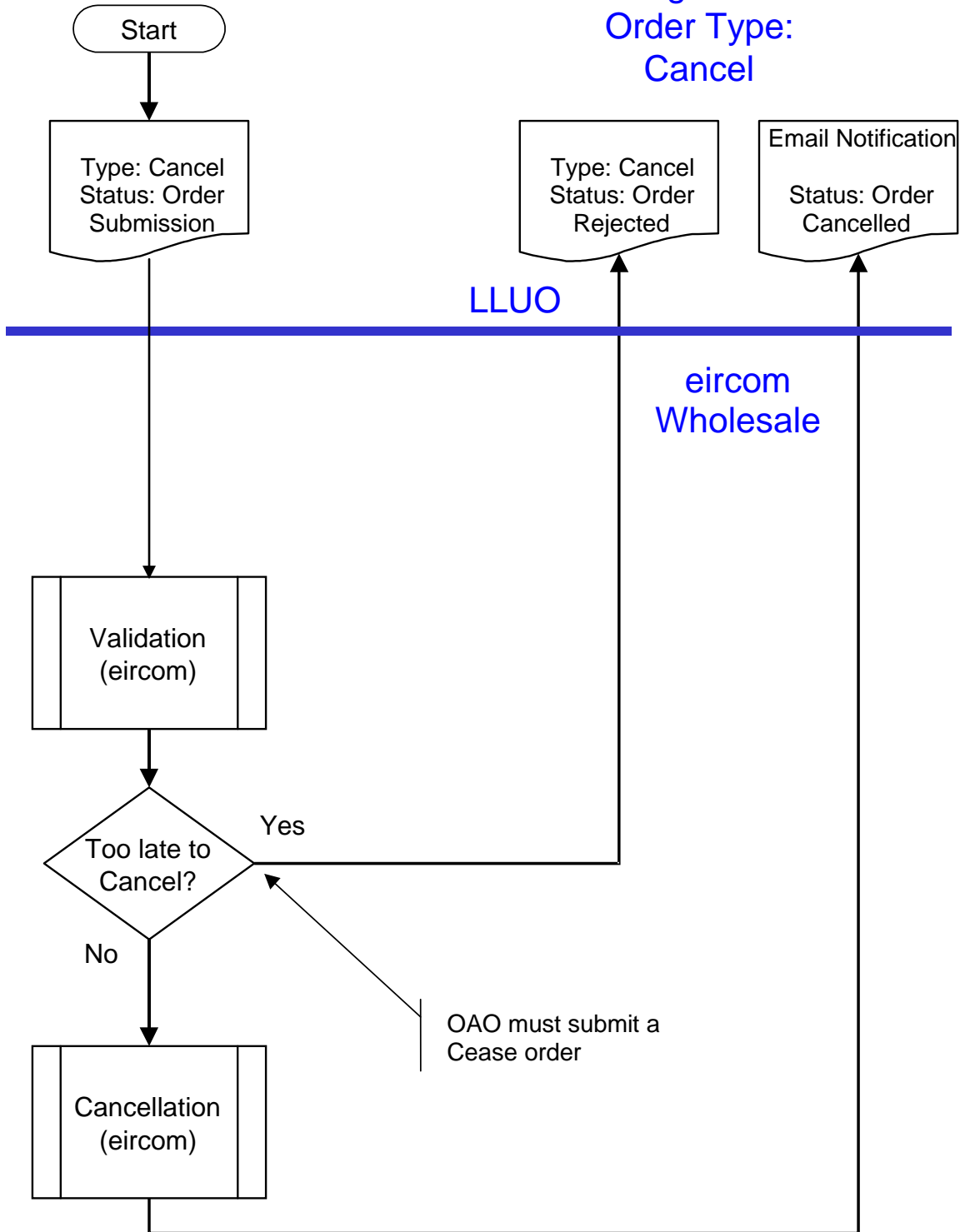
Order Status
Completed,
Undeliverable
Cancellation





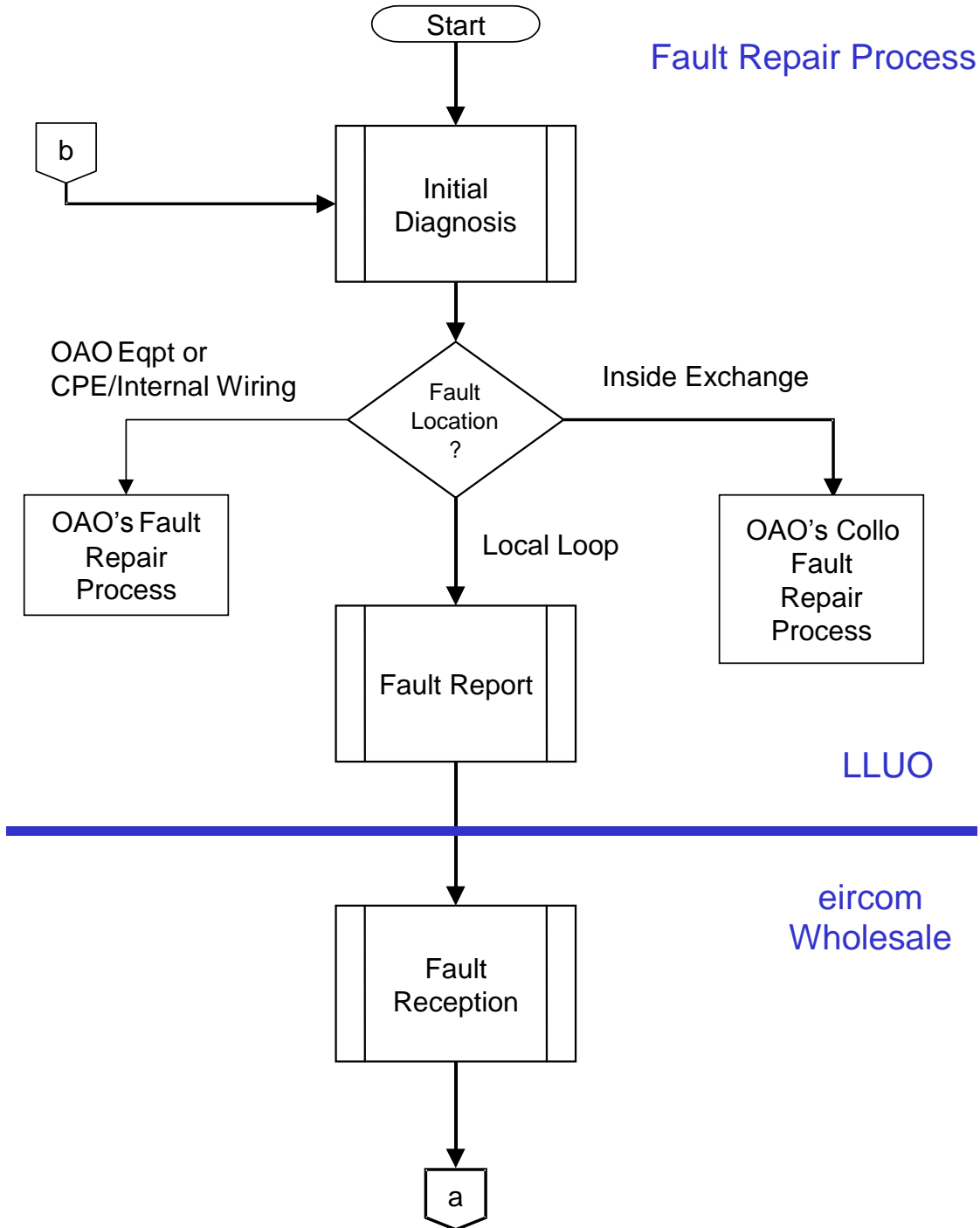
Appendix B – Order Type: Cancel

Service Provisioning Process Flow
Order Type: Cancel



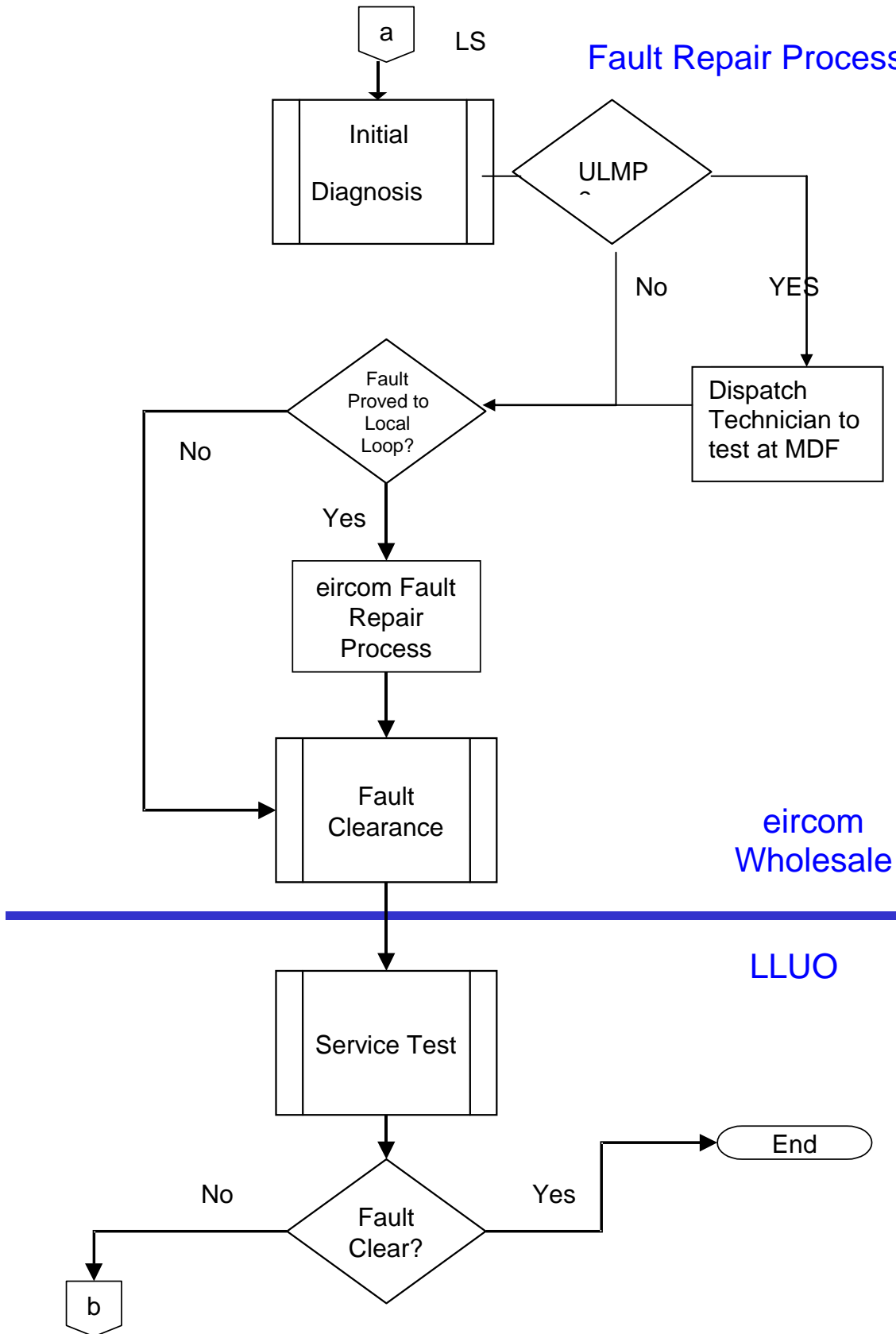


Appendix C - Fault Repair Process Flow





Fault Repair Process





Appendix D - Fault Clear Codes

The following is a sample of the main fault clear codes, which may be reported by eircom to an LLUO for a Reported LLU Fault. It is not a definitive list of all eircom fault clear codes. The definite list of Fault Clear Codes is contained on the eircom Wholesale website:
http://www.eircomwholesale.ie/regulatory/reg_details.asp?id=117

| Clear Code | Description | Clear Code | Description |
|---------------------|---|------------------------|--|
| Non-Faults | | Line (Open Wire) | |
| 001 | RWT (Repair Service Centre only) | 100 | Wires Down |
| 002 | FOK | 101 | Dis (permanent/intermittent) |
| 003 | No entry obtained | 102 | Earth (permanent/intermittent) |
| 004 | Mis-operation | 103 | Contact (permanent/intermittent) |
| 005 | OSB | 104 | Short Circuit (permanent/intermittent) |
| 006 | TOS | 105 | Low insulation |
| 007 | Spare/Ceased Line | 106 | Out of regulation |
| 008 | Equipment not maintained by eircom | 107 | Pole Leads Protector/Fixing loose |
| 009 | FOK (exchange) | 109 | Contact with ESB |
| 010 | Network disturbance/congestion | | |
| 019 | Customer reports OK | 023 | Reported in error |
| Clear Code | Description | Clear Code | Description |
| Line (Covered Wire) | | Polythene Aerial Cable | |
| 110 | Wires down | 120 | Pole down/DP broken |
| 111 | Dis. in span (permanent/intermittent) | 121 | Dis. in span (permanent/intermittent) |
| 112 | Dis. in joint (permanent/intermittent) | 122 | Dis. in joint (permanent/intermittent) |
| 113 | Insulation (low/worn/cracked) | 123 | Insulation (low/worn/cracked) |
| 114 | Short circuit (permanent/intermittent) | 124 | Short circuit (permanent/intermittent) |
| 115 | (Direct cross (Note: advise accounts)) | 125 | Direct cross |
| 116 | Out of regulation | 126 | contact in poly. |
| 117 | Pole leads/house fixing loose | 127 | Terminal box (bad connection) |
| 118 | Front of terminal box | 129 | |
| 119 | Customer protection box/protector (earth) | | Protector (earth) |



| Clear Code | Description | Clear Code | Description |
|-------------------|--------------------------------------|-------------------|-----------------------------------|
| Underground Cable | | Underground Cable | |
| 131 | DUG lead-in fault | 140 | Dis. in cable length (poly.) |
| 132 | Case/Cabinet fault | 142 | Split/reversed pairs (poly.) |
| 133 | Pothead fault | 143 | Insulation breakdown cable (lead) |
| 134 | Termination Box fault | 144 | Corrosion cable length (lead) |
| 135 | Direct cross (Note: advise accounts) | 145 | Faulty joint (lead) |
| 136 | Split/reversed pairs (poly.) | 146 | Dis. in cable length (lead) |
| 137 | Insulation breakdown cable (poly.) | 148 | Local MDF |
| 138 | Corrosion cable length (poly.) | 149 | Protector (earth) |
| 139 | Faulty joint (poly.) | | |

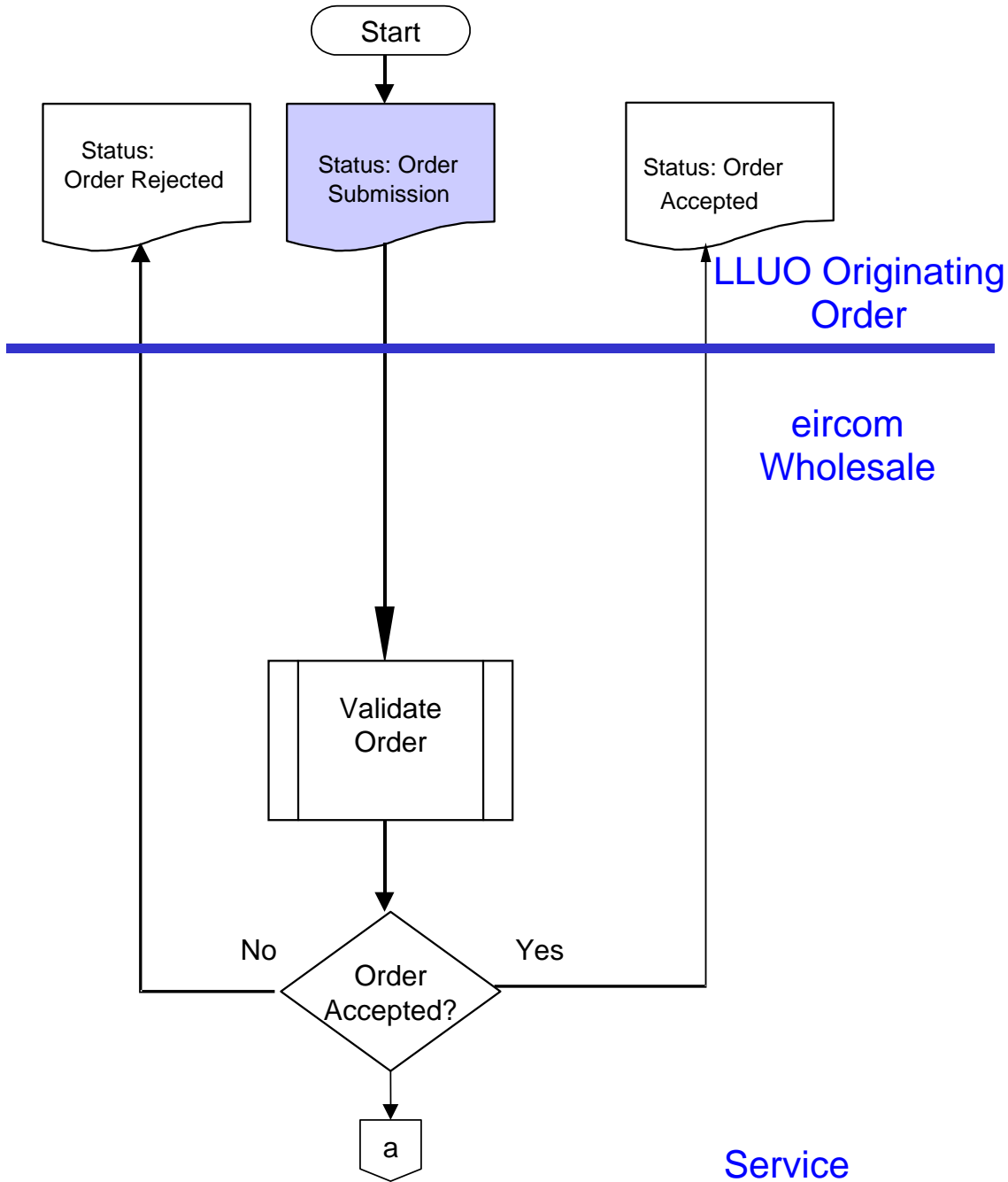
**Appendix E - Fault Clear Suffix Codes**

The following is a sample of the main fault clear suffix codes, which may be reported by eircom to an LLUO when reporting the clear code type on an LLU Fault. It is not a definitive list of all eircom fault clear suffix codes.

| Suffix | Description | Suffix | Description |
|--------|---------------------------------------|--------|----------------------------|
| A | Adjusted | DS | Damage by storm |
| C | Changed | DZ | Damage by customer fuse |
| CB | Change coinbox | FP | Fundamental plan CBL |
| CC | Change cable pair | I | Intermittent |
| CI | Instrument changed by technician | L | Lightning damage |
| CL | Changed due to lightning | NT | No stores available yet CT |
| CP | instrument change by central dispatch | P | Pruned Trees |
| CR | Instrument change by agent | R | Repaired |
| CX | Change PBX/PABX (not in use yet) | T | Temporary OK |
| D | Damage Fire Gunshot | W | Rewired |
| D3 | Damage by third party | WL | Cleared while localising |



Appendix F - Order Type Convert LS to ULMP

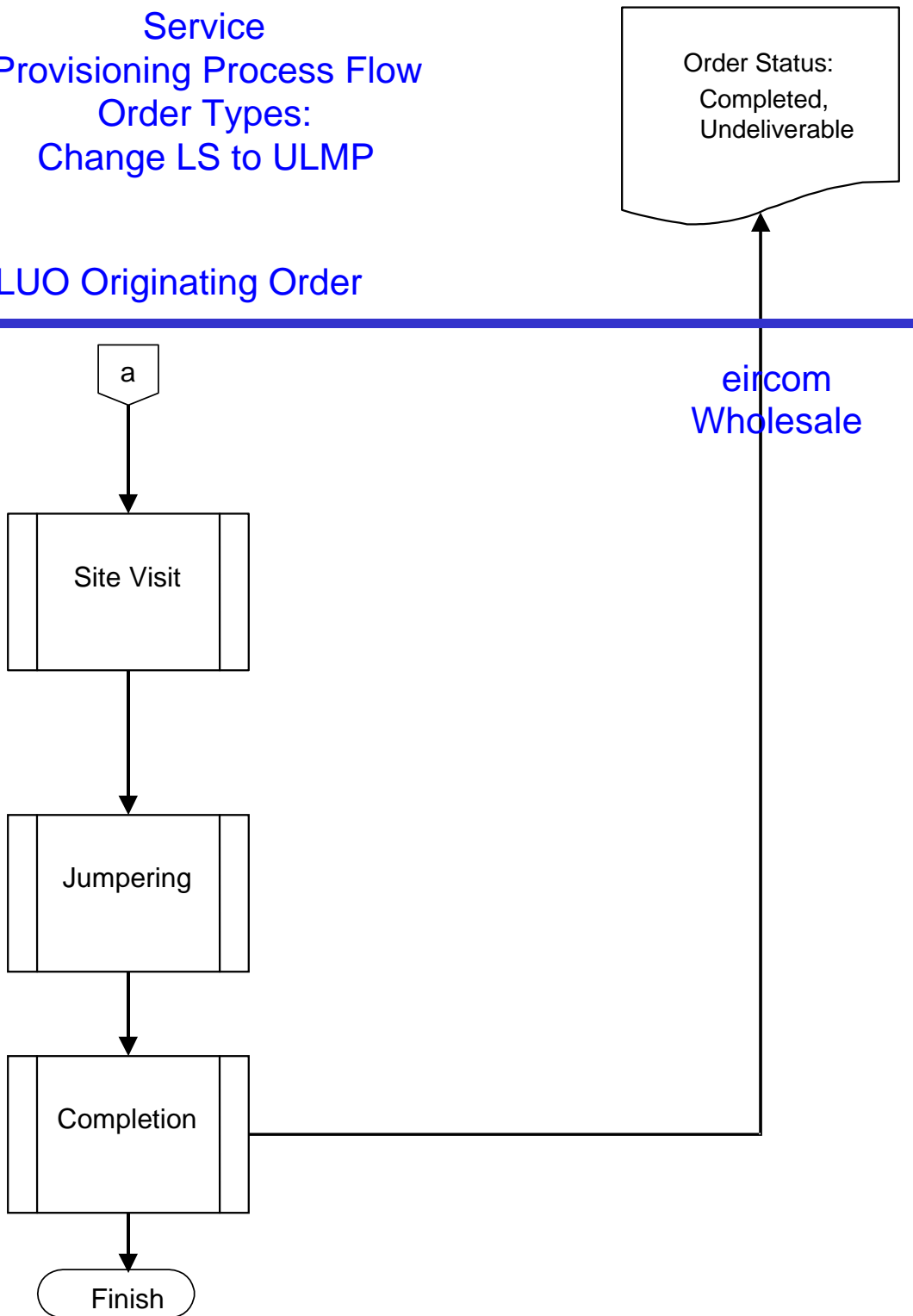


Service
Provisioning Process Flow
Order Types:
Convert LS to ULMP



Service
Provisioning Process Flow
Order Types:
Change LS to ULMP

LLUO Originating Order





Appendix G - Template of Manual LLU / SLU Cancellation Accept / Reject Notification

LLU Cancellation Notification Template

| | |
|-----------------------------|----------------------|
| Order Type | <input type="text"/> |
| LLU/SLU Order Reference No. | <input type="text"/> |
| AP Order Number | <input type="text"/> |
| Accept or Reject | <input type="text"/> |
| Rejection Reason | <input type="text"/> |
| Dispatch Date | <input type="text"/> |



Appendix I - Reject and Undeliverable Reasons

| Rejection Message | Meaning/Use |
|--------------------------|--|
| Service Unavailable | When line fails test, no path available |
| B&P incorrect | AP finds no/inadequate/incorrect block and pair info supplied on order |
| Customer not available | LLUO customer cannot be contacted by AP to arrange site visit appointment |
| Customer refused service | Customer contacted by AP, by telephone or at doorstep inform AP they no longer require the service |



Appendix J – Exclusions & Competing Services

Exclusions

The Access Regulations provide for unbundling of all existing local loops and of any spare pairs in the access network line plant. However, local loops with some facilities / services will not be available for unbundling. There are two types:

1. lines with services/facilities that must be excluded from the LLU service due to their current technical incompatibility with the LLU service
2. local loops with service / facilities that are excluded in eircom's current ARO.

In addition, there are exceptions and special circumstances where provision of an LLU service may deviate from the standard processes.

Exclusions due to Current Technical Incompatibility

1. Line Sharing and Subscribers Private Metering

Subscribers Private Metering must be removed from the line before submitting a Line Sharing Order.

2. ISDN and the Line Sharing Service

Line Sharing orders for Lines with ISDN will not be accepted.

3. ISDN and the ULMP Service

The customer will lose their ISDN service as a consequence of a ULMP order. When submitting an order to unbundle an ISDN line, the main number of the ISDN installation must be submitted. Orders for auxiliary numbers, or a number forming part of a DDI range, will be rejected.

4. Hunting and the ULMP Service

Hunting must be removed before a ULMP order is submitted. Therefore, it is agreed that the LLUO must request the end customer to contact eircom Retail to effect this change prior to a ULMP order being submitted for that path.

The removal of Hunting should take no longer than 5 Days.

Competing Services

1. SB-WLR in the case of ULMP
2. Bitstream



Appendix K – Bulk Data Order Form

| Bulk Line Test - Data REQUEST ORDER FORM | | |
|--|------------------------|----------------|
| Email to: wholesale@eircom.ie | | |
| Assess Seeker: | <input type="text"/> | |
| Contact Name: | <input type="text"/> | |
| Contact Number: | <input type="text"/> | |
| Contact Email Address: | <input type="text"/> | |
| Delivery Address: | <input type="text"/> | |
| Date of Order: | <input type="text"/> | |
| Order Placed By: | <input type="text"/> | |
| ✓ Please select one <i>(Include list of exchanges required within email)</i> | # of sites | €/order |
| | Up to 20 sites | €60.00 |
| ✓ | 21 to 50 sites | €78.00 |
| | 51 to 100 sites | €102.00 |
| | > 100 sites | €140.00 |
| CD for Calendar Month: | <input type="text"/> | |



Appendix L – Sub-Frame Exchange Process

The current list of exchanges which are categorised as Sub-Frame are;

- a. Beggars Bush (BBH) – Six Sub-Frame Groups – Six Frames – No Jumpering between frames.
- b. Crown Alley (CRA) – Three Sub-Frame Groups - Three Standard Frames – No jumpering between frames.
- c. Nutley (NUT) – Two Sub-Frame Groups - Two Standard Frames – No jumpering between frames.
- d. Walkinstown (WAL) –Two Sub-Frame Groups - Two Standards Frames – No jumpering between frames.
- e. Swords (SRD) – Two Sub-Frame Groups - Two Standard Frames – No jumpering between frames.

The following exchanges all have multiple Standard Frames that are spilt into multiple Sub-Frames. However, each exchange exists of only one Sub-Frame Group, therefore, allowing jumpering to any customer position in the exchange from any LLUO Block.

- f. Ballina (BLA)
- g. Cork Central (CKC)
- h. Dolphins Barn (DBN)
- i. Merrion (MER)
- j. North Main (NMN)
- k. Santry (SAN)
- l. Ship Street (SHP)
- m. Terenure (TRE)
- n. Waterford Central (WTD)
- o. Waterford Tycor (TYC)
- p. Whitehall (WHI)

Sub-Frame Process

- The LLUO identifies that the customer is served from one of the above exchanges.
- The LLUO must then submit a Data Request order to eircom to determine the Sub-Frame that the customer is served from. For insitu and working paths (PU, PUI, PUG, PLS, XLS) a DRL order is required and for New Line Orders (PUS) a ULE order is required.
- The LLUO then submits the Provide order nominating a block that is contained in that or an adjacent Sub-Frame.

**Appendix M - SLU Order Form**

| Sub Loop Unbundling Order Form | |
|---------------------------------------|---------------|
| | e.g. |
| SLU Order Reference Number | SLU-001 |
| Order Type | Eircom to OAO |
| Operator Details | |
| Operator Name | Telecom |
| Operator Major Account Number | 5455472 |
| Port Routing Prefix | 175111 |
| Customer Details | |
| UAN | 45545215 |
| Existing CLI | 01-4587524 |
| Customer Name | John Smith |
| Address 1 | 1 Baggott St |
| Address 2 | Dublin 2 |
| Address 3 | |
| Repair SLA | STANDARD |
| New LLU Details | |
| Exchange Code | BBH |
| Cabinet Code | 007 |
| Block | 1 |
| Cable Pins | 14 |
| Exchange Pins | |
| Existing LLU Details | |
| Exchange Code | BBH |
| Cabinet Code | 007 |
| Block | 1 |
| Cable Pins | 14 |
| Exchange Pins | |