



eircom **wholesale**

# **Wholesale LLU Backhaul 1Gb/s & 10Gb/s Inter-Operator Process Manual**

## **Issue 2.0**

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**Revision history**

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**Associated documents**

Title	Location
	<a href="http://www.eircomwholesale.ie">www.eircomwholesale.ie</a>



**Glossary:**

GUI	Graphical User Interface
LLU	Local Loop Unbundling
NTU	Network Termination Unit
POH	Point of Handover
UG	Unified Gateway



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## 1. Introduction

The purpose of this Inter-Operator Process Manual is to define between eircom and Operators the processes relating to the Wholesale LLU backhaul product ensuring that both Parties have an appropriate understanding of their respective roles and responsibilities.

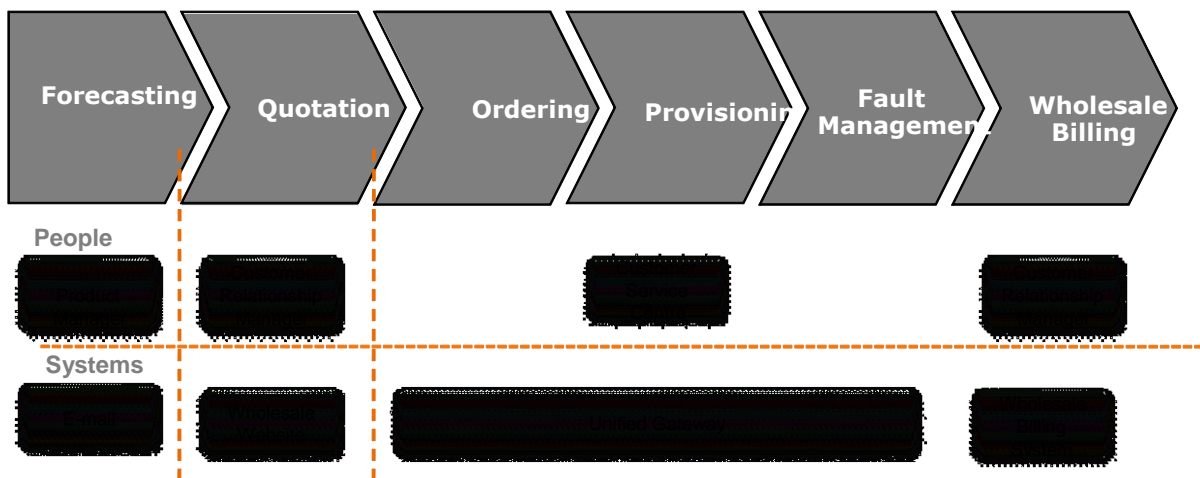
This document is subject to review and will be re-issued to reflect changes as new developments are introduced which shall be communicated in accordance with agreed practices. Any specific technology mentioned in this document is current as at date of issue and is for guidance purposes only. eircom reserves the right to adapt the technology used to deliver LLU Backhaul product.

This document is without prejudice to any future position that may be adopted by eircom in respect of LLU Backhaul. It should be read in conjunction with the relevant associated eircom Wholesale documents (where appropriate, reference offer, product description and SLA).

The prevailing version of this document will always be available on [www.eircomwholesale.ie](http://www.eircomwholesale.ie). Prior to requesting the product an Operator may find product information on the eircom wholesale website [www.eircomwholesale.ie](http://www.eircomwholesale.ie) or discuss their requirements with their Customer Relationship Manager / Account Manager.

The following diagram is a high level process associated with this product:

Figure 1: High Level Process



## 2. Quotation (Survey) Process

LLU Backhaul enables an Operator to provide connectivity from their co-location footprint utilised for LLU services in eircom unbundled exchanges to their nominated point of handover (POH). The physical connectivity will require preparation and installation of eircom fibre, and possibly equipment, within the same eircom exchange as the serving eircom Node.

On request, (Survey Order Type) eircom will undertake to assess the work that is required to prepare the eircom exchange facility for an LLU Backhaul and provide a quotation for an Operator from the Leased Line Product Manager.



Where the LLU Operator has an existing co-location space in an exchange, the Operator will place a survey (SDC – Survey Data Circuit) order via the UG. The survey request must include the following information:

- A-end and B-end details
- Speed (1Gbs or 10Gbs)
- Handover Type (IBH/CSH)
- contact details
- LLU footprint rack location

Where the Operator is requesting a new co-location space in an exchange, the Operator will request the LLU Backhaul Survey via the Co-location survey process, in order to create efficiencies in the process and enable both the co-location and the LLU Backhaul surveys to be done together.

LLU backhaul orders are delivered using fibre which is subject to survey and availability. The lead-time associated with these orders may be classified in some cases as Standard or Non-Standard with a defined lead-time.

In cases where the fibre delivery will be treated as Non-Standard then eircom will assess this order and provide a forecasted due delivery date. The forecast due date is based on the time to provide each element of the service.

### 3. Ordering Process

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Once the survey order is complete, the Operator may place an order for LLU Backhaul via the UG. LLU Backhaul is ordered via the Provide Data Circuit (PDC) order on the UG.

See the LLU Backhaul Product Description document for product rules which apply. Extract from the LLU Backhaul Product Description:

- An Operator is responsible for connectivity between the POH and their own equipment, and for any end-to-end testing of their service.
- An Operator must ensure that a suitable environment is provided, to ensure that adequate space, power, environmental conditions and general facilities are available to allow eircom to deliver a LLU Backhaul service. When required, an Operator must enable access to the handover location for eircom to install and support the service.
- An Operator is responsible for any Operator services that use the LLU Backhaul product. An Operator must review and manage their bandwidth requirements, and request additional LLU Backhaul in a timely manner.

#### 3.1 Order Types

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The following order types are supported:

- Provide
- Change
- Cease





- Cancel

### 3.2 Order Format

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Following the survey process all requests for LLU Backhaul should be placed by an Operator via the Unified Gateway (UG) web GUI. The UG is an order management and fault handling system designed to be the primary interface between eircom and an Operator. A high level overview of the UG system can be found in Appendix 1.

Please note that there will be no change to the current eircom Wholesale process for providing SLA Order Process Point notifications which is via automated email.

It should be noted that all status information provided via the Unified Gateway is for information purposes only. Only SLA Order Process Point notifications will be treated as formal notifications for the purposes of SLA penalty calculations.

#### 3.2.1 Orders for LLU Backhaul

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Orders for LLU Backhaul 1Gbs or 10Gbs must be submitted via the UG. Orders for 10Gbs will be treated as a new provide order.

When an LLU Backhaul order is acknowledged by eircom it is assigned a circuit reference number and the Operator is advised accordingly.

LLU Backhaul is ordered via the Provide Data Circuit (PDC) order on the UG and must include the following information:

- Survey order reference number
- Handover type (IBH/CSH)
- Required Bandwidth (1Gb/s / 10Gb/s)
- A-end / B-end locations
- Interface
- Customer contact

### 3.3 Sales Process Points

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- Order Receipt (OR): the forwarding of a valid order to eircom on a standard order form. The SLA "clock" begins when the order form is received by eircom. #
- Order Acknowledgement (OA): the acceptance of an order form by eircom and acknowledgement to an Operator that the order has been received, the order form is correctly filled in and is being processed.
- Order Validation (OV): confirmation, or otherwise, that an order is deliverable by eircom within the standards set down in the LLU Backhaul SLA. Standard order delivery time is in accordance with the delivery times listed in the LLU Backhaul SLA. This step shall include a site survey.

At the end of the Order Validation Step four events are allowable:

- The order is determined to be within the definition of a "standard" order and a delivery date is set in accordance with the appropriate SLA;



- The order is determined to be a “non-standard” order under the allowable exceptional circumstances set out in the LLU Backhaul SLA;
  - The order is determined to be a “project” order when it is ordered as part of an agreed project.
  - Should an Operator request a circuit to be delivered on a date after the calculated Delivery Due Date (Standard or non-standard or project) then this date shall become the due delivery date and shall be taken as the standard delivery date for the purposes of SLA compliance calculations.
- Order Forecast (OF): Notification to an Operator of a delivery date of an order that is validated as “non-standard”. This delivery date shall be taken as the “standard” date for the purposes of SLA compliance calculations. If new duct/poles and/or fibre build work is required then additional charges may apply.
- Delivery Confirmation (DC): prior to the delivery date eircom shall confirm in writing to an Operator as to whether the delivery date will be met. This will enable Operators to better manage their customers’ expectations. In the event that the Delivery Confirmation advises that the Delivery will not be met eircom must advise an Operator of the Revised Delivery Date (RDF) within three (3) Working Days of the original due delivery date. Should the new delivery date be in excess of ten (10) Working Days of the previous Due Delivery Date then the cancellation process maybe triggered, otherwise the confirmation process recommences.
- The Delivery Confirmation/Reconfirmation shall be considered a single process for Service Credit calculation purposes.
- Delivery of Service: the provision of the purchased service by eircom.
- Delivery Notification (DN): date of issuance of a completion notice by eircom to an Operator.
- Completion of order: An order is deemed to be completed on dispatch of Delivery Notification (DN) and working service by an Operator. An Operator has four (4) Working Days to accept the circuit as completed as specified. At Delivery Notification the service delivery “clock” is stopped. If an Operator cannot accept the circuit because it is faulty the “clock” starts again until such time as the circuit is accepted. If an Operator does not inform eircom of its acceptance or otherwise of the circuit, it will be deemed to be accepted by an Operator for the purpose of any SLA penalty calculation.
- If the fault is subsequently found to be in an Operator network or no fault is found, the original date of the completion notice shall apply to the order. eircom’s standard terms and conditions regarding recovery of costs for reported faults found to be not in the eircom network shall apply.
- Service Provision: the activation by eircom of the ordered service.
- Working Day: 09:00 – 17:00 Monday to Friday excluding public or bank holidays in Ireland.

### 3.4 Customer delay process

- In the event that an Operator delays installation of the service for any reason, this will constitute a customer delay, stopping the SLA clock.
- Should the delay last more than 5 days, then the “clock” shall be re-started at a mutually agreed date, to reflect the requirement for eircom to reschedule its work for this delivery. The



customer delay notification will be sent to an Operator contact point via e-mail using the Customer Delay Notification (CDN) form.

#### 3.4.1 Required Operator Activities (to avoid customer delay)

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

- That a suitable place and conditions for eircom's apparatus are provided and ready when orders are placed with eircom. Suitable space and facilities includes power supply, environmental conditions, lighting and appropriate electrical fittings at their premises to allow eircom to install and provide the circuit.
- If service is to be provided to a 'Green field site' then the building should be near completion when orders are received by eircom.
- That the appropriate personnel (including security personnel) on the sites are aware of a visit by eircom staff.
- That the Operator contact persons or a suitable substitute is available when eircom staff call at the site. The customer delay rectification will be sent to an Operator contact point via e-mail using the customer delay rectification form.

#### 3.4.2 Processes to rectify customer delay

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

### 3.5 Cancel process

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In the event the Operator cancels an order for an LLU Backhaul circuit following order validation and prior to the Commencement Date for Charging, eircom shall be entitled to invoice the Operator for the connection charges as set out in the eircom Network Price List.

The LLU Backhaul SLA document, section 2, describes the cancellation process in the event of cancellation at Order Forecast and where Delivery Due Date is missed.

### 3.6 Change orders

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A Change order can be raised to change:

- Bandwidth

The following details are required when ordering a Change order:

- LLU circuit reference number
- Bandwidth



### 3.7 Change Matrix

The below table outlines the order actions that maybe requested.

				Circuit Reference Changed (Y/N or N/A)			
	Circuit Reference Number	Bill Text	Provide	Change (i.e. Bandwidth)	Cease	Move	Cancel
LLU Backhaul	xxxxxxx	W/S LLU Backhaul (1G/10G)	N/A	No	N/A	Yes/No*	N/A

Table 1: Matrix of Order actions

\* If a move involves moving to a different exchange we would have to cease the existing and re-provide a new circuit to the new address – LLU Backhaul circuit number would change. For a move in the building or within the exchange area there would be no change to circuit reference number.

### 3.8 Cessation Process

A cease order can be submitted for the LLU Backhaul.

Cease orders should be submitted via the UG.

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

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

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

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

Cease LLU Backhaul orders should be submitted via the UG, quoting the LLU Circuit reference number. The cessation of LLU Backhaul circuits includes the decommissioning of the service and the recovery of eircom equipment from the Operator's premises. An appointment will be required to retrieve equipment.

eircom will attempt to recover equipment after the 'cease date'. The Operator is liable for equipment cost if eircom is unable to recover ceased equipment, having reasonably attempted (twice) to recover the equipment within 30 Working days of the 'cease date'. If eircom does not attempt to recover the equipment within 30 Working days, then Operator will be not liable for the equipment cost.



## 4. Fault Management Process

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### 4.1 Introduction

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This section outlines the processes to support the fault management of LLU Backhaul circuits.

All LLU Backhaul faults should be logged by an Operator via the Unified Gateway (UG)

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

### 4.2 Fault Definitions

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***Fault:***

*A fault is the inability to transfer data across the LLU Backhaul at its nominal capacity for the particular circuit.*

**Repair Time:**

The duration between the time a fault is first reported to eircom in accordance with the fault reporting procedures and the time marked by eircom as a "Confirmed Clear Permanent", excluding Parked Time. On completion of repair, a fault ticket is given a "Pending Clear" status and that ticket is parked i.e. the clock is stopped until the fault clear is either accepted by an Operator or 3 working hours from the pending clear Operator notification time has elapsed.

If the fault has either been accepted by an Operator or 3 working hours has elapsed from "Pending Clear" Operator notification, the fault ticket is un-parked and given a "Confirmed Clear Permanent" status together with an associated final clear code and the fault ticket is permanently closed.

If an Operator responds with a rejection of repair the ticket is un-parked, the clock is re-started and repair work recommences. On completion of repair, the "Pending Clear" status is applied again, Operator is notified and the fault is parked and the process above is repeated.

**Single Point of Contact:**

The Single Point of Contact, (SPOC) who is available 24 hours a day, 7 days a week.

**Non-Availability:**

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

### 4.3 Fault Reporting

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An Operator – after proving the fault out of their network – should log a fault for this service against the LLU Backhaul circuit reference number via the UG.

Faults in relation to performance or intermittent faults can be logged on the UG under the intermittent error report type. The remarks field can be used to outline the nature of the fault.



#### 4.4 Fault Response

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When a fault has been correctly logged and acknowledged, eircom will undertake preliminary testing and fault localisation. Following this, fault clearance will be instigated. The maximum response time is  $T + 1$  SLA hours where  $T$  is the time that the fault has been logged by eircom.

#### 4.5 Fault Resolution

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An Operator may check the status of a fault on UG at any time throughout the lifecycle of a fault. Service shall be deemed to have been restored when the fault condition is resolved on the eircom network and service availability restored to the Operator. Notification will be provided by eircom to an Operator. eircom reserves the right to put in place temporary service restoration while repairs to a fault are undertaken.

On completion of repair, a fault report is given an "Unconfirmed Clear" status and it is parked. Please see Appendix 1 for a high level overview of the Fault Handling Process.

#### 4.6 Fault Management Escalation Procedures

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The purpose of escalating a fault should be to inject some urgency or expediency into the resolution of a fault. The escalation process needs to be standardised and regulated so that escalations are effective and produce results. Escalations should always take place at a "peer to peer" level i.e., the designated escalation level single point of contact (SPOC). An Operator should only escalate to his or her corresponding designated escalation level SPOC in eircom and vice-versa.

The escalation of LLU Backhaul faults may take place as detailed below:

##### **Fault Response:**

If the maximum Response time of  $T + 1$  SLA hours has not been met an Operator may escalate to Level 1 in eircom. Subsequent levels of escalation may be made for every 4 SLA hours after this time that a Response has not been made.

##### **Fault Resolution:**

For the purpose of escalations, since there is no maximum repair time, a "Notional Target" ('NT') repair time of 8 SLA hours should be adopted. Subsequently, in order to introduce the notion of "jeopardy management" the escalation at first level may take place 7 SLA hours after the fault is first logged by eircom. Subsequent levels of escalation may be made at 4 SLA hour intervals after the first escalation.

If an escalation is made and a voicemail left by an Operator "escalator", the eircom "escalatee" has 30 minutes to respond to an Operator "escalator". If a return call is not received by an Operator "escalator", they may escalate to the next level themselves.

The eircom Points of Contact for escalations are set out in the table below. Each Operator should notify eircom of their Peer Escalation Level names and contact details.

<b>Escalation Level</b>	<b>Title</b>	<b>Escalate Fault Resolution after:</b>
1	WTM Team Leader	7 SLA hrs
2	WTM Manager	7 + 4 (ie 11hrs)
3	Customer Relationship Director	7 + 8 (ie 15hrs)



4	Director of Wholesale	7 + 12 (ie 19hrs)
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Table 2: Escalations Points of Contact

Details to be provided on a peer to peer basis with each Operator.

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

## 5 Maintenance

This section outlines the processes to support the maintenance management of the LLU Backhaul product.

### 5.1 Maintenance Definitions

Maintenance is defined as the act of maintaining or the state of being maintained, reducing the occurrence of fault conditions.

Maintenance Notification is the notice to withdraw plant from service and will be given to an Operator Network Management Centre (an Operator’s NMC).

### 5.2 Planned Maintenance Notification Procedure

Any planned maintenance work which may result in the temporary interruption of any of the Services offered by the LLU Backhaul or the temporary unavailability of a network element in the LLU Backhaul requires written notification prior to the scheduled planned work. It is recognised that planned maintenance work is a regular and normal occurrence, and that this section refers only to planned maintenance work which directly affects an LLU Backhaul.

The notification for planned works shall be made to an Operator by e-mail using the “Notification of Planned Maintenance” form (see Appendix 2).

### 5.3 Planned Maintenance Procedure

Notification to withdraw plant from service will be given to An Operator Network Management Centre (An Operator NMC) where eircom plan to carry out work. eircom will issue a reference number for all planned works.

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

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

#### 5.3.1 Preferred hours for major works

The standard periods allocated for Planned Maintenance work which requires system down time and where traffic will be disrupted are shown below.



Preferred hours: 00:01 – 06:00

#### **5.4 Notification Process and Timescale for Planned Maintenance**

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eircom will notify an Operator of the planned work by email using the “Notification of Planned Maintenance” form (see Appendix 2).

The minimum advance notification that is required for service outages due to Planned Maintenance is 10 working days.

Having been notified of planned maintenance an Operator must review and respond to the proposal within 3 working days of receipt.

On completion of the Planned Maintenance work eircom will notify an Operator that the work was completed as planned within 1 working day of the planned completion time, by emailing the completed “Notification of Planned Maintenance” form.

#### **5.5 Escalation Process**

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If the date or timing of the Planned Maintenance work is unsuitable then an Operator must contact eircom so that a suitable date and time can be agreed. If the Planned Maintenance work is critical and essential to the operation of eircom’s network then an Operator cannot veto the work.

#### **5.6 Unplanned Maintenance**

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Unplanned maintenance is the procedure designed to minimise the effect of faults on the LLU Backhaul, of essential maintenance, or of alteration or improvement to the LLU Backhaul, whereby services are temporarily suspended in an unplanned manner. Where possible eircom will give an Operator notice prior to such suspension and eircom will restore service as soon as possible after such suspension.

While endeavouring to keep the unplanned maintenance to a minimum when they do occur eircom will make the best endeavour to supply an Operator with as much notification prior to the work commencing.





## Appendix 1: Overview of Unified Gateway (UG) web GUI

The UG is an order management and fault handling system designed to be the primary interface between eircom and an Operator. Operators will be able to enter all the necessary data via structured on line screens for ordering. Once all the data has been entered the order can be submitted. The UG will accept and validate the relevant orders and will provide appropriate notifications in response. Order updates through to completion will then be provided back to an Operator and can be viewed via the order tracking screens.

### SYSTEM ADMINISTRATION OVERVIEW:

An Operator will be able to create users and passwords, and set user profiles for each user. For added security, a Digital Certificate is also required for each user.

An Operator may obtain information for System Administrators from their eircom Customer Relationship Manager.

### ORDERING OVERVIEW:

Operators will be able to enter all necessary data via a structured on line screen. Once all the data has been entered the order can be submitted. Operators can enter their own unique order reference number prior to order submission – this can then be used to search for the order and check status. If an Operator reference number is not submitted then a unique order reference will be provided by the Unified Gateway.

### Order Tracking and Status Updates

Real time status updates will be provided for all data orders submitted via the Unified Gateway. Access is provided via the on line Order Tracking Menu and orders can be searched using:

- Operator submitted reference (customer) number
- UG Reference number
- Circuit reference number

The list below provides details of all possible status updates that are available:

Status Updates
Acceptance/Rejection
Categorisation (standard / non-standard )
Delayed Notification (Forecast / Re-Forecast)
Delivery Confirmation
Completion (Delivery)
Customer Delay Start
Customer Delay End
Undeliverable

Table 3: Possible Order Status Updates

**FAULT LOGGING OVERVIEW:**

A new order type (FDC - Fault on Data Circuit) will be created which will allow users to directly log faults onto the Unified Gateway via a set of new web GUI screens.

They will be able to log the fault using the eircom circuit identifier and will be presented with a structured online screen consisting of a list of fault request details.

The fault reporting screen will also contain a number of additional questions which the Operator will be required to answer before submitting the fault report. Operators will also be required to enter their own fault reference (this will be a mandatory field). Once all this data has been captured on the online screen the order can then be submitted.

**Fault Tracking and Status Updates**

It is intended that all existing fault tracking, search and reporting capabilities that are in place for other products will be replicated for data faults.

Real time status updates will be provided for all data orders submitted via the UG. Operators will be able to track their faults using the on-line Fault Tracking Menu using the following search criteria:

- ▶ Operator Fault Reference
- ▶ UG Reference Number
- ▶ Circuit ID

The list below provides details of all possible status updates that are available:

Status Updates
Accepted
Reported
Response
Assigned to Crew
Dispatched to Crew
Park
Un-park
Pending Clear
Feedback
Completed ( = Clear Permanent)

Table 4: Possible Fault Status Updates



## Appendix 2: Notification of Planned Maintenance Form

### Notification of Outage

eircom Date of Issue

eircom Reference

Time of Outage

Details of Outage

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## Appendix 3: Access arrangements for LLU Backhaul – Customer Sited Handover

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The access arrangements for eircom to gain access to the OAO site to maintain the eircom owned NTU is for bi-lateral agreement between the two parties. The following process forms a recommended template which can be adopted or modified as appropriate through a bi-lateral agreement between eircom and the Operator.

### 1 Accreditation

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eircom, where required, will comply with any Operator accreditation procedures, prior to accessing an Operator site.

Any such accreditation will be undertaken on an eircom corporate basis.

Operator accreditation procedures must be provided to eircom in writing in advance of the finalisation of any agreement.

#### 1.1 Operator Site Briefing

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An eircom representative may attend a briefing, if provided by the Operator, which may cover the following topics:

- Operator site access and security procedures
- On site knowledge test
- General health and safety requirements for the Operator's site.

#### 1.2 Use of Contractors

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eircom will be permitted to use contractors to undertake work on behalf of eircom on eircom's equipment located at an Operator site.

eircom will not accredit each contractor however all contractors working on behalf of eircom will be registered.

eircom will be responsible for ensuring that its contractors and employees adhere to the Operator's health and safety and access security requirements as provided by the Operator to eircom.

#### 1.3 Escorted Access

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eircom requires that all eircom access to Operator's premises should be escorted by an Operator's Clerk of Works. This is in the interests of the Operator and eircom in order to secure their respective assets from damage. eircom will employ only suitably qualified personnel.



## 2 Physical / Unforeseen material change

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### 2.1 Material change

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When requesting access to do material change eircom will

- Submit a schedule of work to the Operator for approval. The schedule of work should include relevant plans and specifications for the work to be carried out,
- Upon approval of the document, eircom then follows the Planned Access Request process (refer to section below).

Only the Planned Access process can be used for material change.

### 2.2 Unforeseen material change

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When requesting access to do unforeseen material change, eircom may use either the Planned or Unplanned Access processes.

## 3 Access Request

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When eircom requires access, eircom will contact the Operator to place its request for access, using a Notification of Access (NA) Form.

Forms will be sent by e-mail to the Operator and will include such details as:

- the location
- date and time at which access is required
- the requested duration of the access visit
- a contact number of the person in charge of works on site
- the name(s) of the eircom representative(s).

### 3.1 Planned Access Request

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Where an eircom request is for Planned Access, the following process shall apply:

- eircom sends a Notification of Access form to the Operator's Point Of Contact (POC)
- The Operator's POC confirms he has an approved schedule of work for the work to be carried out
- The Operator's POC acknowledges the form by either accepting or rejecting it
- Where the request is accepted, the Operator returns the access request form acknowledging the access is either as requested or with whatever changes are required.
- Where the request is rejected, or changed the reason(s) for rejection or change will be given.



- Where no response is received eircom will proceed with the work
- The eircom and Operator staff meet at the designated site at the designated date and time

The timelines for this process are defined in table 5 in section 4.

### 3.2 Unplanned Access Request

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An Unplanned Access Request may be submitted in the following situations:

- In case of an emergency (eg loss of service)
- Where eircom requires access in order to investigate a service affecting fault or service affecting interference

Where an eircom request is for Unplanned Access during normal hours, the following process shall apply:

- eircom sends a Notification of Access form by email to the Operator's POC
- The Operator's POC acknowledges the form either accepting or rejecting it
- Where the request is accepted, the Operator returns the access request form for that request.
- Where the request is rejected, the reason(s) for rejection will be given
- Where no response is received eircom will proceed with the work
- The eircom and Operator staff meet at the designated site at the designated date and time

Outside these times emergency access procedures must be used.

An emergency access process must be established with the Operator. This process must be formally documented and recorded by both parties.

Note that any delay in gaining access to the Operator site eg to repair a fault will impact on the Service Level Agreement (SLA) for the product.

### 3.3 Additional Access Requirements

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eircom will discuss with Operators any additional access requirements to facilitate any further site provision.

Such special requirements include, but are not limited to:

- Method of delivery of equipment
- Additional access requirements
- Additional space requirements



### 3.4 Changes to Access Requests

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If it becomes necessary for eircom to reschedule or cancel an Access Request, eircom should make contact with the Operator's Point Of Contact at the earliest opportunity.

## 4 Access Times

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The Operator will provide eircom with access to their equipment at any time. Although most access visits are expected to take place during normal office hours on week-days (Standard hours 09:00 to 18:00) excluding bank holidays, access outside these hours should also be available.

Access Times are specified in Table 5.

	Time	Days
Standard Hours	09:00 to 18:00	Monday to Friday Excluding public holidays
Outside Standard Hours	all other times	

Table 5: Access Times

## 5 Access Lead Times

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### 5.1 Planned Access

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In most cases access requests will be for routine activities that can be planned in advance. In this case, eircom will submit a Planned Access request to the Operator.

Table 6 below lists the minimum lead times for Planned Access.

Standard Hours	Acknowledgement - the Operator will accept or reject the request for access 1 working day from date of despatch of Notification of Access form by eircom to the Operator
	Minimum notice period: 2 working days from date of despatch of Notification of Access form by eircom to the Operator
Outside Standard Hours	Acknowledgement - that is, confirmation of request 1 working day from date of despatch of Notification of Access form by eircom to the Operator
	Minimum notice period: 2 working days from date of despatch of Notification of Access form by eircom to the Operator

Table 6: Planned Access Lead-Times



## 5.2 Unplanned Access

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If eircom requires access in less than the standard access lead-time, then the access request is said to be an unplanned access request.

Standard Hours	Time of Access: within 3 clock hours of requested time of access stated on the Notification of Access form
Outside Standard Hours	Time of Access: within 4 clock hours of requested time of access on the Notification of Access form

Table 7: Maximum Lead Times for Gaining Unplanned Access

## 6 On-Site Procedures

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### 6.1 Identification

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eircom's staff and their contractors will carry an eircom photographic identification card (ENSUP Card) as proof of their identity and will display it at all times during the visit.

### 6.2 Responsibilities of eircom

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It is the responsibility of eircom to ensure that all staff or contractors have appropriate ENSUP card to allow them access to the Operator site.

### 6.3 Escorts

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The Operator will provide an escort to supervise the access visit.

### 6.4 Working Practices

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