

Product Description

Wholesale Symmetrical Ethernet Access (WSEA)

Document Control

Revision History

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Glossary

AS	Assured Forwarding
CoS	Class of Service
CIR	Committed Information Rate
C-VLAN	Customer Virtual Local Area Network
EF	Expedited Forwarding
EIR	Excess Information Rate
E-LAN	Ethernet Local Area Network
GUI	Graphical User Interface
NTU	Network Termination Unit
PIR	Peak Information Rate
PM	Process Manual
POH	Point of Handover
PSU	Power supply unit
SAB	Service Access Bandwidth
SLA	Service Level Agreement
STD	Standard Forwarding
S-VLAN	Service - Virtual Local Area Network
UG	Unified Gateway
UNI	User Network Interface
WEIL	Wholesale Ethernet Interconnection Link
WSEA	Wholesale Symmetrical Ethernet Access Product

1. Introduction

The purpose of this document is to provide a description of the eircom Wholesale Symmetrical Ethernet Access product.

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 Wholesale Symmetrical Ethernet Access.

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

1.1. Wholesale Symmetrical Ethernet Access Overview

Wholesale Symmetrical Ethernet Access is a product that enables an Operator to provide a physical Wholesale Symmetrical Ethernet Access circuit from an end user site to an NGN node and a logical connection from an end user site to a nominated Operator Point of Handover (POH) via the eircom core network and a Wholesale Ethernet Interconnect Link (WEIL) as outlined in Figure 1 below.

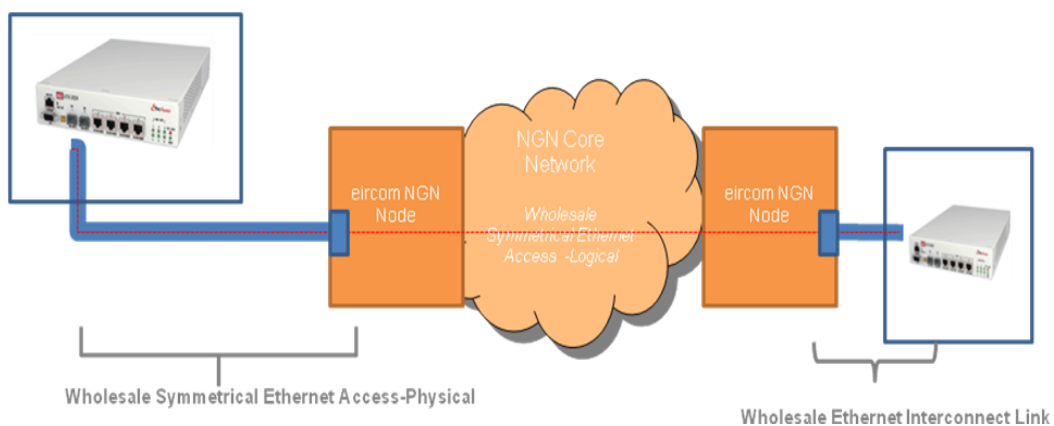


Figure 1: Wholesale Symmetrical Ethernet Fibre Access via NGN Node

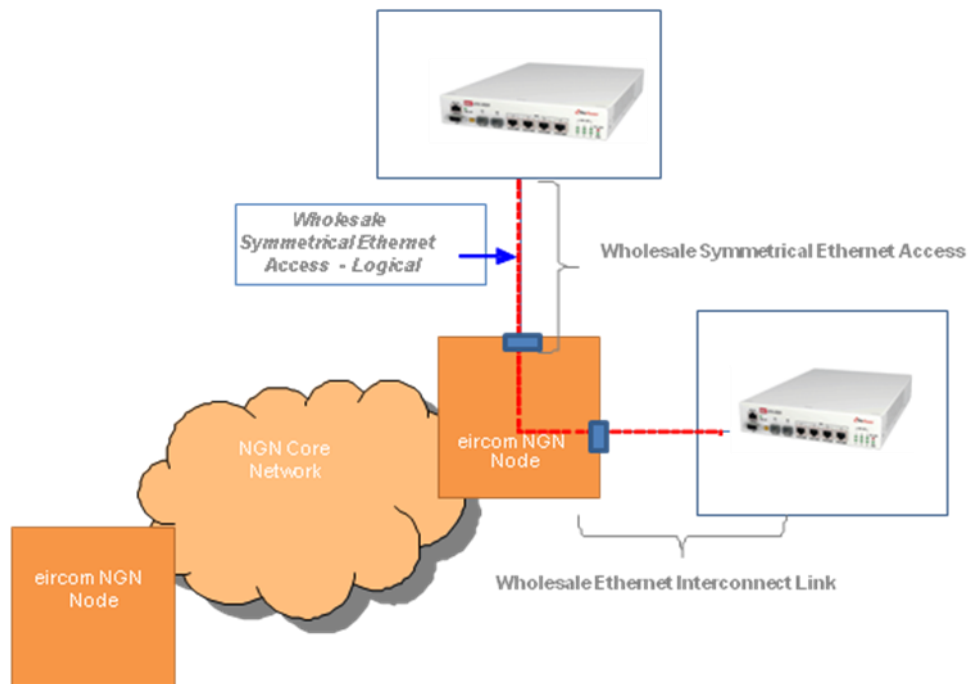


Figure 1a: WSEA and WEIL terminating on the same NGN Node.

In certain cases the Wholesale Symmetrical Ethernet Access and its associated Wholesale Ethernet Interconnect Link connection may be within the same serving exchange area and therefore may be connected to the same eircom NGN Node. Wholesale Symmetrical Ethernet Access / Wholesale Ethernet Interconnect Link connections served off the same eircom NGN Node provide the capability to configure the Wholesale Symmetrical Ethernet Access logical connection as an uncontended connection. The eircom NGN Node is a non-blocking device and therefore the Operator may inventory manage the Wholesale Ethernet Interconnect Link to ensure that it is not overbooked, i.e. that the sum of the Wholesale Symmetrical Ethernet Access bandwidths do not exceed the Service Access Bandwidth on the Wholesale Ethernet Interconnect Link (see Section 5.2. of the Technical Handbook for description of Service Access Bandwidths). In this scenario QoS is not required on the Wholesale Symmetrical Ethernet Access as the connection is uncontended and is not carried across the eircom core NGN network (Circuit based CoS *Option 5* as described in Section 6.1.1 of the Technical Handbook should be specified for these connections).

Conversely, the Operator may inventory manage the Wholesale Ethernet Interconnect Link which may result in the Wholesale Ethernet Interconnect Link being overbooked, i.e. that the sum of the Wholesale Symmetrical Ethernet Access bandwidths exceed the Service Access Bandwidth on the Wholesale Ethernet Interconnect Link (see Section 5.2. of the

Technical Handbook for description of Service Access Bandwidths). In this scenario QoS may be required on the Wholesale Symmetrical Ethernet Access and the required level of circuit based class of service should be specified by an Operator.

It should be noted that more than one eircom NGN Node may be installed in some serving exchange sites. These eircom NGN Nodes within the same serving exchange site will not be connected locally.

eircom's Wholesale Symmetrical Ethernet Access product is defined both at the physical and the logical level.

- The physical access is the fibre connection from the eircom NTU located at an Operator's end user site to the physical port¹ on the serving eircom NGN node. The eircom network termination point is defined as the User Network Interface (UNI) port on the eircom NTU located at an Operator's end user site.
- The logical access is the connection (via the UNI port) from an Operator's end user site to an Operator's designated Wholesale Ethernet Interconnect Link (WEIL).

¹ From a pricing perspective the cost of physical port is currently included in the logical access price

1.2. Key Features and Availability

The eircom Wholesale Symmetrical Ethernet Access product provides Operators with the capability to develop their own E-Line and E-LAN type services to meet their end user needs.

Key Features:

- Single mode fibre access connectivity
- Radial distance fibre reach of 4kms² [1000Base-LX]
- Radial distance fibre reach of 30kms³ [1000Base-ZX]
- One UNI port (802.1Q trunk) per eircom NTU
- Modular bandwidth growth steps
- Maximum frame size 9000 bytes
- One Wholesale Symmetrical Ethernet Access per UNI port
- C-VLAN ID preservation
- Class of Service option:
 - Circuit based
- Each Wholesale Symmetrical Ethernet Access must be associated with an Operator WEIL (existing or new⁴)

Wholesale Symmetrical Ethernet Access is currently available at a number of locations. eircom will circulate and update a rollout plan as eircom continues to extend the Wholesale Symmetrical Ethernet Access reach capability.

The rollout plan will be made available to Operators who have signed a Leased Line Agreement for the Wholesale Symmetrical Ethernet Access product. Operators will be requested to formally nominate a designated contact point for receipt of the rollout schedule and associated updates.

This will be provided electronically at a minimum of a quarterly basis. The rollout plan will be in workbook format and will detail:

- Currently deployed locations
- Planned locations

The rollout plan will be e-mailed to the nominated Operator representative.

² 1000Base-LX - theoretical maximum distance of 10km – actual distances more likely to be 4km is subject to full survey and physical testing

³ 1000Base-ZX - theoretical maximum distance of 70km – actual distances more likely to be 30km is subject to full survey and physical testing

⁴ Note: If new WEIL, the order must be already placed by eircom and order reference number received and referenced.

2. Product Components

The Wholesale Symmetrical Ethernet Access product provides connectivity (both physical and logical) from an Operator's end user premises to the nominated Point of Handover (POH).

2.1. Wholesale Symmetrical Ethernet Access - Physical

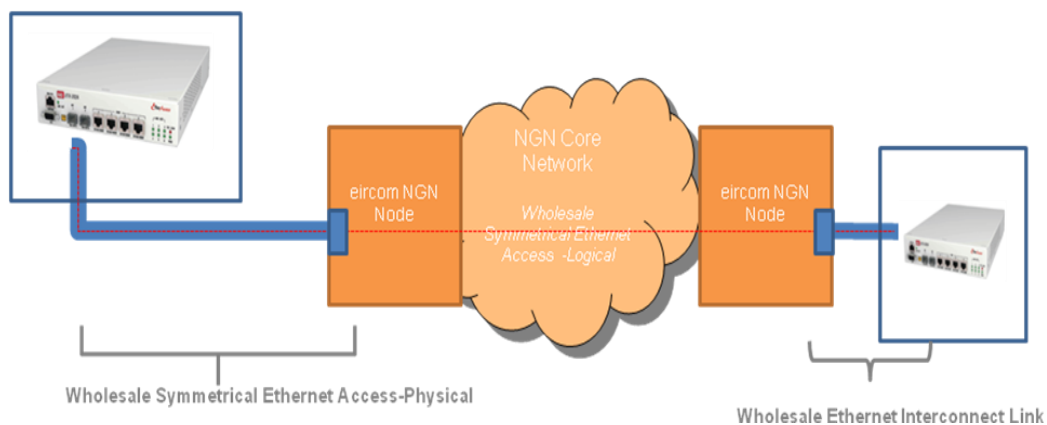


Figure 2: Wholesale Symmetrical Ethernet Physical Access

The physical access is delivered on a single mode fibre connection from the eircom NTU located at an Operator's end user site (within 4 kms of the serving eircom NGN node) to the physical port on the serving eircom NGN node.

All Wholesale Symmetrical Ethernet Access requests are subject to full site survey. The standard price applies where the end user's premises is served by useable eircom owned duct⁵ and is within 500 metres of an available eircom access fibre which can connect to the serving eircom NGN node. Operator's end users located beyond 4km⁶ of the NGN node will be assessed on a case by case basis to determine if Wholesale Symmetrical Ethernet Access may be provided. eircom reserves the right to recover any additional costs incurred.

The eircom physical network termination point is the User Network Interface (UNI) port on the eircom NTU located at an Operator's end user's premises. One Wholesale Symmetrical Ethernet Access logical connection is delivered per UNI port.

⁵ Useable duct for fibre assumes that there is sufficient space in the duct to draw in a subduct

⁶ 1000Base ZX - theoretical maximum distance of 70km – actual distances more likely to be 30km is subject to full survey and physical testing

⁶ From a pricing perspective the cost of physical port is currently included in the logical access price

The eircom NTU is a RAD ETX 202A (see Figure 3). One port is reserved for eircom network connectivity and one port is available for Operator use.

The Operator can specify either a fibre or copper port to handoff the product. This port is referred to as the User Network Interface (UNI) port and is configured as an 802.1Q port.

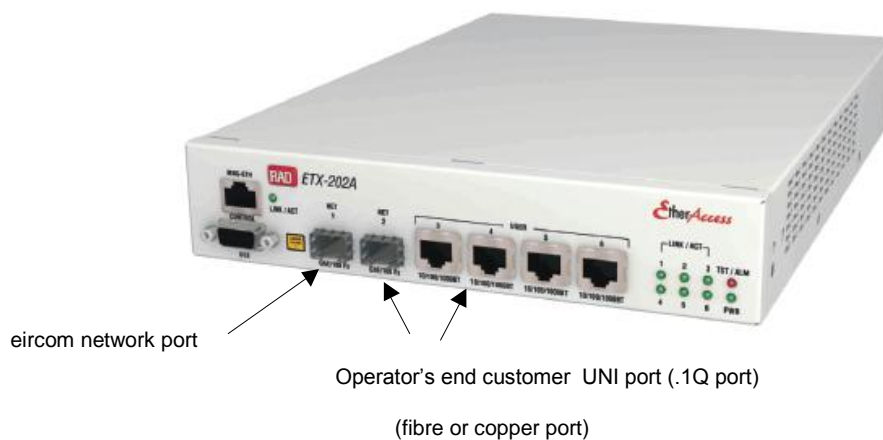


Figure 3: RAD ETX-202A

The eircom NTU specification is contained in Appendix 1. It is an Operator's responsibility to ensure that adequate facilities (space, power and correct environmental conditions) are in place at the end customer site to enable the eircom NTU to be successfully installed.

Wholesale Symmetrical Ethernet Access connections are available in the following bandwidths

Bandwidth (Mb/s)
10
20
30
40
50
75
100
150
200
250
300
450
500
600
750
1000

Table 1: Bandwidth options (Mb/s) for Wholesale Symmetrical Ethernet Access

2.2. Wholesale Symmetrical Ethernet Access – Logical

The physical Symmetrical Ethernet Access connection supports a logical connection (via the eircom NTU UNI port) from an Operator's end user site to the Operator nominated POH.

The logical connection preserves C-VLAN (if present) from the end user site and presents it on an Operator WEIL at the Point of Handover where 802.1Q support is provided on the eircom NTU.

An Operator, when ordering Wholesale Symmetrical Ethernet Access, will be required to specify the relevant Service Access Bandwidth (SAB) on the relevant Operator Wholesale Ethernet Interconnect Link (WEIL) to which an Operator wishes to have the logical connection mapped.

An Operator must ensure that their Wholesale Ethernet Interconnect Link (WEIL) and associated Service Access Bandwidth (SAB) are appropriately configured to support Wholesale Symmetrical Ethernet Access connections that an Operator associates with their WEILs/SABs.

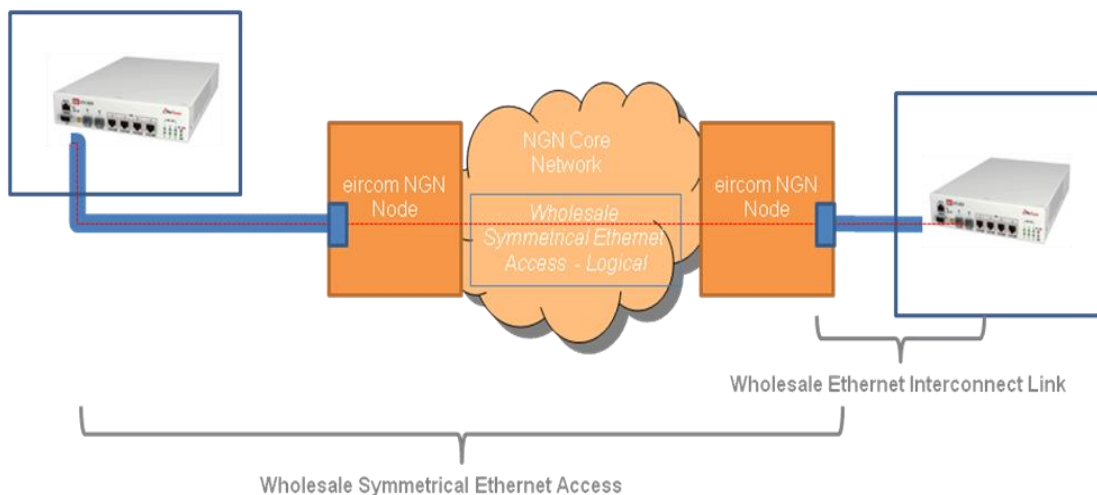


Figure 4: Wholesale Symmetrical Ethernet Access - logical

An Operator has the capability to manage and prioritise its Wholesale Symmetrical Ethernet Access end user's traffic by applying the relevant Class of Service (CoS).

2.2.1. Class of Service

The Operator end user traffic can be marked as circuit based CoS. Circuit based Class of Service utilises two defined values that determine how the traffic will be prioritised and delivered. These are:

- Committed Information Rate (CIR)

This is the maximum capacity of the bandwidth selected for the end user site that will be guaranteed to be delivered.

- Peak Information Rate (PIR)

This is the maximum capacity of burstable traffic which is capable of being delivered. The difference between the PIR and CIR is referred to as Excess Information Rate (EIR) and there is a possibility that this traffic may be dropped in the eircom network.

eircom guarantees that the Committed Information Rate selected by an Operator will be transmitted across the eircom network. All other traffic will be delivered on a “best effort” basis.

Class of Service options effectively work on a per hop basis and maps an end user’s traffic into specific network queues (Expedited Forwarding [EF], Assured Forwarding [AF], Standard). This is used to prioritise traffic within the end user access and then map to core eircom network queues to allow for an end to end Class of Service.

It is an Operator’s sole responsibility to nominate the Operator WEIL and SAB where the end user traffic is to be delivered and to manage the capacity of their WEIL and associated parameters.

2.2.1.1. Circuit based Class of Service

Circuit based class of service manages an Operator’s traffic on a per circuit basis. The traffic is mapped into the eircom core network queues based on the Class of Service selected.

eircom will not inspect an Operator's end user's traffic markings, if applied, but transport the traffic across the eircom core network transparently, therefore preserving an Operator/end user traffic classification (C-VLAN preservation).

eircom will apply the Class of Service requested by an Operator on the Wholesale Symmetrical Ethernet Access to all traffic on the logical connection (via the UNI port).

Only one Class of Service can be applied to each Wholesale Symmetrical Ethernet Access at a time.

Table 2 outlines the five different circuit based Class of Service options offered by eircom. The percentage values in Table 2 refer to the percentage of the bandwidth selected by the Operator for that end user site. The maximum class of service bandwidth column in Table 2 details the maximum bandwidth that can be ordered for the end user access based on the circuit based Class of Service option selected i.e. if a circuit based Class of Service option 1 has been selected the maximum bandwidth that can be ordered is 150Mb/s.

Please refer to Appendix 2 for worked examples of circuit based Class of Service.

Circuit based Class of Service Options	Committed Information Rate	Peak Information Rate	Queue	Maximum Class of Service Bandwidth
Option 1	CIR=100%	PIR=100%	All traffic is mapped into the Expedited Forwarding queue	<=150M
Option 2	CIR=50%	PIR=100%	All traffic is mapped into the Assured Forwarding queue	<=300M
Option 3	CIR=10%	PIR=100%	All traffic is mapped into the Assured Forwarding queue	<=300M
Option 4	CIR=5%	PIR=100%	All traffic is mapped into the Assured Forwarding queue	<=300M
Option 5	CIR=0%	PIR=100%	All traffic is mapped into the Standard queue	<=1G

Table 2: Circuit-based CoS

The following planning ratios are used for capacity management purposes in the eircom NGN core network.

Traffic Type	Planning Ratio
Expedited Forwarding	1:1
Assured Forwarding – in profile	1:1
Assured Forwarding – out of profile	5:1
Standard	5:1

Table 3: Planning Ratios for Capacity Management on eircom NGN network

3. Commercial

3.1. Pricing

Prices are published in the Network Price List on www.eircomwholesale.ie.

3.2. Terms and Conditions

Terms and conditions are published in the Leased Line Reference Offer on the eircom Wholesale website at www.eircomwholesale.ie.

3.3. Service Responsibility

3.3.1.eircom Responsibility

eircom has responsibility for the provision, repair and maintenance of the Wholesale Symmetrical Ethernet Access Product which establishes the connection between the end user premises and the nominated POH.

3.3.2.Operator Responsibility

The Operator is responsible for connecting from the NTU to its own equipment, and for any end-to-end testing of their service. The Operator must ensure that a suitable environment is provided for the NTU to ensure that adequate space, power, environmental conditions and general facilities (as outlined in Appendix 1) are available to install the NTU.

In addition the Operator must enable access to its handover location for eircom to install, maintain or cease the NTU. The Operator is responsible for any services that use the Wholesale Symmetrical Ethernet Access Product. The Operator must also review and manage its bandwidth requirements, and request capacity in a timely manner from eircom.

4. Service Management

There are a number of processes that support this product from the initial forecasting and quotation through to billing as outlined in Figure 5.

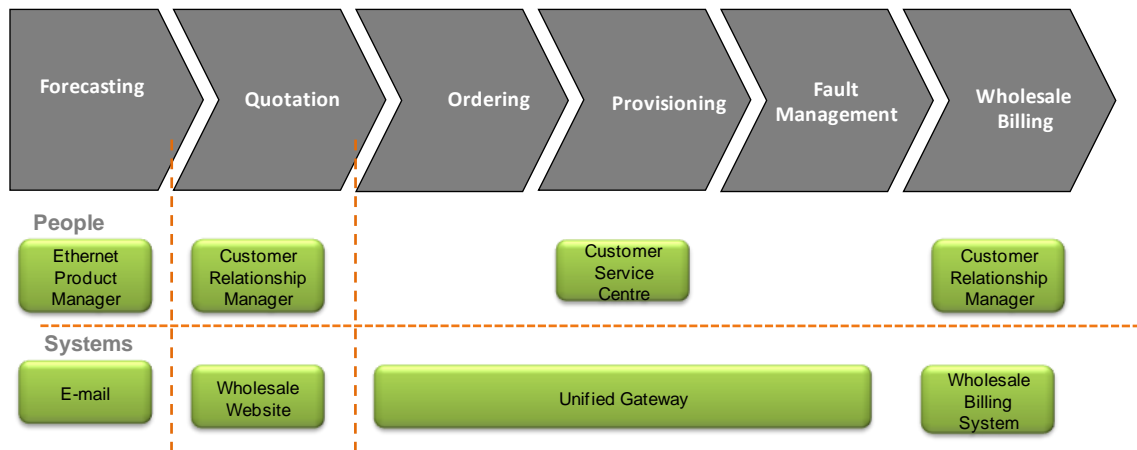


Figure 5: Process, people and systems overview

Prior to requesting the service the Operator may find product information on the eircom Wholesale website, www.eircomwholesale.ie or discuss their requirements with their Customer Relationship Manager/Account Manager.

Ordering, Provisioning and Maintenance processes are supported by the Unified Gateway and the eircom Wholesale Customer Service Centre. After provision of the WSEA any queries regarding billing should be directed to the Operators Customer Relationship Manager/Account Manager

Each of these processes are outlined in further detail below.

4.1. Forecasting

Operators are requested to provide forecasts on a rolling 12 months basis via a standard form with confirmation of these forecasts on a rolling quarterly basis to the Ethernet Product Manager.

Please see section 2 Forecast of the WSEA Process Manual for an explanation of the forecasting process.

4.2. Quotation process

The Operator can request quotes for the service via the quotation tool (Web GUI) identifying:

- Nominated handover point (WEIL) location
- End customer site location
- Bandwidth
- Class of Service

eircom will provide a quote with an indicative price, subject to full site survey, for the requested WSEA.

4.3. Ordering, Provisioning and Assurance

The Ordering, Provisioning and Maintenance processes will be supported by the Unified Gateway (UG) which will be used to log orders and report faults for the product via the 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 both ordering and fault reporting. Once all the data has been entered an order or fault can be submitted. The UG will accept and validate the relevant orders and faults and will provide appropriate notifications in response. Order and fault status updates through to completion will then be provided back to the operator and can be viewed via the order and fault tracking screens.

4.3.1. Ordering the Service

An Operator may place an order for the product via the Unified Gateway. There are a number of product rules that the Operator must observe before requesting the service:

- Order for the Wholesale Ethernet Interconnect Link (including Service Access Bandwidth) must either be ordered or delivered
- Operator must nominate the relevant Service Access Bandwidth via the eircom circuit reference to which the end customer traffic shall be connected
- Operator is responsible to ensure that by ordering these they do not breach the rules of the WEIL or exceed the physical 1Gb/s capacity
- Operator should check that the Service Access Bandwidth nominated to map the end customer traffic to, has suitable settings to support the requested bandwidth and Class of Service

The order will provide connectivity from the Operators end customer premises to the eircom network. The physical order will require the installation of fibre and an NTU at the end customer premises. Once the physical delivery is completed the logical component shall be delivered. This element of the order enables provision of the logical component according to the CoS and bandwidth nominated by the Operator, and references both the WSEA physical and nominated SAB to which the service is to be delivered.

Please refer to section 4 of the WSEA Process Manual for further detail on order placement on the UG.

4.3.1.1. Delivery Timelines

Wholesale Symmetrical Ethernet Access orders are delivered using fibre which is subject to survey and availability. Orders may be classified as standard or non-standard or as a project.

Please refer to section 2 of the WSEA SLA for further details.

4.3.1.2. Confirmation of Delivery

An order is deemed to be complete on provision of the Wholesale Symmetrical Ethernet Access logical component which establishes the connection between the end user premises and the nominated POH.

The Operator will also be advised that their order is completed. The order status throughout the life of the order will also be available for the Operator to track on the UG.

4.3.2. Other orders – change, move, cancel or cease

Following the delivery of the Wholesale Symmetrical Ethernet Access the Operator can request changes to the service, move the service, for example to another comms room or cease the service.

The changes that can be requested for the service are:

- Change bandwidth
- Change Class of Service
- Change associated SAB – i.e. move WSEA logical to a different SAB

The following move order can be requested:

- Move Wholesale Symmetrical Ethernet Access – physical

If an Operator wishes to cancel a Wholesale Symmetrical Ethernet Access order before it is delivered this order must be placed prior to installation of the service commencing.

Please refer to section 4 of the Process Manual for further detail on change order process, move order, cancel and cease processes.

4.3.3. Fault Management

Please refer to section 5 of the WSEA Process Manual for further details on fault management.

4.3.3.1. Logging a fault

A fault for this service is logged via the UG after the Operator has proven the fault out of their network. The Operator should log the fault against the Wholesale Symmetrical Ethernet Access (logical) circuit reference number.

4.3.3.2. Fault handling process

Please refer to section 5 of the WSEA Process Manual for the fault handling process for this service. The status of a fault can be tracked throughout its lifecycle via the UG web GUI by the Operator. Only those faults relating to the Operator will be visible to them.

Service shall be deemed to have been restored when the fault condition is resolved on the eircom network and service availability is restored, notification will be provided by eircom via the UG to the Operator.

4.4. Billing

There are connection and rental charges associated with the access product which cannot commence until the associated Wholesale Ethernet Interconnect Link is in place. Once the order is completed and the Wholesale Symmetrical Ethernet Access is commissioned billing shall commence. Billing shall be carried out on a quarterly basis in advance and the service shall be identified on the bill.

In the event that an Operator has a query regarding the bill they should contact their Wholesale Customer Relationship Manager/Account Manager.

5. Supporting Documentation

Further information on eircom Wholesale processes and supporting information may be found at www.eircomwholesale.ie

- Wholesale Symmetrical Ethernet Access Process Manual
- Wholesale Symmetrical Ethernet Access SLA
- Wholesale Ethernet Interconnect Link Product description

Appendix 1 – NTU Specification

An Operator must ensure that adequate space, power and correct environmental conditions are available for the installation of the NTU as outlined in Table AP1-1.

Space		Height	Width	Depth
	Single PSU	43.7mm	215mm	300mm
Power	Power			Power Consumption
	AC			18.5W (max)
Operating Temperature	0 – 50°C			

Table AP1-1: NTU space and power requirements

Table AP1-2 outlines the specification and number of the customer interface ports that are available.

Port type and number	GBIC	Connector	Cable type
1x fibre base User interface port	SFP (mini-GBIC), 1000BaseSX (<500m)	LC	MMF
	Or SFP (mini-GBIC), 1000BaseLX (<10km)	LC	SMF
4 x copper based User interface port	1000Base-T	RJ-45	Cat5

Table AP1-2: End customer interface ports specification

Key NTU Features:

- Single PSU unit (default) supplied with 19" rack mounting kit
 - o Dual PSU option is available (43.7H x 44W x 24D)
- Default port interface presentation is electrical RJ45 (on port3)
 - o Port duplex mode: Auto negotiation (default) or 10M / 100M full duplex
- Port interface presentation can be changed to optical LC (on port 2):
 - o Options are 1000BaseSX (default) or 1000BaseLX
 - o Port duplex mode: Auto negotiation (default) or 1000M full duplex

Appendix 2: Circuit Based Class of Service – Worked Examples

The examples below are for illustration purposes only

Circuit based Class of Service Options	Committed Information Rate	Peak Information Rate	Maximum Service Bandwidth
Option 1	CIR=100%	PIR=100%	<=150M
Option 2	CIR=50%	PIR=100%	<=300M
Option 3	CIR=10%	PIR=100%	<=300M
Option 4	CIR=5%	PIR=100%	<=300M
Option 5	CIR=0%	PIR=100%	<=1G

Table AP2-1: Circuit-based CoS

Example 1

An Operator wishes to provide their end customer with Symmetrical Ethernet Access with a bandwidth of 10Mb/s with circuit based Class of Service option 1 (CIR=100%; PIR=100%).

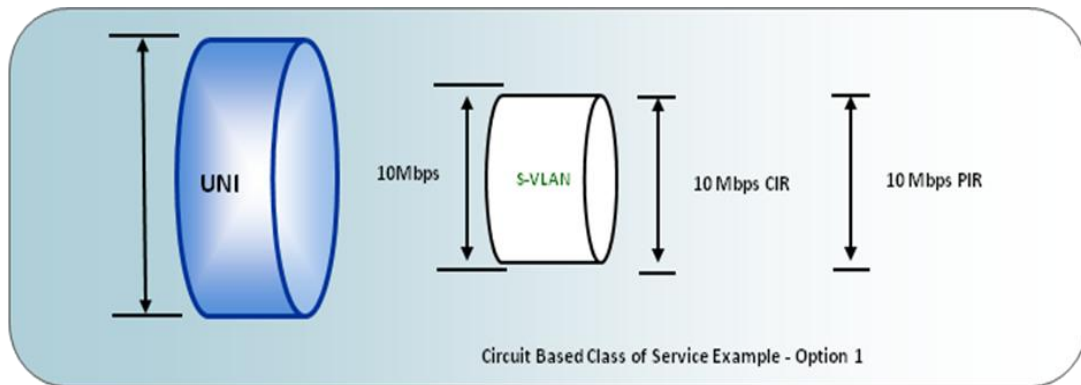


Figure AP2-1: Worked example Circuit based class of Service option 1

The guaranteed bandwidth (CIR) is 100% i.e. 10Mb/s.

The burstable bandwidth (PIR) is 100% i.e. 10Mb/s.

Thus the Operator's end customer is guaranteed that 10Mb/s of their traffic will always be delivered.

For example:

End User Traffic Input	CIR	Excess	Network Input	Traffic Dropped
10Mb/s.	10Mb/s.	0 Mb/s.	10Mb/s.	0

Table AP2-2: Worked example Circuit based class of Service option 1

However, should there be traffic in excess of 10Mb/s this **WILL** be dropped at entry point to the eircom network.

For example:

End User Traffic Input	CIR	Excess	Network Input	Traffic Dropped
11MBs.	10Mb/s.	1Mb/s.	10Mb/s.	1Mb/s

Table AP2-3: Worked example Circuit based class of Service option 1

Example 2

An Operator wishes to provide their end customer with Wholesale Symmetrical Ethernet Access with a bandwidth of 10Mb/s with circuit based class of service option 2 (CIR=50%; PIR=100%).

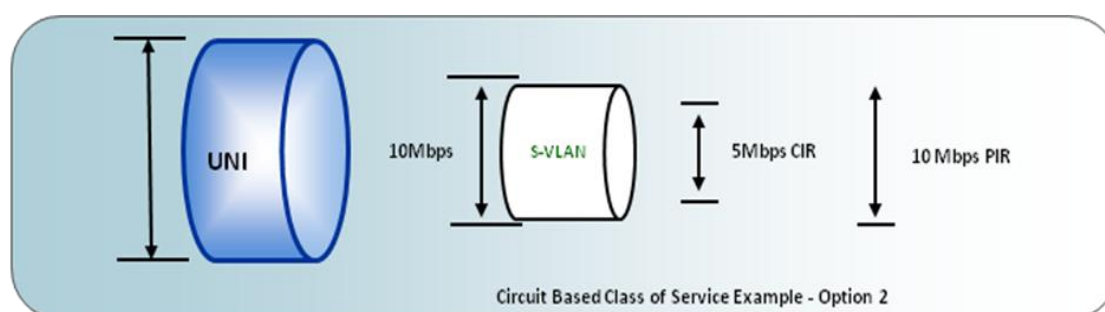


Figure AP2-2: Worked example Circuit based class of Service option 2

- The guaranteed bandwidth (CIR) is 50% of 10Mb/s i.e. 5Mb/s.
- The burstable bandwidth (PIR) is 100% i.e. 10Mb/s.

Guaranteed Bandwidth (CIR) will always be delivered and the difference between this and the burstable bandwidth (PIR), (referred to as excess in tables below) will be delivered when possible.⁷

Therefore in this example an Operator's end user is guaranteed that 5Mb/s of their traffic will always be delivered.

End User Traffic Input	CIR	Excess	Network input	Traffic Dropped
8MBs.	5Mb/s.	3Mb/s.	8Mb/s. 5Mb/s guaranteed, 3Mb/s delivered when possible	0

Table AP2-4: Worked example Circuit based Class of Service option 2

However, should there be traffic in excess of 10Mb/s this **WILL** be dropped at the entry point to the eircom network as outlined in table AP2-5.

⁷ However, the excess may be dropped if at that point in time there is insufficient capacity to transport it

End User Traffic Input	CIR	Excess	Network input	Traffic Dropped
11MBs.	5Mb/s.	6Mb/s.	10Mb/s. 5Mb/s guaranteed, 5Mb/s delivered when possible	1Mb/s

Table AP2-5: Worked example Circuit based Class of Service option 2