



eircom **wholesale**

Inter-Operator Process Manual for Wholesale Dublin and Regional Ethernet Access Products

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1 Introduction

The purpose of this Inter-Operator Process Manual is to define the processes between eircom and Operators governing the:

- ✔ Wholesale Dublin Ethernet Access Product (WDEA)
- ✔ Wholesale Regional Ethernet Access Product (WREA)

and to ensure that both parties have an appropriate understanding of their respective roles and responsibilities.

Both services include the provision Ethernet Aggregation Links and Operator end user Ethernet Access Circuits (bandwidth, class of service¹ and VLANs) between the ordering Operator and eircom.

The prevailing version of this document will always be the electronic version published on www.eircomwholesale.ie

This document should be read in conjunction with the following eircom Wholesale documents:

- ✔ eircom Wholesale Leased Line Access Reference Offer
- ✔ eircom Wholesale Network Price List
- ✔ Wholesale Dublin Ethernet Access Product Description
- ✔ Wholesale Regional Ethernet Access Product Description

These documents are published on eircom's website www.eircomwholesale.ie. These documents may be updated and modified from time to time. For the avoidance of doubt, the latest published version of these documents on the eircom website www.eircomwholesale.ie are deemed to be the most current document governing the service.

2 Forecasting Process

This section outlines the inter operator forecasting processes governing the WDEA and WREA Ethernet Aggregation Links.

Operator forecasts for both WDEA and WREA Aggregation Links must be submitted using the relevant eircom Wholesale forms contained in Appendix 1.

Completed Operator forecast forms should be returned to the Operator's nominated eircom account manager.

¹ Class of service is only applicable to the eircom Wholesale Dublin Ethernet Access Service



3 Ordering Process

3.1 Introduction

This section outlines the inter operator processes supporting the ordering of the WDEA and WREA Products.

3.2 Order Types –WDEA

The WDEA has two service provisioning order types:

- Initial Aggregation Link (minimum bandwidth, class of service and VLAN set up)
- End User Access Circuit (associated bandwidth and class of service)

An Operator must place an initial Aggregation Link order for the WDEA prior to any Operator End User Access Circuits being ordered. The initial Operator VLAN will be established as part of the provisioning of the Aggregation Link order.

Once the initial WDEA Aggregation Link is provisioned an Operator may order Operator end user WDEA Access Circuits.

3.2.1 Initial WDEA Aggregation Link (minimum bandwidth, class of service and VLAN set up)

The initial WDEA Aggregation Link, VLAN and associated class of service is ordered using the order form A contained in Appendix 2.

The WDEA Aggregation Link may only be ordered in 1Gbit/s increments.

The WDEA aggregation access link is delivered as a dedicated fibre access from the WDEA node to the Operator site. Handover is customer sited.

3.2.2 End User Access Circuit– WDEA

An Operator end user WDEA Access Circuit order must specify the bandwidth required, the associated class of service and the relevant WDEA Aggregation Link circuit ID/VLAN to which it is to be connected, to enable eircom establish the end to end VLAN connection (i.e., from the Operator end customer NTU through to the eircom handover point at the eircom NTU at the Operator handover site).

eircom, as part of service provisioning, will establish(1) the VLAN on a physical port on the NTU at the Operator handover site; and (2) the corresponding service VLAN (with the same ID) on the NTU located at the Operator end customer site to deliver the eircom Dublin Ethernet Access service(WDEA).

The WDEA End User Access Circuit (bandwidth, VLAN and associated class of service) is ordered using order form B detailed in Appendix 2.

Only one Wholesale WDEA end user Access Circuit may be ordered per order form, however, multiple order forms may be submitted simultaneously to eircom by an Operator

The following are the WDEA End User Access Circuit bandwidths and classes of service that may be ordered by an Operator.



Standard	Premium*
10Mbit/s	1Mbit/s
20Mbit/s	2Mbit/s
50Mbit/s	3Mbit/s
100Mbit/s	4Mbit/s
200Mbit/s	5Mbit/s
300Mbit/s	10Mbit/s
400Mbit/s	20Mbit/s
500Mbit/s	50Mbit/s
600Mbit/s	60Mbit/s
700Mbit/s	100Mbit/s
800Mbit/s	150Mbit/s
900Mbit/s	
1000Mbit/s	

Table 1: End User Access Circuit bandwidths per class of service

*Please note that 1Mb/s; 2Mb/s ; 3Mb/s; 4Mb/s ; 5Mb/s premium are only available on an existing circuit with at least a 10Mb/s VLAN already on it.

3.3 Order Types – WREA Product

The WREA has two service provisioning order types:

- Initial Aggregation Links (minimum bandwidth and VLAN set up)
- End User Access Circuits (associated bandwidth)

Initial WREA Aggregation Link orders must be placed by an Operator for the WREA for each region in which an Operator wishes to offer service, prior to any Operator WREA End User Access Circuits being ordered in the relevant region. The initial Operator VLANs will be established as part of the provisioning of the respective WREA regional Aggregation Link orders.

The WREA requires initial regional Aggregation Link orders for each region where the Operator intends to provide service.



3.3.1 Initial WREA Aggregation Links (minimum bandwidth and VLAN set up)

The initial WREA Aggregation Links and associated VLAN is ordered using order form C detailed in Appendix 2.

The WREA Aggregation Link may only be ordered in 1Gbit/s increments.

Each Aggregation Link is delivered as a dedicated fibre access from the WREA node to the Operator site. Handover is Operator sited.

3.3.2 End User Access Circuit – WREA

The WREA end user Access Circuit order must specify the bandwidth required, and the relevant WREA Aggregation Link circuit ID/VLAN to which it is to be connected, to enable eircom establish the end to end VLAN connection (i.e., from the Operator end customer NTU through to the eircom handover point at the eircom NTU at the Operator point of presence (POP)).

eircom, as part of service provisioning, will establish(1) the VLAN on a physical port on the NTU at the Operator POP; and (2) the corresponding service VLAN (with the same ID) on the NTU located at the Operator end customer site to deliver the eircom WREA

The WREA End User Access Circuit (bandwidth and associated VLAN) is ordered using Order Form D detailed in Appendix 2.

Only one WREA End User Access Circuit may be ordered per order form, however multiple order forms may be submitted simultaneously to eircom by an Operator

The following are the WREA End User Access Circuit bandwidths that may be ordered.

10 Mbit/s	20 Mbit/s
30 Mbit/s	40 Mbit/s
50 Mbit/s	75 Mbit/s
100 Mbit/s	200 Mbit/s
300 Mbit/s	400 Mbit/s
500 Mbit/s	600 Mbit/s
700 Mbit/s	800 Mbit/s
900 Mbit/s	1000 Mbit/s

Table 2: WREA End User Access Circuit bandwidths

3.4 Order Format

All orders for new or additional WREA/WDEA End User Access Circuits, VLANs or Operator WREA/WDEA Aggregation Links must be placed using the relevant eircom Wholesale order forms.

All relevant sections of the relevant eircom Wholesale order forms must be completed.



The relevant eircom wholesale order forms are contained in Appendix 2. Completed Operator order forms will be accepted by eircom via e-mail (wholesale@eircom.ie) or via the Operator nominated eircom Wholesale account manager. Operator orders submitted by e-mail must be sent to wholesale@eircom.ie.

3.4.1 Initial Order for WDEA Aggregation Link

An Operator may nominate one of the eircom WDEA legacy nodes as their preferred aggregation node for handover to their POP. A list of the eircom WDEA legacy nodes is contained in Appendix 3. WDEA Aggregation Links may only be ordered from one of the eircom Dublin Ethernet legacy nodes. The eircom capability to provide aggregation at the Operator preferred eircom Ethernet legacy node is dependent on the eircom node port availability at a point in time.

There is no capability to expand the eircom WDEA legacy network as the WDEA node network equipment is no longer available. There is limited port availability at busy WDEA legacy node locations.

WDEA Aggregation Links may be ordered by an Operator using the WDEA Aggregation Link Order Form A, which can be found in Appendix 2 and on www.eircomwholesale.ie.

3.4.2 Orders for WDEA Access Circuits (associated bandwidth, class of service and VLANs)

A WDEA Access Circuit order must be associated with a nominated Dublin Ethernet Aggregation Link and an associated VLAN.

Once an Operator's WDEA Aggregation Link has been established, the WDEA Access Circuit may be ordered quoting the appropriate WDEA Aggregation Link circuit reference on the order form. An Operator will also be required to state the end user access bandwidth required and the associated class of service.

Orders without a valid and complete VLAN/circuit reference will be rejected.

WDEA Access Circuits may be ordered by an Operator using the eircom Order Form B in Appendix 2 and on www.eircomwholesale.ie.

3.4.3 Initial Order for Regional Ethernet (WREA) Aggregation Links

A list of the WREA nodes is contained in Appendix 4. WREA Aggregation Links may only be ordered from one of the WREA nodes.

WREA Aggregation Links may be ordered by an Operator using the WREA Aggregation Link Order Form B which can be found in Appendix 2 and on www.eircomwholesale.ie.

An Operator must have the relevant WREA Aggregation Links in place in each region prior to ordering regional end user access links in each region.

3.4.4 Orders for WREA End User Access Circuits (associated bandwidth and VLANs)

A WREA End User Access Circuit order must be associated with a WREA Aggregation Link and an associated VLAN. The WREA End User Access Circuit must be located in the same region as the WREA Aggregation Link.

Once an Operator WREA Aggregation Link has been established, the associated WREA Access Circuit may be ordered quoting the appropriate WREA Aggregation Link circuit reference on the order form. The Operator will also be required to state the end user access bandwidth required.

Orders without a valid and complete VLAN/circuit reference will be rejected.



WREA Access Circuits may be ordered by an Operator using the eircom Order Form C in Appendix 2 and on www.eircomwholesale.ie.

3.5 Provisioning Process Points

The following provisioning process points are applicable to:

- Wholesale Dublin Ethernet Access Product (WREA)
- Wholesale Regional Ethernet Access Product (WREA)

Order Receipt (OR): the forwarding of a valid order to eircom on the relevant eircom Wholesale standard order form.

Delivery Confirmation (DC): prior to the delivery date eircom shall confirm in writing to the Operator as to whether the delivery date will be met. This will enable Operator's to better manage their customers' expectations. In the event that the Delivery Confirmation advises that Delivery will not be met, eircom must advise the 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 Delivery Confirmation process begins again.

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 the Operator. An Operator has two (2) Working Days to accept the circuit as completed as specified. During this period 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 the Operator.

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

3.6 Delivery Rejection Process

An order is deemed to be completed on receipt of a correct completion notice and working service by an Operator. The Operator has 2 (two) Working Days to accept the relevant Wholesale Ethernet access service as completed as specified. The reasons for rejection should be provided by the Operator who should ensure that Operator service dependency checks are completed before corrective action is taken by eircom.

During this period the service delivery "clock" is stopped. If an Operator cannot accept the WDEA because it is faulty, the "clock" starts again until such time as the WDEA is accepted. If an Operator does not inform eircom of its acceptance or otherwise of the WDEA it will be deemed to be accepted by the Operator.



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

3.7 Change of service - upgrade / downgrade orders

This section outlines the upgrade/downgrade processes relating to

▀ WDEA

▀ WREA

3.7.1 WDEA

WDEA Aggregation Link

An Operator may increase or decrease their WREA Aggregation Link VLAN and/or bandwidth by placing the relevant change order.

It is an Operator's responsibility to ensure that the corresponding change order has been placed for the relevant End User WREA Access Circuit where appropriate.

WDEA End User Access Circuit

An Operator may increase or decrease their WDEA End User Access Circuit VLAN, and/or bandwidth, by placing the relevant change order.

It is an Operator's responsibility to ensure that the corresponding change order has been placed for the relevant Operator WDEA Aggregation Link where appropriate.

3.7.2 WREA

WREA Aggregation Link

An Operator may increase or decrease their WREA Aggregation Link VLAN and/or bandwidth by placing the relevant change order.

It is an Operator's responsibility to ensure that the corresponding change order has been placed for the relevant End User WREA Access Circuit where appropriate.

WREA End User Access Circuit

An Operator may increase or decrease their regional End User Access Circuit VLAN and/or bandwidth by placing the relevant change order.

It is an Operator's responsibility to ensure that the corresponding change order has been placed for the relevant Operator WREA Aggregation Link where appropriate

The change order forms are in Appendix 5.

These change order forms are also available on www.eircomwholesale.ie.

3.8 Cessation process

This section outlines the cessation processes relating to:

▀ WDEA

▀ WREA

The cessation of WDEA / WREA includes the decommissioning and recovery of eircom equipment from the end customer premises. 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.

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.

3.8.1 WDEA

WDEA End User Access Circuit

An Operator will complete the relevant service cease order form. These cease order forms are detailed in Appendix 6 and are also available on www.eircomwholesale.ie. All cease order forms should be sent to the nominated Operator eircom account manager.

Upon receipt of a complete and valid cease order, eircom will provide an Operator with a cessation order acknowledgement (containing a cease order reference number).

Both parties will then subsequently use the eircom cease order reference number for all further communications/queries relating to that cease order.

It is an Operator's responsibility to ensure that the corresponding cease order has been placed for the relevant WDEA Aggregation Link where appropriate.

WDEA Aggregation Link

An Operator will complete the relevant service cease order form. These cease order forms are detailed in Appendix 6 and are also available on www.eircomwholesale.ie. All cease order forms should be sent to the nominated Operator eircom account manager.

Upon receipt of a complete and valid cease order, eircom will provide an Operator with a cessation order acknowledgement (containing a cease order reference number) .

Both parties will the subsequently use the eircom cease order reference number for all further communications/queries relating to that cease order.

It is an Operator's responsibility to ensure that the corresponding cease order has been placed in advance for the relevant WDEA End User Access Circuits where appropriate.

3.8.2 WREA

WREA End User Access Circuit

An Operator will complete the relevant service cease order form. These cease order forms are detailed in Appendix 6 and are also available on www.eircomwholesale.ie. All cease order forms should be sent to the nominated Operator eircom account manager.



Upon receipt of a complete and valid cease order, eircom will provide the Operator with a cessation order acknowledgement (containing a cease order reference number)

It is an Operator's responsibility to ensure that the corresponding cease order has been placed for the relevant WREA Aggregation Link where appropriate.

WREA Aggregation Link

An Operator will complete relevant service cease order form. These cease order forms are detailed in Appendix 6 and are also available on www.eircomwholesale.ie. All cease order forms should be sent to the nominated Operator eircom account manager.

Upon receipt of a complete and valid cease order, eircom will provide the Operator with a cessation order acknowledgement (containing a cease order reference number).

Both parties will then subsequently use the eircom cease order reference number for all further communications/queries relating to that cease order.

It is an Operator's responsibility to ensure that the corresponding cease order has been placed in advance for the relevant WREA End User Access Circuits where appropriate.

The cessation of Wholesale Dublin and Regional Ethernet Access Services includes the decommissioning of the service and the recovery of relevant eircom equipment from the Operator end customer premises and the Operator site.

The Operator shall grant or secure eircom reasonable access to recover eircom Telecommunications Apparatus from the end user premises.

4 Fault Management Process

4.1 Introduction

This section outlines the processes to support the fault management of Wholesale Ethernet Access Products.

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

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

If the fault is found to be in the Operator network, 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

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

Wholesale Dublin And Regional Ethernet Access Faults: A fault is the inability to transfer data across at its nominal capacity for the particular circuit.

Non-Availability: The period of non-availability will commence at the time a fault is first reported to eircom in accordance with the fault reporting procedures. The period of non-



availability shall end from the time logged by eircom that the service is available to the end-customer, notification will be provided to eircom via the Operator.

Unconfirmed Clear: Is where eircom has resolved the fault and the clock is stopped until the fault clear is either accepted by the customer or one hour from the unconfirmed clear customer notification time has elapsed.

Confirmed Clear Permanent: Is where eircom has resolved the fault and the fault clearance is accepted by the Operator the fault ticket is permanently closed.

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

4.3 Fault Process

4.3.1 Fault Reporting

Fault reports can be logged by calling 1800-656 656 or by e-mailing details of the fault to "wtm@eircom.ie".

A fault shall be deemed to be reported when a fault is discovered by either Party, and proven out of its own network, and a Trouble Ticket is raised and submitted to a Single Point of Contact for each Party, (SPoC). The SPoC will be agreed by eircom and the Operator.

4.3.2 Fault Response

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 results of preliminary eircom testing and fault localisation will be provided to the Operator. The maximum response time is T + 3 hours, where T is the time that the fault has been logged by eircom.

4.3.3 Fault Resolution

Service shall be deemed to have been restored when the fault condition is resolved on the eircom network and service availability restored to the end-user, notification will be provided to eircom via the Operator. eircom reserves the right to put in place 'Temporary Patching' to restore service (e.g., fibre/radio link re-route) while repairs to a network fault are undertaken. Restoration may also mean that service is restored through diverse routing until the network fault is fully cleared.

On completion of repair, a fault ticket is given an "Unconfirmed Clear" status and that ticket is parked.

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

If the Operator responds with a rejection of repair, the ticket is un-parked, the clock is re-started and repair work recommences. The clock, for the purposes of escalation, continues from the time the ticket was parked. On completion of repair, the "Unconfirmed Clear" status is applied again, the Operator is notified and the fault is parked and the process above is repeated.



4.3.4 Parked Time

Where circumstances arise that are outside the control of eircom, which impede the ability of eircom to begin or continue with repair of a fault, this will result in the fault ticket being parked for the affected period.

Specifically:

- Requested access to customer premises not available to eircom.
- Waiting for requested information from an Operator required by eircom to progress fault clear.
- Awaiting decision from Operator regarding "call out charges", due to the changing nature of the "call out charges", the charges details can be found on www.eircom.ie.
- If the Operator doesn't accept the "call out charges" within one hour, the fault is "Parked" until 9am the next working day.

The eircom WTM desk will place a phone call to the Operator once the status of the ticket has changed to "Unconfirmed Clear".

4.3.5 Out of Hours Charging Principles

If an Operator requests action (outside of eircom standard coverage hours) specific to their service then any eircom work undertaken at an Operator's request is chargeable.

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

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

4.3.6 Fault Management Escalation Procedures

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

4.3.7 Wholesale Dublin & Regional Ethernet Access Service Escalations:

The escalation of Wholesale Dublin and Regional Ethernet Access Service Faults may take place at two levels:

If the maximum Response time of T + 3 hours has not been met, an Operator may escalate to Level 1 in eircom. Subsequent levels of escalation may be made for every 4 hours after this time that a Response has not been made. (Escalation levels are detailed below).

For the purpose of escalations, since there is no maximum Repair time, a "notional target", NT, Repair time of 8 hours should be adopted. In order to introduce the notion of "jeopardy management" the escalation at first level may take place 7 hours after the fault is first logged by eircom. Subsequent levels of escalation may be made at 4 hour intervals after the first escalation. The eircom Points of Contact for escalations are set out in the table below (Table: 1 – Escalations Points of Contact)



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



Escalation Level	Title	Contact Number	Escalate after:
1	WTM Team Leader	1800 656 656	7 hrs (=NT)
2	WTM Manager	1800 656 656	"NT" + 4
3	Head of Wholesale Operations		"NT" + 8
4	Director of Wholesale Services		"NT" + 12

Table 3: Escalations Points of Contact – details to be provided on a peer to peer basis with each Operator

Note: Escalations for all Products 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

5.1 Introduction

This section outlines the processes to support the maintenance management of Wholesale Dublin and Regional Ethernet Access Services. The service assurance processes describe the mechanisms for dealing with the operational issues i.e. maintenance management.

5.2 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 (The OPERATOR NMC).

5.2.1 Planned Maintenance

Planned maintenance is a procedure designed to minimise the occurrence of faults, essential maintenance or alteration or improvement to the Wholesale Dublin and Regional Ethernet Access Services Network, whereby services are temporarily suspended in a planned manner. eircom will give the customer notice prior to such suspension and eircom will restore service as soon as possible after such suspension. The preferred window for the conduct of planned maintenance is set out in Table 1 below.

Preferred Hours	CATEGORY A	CATEGORY B
ALL DAYS	00:01-04:00	00:01-06:00

Table 4: Planned Maintenance Schedules

The Categories of planned maintenance shall be defined as follows:

Category A: 20 % or more of the Wholesale Dublin and Regional Ethernet Access Products capacity is lost between an Operator network and the eircom network; or



Category B: 50 % or more of the Wholesale Dublin and Regional Ethernet Access Products capacity is lost between an Operator network and the eircom network. Please note: any planned maintenance on an Aggregation Link will be treated as a Category A.

5.2.2 Notification Process and Timescale for Planned Maintenance

If either Party intends to carry out any planned work which may affect the Wholesale Dublin and Regional Ethernet Access Services then the originating Party must notify the other Party of the planned work by e-mail and/or faxed to the contact point using the "Notification of Planned Maintenance" form (see Appendix 7.).

The minimum advance notification that is required for service outages due to Planned Maintenance is 10 working days for Category A and 5 working days for Category B.

Having been notified of planned maintenance, the receiving Party must review and respond to the proposal within 3 working days of receipt.

On completion of the planned maintenance work the originating Party must notify the other Party that the work was completed as planned within 1 working day of the planned completion time, by facsimile transmission of the completed "Notification of Planned Maintenance" form.

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

5.2.3 Notification and Escalation Process

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

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

6 Unplanned Maintenance

Unplanned maintenance is a procedure designed to minimise the effect of faults on the Wholesale Dublin and Regional Ethernet Access Services Network, essential maintenance or alteration or improvement to the Wholesale Dublin and Regional Ethernet Access Services Network, whereby services are temporarily suspended in an unplanned manner. Where possible eircom will give the Customer notice prior to such suspension and eircom will restore service as soon as possible after such suspension.

6.1 Notification Process and Timescale for Unplanned Maintenance

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



Appendix 1 - Forecast Forms for WDEA and WREA Aggregation Links



Wholesale Dublin Ethernet Access Product (WDEA) Aggregation Links

Operator Company Name:	
Operator Contact Name:	
Operator Contact Phone:	
Operator Contact email:	
Operator Contact Billing Address:	

Year :

Exchange Name	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Next Year
Crown Alley					
Beggars Bush					
Tallaght					
ParkWest					
Santry					
Belcamp					
Adelaide Road					
Sandyford AEH					
CityWest					
Blanchardstown					
Swords					
Customs House					
Total	0	0	0	0	0

Operator Declaration and Signature

Signed for and on behalf of the Operator by:	
Position in Company:	
Date:	
Registered Office Address of Operator:	



**Wholesale Regional Ethernet Access Product (WDEA)
Aggregation Links**

Operator Company Name:	
Operator Contact Name:	
Operator Contact Phone:	
Operator Contact email:	
Operator Contact Billing Address:	

Year :

Exchange Name	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Next Year
Arklow					
Beggars Bush					
Carlow					
Churchfield					
Athlone					
Belcamp					
Castlebar					
Citywest					
Drogheda					
Ennis					
Killamey					
Mallow					
Naas					
Quaker Road					
Shannon					
Tallaght					
Wexford					
Crown Alley					
Dundrum					
Kilkenny					
Longford					
Mullingar					
Portlaoise					
Roscommon					
Swords					
Waterford					
Ballinasloe					
Blanchardstown					
Castletroy					
Clonakilty					
Dun Laoghaire					
Fermoy					
Killorglin					
Mervue					
Navan					
Rathedmond					
Shantalla					
Tralee					
Bantry					
Bray					
Cavan					
Clonmel					
Dundalk					
Kells					
Letterkenny					
Monaghan					
Nenagh					
Roches Street					
Summerhill					
Tullamore					
Total	0	0	0	0	0

Operator Declaration and Signature	
Signed for and on behalf of the Operator by:	
Position in Company:	
Date:	
Registered Office Address of Operator:	



Appendix 2 - Order Forms for WDEA and WREA

WDEA

Form A – Initial Dublin Ethernet Aggregation Links

Provide

Please read the order guidelines to ensure form is completed correctly



Wholesale Dublin Ethernet Access Aggregation Link - Provide Order Form

Section 1 - Operator Details

OAD Name:	<input type="text"/>
Billing Address:	<input type="text"/>
Account No:	<input type="text"/>
eircom A/C Manager:	<input type="text"/>
A/C Manager Contact No:	<input type="text"/>
Order Type:	Provide
Contract Duration:	1 Year

Section 2 - Operator Aggregation Link

Site Address:	<input type="text"/>	Aggregation Link Capacity	<input type="text" value="1 Gb/s"/>
Site Contact Name:	<input type="text"/>		
Site Contact Tel No's:	<input type="text"/>		
Core Ethernet Aggregation Node:	<input type="text"/>		

Comments:	<input type="text"/>
-----------	----------------------

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Form B – Dublin Ethernet End User Access Circuit

Provide

An Operator must order an Aggregation Link prior to ordering an End User Access Circuit

Wholesale Dublin Ethernet Access End User Access Circuit - Order Form



Section 3 Operator End User Access Circuit Details and Associated Aggregation Link

Existing Aggregation Link ID (As supplied by eircom)																						
Site Address:																						
Site Tel Number:																						
Site Contact Name:																						
Site Contact Tel No's:																						
<table border="1"><thead><tr><th>VLAN Required</th><th>Class of service type</th><th>Please select bandwidth</th></tr></thead><tbody><tr><td>VLAN 1 (at least one VLAN is required)</td><td>Traffic_Based</td><td>Please Choose</td></tr><tr><td>VLAN 2</td><td>Please Choose</td><td>Please Choose</td></tr><tr><td>VLAN 3</td><td>Please Choose</td><td>Please Choose</td></tr><tr><td>VLAN 4</td><td>Please Choose</td><td>Please Choose</td></tr><tr><td>VLAN 5</td><td>Please Choose</td><td>Please Choose</td></tr><tr><td>Comments:</td><td colspan="2"></td></tr></tbody></table>		VLAN Required	Class of service type	Please select bandwidth	VLAN 1 (at least one VLAN is required)	Traffic_Based	Please Choose	VLAN 2	Please Choose	Please Choose	VLAN 3	Please Choose	Please Choose	VLAN 4	Please Choose	Please Choose	VLAN 5	Please Choose	Please Choose	Comments:		
VLAN Required	Class of service type	Please select bandwidth																				
VLAN 1 (at least one VLAN is required)	Traffic_Based	Please Choose																				
VLAN 2	Please Choose	Please Choose																				
VLAN 3	Please Choose	Please Choose																				
VLAN 4	Please Choose	Please Choose																				
VLAN 5	Please Choose	Please Choose																				
Comments:																						


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WREA
Form C – Initial Regional Ethernet Aggregation Links

Provide

Please read the order guidelines to ensure form is completed correctly

Wholesale Regional Ethernet Access Aggregation Link - Provide Order Form 

Section 1. Operator Details

OA0 Name:	<input type="text"/>
Billing Address:	<input type="text"/>
Account No:	<input type="text"/>
eircom A/C Manager:	<input type="text"/>
A/C Manager Contact No:	<input type="text"/>
Order Type:	Provide
Contract Duration:	1 Year

Section 2 - Operator Aggregation Link

Site Address:	<input type="text"/>	Aggregation Link Capacity	<input type="text" value="1Gb/s"/>
Site Contact Name:	<input type="text"/>		
Site Contact Tel No's:	<input type="text"/>		
Core Ethernet Aggregation Node:	Please Choose		
Comments:	<input type="text" value="site access arrangements"/>		


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Form D – Regional Ethernet End User Access Circuit

Provide

An Operator must order an Aggregation Link prior to ordering an End User Access Circuit

Wholesale Dublin Ethernet Access End User Access Circuit - Order Form 

Section 3 Operator End User Access Circuit Details and Associated Aggregation Link

Existing Aggregation ID (As supplied by eircom)	
Site Address:	
Site Tel Number:	
Site Contact Name:	
Site Contact Tel No's:	

VLAN Required	VLAN Required:	Please select bandwidth
VLAN 1	Please Choose	Please Choose
VLAN 2	Please Choose	Please Choose
VLAN 3	Please Choose	Please Choose
VLAN 4	Please Choose	Please Choose
VLAN 5	Please Choose	Please Choose

Comments:

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Appendix 3 –WDEA Nodes

Crown Alley	Adelaide Road
Beggars Bush	Sandyford AEH
Tallaght	CityWest
ParkWest	Blanchardstown
Santry	Swords
Belcamp	Customs House



Appendix 4 - WREA Node List


Arklow	Athlone	Ballinasloe	Bantry
Beggars Bush	Belcamp	Blanchardstown	Bray
Carlow	Castlebar	Castletroy	Cavan
Churchfield	Citywest	Clonakilty	Clonmel
Crown Alley	Drogheda	Dun Laoghaire	Dundalk
Dundrum	Ennis	Fermoy	Kells
Kilkenny	Killarney	Killorglin	Letterkenny
Longford	Mallow	Mervue	Monaghan
Mullingar	Naas	Navan	Nenagh
Portlaoise	Quaker Road	Rathedmond	Roches Street
Roscommon	Shannon	Shantalla	Summerhill
Swords	Tallaght	Tralee	Tullamore
Waterford	Wexford		



Appendix 5 - Change Order Forms

WDEA Dublin Ethernet Aggregation Links

Please read the change order guidelines to ensure form is completed correctly



Wholesale Dublin Ethernet Access - Existing Operator Aggregation Link Information

Section 1. Operator Details

Operator Name:	<input type="text"/>
Billing Address:	<input type="text"/>
Account No:	<input type="text"/>
eircom A/C Manager:	<input type="text"/>
A/C Manager Contact No:	<input type="text"/>
Order Type:	Change
Contract Duration:	1 Year

Section 2 - Operator Existing Aggregation Link Details

Existing Aggregation Link ID (As supplied by eircom)	<input type="text"/>		
Site Address:	<input type="text"/>	Aggregation Link Capacity	<input type="text" value="1 Gb/s"/>
Site Contact Name:	<input type="text"/>		
Site Contact Tel No's:	<input type="text"/>		
Core Ethernet Aggregation Node:	<input type="text"/>		
Comments:	<input type="text"/>		


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WDEA
Dublin Ethernet End User Access Circuit

Please read the change order guidelines to ensure form is completed correctly

Wholesale Dublin Ethernet Access - End User Access Circuit - Change Order Form



Section 3 Operator Existing End User Access Circuit Details


Existing Aggregation Link ID (As supplied by eircom)	
End User Access Circuit Site Address:	
Site Tel Number:	
Site Contact Name:	
Site Contact Tel No's:	

Existing VLAN ID to be Changed	Class of service type	Please select bandwidth
	Traffic_Based	Please Choose
	Please Choose	Please Choose
	Please Choose	Please Choose
	Please Choose	Please Choose
	Please Choose	Please Choose
Comments:		

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WREA
Regional Ethernet Aggregation Links

Please read the change order guidelines to ensure form is completed correctly		
Wholesale Regional Ethernet Access - Existing Operator Aggregation Link Information		
Section 1. Operator Details		
Operator Name:	<input type="text"/>	
Billing Address:	<input type="text"/>	
Account No:	<input type="text"/>	
eircom A/C Manager:	<input type="text"/>	
A/C Manager Contact No:	<input type="text"/>	
Order Type:	Change	
Contract Duration:	1 Year	
Section 2 - Operator Existing Aggregation Link Details		
Existing Aggregation Link ID (As supplied by eircom)	<input type="text"/>	Aggregation Link Capacity <input type="text" value="1Gb/s"/>
Site Address:	<input type="text"/>	
Site Contact Name:	<input type="text"/>	
Site Contact Tel No's:	<input type="text"/>	
Core Ethernet Aggregation Node:	Please Choose	
Comments:	<input type="text"/>	
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WREA
Regional Ethernet End User Access Circuit

Please read the change order guidelines to ensure form is completed correctly

Wholesale Regional Ethernet Access - End User Access Circuit - Change Order For 

Section 3 Operator Existing End User Access Circuit Details

Existing Aggregation ID (As supplied by eircom)	<input type="text"/>
End User Access Circuit Site Address:	<input type="text"/>
Site Tel Number:	<input type="text"/>
Site Contact Name:	<input type="text"/>
Site Contact Tel No's:	<input type="text"/>

Existing VLAN ID to be Changed	VLAN Required:	Enter existing VLAN Bandwidth	Enter new VLAN Bandwidth
VLAN 1	<input type="text" value="Please enter VLAN ID"/>	<input type="text" value="Please Choose"/>	<input type="text" value="Please Choose"/>

Comments:

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Appendix 6 - Cease Order Forms

WDEA

Dublin Ethernet Aggregation Links

Wholesale Dublin Ethernet Access - Aggregation Link - Cease Order Form

Section 2. Operator Details	
Operator Name:	<input type="text"/>
Billing Address:	<input type="text"/>
Account No:	<input type="text"/>
eircom A/C Manager:	<input type="text"/>
A/C Manager Contact No:	<input type="text"/>
Order Type:	Cease
Contract Duration:	1 Year
Section 3 - Operator Existing Aggregation Link to be Ceased	
Existing Aggregation ID (As supplied by eircom)	<input type="text"/>
Site Address:	<input type="text"/>
Aggregation Link Capacity	1 Gb/s
Site Contact Name:	<input type="text"/>
Site Contact Tel No's:	<input type="text"/>
Core Ethernet Aggregation Node:	<input type="text"/>
Comments:	<input type="text"/>
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WDEA Dublin Ethernet End User Access Circuit

Please read the cease order guidelines to ensure form is completed correctly

Wholesale Dublin Ethernet Access - End User Access Circuit - Cease Order Form



An Operator must cease all End User Access Circuits associated with the relevant Aggregation Link prior to being able to cease the relevant Aggregation Link

Section 1 Operator's Existing End User Access Circuit Details

Existing Aggregation Link ID (As supplied by eircom)	
Site Address:	
Site Tel Number:	
Site Contact Name:	
Site Contact Tel No's:	

Existing VLAN ID to be Ceased	Class of service type	Please select bandwidth
	Traffic_Based	Please Choose
	Traffic_Based	Please Choose
	Please Choose	Please Choose
	Please Choose	Please Choose
	Please Choose	Please Choose

Comments:

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WREA Regional Ethernet Aggregation Links

Please read the cease order guidelines to ensure form is completed correctly
An Operator must cease all End User Access Circuits associated with the relevant Aggregation Link prior to being able to cease the relevant Aggregation Link

Wholesale Regional Ethernet Access - Aggregation Link - Cease Order Form

Section 2 - Operator Details

Operator Name:	<input type="text"/>
Billing Address:	<input type="text"/>
Account No:	<input type="text"/>
eircom A/C Manager:	<input type="text"/>
A/C Manager Contact No:	<input type="text"/>
Order Type:	Cease
Contract Duration:	1 Year

Section 3 - Operator Existing Aggregation Link to be Ceased

Existing Aggregation ID (As supplied by eircom)	<input type="text"/>		
Site Address:	<input type="text"/>	Aggregation Link Capacity	1 Gb/s
Site Contact Name:	<input type="text"/>		
Site Contact Tel No's:	<input type="text"/>		
Core Ethernet Aggregation Node:	<input type="text"/>		

Comments:

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WREA
Regional Ethernet End User Access Circuit

Please read the cease order guidelines to ensure form is completed correctly

Wholesale Regional Ethernet Access - End User Access Circuit - Cease Order Form



An Operator must cease all End User Access Circuits associated with the relevant Aggregation Link prior to being able to cease the relevant Aggregation Link

Section 1 Operator's Existing End User Access Circuit Details

Existing Aggregation Link ID (As supplied by eircom)	
Site Address:	
Site Tel Number:	
Site Contact Name:	
Site Contact Tel No's:	
Existing VLAN ID to be Ceased	VLAN to be ceased
	Please enter
	Please enter
	Please enter
	Please enter
	Please enter
Comments:	

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Appendix 7 - Notification of Planned Maintenance Form

Notification of Outage

eircom Date of Issue

eircom Reference

Time of Outage

Details of Outage



Notification of Planned Maintenance Works

The form in this section should be used for the notification of Planned Maintenance Activities relating to the Network. The types of actions, which require to be notified, are activities directly affecting the Network.

NOTIFICATION OF PLANNED MAINTENANCE WORKS

To:	Reference Number:
From:	Date: ___/___/___
Address:	
Address:	
Telephone No: - _____	
Fax No: - _____	

Engineering work is due to be carried out on the following Network Paths and will necessitate the following break in service (if <5 minutes) or reduction in resilience: -

Network Paths Affected: _____
(unique circuit id) _____
Network Nodes Affected: _____
(A&B ends to be supplied) _____

Break Description: _____

Start Date & Time of Break: ___/___/___ : ___
Finish Date & Time of Break: ___/___/___ : ___
Duration of Break: _____ hours__
Comments: _____

Operator personnel required Yes/No

Originator's Name: _____	Issue: _____
Received by: _____	Date: ___/___/___
Amendment Agreed by: _____	Date: ___/___/___



Appendix 8 - Single Point of Contact (SPoC)

Table 1 shows the single points of contact to be used for all Planned Maintenance Work and for Fault reporting.

Email Address 1		Email Address 1	
Email Address 2		Email Address 2	

Table 1: Single Points of Contact (SPoC)