



# open eir<sup>1</sup> Prioritised Repair SB-WLR Process Manual

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<sup>1</sup> open eir is a trading name of eircom limited, Registered as a Branch in Ireland Number 907674, Incorporated in Jersey Number 116389, Branch Address : 2022 Bianconi Avenue | City West Business Campus | Dublin 24 | D24 HX03

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## Version Control

Version	Status	Update	Effective Date
1.0		Rebranded	October 2015
V2.0	Final	This document is based on V1.0 Implementation of Standardised Change Control.	12/06/2017

This document follows change control procedure:

**Proposed** is defined as a document status when the approved document is uploaded to Proposals Section of open eir Website.

**Final** is defined as a document status when the approved document is uploaded to the relevant section of the open eir Website following the publication period.

### For information:

- Historical Document History Table located at end of Document.
- Publish means the action of uploading a document to the website regardless of status or location.
- **If there are changes to the document between 'Proposed' and 'Final', change control operates.**



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## 1 Ordering Process

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### 1.1 Pre Order Enquires

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An Operator will be able to query an existing line, via the existing DR (SB-WLR) order type on Unified Gateway (UG) to determine if the line has a prioritised SLA attached to it. Where no prioritised repair SLA exists on the line the Repair\_SLA flag will be set to 'standard'.

### 1.2 Ordering Process (New Provides)

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When an Operator seeks to submit a new provide order for SB-WLR lines they will be able to add prioritised repair under the REPAIR\_SLA option on the Unified Gateway. The Operator must select 'PRIORITY' on the Repair\_SLA option.

Once the Operator selects the Priority Repair SLA on the order it will flag the line to internal *open eir* systems as being eligible for Prioritised Repair. It will also trigger billing of the SLA to the Operator. The appropriate monthly charge will appear on the Operator bill.

If the Operator does not select the Priority Repair SLA, then the standard SLA will be applied to the line by default.

The order completion notification will include the appropriate Repair SLA. The applicable order types are as follows; LNI, LTI, LNN.

### 1.3 Ordering Process (Existing Lines)

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Operator's will be able to add the Priority Repair SLA to existing lines which may be moving from

another Operator. The Operator must select 'PRIORITY' on the Repair\_SLA option when placing the appropriate order on the UG.

If the Operator does not specifically request otherwise, the existing Repair SLA will migrate over. The Priority Repair SLA will migrate over providing that the gaining Operator has signed up for Priority Repair.

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Once the Operator selects the Priority Repair SLA on the order it will flag the line to internal *open eir* systems as being eligible for Prioritised Repair. It will also trigger billing of the SLA to the Operator. The appropriate monthly charge will appear on the Operator bill.

The order completion notification will include the appropriate Repair SLA. The applicable order types are as follows; PW, RW, UPG, DNG, MI, MN. Note: PWG and PWU are migration orders from GLUMP/ULMP.

## 1.4 Change Process (Existing Lines)

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Operators will be able to amend or remove the existing SLA on the line through a change order on Unified Gateway (CH order for SB-WLR). The Operator must select 'PRIORITY' on the Repair\_SLA option. Similar to a new provide, this change order will flag the line to internal *open eir* systems as being eligible for Prioritised Repair. It will also trigger billing of the enhanced SLA. The appropriate monthly charge will appear on the Operator bill.

## 1.5 Migrations

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Where a SB-WLR line migrates to ULMP / GLUMP line and the line already has a Prioritised SLA, the Operator may choose to carry the SLA over to the new line or change the SLA. If the Operator does not specifically request otherwise, the existing SLA will migrate over to the new line, provided that Operator has signed up to provide test results with Fault reports for ULMP.

The order completion notification will include the appropriate Repair\_SLA. Migration order types to ULMP/GLUMP are as follows PU and PUG. Note:

If an Operator selects the 'Priority' SLA for a ULMP/GLUMP order and they have not signed up to provide Line Test Results then the order will be rejected.

## 2 Fault Handling and Repair

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The Operator should use the existing processes for fault reporting on SB-WLR lines. Please see SB-WLR IPM for further details.

Upon receipt of the fault *open eir* will determine the applicable SLA and in the case of Prioritised Repair priority will be given to such faults. Where the fault is placed via the UG the UG will provide standard status updates.

## 2.1 Repair Process Definitions

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**SB-WLR Activation Fault:** Single billing activation faults are those faults that arise as a result of activation of SB-WLR by *open eir* that are accepted as faults by *open eir*. The scenarios covered under this fault are those experienced by the end-customer as a direct result of activation within 48 hours of service activation and would consist primarily of i) an inability to make outgoing calls as wrong CPS category applied or ii) failure to provide working ancillary service as ordered and notified as provided in the completion notice.

**SB-WLR Line Fault:** Single Billing line fault is the loss of the ability to make (dialing 1777) or receive calls over from *open eir's* switched network. It is also indicated via returned line test failures.

**Repair Time:** The duration between the time a fault is received by *open eir* and the time the fault is closed by *open eir* with the Operator identified as the last Un-confirmed Clear.

**Unconfirmed Clear:** On completion of a repair, a fault ticket receives an Unconfirmed Clear status and the ticket is parked. The clock is stopped until:

- a. it is accepted as cleared by the SB-WLR Operator and therefore becomes a "Confirmed Clear Permanent".
- b. or 8 Working Hours from the Unconfirmed Clear notification to the Operator has elapsed in which case the fault becomes a "Confirmed Clear Permanent" by default .
- c. or the clear is legitimately rejected by the Operator and the repair clock is restarted.

**Valid Faults:** all faults other than those excluded faults in accordance with Appendix 1, and *open eir* defined non-faults (clear codes 00-99), as described in the appropriate IPM's.

The Operator is responsible to undertake initial testing to prove the fault to the *open eir* local loop circuit, prior to submitting a Valid Fault report as per the IPM.

The Operator is also responsible to prove all faults out of their DSLAM equipment (ULMP only) and port associated with the line and perform CPE tests before reporting a fault, which would then be accepted by *open eir*.

**Confirmed Clear Permanent:** If a fault clear, has either been accepted by the AS or 8 Working Hours has elapsed from Unconfirmed Clear notification, the fault ticket is un-parked and given a Confirmed Clear Permanent status. In addition, a final clear code is associated with the fault ticket and it is permanently closed.

However, if the Operator responds with a rejection of the repair within 8 Working Hours, the ticket is un-parked, the clock is re-started and repair work recommences. On completion of the repair, the Unconfirmed Clear status is applied again, the Operator is notified and the fault is parked and the process above is repeated.

**Out of Service:** Out of Service is the duration between the time a fault is received by *open eir* in accordance with the fault reporting procedures and the time marked by *open eir* as the last Unconfirmed Clear prior to a Confirmed Clear Permanent for a particular fault.

For the purposes of the faults being reported, the Operator's customers will report all faults to the Operator.

Fault handling and repair processes are outlined in the appropriate IPM's.

**Fault Reception & Acceptance:** The capability to log a fault with *open eir* and the Operator to be advised of a fault reference number.

**Initial Fault Response:** The first response to an Operator following their logging of a fault, which will include a fault reference number where appropriate.

**Parked Time:** The times during which the SLA clock is stopped which include; time not covered by the relevant SLA.

or during out of hours periods where resources being made available on a reasonable endeavours basis are unavailable .

or circumstances as outlined in Appendix 2.

### 3 Penalty Payment Process

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*open eir* shall provide Operators with penalty statements one month in arrears with the statement being reconciled between the parties during month 3 of the quarter with payment made in the next billing cycle. The applicable penalty to be paid is the difference between actual% achieved and target %.

In the event that the Operator is of the opinion that a penalty liability has been incorrectly calculated then a claim must be submitted in writing to:

The Penalty Manager *open eir*. 2022 Bianconi Avenue | City West Business Campus | Dublin 24 | D24 HX03

In case of a query, any supporting documentation must be supplied within ten Working Days of a request by *open eir*.

Any adjustment will be remitted by way of credit against the account associated with the claim.

### Appendix 1: Exclusions

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#### Service Assurance

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

Where the fault is caused by, third party activities such as cable damage, or gunshot.

Where the fault is caused by severe weather conditions such as storms, flooding, fire or lightning

Where a fault occurrence is due to changes in Customer provided apparatus

Where the fault is not in the *open eir* network i.e. Operator non-fault



Where a fault is reported and no fault is detected when the service is tested from end to end.

Any period of scheduled outages notified to the Operator in accordance with the planned works procedure

A failure by the Operator or its customer to allow access to premises or equipment when requested

The Operator or its customer failing to operate the service in accordance with *open eir* terms and conditions for the provision of the service

A failure of the customer to report the fault in accordance with the fault reporting procedures.

## Appendix 2 – Parked Time

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Circumstances whereby a fault cannot be progressed on behalf of an Operator, and the fault is parked are outlined as follows; -

*open eir* cannot get co-operation from the Operator with testing the line

When a fault ticket receives an Unconfirmed Clear status, it will be parked.

Where an engineer is dispatched and cannot get access to the end user premises

Where to proceed would result in a health and safety risk, avoidance of which could not have been realistically predicted by *open eir*.

If it is requested by the Operator and/or end user

Where a third party, other than *open eir* contracted entities, restricts *open eir* from working on resolution of the fault.

Force Majeure

## Version Control History

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Version	Status	Update	Effective Date
1.0		Original	16/07/2008
1.0		Rebranded	October 2015
V2.0	Final	This document is based on V1.0 Implementation of Standardised Change Control.	12/06/2017