



open eir¹
Single Billing through Wholesale
Line Rental
Product Description

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1 Preface

This document acts as a product description for Single Billing through Wholesale Line Rental (SB-WLR) as mandated by ComReg in D13/02.

This document is without prejudice to any future position that may be adopted relative to the provision of Wholesale Line Rental (SB-WLR). It should be read in conjunction with the associated documents detailing processes, IT specifications and service level agreements, as published on the open eir website (www.openeir.ie).

2 Introduction

This document outlines open eir's product offering for SB-WLR. The product description will be revised as appropriate to reflect updates in the SB-WLR product offering as agreed with the National Regulator following negotiation with industry, if appropriate.

2.1 Product Introduction

The SB-WLR product enables Operators to provide their new and existing CPS 'all calls' end users with a single bill covering all aspects of voice services (see section 2.1.1 for a full definition of voice services). For SB-WLR, the Operator can provide their own ancillary services or purchase open eir ancillary services on a wholesale basis and charge the end user for those services at its own rates.

2.1.1 Product Scope

The SB-WLR product includes a wholesale service for relevant retail voice services provided by open eir to its end users. This means that Operators can achieve a single billing relationship when taking over an open eir account.

In addition, new retail network based services introduced by open eir will have a corresponding wholesale service in the SB-WLR product where appropriate.

Voice services are defined to mean:

- all types of telephone line (as defined in section 4.1)
- ancillary services (subject to an agreed list of product exclusions as defined in section 4.2)
- low value CPE items (low value is defined in section 4.3)
- excluded calls from the CPS 'all calls' product.

2.1.2 Operational Processes

The industry agreed Inter-operator operational processes are published on open eir website. SB-WLR relies on these operational processes (and supporting I.T. infrastructure) to support ordering, provisioning, maintenance, fault repair and billing processes, and other service inquiries.

3 Relationship between SB-WLR and CPS Products

SB-WLR and CPS are distinct products. SB-WLR builds on the functionality of the CPS ‘all-calls’ product. CPS products continue to be available in their current format and the future development of the CPS product is not tied to that of the SB-WLR product.

SB-WLR can only be made available on end user lines where the line has CPS ‘all calls’ service applied with the same Operator requesting SB-WLR.

From a end user point of view, where a end user wishes to avail of CPS and SB-WLR they may sign up for both services on one customer authorisation form. An existing CPS end user wishing to avail of SBWLR will not be required to sign up for CPS again and will only be required to sign up for SB-WLR. The Operator will effectively submit CPS and single billing orders (SB-WLR) to open eir where required. The CPS ordering process as it is currently defined will remain unchanged.

3.1 Removing CPS from SB-WLR

If, at any point in time, CPS “all calls” with that Operator is removed from the line, for example where the end user is moving to another CPS provider, then the SB-WLR service will be removed from that line and the line will revert to open eir Retail. (Before moving to another CPS provider the end user must first consent to ending their SB-WLR relationship with the original Operator who will be notified of the decision).

The one stage capability to move from SB-WLR to CPS with a different Operator does not exist.

The ordering and provisioning of these products while inter-related is achieved through separate processes.

3.2 Removing SB-WLR but maintaining CPS with Operator

The end user can choose to remove SB-WLR but maintain the CPS “all calls” relationship with their existing Operator. In this case the end user can request that open eir provides the retail line service but continue to have CPS “all calls” with their existing Operator. The provisioning processes are outlined in the Industry Process Manual.



4 Product Description

SB-WLR enables Operators to issue a single bill to CPS 'all calls' end users for voice services (as defined in section 2.1.1). It enables them to offer their own branded telephony service to their CPS 'all calls' end users based on wholesale services provided by open eir. open eir provides wholesale billing details to Operators who then bill their end users at their retail rates.

Traffic is routed to the Operator's network in line with the CPS 'all calls' routing rules. Calls to all indirect access codes (including open eir '13666') are barred by open eir on SB-WLR Lines.

Once the end user transfers to single billing, the required ancillary services and CPE rental product elements will also be transferred to the SB-WLR account. In addition, the end user will receive a final bill from open eir for services that will now be billed for by the Operator. The final bill will contain any credits due to the end user for e.g. retail charges paid in advance.

Outgoing traffic will be routed to the Operator's network in line with the CPS 'all-calls' routing rules. The SB-WLR product consists of five main elements:

- open eir telephone lines (as defined in section 4.1)
- open eir ancillary services (subject to an agreed list of product exclusions as defined in section 4.2)
- FRIACO call packages as outlined in the Interconnect Price List.
- open eir low value CPE items (low value is defined in section 4.3)
- excluded call from the CPS 'all calls' product

These elements are described in more detail in the following sections.

Operators are free to decide which open eir ancillary services and open eir low value CPE rental product elements to purchase from open eir and may if they wish choose to offer their own ancillary services and/or CPE rental in conjunction with SB-WLR. However, for existing SB-WLR lines, if the end user requests low value CPE this cannot be ordered from open eir.

Operators are unable to purchase wholesale CPE from open eir. Low value CPE on existing CPS lines converted to SB-WLR will be invoiced on the SB-WLR single bill, while high value CPE will be ordered from and billed directly to the end user by open eir.



4.1 open eir Telephone Lines

The following are the open eir telephone lines eligible for SB-WLR

- analogue PSTN lines
- including both single lines and multi-line groups with or without hunting
- ISDN BRA (2B)
- including both single lines and multi-line groups with or without hunting
- ISDN PRA (30B)
- both fractional and full
- open eir hi-speed.
- Virtual Lines

Operators can migrate Virtual Lines (VLs) to SB-WLR. In addition, Operators can order VLs and associated Number Diversion (NDS) services (e.g. National and International number diversion or diversion to a Mailbox Announcement when ceasing a SB-WLR line).

4.1.1 Features

open eir Telephone lines have the following features.

4.1.1.1 Call Routing (& Excluded calls)

Calls are routed according to the “CPS ‘all calls’ Inclusion and Exclusion list”. Outgoing call types are routed to the Operator with the exception of excluded call types.

Excluded calls are routed to open eir. The only difference between SB-WLR (with CPS ‘all calls’) and standalone CPS ‘all calls’ inclusion list plans is that calls to all indirect access codes (including open eir ‘13666’) are barred.

4.1.1.2 Numbering

End users transferring existing lines from open eir to an Operator will retain their existing telephone number(s).

4.1.1.3 Conversion of Existing open eir Telephone Lines

The product supports the conversion of any existing open eir telephone line to its corresponding SB-WLR equivalent including lines that currently have any variant of CPS applied to them. (Note when an end user chooses SB-WLR they are automatically opting for the CPS ‘All Calls’ option.



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If the order involves the transfer of service from one Operator to another, open eir will be responsible for informing the losing Operator of the loss.

Operators may place orders to convert an entire account to SB-WLR or may request a partial transfer by specifying that individual lines (and associated services) be converted to SB-WLR. In the case of partial transfers, open eir will split the account and will continue to bill the end user directly for services and lines not converted to SB-WLR.

4.1.1.4 Continuity of Service

There will be no break in service as a result of SB-WLR being applied to an end user account/s.

4.1.1.5 Order Lead Times and Advanced Notification of Order Completion

The Inter-operator Process Manual outlines the leads times for order processing and advanced notification of completion. Refer to the SB-WLR Inter-operator Process Manual on the open eir website for the current details.

4.1.1.6 Ordering of New/Additional Lines

The SB-WLR product supports Operator orders for new telephone lines for termination both at premises that are currently served by open eir and where appropriate (e.g. in accordance with ISDN availability) at premises that are not currently served by open eir.

It also supports Operator orders for additional lines to be added to an existing SB-WLR account.

4.1.1.7 House/Premises moves

The SB-WLR product supports end user orders for house / premises moves. The operational processes minimise service interruption.

For moves within an open eir exchange area and minimum numbering area, it may be possible for end users to retain their existing telephone numbers.

End users will contact the Operator to place orders.

The ordering process for House/Premises moves is outlined in the SB-WLR Inter-operator Process Manual.

4.1.1.8 New Tenants

The SB-WLR product allows for the situation where ownership of a house has changed but the previous end user/tenant has not completed the process of cancelling or transferring their service. The new tenant can request service on the existing SB-WLR line via their preferred supplier. The process for providing service to a new tenant is outlined in the SB-WLR Inter-operator Process Manual.



4.1.1.9 Directory Entries

Once the end user's account has been ceased, open eir no longer has an obligation to provide information to the NDD from the close of business that day. Instead, it is the responsibility of the operator with whom the end user has a rental agreement. However, open eir provides a facility to the Operator whereby the continuity of the end users' directory entry is maintained when moving to or from SB-WLR. open eir will enable the transfer of the NDD listing reference number from an open eir number to an Operator NDD reference number on completion of the SB-WLR order.

4.2 Ancillary Services

4.2.1 Ancillary Services on SB-WLR Lines

open eir provides ancillary services on SB-WLR. A complete description of these ancillary services is included in an Annex of the IPM. These services are billed at wholesale rates to the Operator and the services are listed as follows:

4.2.1.1 Ancillary Services on Analogue Lines

The following is a list of ancillary services that are automatically available for Analogue lines:

Alarm Reminder

Caller Return.

Wholesale versions of the following open eir ancillary services are optionally available. These are:

Calling Line Identity Restriction

Calling Line Identity Presentation

Call Answering

Call Barring

Call Forwarding

Call Waiting

Caller Display

Family Mailbox

Hotline

Number Diversion Service

Abbreviated Dialling

Hunting

Three Way Calling

Network Call Transfer

4.2.1.2 Ancillary Services on ISDN lines

The following ancillary services are available on all ISDN lines:

Calling Line Identity Restriction (CLIR)

Direct Dialling In (DDI)

Call Answering - only available on Hi-Speed & BRA

Call Barring

Call Forwarding

Call Waiting (CW)

Calling Line Identity Presentation (CLIP)

Hunting – hunting is not available across PSTN & ISDN.

three Way Calling (3PTY)

Multiple Subscriber Number (MSN)

4.2.2 Ancillary Service Features

open eir ancillary services have the following features.

4.2.2.1 Ordering

End users will contact the Operator to place orders for provision, changes or cessation of ancillary services. Operators will then place orders with open eir for wholesale ancillary services as required. A matrix outlining the applicable ancillary services for each line type is provided in Appendix C. This process is outlined in the SB-WLR Inter-operator Process Manual.

4.2.2.2 Continuity of Service

When an existing line is transferred to SB-WLR the Operator may optionally request that all existing ancillary services be replaced by their wholesale equivalents. Alternatively the Operator can explicitly state which open eir ancillary services are required and/or order additional ancillary services if required.

When existing open eir retail ancillary services are replaced by their wholesale equivalents the transfer will take place with minimal service interruption.



4.2.2.3 Announcements

A generic announcement will be provided for Call Answering and Family Mailboxes when accounts are transferred to SB-WLR.

4.2.2.4 Hunting

Hunting is available on SB-WLR lines. However, Hunting cannot be subdivided between the two different accounts. In addition, a business end user with multiple PSTN lines must maintain Hunting on either their eir account or the SB-WLR account.

4.3 open eir Low Value CPE Rental

open eir offers wholesale versions of all low value rented end user premises equipment (CPE) associated with telephone lines that are currently billed on eir telephony bills. Typically low value CPE will consist of telephone instruments and on-site wiring.

Low value CPE is defined as equipment currently costing no more than €4.23 per item, per month excluding VAT. High value CPE is CPE costing above €4.23 per item, per month excluding VAT.

4.4 Number Portability

Where an Operator wishes to port a geographic number(s) associated with an SB-WLR end user, it will submit a standard geographic number portability (GNP) order to open eir as per the existing GNP process for porting of open eir Retail geographic numbers. The order will be processed by open eir according to the existing GNP process. It should be noted that open eir will not use the end user name to validate the order – correct account number and CLIs required. The loss notification will be sent to the losing Operator that is providing SB-WLR service. The process ceases the SB-WLR service associated with the ported numbers.

4.5 Product Exclusions

The SB-WLR service has the following exclusions.

- open eir Charge Card
- open eir DSL
- high value CPE (See section 4.3 for definition of high value)
- spread payment contracts (for equipment purchase)
- open eir discount schemes.

open eir will accept SB-WLR orders for accounts with excluded services but will continue to bill end users directly for them. All other services can be transferred to the Operator in the normal manner.



4.6...ULMP and Line Sharing.....

Further work is required to assess the implications of SB-WLR on ULMP and Line Sharing and vice versa

5 End user Contact

Operators will handle all end user contact for SB-WLR apart from broadband related queries which are handled as described in the Industry Process Manual. open eir will not have any contact with end users for SB-WLR, with the exception of on-site end user visits from open eir representatives on behalf of the Operator and where they avail of services from open eir that are directly billed by open eir to the end user.

If an end user contacts open eir with queries applicable to a SB-WLR account, open eir will tell the end user to contact their service provider for assistance. open eir customer service representatives will not know the name of the service provider and will not be able to provide the end user with contact details.

A Single Billing Code of Practice document defines and regularises such contact and is published on the open eir website.

6 Contracts for SB-WLR

open eir will have a contract with the Operator for the wholesale provision of SB-WLR services.

Operators will have separate contracts with end users for the provision of the retail services supplied by the Operator that are based on open eir's wholesale SB-WLR services.

When all existing open eir services are converted to SB-WLR, open eir's contract with the end user will be terminated. However, open eir will maintain a contract with the end user for any services billed by open eir

7 Pricing

open eir will charge Operators for SB-WLR at wholesale rates published on the open eir website.

Operators charge end users at their own retail rates for their SB-WLR retail products that are based on open eir's SB-WLR wholesale product. Operators have complete freedom to determine their own charging structures.

open eir retail products which are re-billed by the Operators on the single bill will charge the end user at the open eir retail rate and not at any other rate.



8 Credit Management

8.1 End User Bad Debt

The Operator will be responsible for all bad debts relating to SB-WLR.

8.2 End User Credit Management Process

Operators can request that credit management procedures be applied to SB-WLR lines using open eir credit management tools and procedures. The processes around how these requests are made by the Operator to open eir are documented in the SB-WLR Inter-operator process manual.

Where an open eir end user receives an open eir bill for excluded services these services should not be affected by any credit management process implemented for single billing end users.

9 Billing

open eir currently has three billing cycles per month. The Operator can, as part of the SB-WLR order process, request that SB-WLR end user accounts are allocated to particular cycles and where possible open eir will facilitate these requests.

open eir will issue a single monthly bill to each Operator for each billing cycle for all SB-WLR end users for that particular Operator in the particular billing cycle. Each bill will itemise all charges applied to each SB-WLR end user associated with that particular billing cycle. (See Appendix A for a definition of a Major Account).

When accounts are transferred to SB-WLR, open eir will need to change the billing cycle, which in most cases will result in a change to the billing date for the account. If all services are transferred to SB-WLR, the account will be closed and open eir will issue a final bill. This will contain any credits due to the end user for retail charges paid in advance. If services are left on the account, open eir will continue to bill the end user according to the original billing cycle.

Depending on the Operator's billing cycle, the end user may receive both open eir's final bill and an initial bill from the Operator within the same week.

Billing information will be sent electronically to the Operator from open eir. The file format and operational processes are set out in the Data contract as published on the open eir Extranet. The billing operational processes are outlined in the SB-WLR Inter-operator Process Manual.



10 Forecasting

The Operator Forecasting process will be developed at the appropriate Industry working group.

11 Code of Practice

A code of practice has been developed by industry and is published on the open eir website (www.openeir.ie).

12 Processes Overview

Inter-operator processes are contained in the SB-WLR Inter-operator Process Manual, which is published on the open eir website.

Prior to an Operator submitting an order for SB-WLR, the Operator can request a list of all CLI's and / or all telephone numbers associated with an end user's account from open eir.

12.1 Gateway & Data Contract

A Unified-Gateway (UG) has been developed with the purpose of providing a means for Operators and eir to communicate with open eir. The Unified-Gateway is predominantly utilised for order handling.

There is a Data Contract associated with the Unified-Gateway, which details the IT interface between the Operators and open eir. The Data Contract maybe revised each time a new release of the Unified-Gateway is implemented.

The Data Contract outlines the syntax and structure of the files sent to the UG by the Operators and open eir-Retail. The Files contain structured order types for SB-WLR, Bitstream and LLU products and services. These files are sent to an external server, which are subsequently processed by the UG application.

The Data Contract also outlines the syntax and structure of the files sent from the UG to the Operators. The Files contain the responses to orders submitted to the UG system by Operators and open eir-Retail for SB-WLR, Bitstream and LLU products and services. These files are sent to an external server and are available for collection by Operators.

The interface to the SB-WLR Gateway is governed by the open eir Unified Gateway Interface Guidelines in relation to all aspects of order handling, order management and fault reporting. The Access Seeker must comply with all requirements set out in this document. The controlling document is the latest version published on the open eir extranet, as same may be updated from time to time.



12.2 Order Handling and Provisioning

The end user will sign a new CAF when ordering SB-WLR.

Ordering and Provisioning Processes are published in the SB-WLR Inter-operator Process Manual on the open eir website.

When an end user account has been changed to SB-WLR status, the account name and billing address will be changed to that of the Operator. The installation address will remain as the end user's address to facilitate fault handling. This installation address field will contain the end user name.

12.3 Fault Reception/Management

All end user faults will be reported to the Operator. The Operator will prove the fault out of its network before reporting the fault to open eir. If the Operator determines that the fault resides in the open eir network, it will raise a trouble ticket with the open eir CPS Fault Management Centre. Full details of the associated processes are published in the SB-WLR Inter-operator Process Manual on the open eir website.

13 SB-WLR Change Management Process

The change management process is detailed in the SB-WLR Inter-operator Process Manual.



Appendix A – Definition of a Major Account

Major Account Billing (MAB) is set-up for the Operator by choosing one account (referred to as a MINOR Account in MAJOR Account Billing terms) from a number of accounts they may have with open eir and designating it as the MAJOR account.

This enables a number of other MINOR accounts to be linked to it (including itself). This process enables a single Bill to be produced for the major account that incorporates all the charges pertaining to the MINOR bills associated / linked to the MAJOR Account.



Appendix B – Universal Account Number

open eir will supply the Operator with the end user's new account number upon completion of the SB-WLR order. This account number is called the Universal Account Number (UAN). The UAN must be communicated by the Operator to their end user. In addition, the UAN must be included in all correspondence and billing with the end user. The end user will require the UAN in order to move between operators.

Appendix C – Ancillary Services per Line type

UG Code	Abbreviated Dialing						
AD	Additional Hunting Number Hunt Number Call Answering Premium Barred Premium and International Barred Premium, International and UK Barred						
AHN							
CA							
CBP							
CBPI							
CBPIUK							
CBPIUKN	Premium, International, UK and National Barred	YES YES YES YES YES YES	YES YES YES YES YES YES	YES YES YES YES YES	YES YES YES YES YES YES		

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