

Product Description for Product Migrations

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1. Introduction

This document defines the Product Description to provide Product Migrations (hereafter referred to as Migrations). The processes supporting the implementation of the services will be outlined in the Migrations Industry Process Manual. It should be read in conjunction with the associated documents detailing processes and technical specifications of the service.

Capitalised terms have the meaning given in the relevant Product Agreement and/or Migrations Agreement.

2. Product Scope

The migration product enables the operator to place a single inter-operator product migration order i.e. product changes between operators or a single intra-operator product migration order, i.e. product changes with the same operator. The appropriate scenarios are listed in section 3 of this document.

Bulk migrations will also be offered as part of the migrations service. A Bulk Migration (BM) is defined as the multiple migrations in either direction between Bitstream any eligible form of LLU. Further details are provided in appendix 2.

Existing eircom Retail PSTN lines, SB-WLR lines, ULMP and BRA lines are in scope for this service. Existing ISDN FRA/PRA lines are not in scope for this service. Only single line orders may be placed for migrations involving Broadband, Bitstream or Line share. Multi-line migrations are available for existing SB-WLR lines and ULMP lines only. Please see migrations IPM for further detail.

For Intra-operator migrations the Gaining Operator (GO) can own the narrowband (NB) and or the broadband (BB) service, i.e. they can own either the existing NB or the BB service or they can own both NB and BB.

No mixed operator services will be offered. Where the end customer is moving from an LLU based operator, all services must be moved to a single Gaining Operator. An exception to this rule is for the Broadband/Bitstream to Line Share and Line Share to Broadband/Bitstream scenarios where the Broadband service only is moving.

The GO will use the UAN/CRN when communicating with eircom. (Universal Account Number (UAN) and a Circuit Reference Number (CRN)).

The GO is responsible for DSFA (Department of Social and Family Affairs) and NDD (National Directory Database) services.

3. Product Description

The migration product enables the movement from GLUMP/ULMP to a PSTN/SB-WLR service with or without a broadband service (Line Sharing, Bitstream and Broadband). It also enables movement to GLUMP/ULMP and from Broadband/Bitstream to Line Share and Line Share to Broadband/Bitstream. The relevant scenarios are listed below.

Through the use of the Unified Gateway the GO will be in the position to submit single line orders for the following supported scenarios.

Table 1: Inter-operator

Forward Paths for ULMP/LS/GLUMP
PSTN + BB > ULMP/GLUMP
PSTN + BS > ULMP/GLUMP
PSTN + CPS () +BB > ULMP/GLUMP
PSTN + CPS () + BS > ULMP/GLUMP
SB-WLR > ULMP/GLUMP
SB-WLR+ BB > ULMP/GLUMP
SB-WLR +BS> ULMP/GLUMP
SB-WLR+LS > ULMP/GLUMP
BB/BS>LS

Reverse Paths for GLUMP/ULMP/LS
GLUMP/ULMP >PSTN+BB
GLUMP/ULMP >SB-WLR+BS
GLUMP/ULMP >SB-WLR+LS
GLUMP/ULMP >SB-WLR
LS>BB/BS

Table 2: Intra-operator -single line orders

Forward Paths for ULMP/LS/GLUMP
PSTN + BS > ULMP/GLUMP
PSTN + CPS (any OAO) + BS > ULMP/GLUMP
SB-WLR > ULMP/GLUMP
SB-WLR+ BB > ULMP/GLUMP (WLR only)
SB-WLR +BS> ULMP/GLUMP
SB-WLR + LS > ULMP/GLUMP
BS>LS

Reverse Paths for GLUMP/ULMP/LS
GLUMP/ULMP >SB-WLR+BS
GLUMP/ULMP >SB-WLR+LS
GLUMP/ULMP >SB-WLR
LS>BS

Table 3a: Intra-operator- bulk migration

Forward Paths for ULMP/LS/GLUMP
PSTN + BS > ULMP/GLUMP
PSTN + CPS (any OAO) + BS > ULMP/GLUMP
SB-WLR +BS> ULMP/GLUMP
BS>LS

Table 3b: Inter-operator- bulk migration

Forward Paths for LS
BS>LS

Full details of all Migrations scenarios are detailed in the associated Industry Process Manual.¹

A Pre Migration order process (Veto) will be supported as part of the service offered. The underlying principle is that a Veto only applies where a BB, BS or an LLU service is present. The Losing Operator may invoke the Veto where provided for in their customer contract. The relevant scenarios are listed in appendix 3.

4. Product Components

As the product consists of the ability to migrate between a subset of already established products, the full components and characteristics of the products are contained in the published product descriptions and industry process manuals for GLUMP, LLU, ADSL Bitstream and Single Billing - Wholesale Line Rental. Specific characteristics relating to Migration orders are contained in this document and the Product Migrations Industry Process Manual.

¹ For BB/BS>LS and LS to BB/BS moves, the broadband service only moves as part of a Migration. If the GO wishes to move the narrowband service they must do so using existing transfer processes either before or after the migration but not as part of the migration.

5. Product Technical Parameters

The technical parameters for each of the underlying products are contained in the published product descriptions for GLUMP, LLU, ADSL Bitstream and Single Billing through Wholesale Line Rental.

There are no additional technical parameters for Migrations.

6. Product Availability

The products will be available to both current and future OAO's that utilise the UG including eircom retail.

7. Continuity of Service

The Migration process will result in the customer experiencing a short break in service at the point of jumpering.

8. Services Responsibilities

The Service responsibilities will vary depending on the migration order type. Please see the individual product descriptions for full details.

9. Universal Account Number and Circuit Reference Number

The migration product provision and fault management will require the use of an eircom Account Number (eAN) or Universal Account Number (UAN) and a Customer Telephone Number or Circuit Reference Number (CRN), as appropriate.

As part of the eircom to OAO migrations order process eircom will supply the UAN as part of the order completion notification.

The OAO must ensure that the UAN and CRN are included on all OAO bills issued to the customer. Upon end customer request, the UAN and CRN will be communicated to the customer within 2 Working Days.

10. Order Handling

The interface between the OAO and eircom for the submission of orders will be as outlined in the migrations Industry Process Manual.

11. Maintenance

Processes for maintenance and repair will be as outlined in the relevant Industry Process Manual for each of the products.

12. Billing Interfaces

Processes for billing will be outlined in the relevant Industry Process Manual.

13. Pricing

Prices for migrations are set at the same level as the prices for each individual product provisioned in the migration product.

For Bulk Migrations a discount of 25% will apply to the ULMP, Bitstream or Line Share standard connection charge.

Where Project Management is requested a separate charge will apply.

14. Appendix 1: Abbreviations

Abbreviations	
TLA	Description
CPS	Carrier Pre-Select
SB-WLR	Single Billing Through Wholesale Line Rental
BS	Bitstream (eircom Wholesale DSL)
BB	Retail Broadband
LS	Line Share
ULMP	Unbundled Local Metallic Path
GNP	Geographic Number Portability
GLUMP	GNP (Geographic Number Portability) and ULMP (Unbundled Local Metallic Path)
LLU	Local Loop Unbundling
OAO	Other Authorised Operator note: includes eircom Retail
GO	Gaining Operator
LO	Losing Operator
UAN	Universal Account Number
CRN	Circuit Reference Number
eAN	<i>eircom</i> Account Number
DSFA	Department of Social and Family affairs

NDD	National Directory Database
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15. Appendix 2: Bulk Migrations

Bulk Migrations

Bulk Migrations are available for both Intra-operator and Inter-operator migrations only where the Bitstream customer moves to LLU or vice versa.

The OAO must separately flag, in advance, a grouping of requests equal to or greater than 15 lines as being a bulk migration (BM) and thus attract the discount bulk. These lines must all be located at the same exchange.

A project managed (PM) service will be offered to support BM where requested by the operator.

The PM requirement must be flagged on the BM advance order. If the PM service is not availed off, eircom will advise the operator of the migration window in which the BM can be completed and will migrate the lines within the migration window in an operationally efficient manner. Where the operator decides to avail of Project Management, eircom will agree a migration schedule with the operator in advance of the migration window. Bulk migrations will be individually considered to determine if the standard SLA should apply or if a forecasted date, being the final date of the migration window, should replace the standard timeframes.

16. Appendix 3: Veto scenarios

The tables below associate the order with the veto option:

Forward Paths for ULMP/LS/GLUMP	Veto Option
PSTN + BB > ULMP/GLUMP	Yes by BB Service Provider
PSTN + BS > ULMP/GLUMP	Yes by BS Service Provider
PSTN + CPS +BB > ULMP/GLUMP	Yes by BB Service Provider
PSTN + CPS + BS > ULMP/GLUMP	Yes by BS Service Provider
SB-WLR+ BB > ULMP/GLUMP	Yes by BB Service Provider
SB-WLR +BS> ULMP/GLUMP	Yes by BS Service Provider
SB-WLR+LS > ULMP/GLUMP	Yes by LS Service Provider
SB-WLR > ULMP/GLUMP	No
BB/BS>LS	Yes by BB/BS Service Provider

Reverse Paths for GLUMP/ULMP/LS	Veto Option
GLUMP / ULMP >PSTN+BB	Yes by ULMP/GLUMP Service Provider

GLUMP / ULMP >SB-WLR+BS	Yes by ULMP/GLUMP Service Provider
GLUMP / ULMP >SB-WLR+LS	Yes by ULMP/GLUMP Service Provider
GLUMP / ULMP >SB-WLR	NO
LS>BB/BS	Yes by LS Service Provider