



Commission for
Communications Regulation

Decision Notice

SB-WLR – Requirements for 31st March 2004 Launch
Date

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1 Introduction

ComReg recognises the benefits that will arise from the delivery of a Single Billing Wholesale Line Rental (SB-WLR) product to the marketplace and has been engaged with eircom and Other Authorised Operators (OAOs) in a process to launch a SB-WLR product since 2002. As part of this process, ComReg has issued a number of decisions and directions, dating from July 2002.¹

In relation to the subject matter of this document, ComReg has engaged with OAOs and eircom to establish key deliverables to address the provision of a fit for purpose volume product by the 31st March 2004. In order to ensure the timely launch of a fit-for-purpose product, ComReg has decided to exercise its discretion and direct eircom, setting out the dates and the development required.

¹ CPS in Ireland 2002 - D13/02, Implementation of CPS Single Billing Products: Wholesale Line Rental (SB-WLR), Agency Rebilling (SB-AR), Wholesale Ancillary Services (WAS) -D2/03, Implementation of CPS Single Billing Products – Wholesale Line Rental and Agency Rebilling Updating of Timetable and Formalisation of Product Descriptions, D9/03

2 Decision Notice Issues

2.1 Automation of Line Statusing /Line Enquiry

eircom have previously undertaken to meet the dates set out in the following Direction. ComReg are confident that these deliverables and dates may reasonably be met by eircom.

Direction 1

eircom shall ensure that a fit for purpose Line Statusing /Line Enquiry solution is in place and that OAOs can utilize this Line Statusing / Line Enquiry solution to provide a SB-WLR product to their end users by the 1st of April 2004.

To facilitate this, eircom shall submit a SB-WLR Line Statusing User Guide and a Testing Specification no later than the close of business on 12th March 2004.

2.2 Automation of Fault Handling

Again, eircom have previously undertaken to meet some of the dates set out in the following Direction. As such ComReg are confident that these deliverables and dates may reasonably be met by eircom.

Direction 2

eircom shall ensure that a fit for purpose Fault Handling solution is in place and that OAOs can utilize this Fault Handling solution to provide a SB-WLR product to their end users by the 1st of April 2004. To facilitate this, eircom shall submit a SB-WLR Fault Handling User Guide and a Testing Specification no later than the close of business 8th March 2004.

2.3 National Directory Database (NDD)

ComReg appreciates the issues surrounding NDD updating with SB-WLR are complex, and has resulted in protracted negotiation, with input by all parties involved. Industry have agreed in principle at the CPS SB-WLR Forum meeting to eircom's most recent proposal on the automated NDD processes. eircom have committed to providing the underlying automated process to OAO's on NDD for the 31st March 2004. To ensure a fit for purpose NDD solution for the 31st March, eircom must provide the relevant documentation to OAOs in advance of this date.

Direction 3

eircom shall ensure that a fit for purpose NDD solution is in place and OAOs can utilize the NDD solution to provide a SB-WLR product to their end users by the 1st of April 2004.

To facilitate this, eircom shall submit a Process Manual for their NDD 31st March solution no later than close of business 24th February 2004.

eircom shall submit a Testing Specification for their NDD 31st March solution no later than the close of business 8th March 2004.

2.4 Service Level Agreement (SLA)

To ensure the provision of a fit for purpose SB-WLR product, the current SLA needs to be updated to take into account automation of core processes including Order Handling, Line Stausing, Fault Handling and NDD.

Direction 4

eircom shall update the existing SB-WLR SLA to include process points for the automation of Order Handling, Line Stausing, Fault Handling and NDD. Eircom shall submit the updated SLA no later than close of business 8th March 2004.

Negotiation of the SLA should be completed by 16th March 2004. ComReg will provide assistance, if necessary, in order to meet this deadline.

2.5 Terms and Conditions

Eircom submitted terms and conditions for wholesale products for SB-WLR but these now need to be updated to reflect changes to the NDD processes.

Direction 5

eircom shall submit updated SB-WLR Terms and Conditions to include information on NDD no later than the close of business 8th March 2004.

Negotiation of the terms and conditions should be completed by 19th March 2004. ComReg will provide assistance as necessary in order to meet this deadline.

Appendix A – Legislation

Regulation 31 of the Universal Service Regulations permits ComReg, for the purpose of further specifying requirements to be complied with relating to an obligation imposed by or under the Universal Service Regulations 2003 to issue directions to a person to do or refrain from doing anything which ComReg specifies in the direction. Regulation 13(b) of the Universal Service Regulations 2003 deals expressly with the carry over of CPS obligations, notwithstanding revocations under Regulation 38 of the Framework Regulations. The obligation created by Regulation 13 requiring eircom to comply with the pre-existing obligations therein specified, is an obligation within the meaning of Regulation 31.

Appendix B – List of Directions

Direction 1

eircom shall ensure that a fit for purpose Line Statusing /Line Enquiry solution is in place and that OAOs can utilize this Line Statusing / Line Enquiry solution to provide a SB-WLR product to their end users by the 1st of April 2004.

To facilitate this, eircom shall submit a SB-WLR Line Statusing User Guide and a Testing Specification no later than the close of business on 12th March 2004.

Direction 2

eircom shall ensure that a fit for purpose Fault Handling solution is in place and that OAOs can utilize this Fault Handling solution to provide a SB-WLR product to their end users by the 1st of April 2004. To facilitate this, eircom shall submit a SB-WLR Fault Handling User Guide and a Testing Specification no later than the close of business 8th March 2004.

Direction 3

eircom shall ensure that a fit for purpose NDD solution is in place and OAOs can utilize the NDD solution to provide a SB-WLR product to their end users by the 1st of April 2004.

To facilitate this, eircom shall submit a Process Manual for their NDD 31st March solution no later than close of business 24th February 2004.

eircom shall submit a Testing Specification for their NDD 31st March solution no later than the close of business 8th March 2004.

Direction 4

eircom shall update the existing SB-WLR SLA to include process points for the automation of Order Handling, Line Statusing, Fault Handling and NDD. Eircom shall submit the updated SLA no later than close of business 8th March 2004.

Direction 5

eircom shall submit updated SB-WLR terms and conditions to include information on NDD no later than the close of business 8th March 2004.