



Commission for
Communications Regulation

Decision Notice

Implementation of CPS Single Billing Products – Wholesale Line Rental and Agency Rebilling

Updating of Timetable and Formalisation of Product Descriptions

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1 Introduction

The continued development of competition in the telecommunications market is critical particularly in a knowledge based economy like Ireland's. Carrier Pre-selection [CPS] providing as it does consumers with choices and access to competitive pricing is often considered as a proxy for the level of competition in a given market. Following a review of both national and international developments in this area in 2002 a number of initiatives were identified by ComReg/Industry which would contribute to the further stimulation of the CPS market. One of the most important of these was the introduction of Wholesale Line Rental and Agency Rebilling Products.. These are both highly complex and innovative products and their introduction here will be amongst the first in Europe. ComReg is confident that as their usage grows they can act as a catalyst to enhance competition in the market.

Given the complexity of the process involved ComReg in its Decision Notice D2/03¹ revised the deadline for introduction of Carrier Pre Selection² Single Billing products to 30th April 2003. These products – namely Wholesale Line Rental³ and Agency Rebilling⁴ – enable Other Licensed Operators (OLOs) to provide a single bill for telephony rental, calls and ancillary services to their customers. There is considerable interest in such products as it is perceived that the current dual billing arrangements – whereby the customer receives a bill from eircom for line rental and a bill from their CPS provider for calls – may militate against enhancing competition.

These products were initially mandated in D13/02⁵ and since that date industry has worked to develop the detailed product descriptions and processes to support such complex products. However at the initial stages, there was considerable disagreement amongst industry as to product features that were in scope. ComReg directed eircom on the inclusion of a number of these features on December 10th 2002. Decision Notice D2/03 recognised that in light of the limited progress made to date and the number of essential features still to be included at that stage, industry required more time to fully develop the product. Therefore the timelines were revised in order to ensure that the products launched by the revised implementation date of 30th April 2003 formed fully fit-for-purpose offerings.

While development of the products, processes and billing information exchange is far advanced and inter-operator testing has commenced, full Service Establishment Testing

¹ Decision Notice D2/03 Implementation of CPS Single Billing Products

² Carrier Pre Selection is the facility offered to customers which allows them opt for certain defined classes of call to be carried by an operator selected in advance (and having a contract with the customer), without having to dial a routing prefix or follow any other different procedure to evoke such routing

³ Single Billing through Wholesale Line Rental means that the customer has no relationship with Eircom, and all of the interfaces (ordering, billing, and fault repair) are with the CPSO. The CPSO and Eircom have a separate contract for wholesale line rental. This product is only available in conjunction with Carrier Pre-Selection 'all calls'

⁴ Single Billing through Agency Rebilling means that the CPSO acts as an agent for Eircom in collecting the standard retail line rental, etc. The customer may still have a relationship with Eircom in the context of fault handling and ordering line upgrades, etc. This product is only available in conjunction with Carrier Pre-Selection 'all calls'

⁵ Decision Notice D13/02 CPS in Ireland 2002

(SET) between eircom and a CPSO has yet to be completed. To allow time for completion of this testing programme and incorporation of any modifications that may be deemed necessary by testing, the launch for the products is to be revised. This Decision Notice sets a completion date of the 2nd June 2003 for both products. Eircom have agreed to work with ComReg to insure tested, fully-fit-for purpose offerings are available on the 2nd June.

Since D2/03, negotiations have been continuing at industry and six further iterations of the product descriptions have been issued. ComReg had originally expected that the product descriptions would be frozen at Version F and in the week commencing 20th January 2003. This was not achieved but ComReg is pleased to note that the SB-AR Product Description Version L has been agreed by the industry forum and the SB-WLR product description has been agreed, with the exception of the NDD (National Directory Database) issue.

ComReg considers the availability of CPS Single Billing products will stimulate a competitive market, provide for effective competition, encourage economic efficiency, and provide benefit to end users. However it is impossible for both eircom and OLOs to develop their offerings and implement Single Billing Products in the absence of agreed and frozen product descriptions. Therefore in this Decision Notice ComReg is intervening under its own initiative to freeze the product description for CPS Single Billing product Wholesale Line Rental Version L. As noted above the Agency Rebilling Version L has been agreed by the industry forum. ComReg is taking this approach to ensure on time implementation which will allow for fully tested fit-for-purpose offerings to be available from 2nd June 2003.

There remains, however, one key outstanding issue relating to the NDD and the treatment of entries in conjunction with SB-WLR. This issue will be dealt with as a matter of urgency by a separate working group already initiated by ComReg and the results of this working group will be used to amend the SB-WLR product descriptions as soon as possible.

Work continues with the industry to finalise the remaining building blocks of the offering. A draft inter-operator manual has been produced and accepted in principle. Eircom have proposed draft terms and conditions for discussion and ComReg have proposed a draft Code of Practice. Inter-operator testing of the products has started. Costing issues are being resolved bilaterally between eircom and ComReg.⁶

There are further product elements which need to be developed in the longer term, but which ComReg considers need not hinder the introduction of fully fit-for-purpose products from 2nd June 2003. These longer term developments include eircom's commitment to automation, this involves two steps. The first step is the automation of Order Handling by September 2003, this automation includes both the provision and tracking of orders via a gateway/extranet. The next step is the automation of Fault Handling (logging and tracking) and Status Enquiries (confirmation of what Ancillary Services are active on an existing WLR line) via a gateway or extranet. Eircom have also committed to a further study on branding/de-branding of announcements, recognising the challenges this poses. ComReg will be seeking to input into this study and will review its progress with the aim of reporting to industry by end July.

ComReg does not however believe that delaying the products until all these elements are in place is necessary and therefore considers it appropriate that these continue to be

⁶ See ComReg Document 03/24 Wholesale Line Rental – Pricing Issues

worked on by industry and implemented later this year. Such an approach has been utilised in other countries which have implemented Wholesale Line Rental, in particular the UK and Norway and has proved successful.

However ComReg believes that Version L of the product descriptions provides fully fit-for-purpose products to be launched into the market place and looks forward to OLOs utilising these innovative products to encourage competition.

2 Legislation

Both EU and Irish legislation recognise that, in the interests of developing and sustaining competition in the telecommunications sector, the ability of new entrants to the market to interconnect with the network of an incumbent operator is essential.

The most relevant legislative provisions in relation to interconnection are: *Council Directive 97/33/EC on interconnection in telecommunications with regard to ensuring universal service and interoperability through application of the principles of the Open Network Provision (ONP (“the Directive”)), and The European Communities (Interconnection in Telecommunication) Regulations, 1998, SI No. 15 of 1998, transposing the above Directive. (“the Regulations”) as amended*

The Directive and Regulations were amended to take account of the European Communities (Interconnection in Telecommunications) (Amendment) Regulations, 1999, SI 249 of 1999 which may be cited as above.

Under the legislation, a telecommunications industry operator providing fixed public telephone networks and designated as having Significant Market Power (SMP) in that market is required to publish a Reference Interconnect Offer (RIO). Carrier Pre-Selection was added to the RIO as a result of the implementation of Regulation 13(13) which states that operators with SMP, shall enable their subscribers, including those using ISDN, to access the switched services of any interconnected provider of publicly available telecommunications services.

eircom as an SMP operator in the public fixed telephony services and networks market is obliged to publish a RIO under Regulation 8 of the Regulations and ComReg has the power to direct eircom to justify its RIO and where appropriate, direct the RIO to be adjusted to ensure transparency and cost orientation. ComReg also has the power under Regulation 10 (3) to intervene on its own initiative to specify RIO inclusions.

Regulation 10(5) provides that the conditions set or the changes directed by ComReg under Regulation 10(3) may include the following conditions and changes amongst others: conditions designed to ensure effective competition, technical conditions, tariffs and supply and usage conditions. Regulation 10(6) allows ComReg at any time on its own initiative to set the period within which negotiations on interconnection shall be completed and may take steps to conclude an agreement if not reached within the period set under procedures laid down by ComReg. In exercising its functions under the Regulations, Regulation 10(1) requires ComReg to take into account a number of factors including the need to stimulate a competitive market in telecommunications services and the need to ensure satisfactory communications for users in a manner that promotes economic efficiency.

Furthermore, Regulation 7 provides that SMP operators shall adhere to the principle of non discrimination and in particular shall provide similar conditions in similar circumstances to interconnected organisations providing similar services, and shall provide interconnection facilities and information to others under the same conditions and of the same quality as they provide for

their own services or those of their subsidiaries or partners.

eircom is the only operator to have been designated as having SMP in the relevant market

3 Decision Notice Issues

3.1 Implementation Date

Directions 2.2 and 2.3 of Decision Notice D13/02 directed eircom to propose product descriptions for CPS Single Billing (namely Single Billing through Wholesale Line Rental [SB – WLR] and Single Billing through Agency Rebilling [SB – AR]).

Section 1 of this Decision Notice sets out the chain of events to date and details the discussions between ComReg, eircom and the OLOs. As stated previously, D2/03 required eircom to revise (*inter alia* the inclusion of ISDN lines, new lines, additional lines, Customer Premises Equipment) the product descriptions. Directions 3.1.1 and Direction 3.1.2 of D2/03, recognising the limited progress to that date and the complexity of the work ahead, also set an amended introduction date for fully fit-for-purpose products by 30th April 2003.

Following publication of the Decision Notice, eircom circulated Version F of the product descriptions. ComReg had originally expected that the product descriptions would be frozen at Version F and in the week commencing 20th January 2003. ComReg now intends to freeze the product description version L. As stated previously, the original directions required eircom to implement these products by 31st January 2003. Subsequent to this eircom and the OLOs, cognisant of the volume and complexity of the work requested a review of this launch date, ComReg reviewed this date and set 30th April 2003 as the target date.⁷

Further to D2/03 in order to complete testing of the single billing products to insure a fully-fit-for purpose products this date has been reviewed and a launch date of 2nd June 2003 has been set. Eircom have agreed that the tested, fully fit-for-purpose offerings will be in place at that date.

Direction 3.1.1

The Commission for Communications Regulation directs eircom to implement CPS Single Billing through Wholesale Line Rental (as described in the frozen product description version L) by 2nd June 2003

Direction 3.1.2

The Commission for Communications Regulation directs eircom to implement CPS Single Billing through Agency Rebilling (as described in the frozen product description version L) by 2nd June 2003

⁷ See Decision Notice D2/03 Implementation of CPS Single Billing Products

Direction 3.1.3

The Commission for Communications Regulation directs eircom to implement Wholesale Ancillary Services (as described in the frozen product description version L) by 2nd June 2003

3.2 Product Descriptions

The Agency Rebilling Version L has been agreed by the industry forum. ComReg has reviewed the outstanding issue of concern (NDD) on Wholesale Line Rental Version L and believes that this can as a matter of urgency be addressed without delaying moving on to the next stage of development on this product. A separate working group already initiated by ComReg and the results if this working group will be used to amend the SB-WLR product descriptions as soon as possible

ComReg considers the availability of CPS Single Billing products will stimulate a competitive market, provide for effective competition, encourage economic efficiency, and provide benefit to end users. However it is impossible for both eircom and OLOs to develop their offerings and implement Single Billing Products in the absence of agreed and frozen product descriptions. Therefore in this Decision Notice ComReg is intervening under its own initiative to freeze the product description for CPS Single Billing product Wholesale Line Rental Version L. ComReg is taking this approach to ensure on time implementation which will allow for fully tested fit-for-purpose offerings to be available from 2nd June 2003.

Direction 3.2.1

The Commission for Communications Regulation directs that Version L published as Annex 1 to this Decision Notice, is the frozen product description for CPS Single Billing through Wholesale Line Rental to be implemented in accordance with Direction 3.1.1 of D9/03

4 Annex 1

***Single Billing Through
Wholesale Line Rental
Product Description***

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Preface

This document acts as a product description for single billing through Wholesale Line Rental 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. It should be read in conjunction with the associated documents detailing processes, IT specifications and service level agreements, to be published according to applicable publication arrangements.

On completion of appropriate industry discussions this document will be approved by the CPS Single Billing Steering Group.

Intended audience for this document includes

- (i) ComReg and industry working group members only

2 Introduction

This document outlines *eircom*'s proposed product offering for SB-WLR. The document is open for discussion/debate at the appropriate industry forum.

2.1 Product Introduction

The objective of this product is to enable CPSOs to provide their new and existing CPS 'all calls' customers with a single bill covering all aspects of voice services (see section 1.2.1 for a full definition of voice services). For SB-WLR, the CPSO can provide their own ancillary services or purchase *eircom* wholesale ancillary services on a wholesale basis and charge the customer for those services at its own rates.

2.1.1 Product Scope

The SB-WLR product includes a wholesale service for all retail voice services provided by *eircom* to its customers. This requirement means that CPSOs can achieve a single billing relationship when taking over an *eircom* account.

This requirement also means that new retail network based services introduced by *eircom* should have a corresponding wholesale service included in the SB-WLR product where appropriate.

Following the launch of the SB-WLR product as defined in this product description there will be a review of the product description and processes by industry to ensure that the product is operating efficiently in the market given the demands of the market and industry at that time. This review will be carried out as outlined in section 16.

Voice services are defined to mean:

- all types of telephone line (including analogue and ISDN)
- ancillary services for analogue lines (subject to an agreed list of exclusions)
- ancillary services for ISDN and *eircom* hi-speed lines (subject to an agreed list of exclusions)
- low value CPE items (low value is defined in section 6.2).
- excluded calls from the CPS ‘all calls’ product.

2.1.2 Operational Process Requirements

SB-WLR will rely on inter-operator operational processes (and supporting I.T. infrastructure) to support ordering, provisioning, maintenance, fault repair and billing processes, billing inquiries and other inquiries etc.).

3 Relationship between SB-WLR and CPS Products

SB-WLR is an entirely new product that builds on the functionality of the CPS ‘all-calls’ product. The CPS products will 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 customer lines where the line has CPS ‘all calls’ service applied with the CPSO requesting SB-WLR.

From a customer point of view, where a customer wishes to avail of CPS and WLR they will sign up for both services on the one customer authorisation form. For the avoidance of doubt an existing CS customer will not be required to sign up for CPS again and will only sign up for SB-WLR again. The CPSO will then subsequently submit CPS and single billing orders to *eircom* where required. The CPS ordering process as it is currently defined will remain unchanged.

If, at any point in time, CPS All Calls with that CPSO is removed the line, for example where the customer is moving to another CPS provider, then the SB-WLR service will be removed from that line. Before moving to another CPS operator the customer must first consent to ending their SB-WLR relationship with the original CPSO who will be notified of the decision. Existing CPS and *eircom* CAFs therefore, will need to be amended to include a question for customers, querying whether SB-WLR has been applied to their line and advising that this facility will be terminated in respect of the line/s in question if they sign a CPS CAF with another operator. This would act as an important mechanism to protect the consumer so those consumers understand the consequences of their decision.

The ordering and provisioning of these products while inter-dependant will be achieved through separate processes.

4 Relationship between SB-WLR and SB-AR

SB-WLR and SB-AR are entirely separate products whose future development is not tied. However, there are clearly many similarities particularly in the implementation and operation of both products.

SB-WLR and SB-AR can not be mixed on the same customer account. However, CPSOs may ask *eircom* to divide an existing account so that differing parts can be converted to the SB-AR and SB-WLR products. as part of the ordering handling process.

5 Product Description

SB-WLR enables CPSO's to issue a single bill to CPS 'all calls' customers for voice services (as defined in section 2.2.1). It enables them to offer their own branded telephony service to their CPS 'all calls' customers based on wholesale services provided by *eircom*. *eircom* provides wholesale billing details to CPSOs who then bill their customers at their retail rates.

Traffic will be routed to the CPSO's network in line with the CPS 'all calls' routing rules. Calls to all carrier selection codes (including *eircom* '13666') will be barred by *eircom* on SB-WLR Lines.

Initially when the customer transfers to single billing appropriate ancillary services and CPE rental product elements will also be transferred to the SB-WLR account. In addition the end customer will receive a final bill from *eircom* for services that will now be billed for by the CPSO. The final bill will contain any credits due to the customer for e.g. retail charges paid in advance.

Most types of outgoing traffic will be routed to the CPSO's network in line with the CPS all-calls routing rules.

The SB-WLR product consists of four main elements:

- wholesale telephone lines (as defined in section 5.1)
- wholesale ancillary services for analogue lines
- wholesale ancillary services for ISDN and *eircom* hi-speed lines
- wholesale low value CPE rental.

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

CPSOs will be free to decide which wholesale ancillary services and wholesale CPE rental product elements (for existing SB-WLR lines - if the customer requests low value CPE this cannot be ordered from *eircom*) to purchase from *eircom* and may if

they wish choose to offer their own ancillary services and/or CPE rental in conjunction with SB-WLR.

CPSO's will be unable to purchase wholesale CPE from *eircom*. Low value CPE on existing CPS lines converted to SB-WLR will be contained on the WLR single bill, while high value CPE will be ordered from and billed directly to the customer by *eircom*.

5.1 Wholesale Telephone Lines

The following are the *eircom* 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
- ***eircom hi-speed.***

5.1.1 Features

Wholesale Telephone lines have the following features.

5.1.1.1 Call Routing

Calls will be routed according to the "CPS 'all calls' Inclusion and Exclusion list". Most outgoing call types will be routed to the CPSO with the exception of excluded call types, as defined in the aforementioned document, these calls will be routed to *eircom*. The only difference between SB-WLR and CPS 'all calls' inclusion list plans is that calls to all carrier selection codes (including *eircom* '13666') will be barred.

5.1.1.2 Numbering

End users transferring existing lines from *eircom* to a CPSO will retain their existing telephone number(s).

5.1.1.3 Conversion of Existing *eircom* Telephone Lines

The product supports the conversion of any existing *eircom* telephone line to its corresponding SB-WLR equivalent. This includes lines that currently have any variant of CPS, SB-WLR or SB-AR. (Note when a customer chooses SB-WLR or

SB-AR they are opting for the CPS ‘All Calls’ option. Which will be ordered prior to single billing request)

If the order involves the transfer of service from one CPSO to another, *eircom* will be responsible for informing the losing CPSO of the loss.

CPSOs may place orders to convert an entire account or major account (please refer to appendix 1 for definition of major 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, *eircom* will split the account and will continue to bill the customer directly for services and lines not converted to SB-WLR.

5.1.1.4 Continuity of Service

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

5.1.1.5 Order Lead Times and Advanced Notification of Order Completion

eircom offers a standard order lead-time for all SB-WLR orders. *eircom* will complete orders on the last day of the standard lead time, thereby effectively giving CPSOs advanced notice of the service effective date based on the order submission date (enabling them to prepare their own billing systems).

The standard lead time provides CPSOs with a date but not a time for order completion. If required, the CPSO can specify a later date outside the standard lead time on which *eircom* will complete the order. Orders submitted with required completion dates in less than the standard lead-time will be rejected by *eircom*. Exact procedures, lead times and limits need to be agreed by industry working groups.

Orders submitted with required completion dates in less than the standard lead-time will be rejected by *eircom*. In special cases Exact procedures and lead times need to be agreed by industry working groups.

5.1.1.6 Ordering of New/Additional Lines

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

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

5.1.1.7 House/Premises moves

The SB-WLR product supports customer orders for house / premises moves. The operational processes will be designed to minimise service interruption.

For moves within an *eircom* exchange area, customers will be able to retain their existing telephone numbers.

Customers will contact the CPSO to place orders.

The ordering processes will be developed at the appropriate industry working group.

5.1.1.8 Directory Entries

Once the customers account has been ceased, *eircom* no longer has an obligation to provide information to the NDD from the close of business that day and as such will remove the customers entry from the NDD.

It is has now the responsibility of the operator with whom the customer has a rental agreement from that day onwards to make an entry to the NDD on their behalf if they so wish.

6 Ancillary Services

Eircom will provide available wholesale ancillary services on wholesale lines. These services will be billed at wholesale rates to the CPSO and are listed as follows;

6.1. Analogue Lines

The following is a list of currently automatically available wholesale ancillary services:

- *eircom* Alarm Reminder
- *eircom* Caller Return.

Wholesale versions of the following *eircom* ancillary services are optionally available. These are:

- Calling Line Identity Restriction
- Calling Line Identity Presentation
- *eircom* Call Answering
- *eircom* Call Barring
- *eircom* Call Forwarding

- *eircom* Call Waiting
- *eircom* Caller Display

- *eircom* Family Mailbox
- *eircom* fixed SMS
- *eircom* Hotline
- *eircom* Number Diversion Service
- *eircom* Abbreviated Dialling
- *eircom* Hunting
- *eircom* Three Way Calling

6.1.1 *ISDN lines*

The following wholesale ancillary services are available on all ISDN lines:

- Calling Line Identity Restriction (CLIR)
- Direct Dialling In (DDI)
- *eircom* Call Answering - - only available on HiSpeed & BRA
- *eircom* Call Barring
- Call Forwarding
- Call Waiting (CW)
- Calling Line Identity Presentation (CLIP)
- *eircom* fixed SMS - – only available on analogue port on ISDN
- *eircom* Hunting – hunting is not available across PSTN & ISDN.
- *eircom* three Way Calling (3PTY)
- Multiple Subscriber Number (MSN)

6.1.2 *Ancillary Service Features*

Wholesale ancillary services have the following features.

6.1.2.1 Ordering

Customers will contact the CPSO to place orders for provision, changes or cessation of ancillary services. CPSOs will then place orders with *eircom* for wholesale ancillary services

6.1.2.2 Continuity of Service

When an existing line is transferred to SB-WLR the CPSO may optionally request that all existing ancillary services be replaced by their wholesale equivalents.

Alternatively the CPSO can explicitly state which wholesale ancillary services are required or order additional ancillary services if required.

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

6.1.2.3 Announcements

Recorded announcements for standard greetings and un-initialised customised announcements will refer to *eircom*.

Customised announcements for Call Answering and Family Mailboxes (entered by customers) will be retained when accounts are transferred to SB- WLR.

eircom is currently investigating the technical and cost implications of providing either de-branded announcements or CPSO branded announcements.

6.1.2.4 Hunting

Where a business customer has multiple PSTN lines with hunting on their account and the customer would like to transfer some of their lines to SB-WLR and keep some of their lines with *eircom*, hunting will be maintained on all lines across both accounts.

The customer's CPE will determine which lines are selected for outgoing calls. Calls originated on *eircom* lines will be billed by *eircom* in the normal manner and calls originated on SB-WLR lines will be billed by the CPSO.

6.2 Wholesale Low Value CPE Rental

Eircom offers wholesale versions of all low value rented customer premises equipment (CPE) associated with telephone lines that are currently billed on *eircom* retail telephony bills. Typically this will be telephone instruments and on-site wiring.

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

6.3 Product Exclusions

The SB-WLR service has the following exclusions.

- *eircom* Charge Card
- *eircom* i-stream
- high value CPE (See section 6.2 for definition of high value)
- spread payment contracts (for equipment purchase)

- *eircom* discount schemes.

eircom will accept SB-WLR orders for accounts with excluded services but will continue to bill customers directly for them. All other services can be transferred to the CPSO in the normal manner.

6.3.1 *Mixing SB-WLR and SB-AR*

SB-WLR and SB-AR can not be mixed on the same customer account.

6.3.2 *Number Portability*

Further work is required to assess the implications of SB-AR on number portability and vice versa.

6.3.3 **ULMP and Line Sharing**

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

7 **Customer Contact**

CPSOs will handle all customer contact for SB-WLR. *eircom* will not have any contact with customers for SB-WLR, with the exception of on site customer visits from *eircom* representatives on behalf of the CPSO and where they avail of services from *eircom* that are directly billed by *eircom* to the customer.

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

A Single Billing Code of Practice will be developed to define and regularise such contact.

8 **Customer Contract**

eircom will have a contract with the CPSO for the wholesale provision of SB-WLR services.

CPSOs will have separate contracts with customers for the provision of the retail services supplied by the CPSO that are based on *eircom*'s wholesale SB-WLR services.

When all existing *eircom* services are converted to SB-WLR, *eircom*'s contract with the customer will be terminated. *Eircom* will however have a contract with the customer for services billed by *eircom*

9 Branding

eircom branded announcements will be on wholesale ancillary services on SB-WLR lines for product launch. Such announcements may be migrated to generic / CPSO specific subject to further agreements and developments.

10 Pricing

eircom will charge CPSOs for SB-WLR at wholesale rates, rates proposed by *eircom* and approved by ComReg prior to implementation.

CPSOs will charge customers at their own retail rates for their SB-WLR retail products that are based on *eircom*'s SB-WLR wholesale product. CPSOs will have complete freedom to determine their own charging structures.

11 *Credit Management*

Bad Debt

The CPSO will be responsible for all bad debt relating to SB-WLR.

Credit Management Process

CPSOs can request that credit management procedures be applied to SB-WLR lines using wholesale credit management tools and procedures. The processes around how these requests are made by the CPSO to *eircom* will be developed at the appropriate industry working group.

Where an *eircom* customer receives an *eircom* bill for excluded services these services should not be affected by any credit management process implemented for single billing customers.

12 Billing

eircom has three billing cycles per month from which the CPSO can choose to allocate each SB-WLR customer account. There are bill issue dates near to the 4th, 14th, 25th of each month.

eircom will issue a single monthly bill to each CPSO for each billing cycle for all SB-WLR customers for that particular CPSO in the particular billing cycle. Each bill will itemise all charges applied to each SB-WLR customer associated with that particular billing cycle.

When accounts are transferred to SB-WLR *eircom* 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 *eircom* will issue a final bill. This will contain any credits due to the customer for retail charges paid in advance. If services are left on the account, *eircom* will continue to bill the customer according to the original billing cycle.

Depending on the CPSOs billing cycle, the customer may receive both *eircom*'s final bill and an initial bill from the CPSO within the same week or two.

Billing information will be sent electronically to the CPSO from *eircom*. *Eircom* will propose the file format for agreement by industry. Billing information will contain wholesale prices for all *eircom* provided services.

Operational processes for the transfer of billing information will be developed by the appropriate industry working group.

13 Forecasting

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

14 Code of Practice

A code of practice will be developed by the appropriate industry working group.

15 Processes Overview

Inter-operator processes will be agreed at the appropriate Industry working group.

Prior to a CPSO submitting an order for SB-WLR, the CPSO can request a list of all CLI's and / or all telephone numbers associated with a customers account from

eircom. This request will be emailed to eircom identifying the customer's account number.

15.1 Order Handling and Provisioning

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

Ordering and Provisioning Process will be agreed at the appropriate industry working group. While the order process will be emailed based for product launch (30/04/2003) this will be reviewed following an appropriate period after product launch given the demands of industry and the SB-WLR market at that time.

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

15.2 Fault Reception/Management

All end customer faults will be reported to the CPSO. The CPSO will prove the fault out of its network before reporting the fault to *eircom*. If the CPSO determines that the fault resides in the *eircom* network, it will raise a trouble ticket with the *eircom* Wholesale CPS Fault Management Centre. Full details of the associated processes will be developed at the appropriate Industry working group.

16 SB-WLR Change Management Process

Upon launch of the SB-WLR product as defined in this product description the product may be subject to change as deemed appropriate by industry following experience gained from the operation of the product in a 'business as usual' environment. This will follow a change management process to be agreed at the appropriate industry single billing forum.

Appendix 1 – Definition of a Major Account

Major Account Billing (MAB) is set-up by choosing one customer account (referred to as a MINOR Account in MAJOR Account Billing terms) from a number of accounts a customer may have with eircom, for example for a chain of retail outlets across the country, 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.

The Major Bill is dispatched by post/electronically to a Billing Address specified on the MAJOR Bill. The Minor Bill(s) are dispatched as per MINOR Billing Address. Payment will only be required from the customer on the MAJOR account – the minor accounts are issued for customer information purposes only.