



Commission for
Communications Regulation

Decision Notice

Implementation of Flat Rate Internet Access Call Origination – (“FRIACO”)

Formalisation of Product Description and updating of Timetable

Decision No:	D1/03
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1 Background

The growth of the internet is having a major impact on the world's economy. Being able to order goods and services online, communicate with each other by e-mail, carry out research and enjoy new and differing forms of entertainment have all impacted to radically change the environment in which we live. Ireland, as a post industrial economy in an increasingly competitive world needs to be in a position to capitalise on the benefits that such new technologies can bring.

In terms of Internet usage and penetration, despite a number of initiatives already underway including off-peak flat rate services Ireland remains somewhat behind key competitor locations. One of the main drivers of enhanced penetration in many of these countries has been the provision of a Flat Rate Internet Access Call Origination ("FRIACO") service which can facilitate at a retail level the provision of "flat rate internet access". This enables companies and residential customers to have a competitive service which is available at a predictable cost.

ComReg considers the availability of a FRIACO product will help stimulate a competitive market, provide for effective competition, encourage economic efficiency, and provide benefit to end users. ComReg believes that the requesting other licensed operators ("OLOs") are reliant on eircom to provide wholesale flat rate interconnection if they are to offer a similar product at retail level. Failure by eircom to provide such access could have adverse consequences for the future development of the Internet market in Ireland, which is highlighted by the draft policy direction of Mr Dermot Ahern T.D. Minister for Communications, Marine and Natural Resources published on the 2nd December 2002. In the draft policy direction the Minister stated that he now considered as a matter of public policy that the widespread availability of dial up access to the Internet charged at flat rates would be of substantial benefit to users as well as for the further development of the market for Internet access provision.

The ComReg Information Notice of the 24th December 2002 outlines developments to date in respect of special measures for Internet access including flat rate access.

In July 2002, two OLOs submitted Statements of Requirements ("SORs") to *eircom* requesting a FRIACO service on the 1893 internet access code. *eircom* and the OLOs in question began bi-lateral negotiations on the 30th July 2002 for the introduction of a FRIACO product. Since the bi-laterals convened *eircom* and the interested parties concerned have met regularly to try and reach agreement on the product description for the FRIACO product. In an effort to expedite the negotiations between *eircom* and the two OLOs concerned, ComReg established a forum on the 28th November 2002. The purpose of the forum was to produce an agreed FRIACO product description.

ComReg acknowledges the contribution made by industry for the development of the product description however, a number of outstanding technical and commercial concerns remained which required our intervention.

In reviewing the draft product description containing the OLO requirements, some serious technical difficulties surrounding the implementation of Single Tandem FRIACO were identified. These difficulties could potentially adversely affect the integrity of the *eircom* network to the detriment of other users. *eircom* proposed an alternative, but this proposed solution was not economically efficient.

The restrictions required to ensure network integrity in the proposed product description for the implementation of Single Tandem FRIACO would have led to a product offering which would have prohibited new entrants from availing of the service. The necessary commercial constraints which the product description would have imposed would have made the product non-commercially viable.

In light of the of the above technical and commercial constraints surrounding the Single Tandem proposed product description ComReg believes that it is more practical and expedient and in the interests of users, to intervene in the negotiations and introduce FRIACO on a phased basis, by freezing the product description for phase 1 (Primary level FRIACO) in the form set out in Annex 1 of this Decision Notice. ComReg considers that the product description in Annex 1 will allow operators connected at Tandem level to offer an equivalent service to those connected at primary level by utilising Interconnect Extension Circuits. ComReg will also continue to work with the industry in seeking to introduce a commercial and technically viable product offering for Single Tandem FRIACO.

ComReg, recognising the benefits that will arise from the delivering of a FRIACO product to the marketplace in a timely fashion and for the clarity of all parties, sets out the complete process, with dates, for the development of inter-operator processes, terms and conditions and cost orientated pricing associated with the product description in Annex 1 of this Decision Notice.

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”)

Under the legislation, a telecommunications industry operator providing fixed public telephone networks and designated as having Significant Market Power (SMP) in that market must meet certain obligations in providing access to the network in response to reasonable requests and is required to publish a Reference Interconnect Offer (RIO) which is based on market needs and to which ComReg may direct changes.

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 issues which shall be included in an interconnection agreement or to lay down specific conditions to be observed by one or more parties to such an agreement*”

Regulation 10(5) provides that the conditions directed by ComReg under Regulation 10 (3) may include the following 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.

All those negotiating interconnection must do so in good faith under condition 8 of the General Telecommunications Licence, but the Directive and Regulations place special obligations on an operator who is designated by the

Director as having SMP in the market for fixed telephony networks and services. These obligations include:

- interconnection charges should follow the principles of transparency, non-discrimination and cost-orientation;
- the Director may direct an organisation to justify its charges and to adjust these charges where they are not in compliance with these principles;
- the burden of proof lies on the organisation providing interconnection;
- a RIO based on market needs shall be published and the Director may direct changes to this offer;

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

eircom are required as an Operator with SMP to adhere to the principle of non-discrimination as specifically set out in Regulation 7(1).

The Interconnection regime imposes a LRIC costing methodology for interconnection products such as FRIACO. The Commission Recommendation 98/195 of 8th January 1998 published in EC OJ (1998) L141, Page 6 – Recommendation 2 of the Interconnection Recommendation (Part 1) - Interconnection Pricing, recommended that LRIC is the most appropriate method of calculating interconnection costs as it provides “an analytical framework which can be used to obtain an estimate of the costs that would be found in a fully competitive market.

This Decision Notice is based on the existing telecoms regulatory regime and is in accordance with the objectives of the Commission as set out in 12(1) of the Communications Regulation Act 2002. However, it should be noted that it is also in line with the principles of the new regime which will come into effect later this year.

3 Decision Notice Issues

3.1 Product Description

From the 30th July 2002 private commercial negotiations for FRIACO had been ongoing until the 28th November 2002 when ComReg established a forum between *eircom* and the two requesting OLOs concerned in an effort to expedite the process and culminating in the delivery of the product. The purpose of the forum was to produce an agreed FRIACO product description.

Given the increasing demand from users for a flat rate offering and, in light of the technical and commercial constraints as detailed previously, ComReg considers that it is now more practical and expedient and in the interest of users to intervene in the negotiations and introduce the FRIACO product on a phased basis, phase 1 (Primary FRIACO) being in the form detailed in Annex 1 of this Decision Notice.

ComReg considers the availability of a FRIACO product will help stimulate a competitive market, provide for effective competition, encourage economic efficiency, and provide benefit to end users. ComReg is therefore issuing this Decision Notice in order to freeze the product description for phase 1 in line with version A set out in Annex 1. Subsequently ComReg will endeavour to assist in the introduction of a commercial and technically viable product offering for Single Tandem FRIACO.

ComReg recognises the importance of delivering a FRIACO product to the marketplace in a timely fashion. To that end, and for the clarity of all parties, ComReg sets out the complete process, with dates, for the development of inter-operator processes, terms and conditions and cost orientated pricing associated with the product description in Annex 1 of this Decision Notice.

The frozen product description for phase 1 is Version A as set out in Annex 1 to this Decision Notice

Direction 3.1

The Commission for Communications Regulation directs that the frozen product description for FRIACO (Flat Rate Internet Access Call Origination) in phase 1 be as published in Annex 1 to this Decision Notice.

3.2 Process Development

To facilitate implementation of the product, it is obvious that inter-operator processes must be developed and implemented, and ComReg considers it imperative that progress is expedited.

ComReg requires that *eircom* develop, with appropriate requesting OLO involvement, a detailed Inter-Operator Process Manual. This Inter-Operator

Process Manual must contain at a minimum the high level processes set out in the frozen product description attached at Annex 1.

This must be completed by 3rd February 2003 and submitted to ComReg. ComReg will provide such assistance as is necessary in order to meet this deadline.

These directions are without prejudice to ComReg's powers and obligations under the law, including but not limited to, the power to direct all parties to negotiate in good faith with regard to the relevant issues.

Direction 3.2

The Commission for Communications Regulation directs that *eircom*, using the frozen product description (published as Annex 1 to this Decision Notice), develop with the requesting OLOs involvement, an Inter-Operator Process Manual. The Commission for Communications Regulation directs that *eircom* conclude and submit the Inter-Operator Process Manual to the Commission for Communications Regulation no later than close of business on the 3rd February 2003.

3.3 Terms and Conditions

eircom, when developing and introducing new services in response to specific requests for access services from OLOs, must ensure that the terms and conditions for wholesale products are negotiated with the OLOs concerned.

It is recognised that there is a necessary connection between development of processes and negotiation of terms and conditions. ComReg is of the opinion that this should be completed in parallel. That is to say that as one process is completed the terms and conditions associated with that process should then be negotiated.

Negotiation of terms and conditions should be completed by 10th February 2003. ComReg will provide such assistance as is necessary in order to meet this deadline.

These directions are without prejudice to ComReg's powers and obligations under the law, including but not limited to, the power to direct all parties to negotiate in good faith with regard to the relevant issues.

Direction 3.3

The Commission for Communications Regulation directs that *eircom*, using the frozen product description (published as Annex 1 to this Decision Notice) and in parallel with the development of the Inter Operator Process Manual referenced in Direction 3.2, produce a draft set of terms and conditions. *eircom* are further directed to provide these draft terms and conditions to the requesting OLOs and are directed to negotiate these with appropriate requesting OLO representatives. *eircom* are directed that this process must be concluded no later than close of business on the 10th February 2003.

3.4 Costing

ComReg considers that it is now appropriate to set dates for the development of cost oriented pricing submissions from *eircom*. Now that the product description has been frozen *eircom* should immediately commence work on the development of a fully cost oriented pricing submission, with all appropriate supporting documentation, for FRIACO product elements of the Unmetered Traffic Charge (as outlined in the product description in Annex 1). The pricing submission for the Unmetered Traffic Charge, including all appropriate documentation, must be submitted to ComReg by 3rd February 2003.

As the inter-operator processes are developed, as referenced in Direction 3.2, *eircom* should develop cost oriented pricing submissions, complete with all appropriate supporting documentation, for relevant process charges. These pricing submissions, including all appropriate supporting documentation, must be submitted to ComReg by 12th February 2003.

eircom's pricing submission for the product elements should be computed on the basis of Long Run Incremental Cost (LRIC) and should be consistent with the computation of conveyance rates.

Direction 3.4.1

The Commission for Communications Regulation directs that *eircom* provide to the Commission a fully cost oriented pricing submission for the FRIACO product described in Direction 3.1 herein on a LRIC basis consistent with the calculation of conveyance rates, with full justification, for the FRIACO product elements of Unmetered Traffic Charge no later than close of business on the 3rd February 2003.

Direction 3.4.2

The Commission for Communications Regulation directs that *eircom* provide to the Commission a fully cost oriented pricing submission, with full justification for appropriate FRIACO process elements for the FRIACO product as described in Direction 3.1 herein, no later than close of business on 12th February 2003.

3.5 RIO Service Schedule

Once Directions 3.2, 3.3, 3.4.1, and 3.4.2 have been complied with, *eircom* will be in a position to submit a draft Reference Interconnect Offer (RIO) Service Schedule for ComReg scrutiny and approval for inclusion in the RIO.

Direction 3.5.1

The Commission for Communications Regulation directs that *eircom* submit a draft Reference Interconnect Offer Service Schedule for the FRIACO Product as described in Direction 3.1 herein no later than close of business on the 20th February 2003.

Direction 3.5.2

The Commission for Communications Regulation directs *eircom* to offer in its RIO the FRIACO Product (as described in Direction 3.1 herein) with associated processes, terms and conditions, and prices from 24th February 2003.

3.6 Introduction of Retail Product Offerings

As previously directed in Decision Notice D10/02 (ODTR Doc 02/55), with regard to the introduction of new services *eircom* has included the following in Clause 7.10 of its RIO:

“eircom shall offer new interconnection services and elements to other OLOs with such notice that the OLOs can order and have the new service delivered by eircom at the time that the associated retail service is launched by either eircom or the OLO that initiated the development of the new service. In all cases this will be no less than two weeks and at least equal to the provisioning time of the new interconnection service, to be approved or determined by the ODTR in exceptional circumstances”.

ComReg believes the introduction of FRIACO at a retail level is a complex process. ComReg considers it necessary to ensure that the introduction of this

service is on a non-discriminatory basis and that all OLOs must be free to decide the network coverage they require, up to and including complete national coverage, prior to take up of the wholesale offering by any operator.

3.7 Provision of Infrastructure

In order to ensure a competitive market and ensure non-discrimination it is vital that the infrastructure and capacity required to support an effective retail FRIACO product is available to all operators prior to the launch of this service. The initial implementation of the product requires additional provision of existing services namely, In-Span Interconnect (“ISI”), Customer Sited Interconnect (“CSI”) and Interconnect Extension Circuits (“IECs”) which have attendant processes and timescales contained within the RIO. Some of these existing processes and timescales will obstruct the rapid deployment of the FRIACO product therefore, ComReg considers it is appropriate to impose the following conditions surrounding the provisioning of infrastructure during the introduction of the product.

As per direction 3.5.2 herein, the wholesale offering will be complete as regards to processes, price, and terms and conditions. Therefore, OLOs seeking additional capacity or new capacity in the areas required will thus be in a position to order this capacity from *eircom* no later than close of business on 12th March 2003.

ComReg believes that the current interconnect forecasting regime causes significant difficulties for the implementation of the FRIACO product. Clearly no operator was in a position to forecast the additional capacity required for FRIACO seven quarters prior to the introduction of the product. ComReg considers that a new interconnect forecasting regime will have to be negotiated with OLOs as per Direction 3.2 herein to enable operators to meet the demand from users for the first year. In advance of this process being agreed ComReg directs that all circuits and switch ports ordered for this FRIACO service on or before 12th March 2003 will be provided by 27th June 2003 unless constrained by availability of transmission or switching equipment. Where such constraint exists, ComReg will direct the allocation of any available equipment to *eircom* and OLOs on a non-discriminatory basis. To enable OLOs to be in a position to meet the demands from users subsequent to the initial launch of the FRIACO service, all operators will work off the new forecasting regime as per Direction 3.2 herein.

Direction 3.7.1

The Commission for Communications Regulation directs *eircom* to amend its Interconnection forecasting regime to state that all orders for required initial capacity for a FRIACO Product (as described in Direction 3.1 herein) be submitted no later than close of business on 12th March 2003 and furthermore, to replace the current Interconnection forecasting regime, to the new forecasting regime (as described in Direction 3.2 herein) until 27th June 2004 to enable operators to be in a position to meet the demands from users.

Direction 3.7.2

The Commission for Communications Regulation directs *eircom* to amend its RIO to incorporate a delivery date of 27th June 2003 for all requested transmission capacity and switch ports for the FRIACO product (as described in Direction 3.1 herein) submitted prior to close of business on 12th March 2003 excepting only where a transmission or switching equipment availability constraint exists.

Direction 3.7.3

Where *eircom* identify network constraints they must submit appropriate documentation of these constraints to the Commission for Communications Regulation, which the Commission for Communications Regulation will review and determine whether these constraints are legitimate for the delay of provision. *eircom* must submit the documentation outlining the details of any constraints by close of business on 26th March 2003, together with information as to how and when they could be overcome.

3.8 Launch of FRIACO Retail Offering

ComReg recognises that in order to launch a commercially viable FRIACO retail offering an operator requires their desired geographic coverage and initial capacity to be in place in its entirety prior to the launch of any retail offering. Therefore ComReg directs that any circuits and necessary FRIACO product elements ordered prior to 12th March 2003 will not be charged for until all circuits and necessary FRIACO product elements contained within the OLO orders are delivered excepting only those which are constrained as defined in direction 3.7.2 above.

Given the requirements for launch of a retail product ComReg considers that there will be no completed wholesale offering prior to the 27th June 2003 or until all OLO requirements are met as above. Following the 27th June all OLOs and indeed *eircom* will be in a position to launch a FRIACO service on a non-discriminatory basis.

Direction 3.8

The Commission for Communications Regulation directs that *eircom* amend its RIO to provide that any circuits and necessary product elements for the FRIACO product (as described in Direction 3.1 herein) ordered prior to close of business on the 12th March 2003 will not be charged for until all circuits and necessary product elements contained within the OLO orders have been delivered by *eircom* excepting only those which are constrained as described in direction 3.7.2.

4 Next Steps

ComReg will also convene the first meetings of eircom and the requesting OLOs to discuss processes, and terms and conditions, in the week of this Decision Notice.

Appendix - List of Directions

For ease of reference, the following sets out a list of Directions set out in this Decision Notice

Direction 3.1

The Commission for Communications Regulation directs that the frozen product description for FRIACO (Flat Rate Internet Access Call Origination) in phase 1 be as published in Annex 1 to this Decision Notice.

Direction 3.2

The Commission for Communications Regulation directs that *eircom*, using the frozen product description (published as Annex 1 to this Decision Notice), develop with the requesting OLOs involvement, an Inter-Operator Process Manual. The Commission for Communications Regulation directs that *eircom* conclude and submit the Inter-Operator Process Manual to the Commission for Communications Regulation no later than close of business on the 3rd February 2003.

Direction 3.3

The Commission for Communications Regulation directs that *eircom*, using the frozen product description (published as Annex 1 to this Decision Notice) and in parallel with the development of the Inter Operator Process Manual referenced in Direction 3.2, produce a draft set of terms and conditions. *eircom* are further directed to provide these draft terms and conditions to the requesting OLOs and are directed to negotiate these with appropriate requesting OLO representatives. *eircom* are directed that this process must be concluded no later than close of business on the 10th February 2003.

Direction 3.4.1

The Commission for Communications Regulation directs that *eircom* provide to the Commission a fully cost oriented pricing submission for the FRIACO product described in Direction 3.1 herein on a LRIC basis consistent with the calculation of conveyance rates, with full justification, for the FRIACO product elements of Unmetered Traffic Charge no later than close of business on the 3rd February 2003.

Direction 3.4.2

The Commission for Communications Regulation directs that *eircom* provide to the Commission a fully cost oriented pricing submission, with full justification for appropriate FRIACO process elements for the FRIACO product as described in Direction 3.1 herein, no later than close of business on 12th February 2003.

Direction 3.5.1

The Commission for Communications Regulation directs that *eircom* submit a draft Reference Interconnect Offer Service Schedule for the FRIACO Product as described in Direction 3.1 herein no later than close of business on the 20th February 2003.

Direction 3.5.2

The Commission for Communications Regulation directs *eircom* to offer in its RIO the FRIACO Product (as described in Direction 3.1 herein) with associated processes, terms and conditions, and prices from 24th February 2003.

Direction 3.7.1

The Commission for Communications Regulation directs *eircom* to amend its Interconnection forecasting regime to state that all orders for required initial capacity for a FRIACO Product (as described in Direction 3.1 herein) be submitted no later than close of business on 12th March 2003 and furthermore, to replace the current Interconnection forecasting regime, to the new forecasting regime (as described in Direction 3.2 herein) until 27th June 2004 to enable operators to be in a position to meet the demands from users.

Direction 3.7.2

The Commission for Communications Regulation directs *eircom* to amend its RIO to incorporate a delivery date of 27th June 2003 for all requested transmission capacity and switch ports for the FRIACO product (as described in Direction 3.1 herein) submitted prior to close of business on 12th March 2003 excepting only where a transmission or switching equipment availability constraint exists.

Direction 3.7.3

Where *eircom* identify network constraints they must submit appropriate documentation of these constraints to the Commission for Communications Regulation, which the Commission for Communications Regulation will review and determine whether these constraints are legitimate for the delay of provision. *eircom* must submit the documentation outlining the details of any constraints by close of business on 26th March 2003, together with information as to how and when they could be overcome.

Direction 3.8

The Commission for Communications Regulation directs that *eircom* amend its RIO to provide that any circuits and necessary product elements for the FRIACO product (as described in Direction 3.1 herein) ordered prior to close of business on the 12th March 2003 will not be charged for until all circuits and necessary product elements contained within the OLO orders have been delivered by *eircom* excepting only those which are constrained as described in direction 3.7.2.

Annex 1 – Version A -Product description FRIACO



Commission for
Communications Regulation

General

FRIACO Product Description

Document No:	03/02
Date:	07/01/2003

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1 Introduction

This document defines a Product Description to support Flat Rate Internet Access Call Origination ('FRIACO').

Ongoing development of FRIACO (or other) product(s) may require changes to the product specified in this document.

2 Product Description

2.1 Introduction

Flat Rate Internet Access Call Origination ('FRIACO') is an unmetered interconnection service to be made available by *eircom* wholesale that provides capacity from originating customers to the point of connection of an operator. The initial FRIACO service will be available for connection only at Primary¹ switches in the *eircom* network.

The point of connection at the *eircom* exchange is a 2Mbit/s dedicated FRIACO port². Connection to the 2Mbit/s FRIACO port is made using an appropriate combination of CSI, ISI and IEC products and services.

This document sets out the description for Primary FRIACO together with a pricing structure.

The number that ComReg has allocated for the purpose of FRIACO is 1893xxxxxx. Each OLO may be allocated a number of 1893xxxxxx codes.

2.2 Primary FRIACO

Primary FRIACO 1893 traffic is routed to the nearest primary exchange at which *eircom* offers interconnection facilities in accordance with the RIO. (See Appendix I). Where calls are originated at a primary exchange which also acts as a tandem exchange then those calls will originate and exit at that exchange as Primary FRIACO.

If the available FRIACO routes at the primary exchange are congested or busy, calls will not overflow up or across the network to another point of interconnect.

OLOs can interconnect to 2Mbit/s ports at the primary level in the network using a standard Customer Sited Interconnect (CSI) or In-Span Interconnect (ISI) service terminating at that Primary Site or using the Interconnect Extension Circuit Service to a Tandem site where an existing ISI service may be used.

- FRIACO calls shall only be routed over FRIACO routes via dedicated CSI/ISI/IEC 2Mbit/s ports.
- FRIACO dedicated routes shall carry traffic originating within the interconnection catchment area of that exchange and it's RSUs only in accordance with normal interconnection arrangements. *eircom* will define the number ranges that are available at each Primary FRIACO

¹ A Primary switch in this context is any switch to which LSUs or RSUs are directly connected. Secondary switches in the *eircom* network provide both a Primary and a Tandem function and thus are Primary switches for those lines which are provided by directly connected LSUs and RSUs.

² A FRIACO port is a standard 2Mbit/s voice port (as included in the CSI, ISI and IEC products) which can be used solely for outgoing FRIACO traffic.

exchange (including mixed primary and tandem arrangements). This information is set out in Appendix II.

- No overflow to an alternate *eircom* interconnect switch will be allowed over the *eircom* switched network.
- No transit will be allowed.
- *eircom* will provide in advance to all interested parties full details of FRIACO availability in each exchange. ComReg will ensure that the allocation of any limited switching or transmission capacity is on a non-discriminatory basis.
- A forecasting regime will be developed to ensure edge³ and core network build occurs to enable FRIACO service to be provided with due regard to QoS impacts on other traffic types.
- *eircom* will provide, on request, such basic traffic reports as are presently available to permit management of the FRIACO service.
- Where the FRIACO traffic arising at an individual RSU impacts the quality of service for normal traffic from that RSU, ComReg may permit *eircom* to limit or control the FRIACO traffic at that RSU on a non-discriminatory basis in accordance with the appropriate notification process.

Diagrams showing the connectivity requirements for the FRIACO service are provided in Appendix III.

³ Subscriber switching stage and associated transmission capacity to Primary exchange.

3 Product Components

3.1 IEC, CSI and ISI interconnection to Primary FRIACO 2Mbit/s ports.

IEC, CSI and ISI shall be provided as per the RIO as amended from time to time.⁴

3.2 Access Code.

1893 is the access code for FRIACO. The opening up of this code in the *eircom* network will follow the existing processes for opening up of number ranges as detailed in the *Wholesale Operations and Maintenance Manual, Issue 1*. An OLO may have more than one 1893 code in operation.

⁴ The existing forecasting requirements for these services may need to be amended during the introduction of the FRIACO product.

4 Service Management

4.1 Ordering

An ordering process will be developed for FRIACO and will be aligned with the existing interconnect process.

4.2 Service Provisioning

A service provisioning process will be developed for FRIACO and will be aligned with the existing interconnect process. This process will take into account switching and transmission capacity restrictions in the *eircom* network and will ensure the equitable non-discriminatory allocation of such restricted elements. The allocation process will continue until the switching or transmission capacity restriction has been alleviated.

In addition, a process for the migration of existing CSI, ISI and IEC voice traffic ports and links to FRIACO 2Mbit/s ports and links will be developed to permit optimisation of existing network facilities.

4.3 Network Operation and Maintenance

A network operation and maintenance process will be developed and aligned with the existing interconnect process.

4.4 Fault Repair

A fault repair process will be developed and aligned with the existing interconnect process.

4.5 Forecasting

A stand-alone forecasting process will support the provisioning of FRIACO. This process will cover the initial start-up timeframe and will revert to a steady state after an agreed time. Initial forecasts for the number of FRIACO ports required at each interconnect node are required from OLOs for the first year. This data will be used in the development of a robust and mutually effective forecasting system. *eircom* will provide a forecast template listing the primary nodes where FRIACO traffic will be handed over. New interconnect nodes (if any) will be added to the forecast template allowing sufficient time for OLOs to forecast and have FRIACO interconnect capacity provided before that new node becomes operational.

5 Price

5.1 Pricing Structure

CSI, ISI and IEC prices and terms shall be as per the *eircom* RIO as amended from time to time. For the avoidance of doubt OLOs will be able to avail of all CSI and ISI services including extension services.

Pricing will be developed in parallel with the development of the product description and associated industry documents. ComReg expects that the FRIACO unmetered traffic charge will be a simple monthly fee with terms similar to those currently applicable to existing call and minute charges.

Appendix I

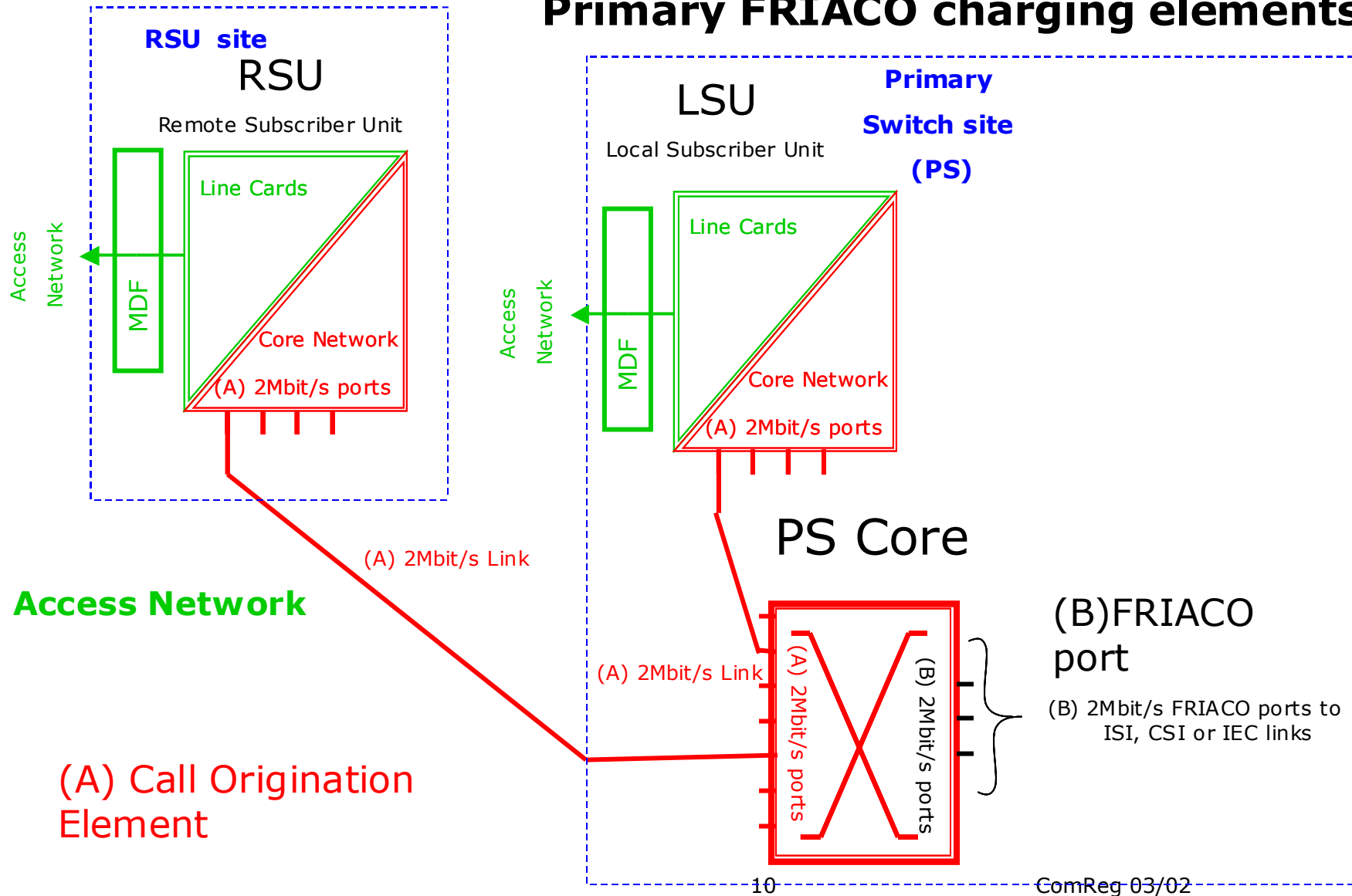
Primary Node	Tandem Node	FRIACO Port Availability
Bray	Dolphins Barn / Priory Park	
Dun Laoire	Dolphins Barn / Priory Park	
Priory Park	Priory Park	
Sandyford	Dolphins Barn / Priory Park	
Clondalkin	Dolphins Barn / Priory Park	
Terenure	Dolphins Barn / Priory Park	
Crumlin	Dolphins Barn / Priory Park	
Dolphins Barn	Dolphins Barn	
Crown Alley	Crown Alley	
Palmerstown	Crown Alley / Summerhill	
Merrion	Crown Alley / Summerhill	
Summerhill	Summerhill	
Whitehall	Crown Alley / Summerhill	
Blanchardstown	Crown Alley / Summerhill	
Swords	Crown Alley / Summerhill	
Belcamp	Crown Alley / Summerhill	
Clontarf	Crown Alley / Summerhill	
Churchfield B	Churchfield B	
Quaker Road	Quaker Road	
Mallow	Churchfield B / Quaker Road	
Bantry	Churchfield B / Quaker Road	
Mullingar	Adelaide Road A/ Dame Court B	
Drogheda	Adelaide Road A/ Dame Court B	
Dundalk	Adelaide Road A/ Dame Court B	
Naas	Adelaide Road A/ Dame Court B	
Castleblaney	Adelaide Road A/ Dame Court B	
Cavan	Adelaide Road A/ Dame Court B	
Portlaoise	Portlaoise	
Carlow	Portlaoise / Roslevin	
Birr	Portlaoise / Roslevin	
Tycor	Tycor	
Waterford Central	Waterford Central	
Clonmel	Waterford Central / Tycor	
Wexford	Waterford Central / Tycor	
Limerick A	Limerick A	
Castletroy	Castletroy	
Tralee	Limerick A / Castletroy	
Ennis	Limerick A / Castletroy	
Sligo	Sligo	
Letterkenny	Sligo / Roslevin	
Roslevin - Athlone	Roslevin - Athlone	
Castlerea	Sligo / Roslevin	
Mervue	Mervue	
Shantalla	Shantalla	
Castlebar	Mervue / Shantalla	
Ship St.	Dolphins Barn / Priory Park	
Limerick B	Limerick A / Castletroy	
Churchfield C	Churchfield B / Quaker Road	

Appendix II Primary Switch Number Ranges

(information to be provided by *eircom*)

Appendix III Diagrams

Primary FRIACO charging elements



Connection Links to Primary FRIACO

