



Commission for
Communications Regulation

Information Notice

Other RIO Services :

Order Handling Charges

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1. Introduction

This information Notice sets out Order Handling Charges for the following services.

- Carrier Pre-Selection (CPS).
- Wholesale Line Rental (WLR)
- Payphone Access Charges (PAC).
- Data Management Amendment.

Order handling charges are costs which an operator charges for the setting up a new customer. For example, CPS is the facility offered to customers which allows them to opt for certain defined classes of call to be carried by an operator selected in advance without having to dial a routing prefix or follow any other different procedure to invoke such routing. Order Handling Charges are the administrative charges involved in processing a new order/application for certain services – i.e. CPS, WLR or PAC etc.

In relation to the above services, ComReg had requested eircom to provide a submission for the appropriate periods from 1st December 1999 to 31st March 2004. It should be noted that these services were launched at different dates and not all of them have charges for all of the above periods. CPS was introduced into service on 1st January 2000, while WLR and the PAC charges have recently or due to be introduced.

eircom's submission's were subsequently reviewed by ComReg and ComReg directed eircom to make a number of amendments to these submissions and update the RIO with the revised charges. ComReg also directed eircom to re-calculate the amounts to be billed to operators for each of the accounting periods referred to above and to pay any monies owing to the Operators within 45 days. The revised rates for these services are set out in the attached appendices.

In relation to Order Handling Charges for Non-Geographic & Geographic Number Portability (GNP & NGNP), ComReg is currently in the process of reviewing eircom submissions for these charges and will issue a further information notice on these charges in the coming weeks.

These services are of importance to the industry and will enhance the development of competition in the market which will lead to benefits to customers. The setting of rates for these services will provide greater flexibility and commercial certainty to operators in the market.

Appendix A – Carrier Pre-Selection (CPS) Order Handling Charges.

Period	€	Date for monies to be paid by/to eircom
<u>Order Acceptance, Validation and Notification :</u>		
1 December 1999 to 31 March 2000:	€8.18	45 days from 16 th Sept. 2003
1 April 2000 to 31 March 2001:	€5.42	45 days from 16 th Sept. 2003
1 April 2001 to 31 March 2002:	€5.48	45 days from 16 th Sept. 2003
1 April 2002 to 31 March 2003:	€4.74	45 days from 16 th Sept. 2003
1 April 2003 to 31 March 2004:	€2.37	45 days from 18 th Sept. 2003

Order Rejection and Notification

1 December 1999 to 31 March 2000:	€4.89	45 days from 16 th Sept. 2003
1 April 2000 to 31 March 2001:	€3.44	45 days from 16 th Sept. 2003
1 April 2001 to 31 March 2002:	€3.25	45 days from 16 th Sept. 2003
1 April 2002 to 31 March 2003:	€2.59	45 days from 16 th Sept. 2003
1 April 2003 to 31 March 2004:	€1.22	45 days from 18 th Sept. 2003

Note: Order Handling Charges for the period from 1st April 2003 to 31 March 2004 reflect the changes implemented in Decision 6.1 of ComReg doc 03/57- Decision Notice on Fixed Interconnection Charging Mechanisms

Appendix B – Wholesale Line Rental (WLR) Order Handling Charges.

<u>Process Name</u>	<u>Unit Cost €</u>
WLR Sign-up: customer has CPS "All Calls"	24.61
ARB & CPS Sign-up: Eircom customer	24.61
ARB Sign-up: customer has CPS "All Calls"	24.61
WLR & CPS Sign-up: Eircom customer	24.61
WLR Operator submits Cease Order for their WLR customer to Eircom	6.74
CPSO submits order for WLR from other CPSO	23.38
CPSO submits order for ARB from other CPSO	23.38
WLR customer reverts to CPS (of their current CPSO)	10.73
ARB customer reverts to CPS (of their current CPSO)	10.73
WLR customer requests addition or removal of Ancillary services to or from Line	3.97
WLR customer requests change of telephone number or new DDI block	3.97
Provision of new PSTN line for WLR customer	11.04
Provision of new ISDN line for WLR customer	11.04
WLR customer moves premises	14.12

Appendix C – Payphone Access Charge Order Handling Charges.

<u>Period</u>	<u>€</u>	<u>Date for monies to be paid by/to eircom</u>
<u>Order Application :</u>		
8 October 2003 to 31 March 2004:	€5.10	N/a
<u>Order Removal/Cessation :</u>		
8 October 2003 to 31 March 2004:	€5.10	N/a

Appendix D – Data Management Amendements.

<u>Period</u>	<u>€</u>	<u>Date for monies to be paid by/to eircom</u>
<u>DMA Charge</u>		
1 April 2000 to 31 March 2001:	€1,164	45 days from 16 th Sept. 2003
1 April 2001 to 31 March 2002:	€1,228	45 days from 16 th Sept. 2003
1 April 2002 to 31 March 2003:	€1,313	45 days from 16 th Sept. 2003
<u>Charge per Interconnect Node</u>		
1 April 2000 to 31 March 2001:	€502.82	N/a
1 April 2001 to 31 March 2002:	€502.82	N/a
1 April 2002 to 31 March 2003:	€502.82	N/a

Note :

1. eircom have no record of DMA charges having been raised in the period from 1st December 1999 to 31 March 2000 and did not propose to update the charge for that period.