

# VIRTUAL UNBUNDLING LOCAL ACCESS REFERENCE OFFER

## ANNEX E1

### High Level Operations and Planning Manual

#### GO plc

This Reference offer for Virtual Unbundled Access to the FTTP network and collocation related facilities is published in accordance with the Malta Communications MCA Final Decision Market 4 – Wholesale Unbundled Infrastructure Access Market dated 6th March 2013 in line with Regulation 12(2) of the Electronic Communications Network and Services (General) Regulations (Chapter 399.28 of the Laws of Malta).

Undertakings are advised that the Malta Communications Authority may impose changes to this Reference Offer in accordance with its powers under Regulation 12(4) of the Electronic Communications Network and Services (General) Regulations (Chapter 399.28 of the Laws of Malta)

v1 03.16

## Table of Contents

1	INTRODUCTION .....	3
2	THE STATUS OF THIS DOCUMENT .....	3
3	SCOPE .....	3
4	FORECASTING PROCESS .....	4
5	PRE-PROVISIONING PROCESSES .....	5
6	PROVISIONING PROCESSES .....	5
7	POST-PROVISIONING PROCESSES .....	6
7.1	Fault Reporting Procedures .....	6
7.2	Planned Maintenance Procedures .....	6
7.3	Implementation of Network Alterations .....	6
7.4	Actions during Force Majeure .....	6
7.5	Process for Notification for Network Management Action .....	7
7.6	Quality of Service Performance Reporting and Reviews .....	9
8	OPERATIONS & MAINTENANCE FORUM .....	9
	Appendix 1: Order/Commissioning Forms HP .....	11
	Appendix 2: Handover Trouble Ticket .....	14
	Appendix 3: Notification of Planned Maintenance .....	16
	Appendix 4: Notification/Request for Network Management Action .....	19

## 1 Introduction

The purpose of this High Level Operations and Planning Manual “Manual” is to define the joint operational and maintenance procedures relating to smooth implementation of the Agreement during its enforcement period. This Manual is not a legal document but supports the Agreement and describes the mutually agreed processes between the Parties, which will be used to manage the ongoing operational activity associated with delivery of the Service.

This Manual is based on the premise that the efficient management of the operations regulated by the Agreement is to the mutual benefit of both Parties and in the process addresses GO’s **regulatory obligations towards** OAO and the **OAO’s** input to enable GO satisfy such requirements.

Where the Agreement specifies issues relating to operation and maintenance, such issues shall be dealt with in accordance with the provisions of this Annex E1. In the event that there is any conflict with the provisions of this Annex E1 and the Main Body of the Agreement, the said Main Body shall have precedence.

For the purposes of this Manual, a reference to a Clause or Appendix unless stated otherwise is to a Clause or Appendix of this Manual. Words and expressions have the meaning given in Main Body of the Agreement.

## 2 The Status of this Document

This is a working document and as such both Parties recognise that it shall have free circulation to all relevant staff in both organisations.

## 3 Scope

This Manual deals with the normal operations and maintenance activities which arise from the operation of Agreement. The activities, which are covered by this Manual, are divided into the following categories:

### A. Forecasting Process

This process describes the mechanism for producing and reviewing the OAO forecasts for both VULA FTTP Connections and HP throughput.

## B. Pre-Provisioning Processes

These processes relate to the format and process for the placement of orders for the handover elements at the HP as defined in the Agreement.

## C Provisioning Processes

These processes relate to the mechanism for the implementation of the various handover elements at the HP ordered using the processes described in the Pre-Provisioning section.

## D Post Provisioning Processes

The Post Provisioning Processes describe the mechanisms for dealing with the operational issues relating to the Service. These items include fault reporting and resolution, performance monitoring, planned outages etc.

# 4 Forecasting Process

In the period leading up to commencement of Service but not less than four (4) months before commercial launch, the OAO must provide GO with a forecast “Forecast” of capacity requirements. This Forecast shall be in terms of the in service capacity at the end of any particular Forecast period. Following commencement of the Service and for the duration of the Agreement, the OAO shall submit binding quarterly Forecasts to GO at three monthly intervals. Each Forecast shall cover all aspects of the Service that is expected to be active at the end of each month covered by the Forecast period, and the Forecast will be used by the GO to:

- plan resources in advance;
- procure the required equipment to meet the OAO forecasted demand;
- activate the required core network capacity in the correct time frame to meet the demand in the Forecast.

These three-month periods shall start on the following designated dates: 1 January, 1 April, 1 July and 1 October of each year where the Agreement is still enforceable.

If OAO provides erroneous Forecasts, GO reserves the right to charge at the end of each forecasting period for any over forecast in excess of twenty five (25) percent and not to honour the obligations of delivery target dates set out in the agreed service level agreement in case of under forecast in excess of ten (10) percent.

Forecasts shall be compiled and sent to GO no later than ten (10) Working Days before the first designated date. If Forecasts are not received by this target date, GO reserves the right to not honour the obligations of delivery target dates set out in the agreed service level agreement.

## 5 Pre-Provisioning Processes

The Pre-Provisioning Processes describe the mechanisms for the ordering of VULA FTTP Connections or for upgrades or downgrades of VULA FTTP Connections. These processes are laid down in Annex E2 of the Agreement.

## 6 Provisioning Processes

These processes relate to the mechanism for the implementation of the handover elements at the HP using the processes described in the Pre-Provisioning section.

The tests detailed in Annex C1, will be used for the testing of the HP. Testing shall be done on a mutually agreed date. When testing is completed to the satisfaction of GO, GO shall notify OAO that the testing of the HP has been successfully completed. At this point the HP shall be deemed to be ready for service and the commissioning form included under Appendix 1 shall be signed by both Parties.

If the results of the testing are not acceptable to GO, the Parties shall follow a mutually agreed time period where both Parties shall attempt to repair faults and re-test the unacceptable aspects of the Service. If a mutually agreeable solution is not found, then the case shall be considered as a Dispute and Clause 19 of the Main Body of the Agreement shall apply.

## 7 Post-Provisioning Processes

The post provisioning processes describe the mechanisms for dealing with the operational issues relating to the in-service operations. These items include fault reporting and resolution and are specified in detail in Annex E2.

### 7.1 Fault Reporting Procedures

In the event that a fault on the HP is discovered by either Party, a trouble ticket in the form specified in Appendix 2 shall be compiled and sent to the other Party. The fault shall be considered rectified when the Party reporting the fault confirms in writing to the other Party that the case may be considered closed. The Party receiving the trouble ticket shall provide a written acknowledgement to the ticket with a corresponding ticket reference.

### 7.2 Planned Maintenance Procedures

If either Party intends to carry out any planned work which may affect the Service, then the originating Party must notify the other Party of the planned work as specified in Appendix 4, **using the “Notification of Planned Maintenance” form in Appendix 3.**

### 7.3 Implementation of Network Alterations

Subject to changes not affecting more than two hundred (200) Users, both Parties will have to mutually agree on the required timescales to complete the implementation of a network alteration affecting the Service. If the results of the testing following the agreed network alterations are not acceptable, there shall then follow a mutually agreed time period where both Parties shall attempt to repair faults and re-test the unacceptable aspects of the service. If a mutually agreeable solution is not found, then the case shall be considered as a Dispute and Clause 19 of the Main Body of the Agreement shall apply. Changes affecting more than two hundred (200) Users will be subject to Clause 5 of the Main Body

### 7.4 Actions during Force Majeure

In the event of Force Majeure that impacts negatively the Service, a single point of contact for network-related information shall be established to prevent confusion, duplication of effort, and to ensure an orderly process of returning communications to normal. The single point of contact shall be a Technical official responsible for business continuity within the Party or Parties affected by the disaster.

## 7.5 Process for Notification for Network Management Action

- a. When either Party wishes to initiate network management action or request the other Party to apply an action on its behalf, it shall complete a notification/request form “Form” as shown in Appendix 4 and described by the following process.
- b. The Party requiring controls to be applied originates the Form and is denoted as the Originating Party. The Party to whom the notification/report is initially sent is denoted as the Receiving Party.
- c. The Originating Party may apply controls in which case it is a notification, or it may wish the Receiving Party to apply controls in its network in which case the Form is a request.
- d. If the Originating Party is applying the controls it shall, after verbally informing the Receiving Party, complete Section A of the Form as a notification and send to the Receiving Party. If network management action is required as a result of a fault that has been reported via the fault management process the fault reference number shall be entered in Section A.
- e. The Receiving Party shall then complete Section B of the Form indicating that the requested network management action is acknowledged. On receipt of the Form with completed Section B, the Originating Party shall then apply controls in the manner described on the Form.
- f. The Originating Party shall monitor the network to determine the appropriate time for controls to be removed. At this time it shall complete Section C of the Form and send it to the Receiving Party notifying that controls have been removed. The Receiving Party will then complete Section D of the Form and return it to the Originating Party to indicate that the removal of the controls has been noted.
- g. During the period when the controls are active, the Receiving Party shall monitor the network and if during this time it wishes for the controls to be removed it shall complete Section C of the Form and send it to the Originating Party. The Originating Party will review the status of the network and the reasons given by the Receiving Party for the removal of the controls.

- h. If the Originating Party agrees to remove the controls it shall remove the controls and complete Section D of the Form and send it to the Receiving Party indicating that the controls have been removed.
- i. If the Originating Party does not wish to remove the controls it shall continue to monitor the network until such a time as it feels the controls may be removed. If the Receiving Party still requires that the controls are removed, it shall escalate the situation using the Dispute resolution procedure laid down by Clause 19 of the Main Body of the Agreement.
- j. If the Originating Party wishes the Receiving Party to apply controls on its behalf, it shall, after verbally informing the **Receiving Party's network management Centre, of the request**, fill out Section A of the Form as a request and send it to the Receiving Party. If network management action is required as a result of a fault that has been reported via the fault management process, the fault reference number shall be entered in Section A.
- k. If the Receiving Party agrees with the request it shall apply the controls indicated on the Form, complete Section B of the Form and return it to the Originating Party indicating that the controls have been applied.
- l. If the Receiving Party does not agree to the request it shall complete Section B of the Form and return it to the originating Party indicating the reasons why. The Originating Party shall review and/or revise its request before resubmitting it to the Receiving Party. If agreement is not reached the originating Party may then escalate using the Dispute resolution procedure laid down by Clause 19 of the Main Body of the Agreement.
- m. The originating Party shall then monitor the Network and review the status in order to determine the effect of the controls and identify when they can be removed. If within an initial 30 day period the originating Party wishes for the controls to be removed it shall complete Section C of the Form and send it to the Receiving Party requesting that the controls are removed. The Receiving Party shall then remove the controls and complete Section D of the Form, returning it to the Originating Party indicating that the controls have been removed.



- n. If the controls have been in place for more than thirty (30) days and the Originating Party wishes that the controls remain in place it shall make a request to the Receiving Party for the controls to be continued. It shall do this using Section A of the original Form and indicating that this is a request for continuation.
- o. If such a request for continuation is not made the Receiving Party may, after the initial thirty (30) day period, remove the controls. It shall complete Section C of the Form indicating that the controls shall be removed and giving the reason for their removal. It shall then proceed to remove the controls.
- p. If the Originating Party receives a Form with Section C completed by the Receiving Party it shall complete Section D indicating that the removal of controls has been noted.

## 7.6 Quality of Service Performance Reporting and Reviews

This Clause is subject to limitations mentioned in other parts of the VULA Offer, including but not limited to Clause 6 of Annex B1 and Annex E3.

Reporting and reviews of the quality of service and traffic performance shall take place as part of the activities agreed to between the Parties and subject to any regulatory obligations.

## 8 Operations & Maintenance Forum

The Parties shall set up an Operations and Maintenance Forum which shall be composed of technical representatives of both Parties. It shall meet at least once every quarter as a minimum to discuss all technical issues related to the Agreement. Additional emergency meetings may also be held between the two Parties as may be necessary.

The Operations and Maintenance Forum may further review and refine the operations and maintenance processes as may be necessary to enable agreed targets to be met.

## Appendices

## Appendix 1: Order/Commissioning Forms HP

### Appendix 1 usage guide

This form is to be used for the ordering/commissioning of new HPs and the rearrangement or cessation of existing HPs.

### ORDER FORM FOR A HANDOVER POINT

*Order Details - sent by OAO to GO.*

To: <i>[GO Order contact point]</i>		From: <i>[OAO Order contact point]</i>	
Date:	OAO Reference No.:		
Order Type:			
<i>Provide</i> <input type="checkbox"/>		<i>Re-arrangement</i> <input type="checkbox"/>	
<i>Service Termination</i> <input type="checkbox"/>			
Signed on behalf of OAO			

### Transmission Information

A-End (GO node):	
B-End (OAO node):	
Date when the site is accessible to GO	
New B-End (In case of rearrangement):	
Circuit ID (In case of rearrangement):	
Comments:	

*Order details (to be completed by GO)*

Account Number:	Equipment Code:
Service Order Number:	Circuit No.s:
Signed on behalf of GO:	Date:

## Commissioning Form for Handover Point

*[This form is to be filled in immediately on the completion of the agreed technical tests by the respective technical Parties]*

Completion of Works form with respect to OAO  _____		OA0 Order ref.	
		Order Dated:	
Date of Completion:			
<p>Work Type:</p> <p>New Service <input type="checkbox"/>                      Re-arrangement <input type="checkbox"/></p> <p><i>This is to certify that all works related to this order have now been completed to the satisfaction of OA0 in accordance with all established conditions and technical requirements. The date of signature of this commissioning form is the date on which any applicable Billing Process begins.</i></p>			
Signed on behalf of OA0			
Signed on behalf of GO			
Date of signing of Commissioning form			

## Appendix 2: Handover Trouble Ticket

### Appendix 2 Usage Guide

The forms in this section should be used for the reporting of faults/failures relating to the Handover Service.

Faults may be advised by phone in parallel to faxing/e-mail the form, however the faxed/e-mail form will be the official trouble reporting mechanism.

### Handover Trouble Ticket

#### Trouble Ticket Opening Information

Ticket Opened by (name):			
Ticket Opened on (date):		Ticket Priority:	
Ticket Opened at (time):		Ticket Status:	
Acknowledgement Time:			
OAOTicket Reference:		GO Ticket Reference:	

## Designation Information

Time of Fault Start:		
Description of Fault:		
Handover Point Affected:		
Services Affected:		
Proportion of VULA FTTP Connections Affected:		
Initial Response:		
Time of Identification of Fault:		
Update Number [    ]	(An entry shall be made for each update)	
Time when the Fault ends:	Answer Code:	
Ticket Answered by:	Ticket Accepted by:	
Ticket Answered on:	Ticket Accepted on:	
Ticket Answered at:	Ticket Accepted at:	
Nature of Fault Clearing:		

## Trouble Ticket Closing Information

Ticket Closed by (name):	
Ticket Closed on (date):	
Ticket Closed at (time):	

## Appendix 3: Notification of Planned Maintenance

### Appendix 3 Usage Guide

The form in this section should be used for the notification of planned maintenance activities affecting the Service.

The type of actions which require to be notified are activities directly affecting the Service **together with activities in one Party's** network OLT level which will impact on the ability of Users.



## NOTIFICATION OF PLANNED MAINTENANCE

To:		Reference Number:
From:		Date:
Address:		
Address:		
Telephone No:	email:	

Engineering work is due to be carried out and will necessitate the following break in service: -


Break Description:


Start Date & Time of Break: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Finish Date & Time of Break: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Duration of Break: \_\_\_\_\_ hours

Comments:


Originator's Initial: \_\_\_\_\_

Issue: \_\_\_\_\_

Received by: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Amendment Agreed by: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Engineering work completed as planned:

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## Appendix 4: Notification/Request for Network Management Action

### Appendix 4 Usage Guide

The form in this section should be used to request/notify network management actions as detailed in the body of this Annex E1.

## NOTIFICATION/REQUEST FOR NETWORK MANAGEMENT ACTION

### Section A

**To:** ..... (Receiving Party)

This notification/request\* is to confirm the verbal notification/request\* made between Originating Party contact ..... and Receiving Party contact ..... that network management action shall be applied / for network management to be applied\*

**Originating Party's Reference:** .....  
.....

**Receiving Party's Reference:**

**Fault Reference Number:** .....

*Reason:*

.....  
.....

Description of network management action:

.....  
.....

Please note/apply/continue\* the above network management action as of:

**Date:** .....

**Time:** .....

**Duration:** .....

**Name:** .....

**Signature:** .....

**Date:** .....

### Section B

\* Delete as appropriate

**To: ..... (Originating Party)**

The requested network management action:

has been applied\*

**has not been applied\* Reason: .....**

is acknowledged\*

**Name: ..... Signature: ..... Date: .....**

## Section C

**To: ..... (Receiving Party)**

Please remove/note removal\* of the above requested network management action

**Name: ..... Signature: ..... Date: .....**

## Section D

**To: ..... (Originating Party)**

The removal of the above requested network management action has been noted/completed\*

**Name: ..... Signature: ..... Date: .....**