

VIRTUAL UNBUNDLING LOCAL ACCESS REFERENCE OFFER

ANNEX E2

Pre-Provisioning and Post-Provisioning Processes

for

VULA FTTP Connections

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)

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1 Introduction

The purpose of this Annex E2 is to define the joint operational and maintenance procedures relating to smooth implementation of the Pre-Provisioning and Post-Provisioning of the Processes “**Processes**” referred to in the Agreement during its enforcement period. This Annex E2 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 activities associated with delivery and operations of the VULA FTTP Connections.

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 required to enable GO satisfy such regulatory obligations.

Where the Agreement specifies issues relating to Processes, such issues shall be dealt with in accordance with the provisions of this Annex E2. In the event that there is any conflict with the provisions of this Annex E2 and the Main Body of the Agreement, then the said Main Body shall have precedence.

For the purposes of this Annex E2, a reference to a Clause or Appendix unless stated otherwise is to a Clause or Appendix of this Annex E2. 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 Annex E2 deals with the Pre and Post Provisioning Processes required for the successful implementation of Agreement. The following are the processes covered by this Annex E2:

A. Validation and Installation of a VULA FTTP Connection

This process describes the mechanism for an OAO to submit a request for a VULA FTTP Connection. The following four (4) processes are dealt with in this Annex E2:

A. New Connection

This refers to:

- a. VULA FTTP Connection for a New customer;
- b. Existing GO customer already having an FTTP or copper connection who requested migration of service to the OAO.

B. Termination

This processes relates to the termination by the OAO of a VULA FTTP Connection.

C. Fault Resolution

This process relates to the mechanism for the OAO for the fault reporting and resolution.

Unless specified in this Annex, timeframes specified in other Annexes, such as but not limited to Annex E3, apply.

4 VULA FTTP Connection Order Validation and Installation

The following process shall be adopted for an OAO to submit a request for a VULA FTTP Connection and the provisioning of the VULA FTTP Connection.

Step 1

OAO checks whether end user's installation address is in an already served with FTTP connections by GO Homes passed. An exact match of the installation address including the door number/ house name and post code are required for the request to be valid.

Step 2

If end user's installation address is listed in the list of Homes passed addresses, the OAO fills in the application form and refers it to GO.

Step 3

GO verifies that application form is complete and carries out further validations including, when applicable, any end user overdue bills.

Step 4

If one or more of the pre-agreed prerequisites are not satisfied, GO rejects the request and informs the OAO accordingly giving reasons for the rejection. GO issues the applicable charge to OAO as defined in Annex D.

Step 5

Valid requests are acknowledged by GO as set out in Annex E3.

Step 6

If according to GO's records the end user's installation address does not have an FTTP connection to the premises but is Homes passed, then GO requests the OAO to fix an appointment with end user at a convenient time and subject to GO capacity for doing the installation work. Also if the end user already has a GO FTTP Connection, GO may request OAO to fix an appointment with end user at a convenient time and subject to GO capacity to replace the ONT, otherwise the process continues at Step 9.

Step 7

OAO informs GO with appointment details at which point the service provision service level agreement is activated.

Step 8

The Technician installs fibre from ODP to premises and installs ONT or replaces existing ONT to cater for more than 1 operator. The technician then provisions ONT and carries out the acceptance testing as defined in Annex B1.

Step 9

GO informs the OAO that installation works have been successfully completed. If the request was for a new customer, process continues at Step 11.

Step 10

If the request was for an existing GO customer, GO terminates end user's existing services with GO on the agreed date with the OAO.

Step 11

GO invoices the OAO in accordance with the applicable price as listed at Annex D.

The flow chart for the Order Validation and VULA FTTP Connection Installation is set up at Appendix 1.

5 Termination of a VULA FTTP Connection

The following process shall be adopted by an OAO to submit a request for the termination of a VULA FTTP Connection and shall be followed to implement the termination.

The termination procedure shall start when the OAO submits the Termination form to GO, giving the latter at least thirty (30) days prior notice, as specified in Appendix B1 and in a non-discriminatory manner.

Step 1

OAO fills up and refers to GO the Request for Termination Form.

Step 2

GO verifies that the validity of the request.

Step 3

If the request is valid and complete, the timing of the service level agreement is initiated otherwise the process continues at Step 8. GO checks whether other services are working on same ONT.

Step 4

If there are no services working on same ONT, GO informs OAO to return the ONT. The timing of the service level agreement is paused. The process continues at Step 6.

Step 5

If other services are working on same ONT, GO informs OAO not to return ONT. The process continues at Step 7.

Step 6

When OAO returns ONT to GO the service level agreement is restarted.

Step 7

GO de-provisions the requested VULA FTTP Connection and informs the OAO accordingly. The timing of the service level agreement is stopped and the process continues at Step 9.

Step 8

If in Step 2, GO determines that Termination Application form is invalid and/or incomplete, GO rejects application and informs OAO accordingly.

Step 9

GO invoices the OAO, in accordance with the applicable price as listed at Annex D, up to the date when the OAO returns the ONT to GO. In case where GO informs the OAO that the ONT will be retained at the customer premises, GO is to invoice the OAO up to the termination date for the FTTP connection as listed in the Termination Form submitted by the OAO. The process for the Termination of a VULA FTTP Connection stops at this stage.

The flow chart for the Termination of a VULA FTTP Connection is set up at Appendix 2.

6 Fault Reporting and Fault Resolution of a VULA FTTP Connection

The following process shall be adopted for an OAO to submit a request for the fault resolution on a VULA FTTP Connection.

The OAO is responsible for investigating the end user fault report before reporting them to GO. GO shall not accept any fault reports directly from end users. The OAO is expected to co-operate with GO to locate and if need be resolve any fault. This may include making appointments for a Technician to visit User premises.

Step 1

OAO carries out checks to verify that fault lies within GO's infrastructure.

Step 2

OAO reports fault to GO and the fault resolution service level between GO and OAO is initiated.

Step 3

GO carries out first level troubleshooting to double confirm whether the fault lies within GO's infrastructure.

Step 4

If when GO carries out the necessary tests to establish whether the fault is on GO's infrastructure it transpires in the negative, GO informs OAO accordingly and the fault resolution service level timing is stopped; otherwise the process continues at Step 6.

Step 5

GO invoices the OAO in accordance with the applicable price as listed at Annex G and the process for Fault Reporting and Fault Resolution of a VULA FTTP Connection.

Step 6

If GO identifies that fault is between OLT and ONT, GO assigns a Technician to resolve fault.

If the Technician identifies that fault is inside end user's premises, process continues at Step 7. Otherwise, process continues to Step 9.

Step 7

Given that GO has identified that fault is inside the end user premises, GO informs OAO to fix an appointment with the end user for the Technician to attend at end user's premises.

Step 8

OAO fixes an appointment with end user at a convenient time and subject to GO capacity for doing the required maintenance work.

Step 9

GO Technician resolves fault.

Step 10

If Technician determines that fault was caused due to negligence and/or tampering by end user, Technician resolves fault and OAO is charged the applicable charges as listed at Annex D.

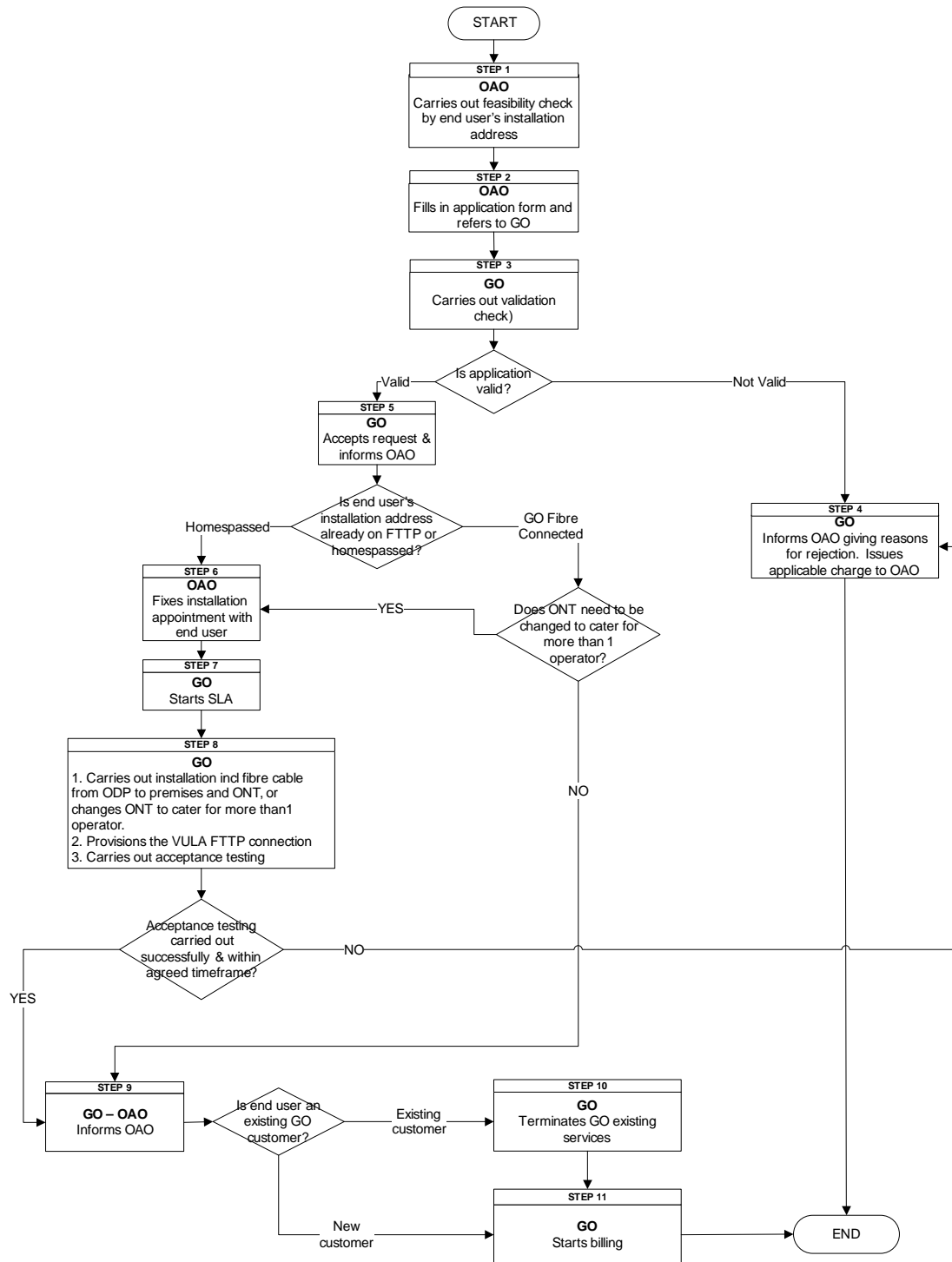
Step 11

GO informs OAO that fault is resolved. Timing of service level agreement is stopped.

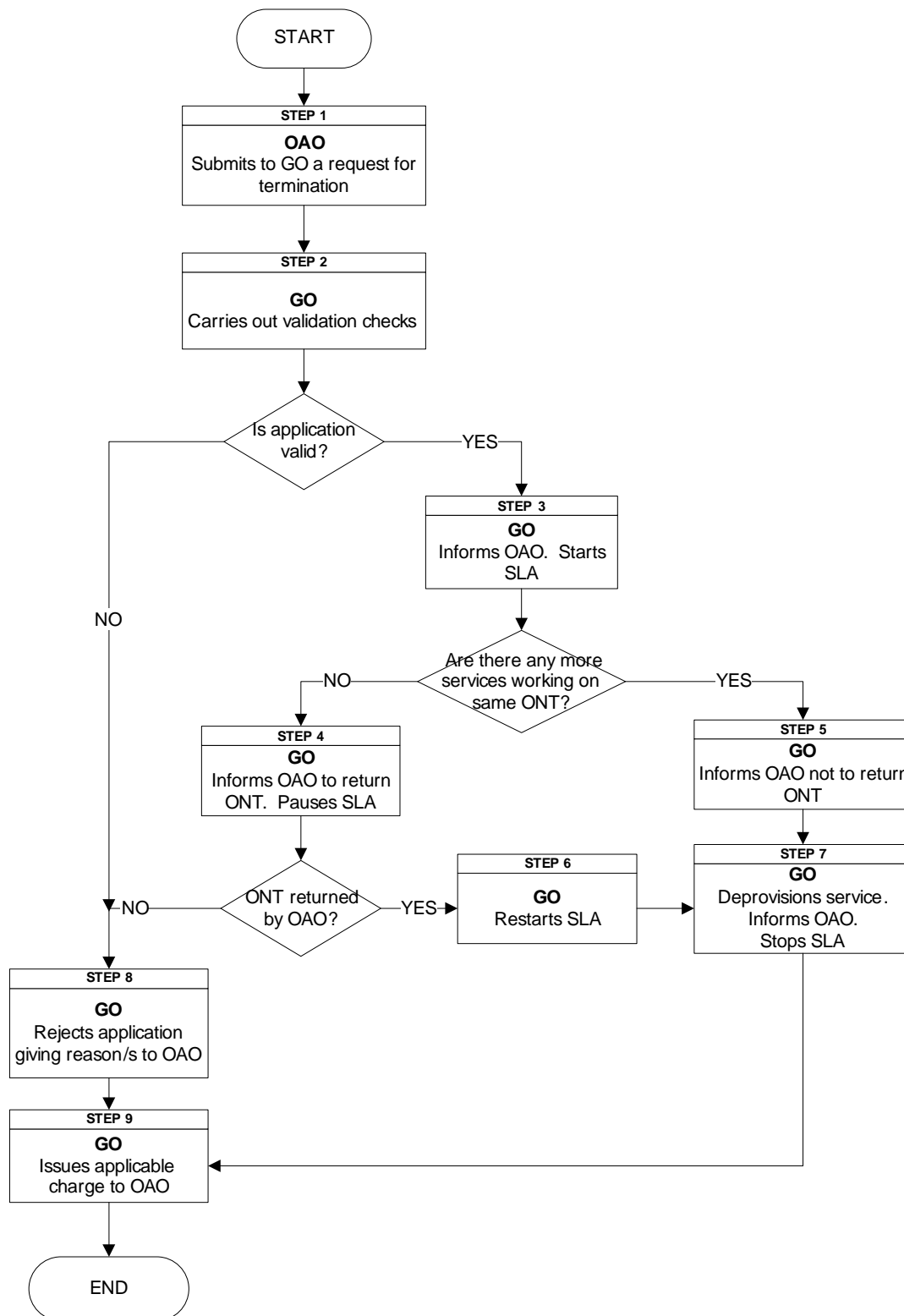
The flow chart for the Fault Reporting and Resolution of a VULA FTTP Connection is at Appendix 3.

Appendices

Appendix 1: VULA FTTP Connection Order Validation and Installation



Appendix 2: Termination of a VULA FTTP Connection



Appendix 3: Fault Reporting and Fault Resolution of a VULA FTTP Connection

