Eligibility Process Document

Revision No. : 1.0

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Issued By : NBI

BUILDING A LIMITLESS IRELAND

Table of Contents

Document Overview

Amendment Record

Revision No.	Changes	Author	Date
1.0	Final version. Updates include: • General updates and revisions • Updated Deployment File (section 6.2) • Updated Eligibility results (section 6.4 and 6.5) • Updated Appendix 1 (Full Eligibility Results)	Product Management	September 2020

6 Eligibility Request

6.1 Eligibility Overview

~~The~~ Eligibility ~~request~~ provides the details of service eligibility and availability at a requested service location.

The Eligibility function is informed from the following:

- Intervention Area (IA) List
- NBI Deployment Information
- NBI detailed survey information
- Order Management processes

The eligibility request functionality is available to Service Providers through either the Web Portal or API channels. The eligibility check is synchronous and will typically be returned within 5 seconds to the Service Provider.

Note: If the Inventory check is requested on the eligibility request, then there is a performance impact on the eligibility response.

A subset of the information will be available each calendar month on the NBI Deployment File and issued to Service Providers (see section 6.2 for more information).

The eligibility results will include the eligible products, add-ons and in-home services – depending on the setup that the Service Provider has with NBI.

If the premises already has an Order (~~or~~ i.e. Pre-~~-~~Order, Survey Order or Transfer Order) against it, the reservation details will also be returned on the eligibility result.

6.2 ~~Eligibility~~ Deployment File

NBI generates and distributes a monthly Deployment File to enable Service Providers to perform manual searches of premises' service capability.

The Deployment File "Premises Information" contains the following data, which can be used for premises eligibility:

- ~~Eircode~~
- ~~Location Code~~
- ~~Geo Co-ordinates~~
- ~~Entry type/Build indicator~~
- ~~Ready for Service date~~
- ~~Address details~~

Table 8: Deployment File Information			
Field	**Data**	**Description**	**Format / Example**
Address ID	NBI Reference ID	Internal address identifier provided by NBI.	87982748
Eircode	Eircode	Unique 7 character code supplied by Eircode.	Y6E6T3E
Location Code	NBI Reference ID	Unique 8 character code supplied by NBI identifying the service location, where no Eircode value has been assigned.	NNEW6T3E
Connection Standard	Type 1-8	The connection standard assigned as part of the survey process. Note, list subject to additional connection standards.	1a
Drop Type	Ariel / Underground / Wireless	The route of the final connection to the premises. For FTTH, this can be either Aerial or Underground. For others, it will be Wireless.	Ariel
PoH Location	PoH Name	The named location of the serving PoH.	CGI
Indicative Launch Date	Date	This date aligns with the deployment plan with dates ranging from half year to exact date. The indicative launch date for the service at the premises. This will be a date from half year to exact RFS date.	H1 2021
Pre-Order Opening Date	Date	The confirmed date for acceptance of Pre-Orders at the premises. This is 'blank' once OLT is -14 days from RFS at which point standard orders can be taken.	17/02/2021
Ready For Service Date	Date	The confirmed Ready of Service date at the premises.	03/03/2021

6.3 Eligibility Input Parameters

The Service Provider can determine a premises eligibility on the platform primarily using the Eircode assigned to each residential/business address, but also can use the associated Location Code assigned to each premises.

The NBI Web Portal supports address-to-Eircode lookup including organisational lookup which helps the user find the correct address during the search.

Eligibility may also be run on an existing active line at a premises. The Line ID is required to run this check. The response message lists the available products, add-ons and In-Home Services at the service location for the individual Service Provider.

6.4 Eligibility Results Summary Overview

6.4.1 Service Provider Setup

When a Service Provider submits an eligibility check, NBI systems will first validate that PoH and Unicast (connectivity is in place for the Service Provider performing the check. Once NBI have confirmed this, the eligibility check is carried out on the NBI system. See section 10 for more information on PoH and Please refer to the Logical Order Process section in this process manual for further detailsUnicast setup.)

6.4.2 Intervention Area (IA)

Eligibility advises whether the premises is in the IA, and if not, the response message simply shows the Intervention Area flag set to false.

6.4.3 Survey Details

The next step is for eligibility to advise if a survey is required (depicted by a Survey Required flag). NBI surveys every premises in the IA, however, it is not always possible to conduct a survey, therefore in some instances the premises will need to have a survey carried out by NBI ConnectCo. This is shown in the eligibility result through the Survey Required flag. Please refer to the Survey section in this process manual for further details on requesting a survey.

Where the Survey Required flag is false, the survey details are shown including the Installation Type (the connection option assigned to the active connection design. PREMIUM & END USER options require additional customer contribution), the Connection Standard (the type of connection associated with the premises), the Complexity (High, Medium, Low) and finally the Drop Type (Aerial, Underground or Wireless).

6.4.4 Available for Pre-Order / Ready for Service

The Pre-Order flag indicates whether the premises is open for Pre-Order or not. For more information see the Pre-Order section in the process document.

6.4.5 Eligible Products and Services

Assuming that the premises is in the IA, the appropriate Service Provider setup is in place, and the premises is available for Pre-Order or Order, then the eligible products are returned. The Ready for Service (RFS) date identifies when the premises is available for order.

A full list of products are in the Appendix of this document.

The Eligibility check will provide the following information:

- o   Building details - including Intervention Area flag, listed Units and Multiple Premises flag
- Eligibility details - per service supported (FTTH or Wireless)
  - o   Availability - details of the actual or planned service availability at the premises
  - o   Products - list of eligible products and add-ons for the requesting Service Provider at the particular location
  - o   In-Home Services - list of in-home services the requesting Service Provider has subscribed to
  - o   CPE - list of Customer Premises Equipment where an arrangement exists for the NBI engineers to carry in stock
- Order Information - information relevant to order management

- o Reservation Details - including the reason and date the reservation will be removed
- o Previous Installation - confirmation of a previous installation at this location
- o Survey Required - flag to indicate a survey is required before an order may be placed
- o Survey Details - provides the outcome of surveys where a customer contribution is required
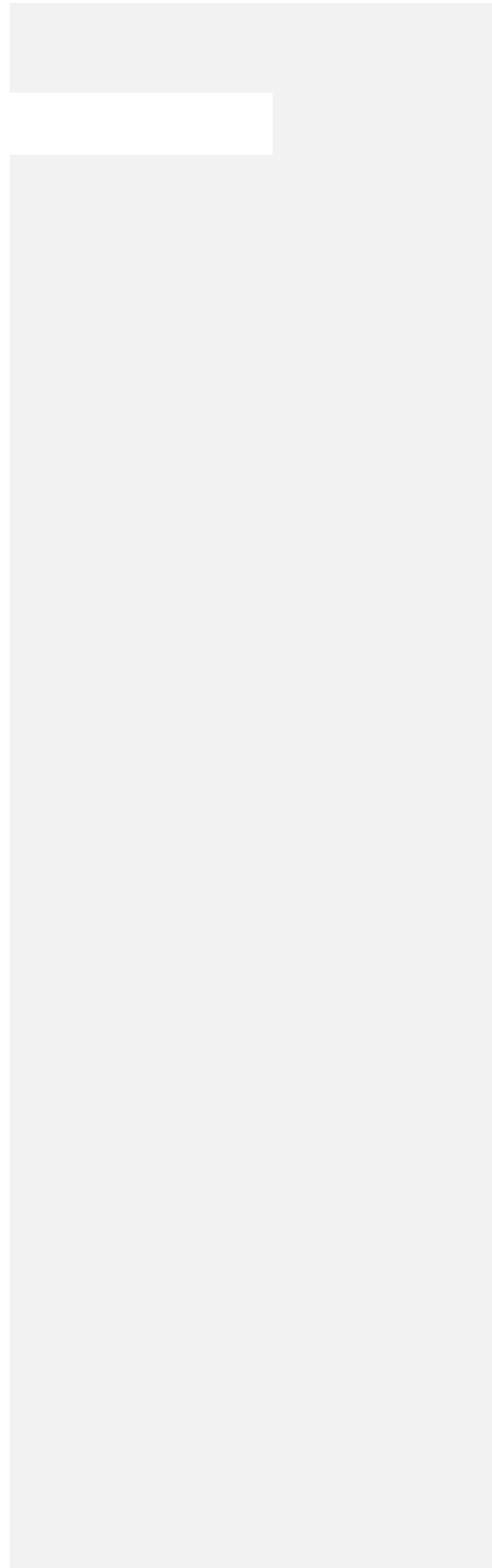
6.5 Eligibility Results –Additional Information

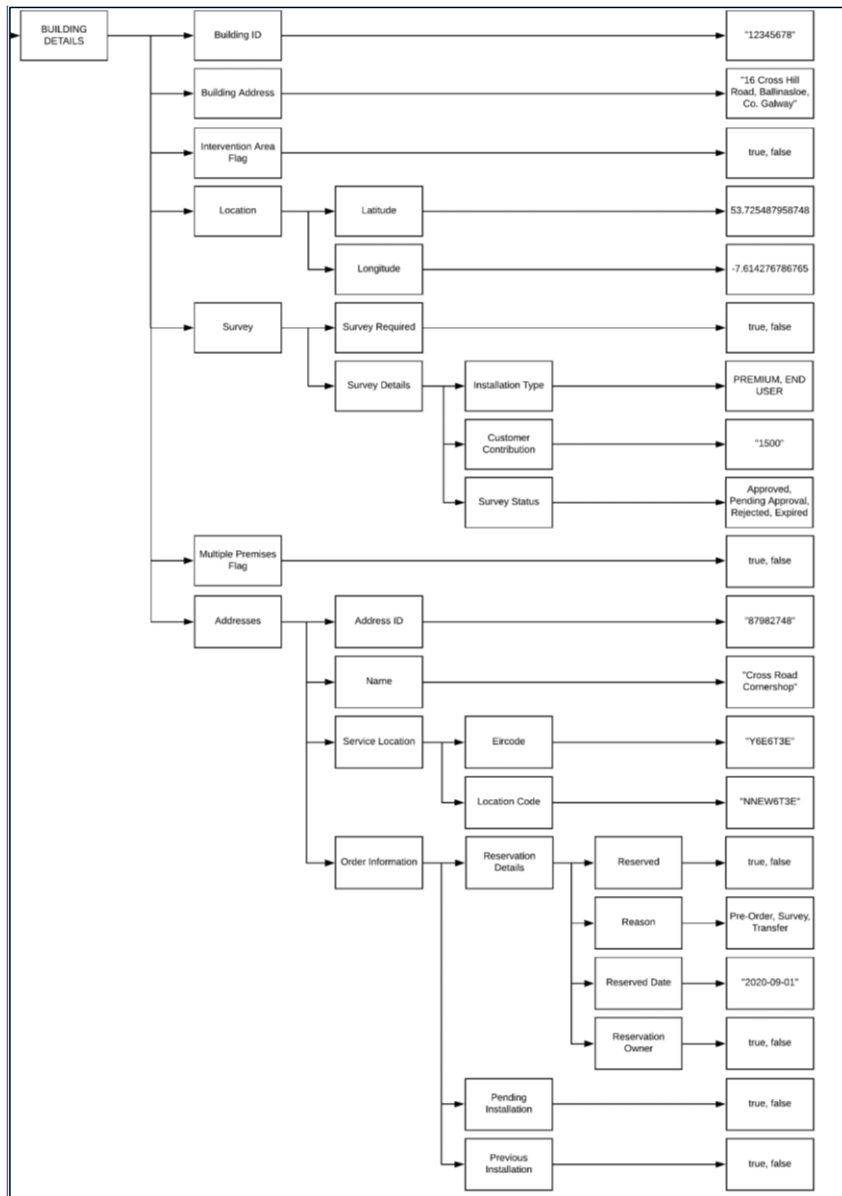The Eligibility check provides the following information:

Figure 1: Eligibility Results – Building Details (all possible results shown)
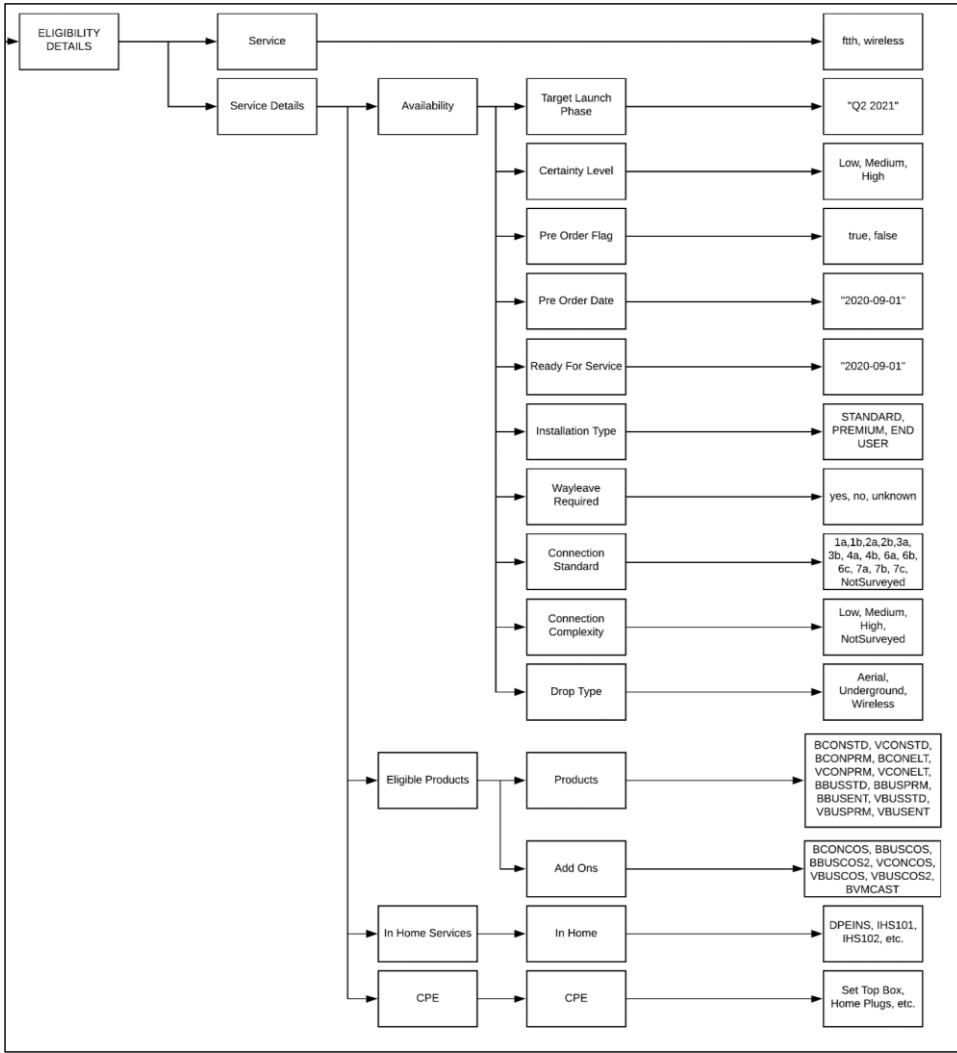
Figure 2: Eligibility Results – Eligibility Details (all possible results shown)

A premises can be in any of the following conditions:

- o Ineligible: Premises outside the IA
- o Planned: Premises targeted for the FTTH rollout, but service not yet passing premises
- o Planned/Expected: within 90 calendar days used for Pre-order
- o Allocated: FTTH available to the premises
- o Reserved: A pending order exists for the premises
- o Active: Active service at the premises address
- o Available: A ceased connection and ONT exists at the premises, which can potentially be remotely activated
- Service Availability Date
  - o Ready for Service (RFS) date and Ready for Pre Order date can be calculated from this
- Drop Type (data required for non-connected addresses)
  - o Indicates the installation work in place or required to deliver the service from the ODP to the premises. It helps determine the complexity of installation and associated manhours and expected delivery window for the purposes of establishing a suitable Appointment
  - o Determined from previous Low Level Design (LLD) work and / or survey notes to determine which type of connection is required
    - Standard connection (types 1-7 – specific details to follow)
    - Non-Standard (standard can be made non-standard)
- Technology Available
  - o FTTH
  - o Wireless Broadband (TBC)
- Check ONT Status (check if existing service is there active / inactive)

Powered On / Off

6.5.1 Multiple Premises

Eligibility introduces a concept of multiple premises. This concept is simply where the Eircode or Location Code submitted in the request, has more than one connection assigned to it – at either unit or building level.

The matrix of multiple premises scenarios are outlined in Table 9~~8~~:

Table 9: Multiple Premises Scenarios			
Eircode	**Connection**	**Multiple Premises**	**Notes**
1	1	No	Single connection assigned to the Eircode
1	>1	Yes	All connections assigned to the Eircode, although some may be allocated to identified units
Many	Many	No	The number of Eircodes and connections align 1-1. Each Eircode is assigned 1 connection only
Many	Many	Yes	There are more connections assigned to the building than Eircodes. Each Eircode is assigned 1 connection only with the remainder assigned at building level

Table 4: Multiple Premises Scenarios
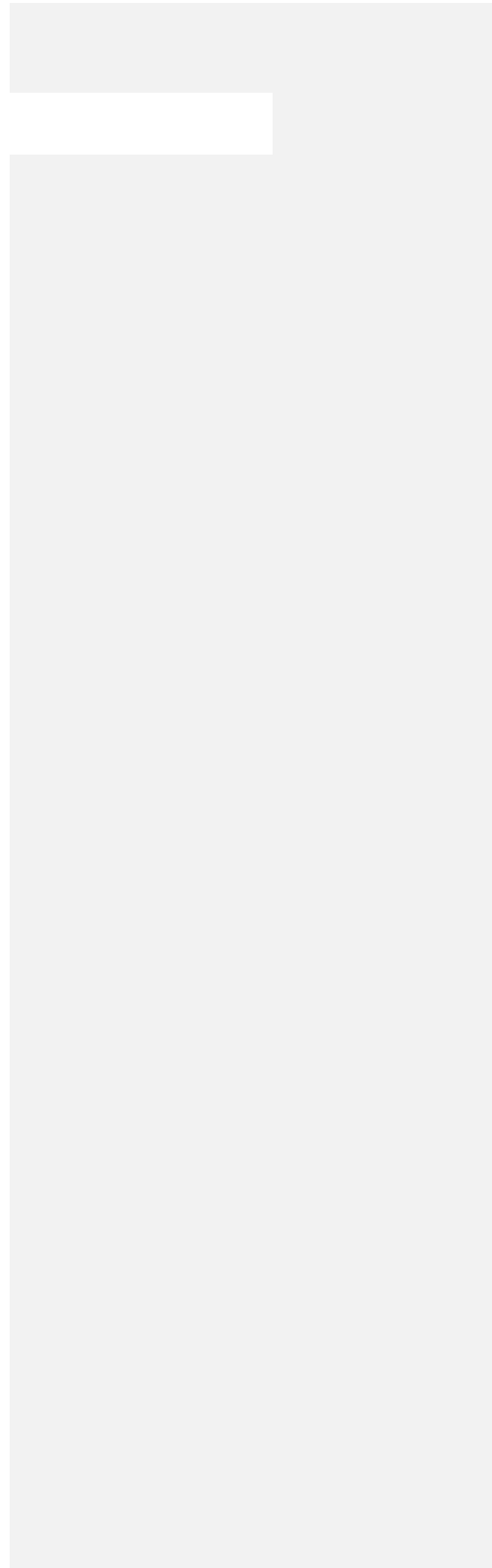
6.5.2 Reservations

Eligibility supports a concept of reservations. A reservation is placed against an Eircode & unit and restricts activities being performed by other Service Providers.

There are 2 types of reservations supported:

- Extended reservations – where reservations are in place for an extended period to support activities performed by NBI
- Order reservations – where a reservation is in place for 7 calendar days to support a Service Provider placing an Order

Table 10: Reservation Reasons		
Reservation Reason	**Reservation Duration**	**Notes**
Pre-Order	4 months	Reservation Placed on the Unit until Pre-Order is processed or is cancelled
Survey Requested	2 months	Reservation Placed on the Unit until Survey has completed or is cancelled
Survey Completed	7 calendar days	Once survey completes, the requesting Service Provider is given a week to place an order for the customer
Transfer Indicated	7 calendar days	Once a transfer is indicated, the requesting Service Provider is given a week to place an order for the customer

Table 5: Reservation Reasons

6.5.3 Wayleave Information

During the NBI surveying process, in some cases it may be determined that a wayleave is required to access the property for connection. In this instance, Eligibility will return a flag indicating that a wayleave is required.

The wayleave form is sent out to the End User during the order process. A sample wayleave form is attached in the appendix of the Bitstream & VUA Product Process Manual.

6.6 Eligibility Process Flows

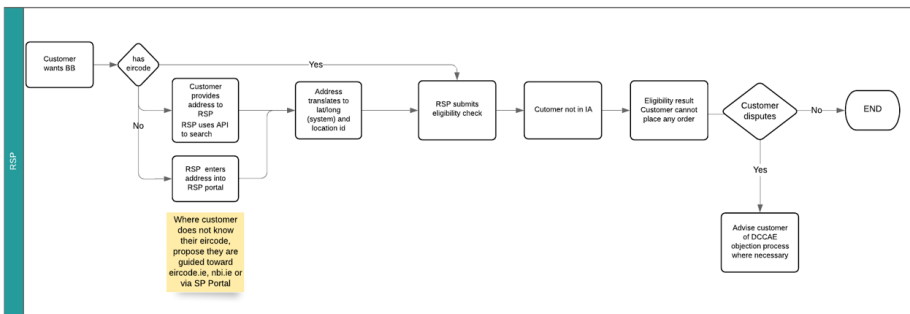### Eligibility: Ineligible(Not in the IA)

Figure 3: Ineligible Premises

Eligibility: Planned – Pre-order - (In the IA, RFS < 90days - Ready for Pre-order)
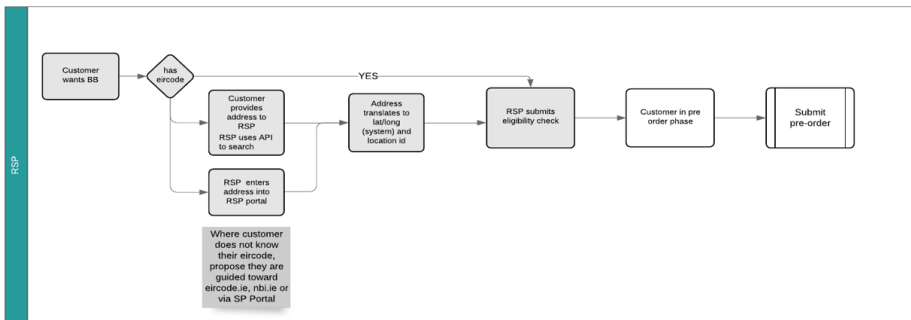

Figure 4: Premises Planned / Pre-Order

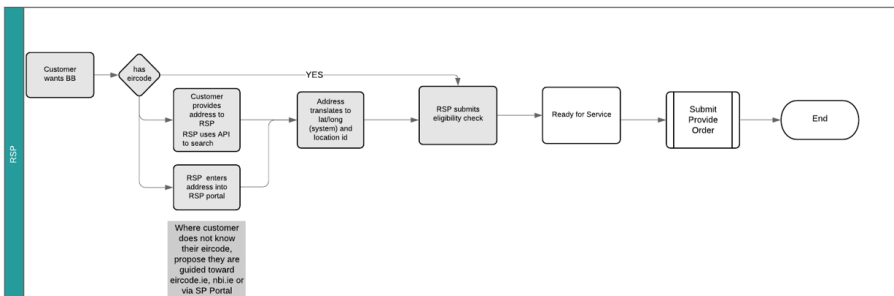### Eligibility: Active - (In the IA, Ready for Service – Order can be placed)

Figure 5: Premises Ready for Service

Eligibility: Scenario 6 - (In the IA, RFS <90 days, Pre-order phase with a reserve on the line)
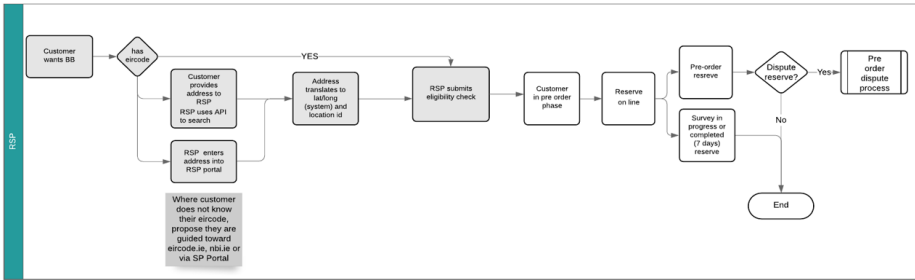

Figure 6: Premises Ready for Service <90 days with Pre-Order reserve active

Eligibility Request State, Notifications and Error Messages

Eligibility requests can be in one of the following states:

State	Description
In Progress	An Eligibility request is in progress. No results have been received yet.
Complete	The Eligibility request is completed and a positive response has been returned. The Eligibility request can be used for ordering a service.
Closed	An Eligibility request is closed when it has been used as part of an order. It cannot be re-used for another order.
Failed	The Eligibility request has failed due to internal system errors (e.g., network issues, resource issues) or a valid failure message. Failure message are shown in the notification tab (e.g. no BPU in place, PoH not set-up for Service Provider) and failure codes are detailed in Appendix 2
Expired	An Eligibility check is valid for 7 calendar days and will expire after this time.
Partially Complete	The Eligibility request received a successful response. The Eligibility request can be used to order a service if a set of products/services is presented as part of the response.

Table 6: Eligibility Requests

State changes are triggered by messages and notifications/responses processed during the eligibility check.

Appendix 1 Eligibility Information