

Ordering Process Document

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Document Overview

Amendment Record

Revision No.	Changes	Author	Date
1.0	Final version	Product Management	November 2020

9 Ordering

9.1 Ordering Overview

There are several types of orders that a Service Provider may use to provide services to an End User, depending on what state the End User premises is in. The following order types are available:

1. Pre-Order
2. Survey Order
3. Product Order (may also be referred to as a Connection Order)

Each of these order types are explained in detail in the sections below. Each section typically details the information required for API integration, however, Service Providers who are ordering via the Service Provider Portal, should also refer to the Service Provider Portal User Guide.

~~9.19.2~~ Pre-Order Overview

A Pre-Order reserves and places a connection order at a service location during the Pre-Order window.

Pre-Orders will be supported where the Pre-Order Flag is set to "True" on the Eligibility response. Pre-Orders will be permitted from 90 calendar days prior to Ready for Service to 14 calendar days prior to the Ready for Service date.

NBI will update the Deployment File with addresses that have an indicative RFS date 90 calendar days in the future. The Pre-Order is used to book a provision of the service up to 90 calendar days before the RFS date. Pre-Orders will be converted to a full order 14 calendar days prior to Ready for Service, and the Service Provider will be notified via a "Processed" notification, which will provide the Order Reference Number.

Once a Pre-Order has been placed at a location, a reservation is placed restricting other Service Providers from placing Pre-Orders at the same location.

Pre-Orders are similar to Product Orders but will differ slightly in the following areas:

- A Pre-Order is always an installation order, whereas a Product Order could also include Transfer Orders, Migration Orders, and In-Home Service Orders.
- No appointment is captured for a Pre-Order, so details normally assigned to an appointment are now required to be included in the Pre-Order.

9.2.1 Creating a Pre-Order Request

The following information is required when creating a Pre-Order request:

- Service Location*
 - Service Address*
 - Eircode or Location Code
 - Address ID
- Account Details
 - Billing Account (by default, all lines are assigned to a parent Service Provider billing account. If a child account is being used for billing, the details of the child billing account must be supplied)

- On Behalf (NBI will contact the customer on behalf of the Service Provider to arrange / confirm appointments. NBI will use the default Account Name but can be overridden using this parameter. May be useful for 'Trading As' situations, for example.)
- Product Details*
 - Connection*
 - Installation Type* (STANDARD, PREMIUM, END-USER)
 - Panellist (True/False flag – Default is False)
 - Tag (e.g. "Home Office")
 - Eligibility Details*
 - Order ID* (The unique Order Id as returned by NBI on the order response)
 - Product*
 - Product* (e.g. "BCONSTD" which is the Bitstream Consumer Standard product)
 - Add-Ons (e.g. "BCONCOS" which is the Bitstream Consumer COS option)
 - Egress Domain (e.g. "1")
 - VLAN Details (Note; this is required for Business products only)
- Notes (Free-text field to support additional information for the technician)
- Appointment Details*
 - Contact Details*
 - Contact Name/Person
 - Irish Mobile
 - UK Mobile
 - Contact Number (Other e.g. Landline)
 - Email
 - Remarks (Free-text field to provide relevant details to the appointment technician.)
 - CPE
 - CPE Item (a Product Code for the Customer Premises Equipment to be brought by the technician e.g. "CPE101")
 - In-Home
 - Flexible Install (True/False flag to indicate whether the technician may provide additional predefined services as part of the install)
 - In-Home Services
 - Product Code (e.g. "IHS101")
 - Quantity (e.g. "1")

Note: * indicates mandatory field

9.1.19.2.2 Pre-Order Notifications

As per the States & Notifications section, The the following Pre-Order notifications are used:

- **Revised** – in the event there has been a change to the projected RFS date for the Fibre Ribbon / premises.
- **Deferred** – during the build phase, certain premises may not be passed for a variety of reasons. These premises will be identified as Deferred Premises and will not be eligible for service at the same time as the other premises in that fibre ribbon. The Deferred Premises notification is to inform the Service Provider in the event that a Pre-Order has been placed for one of these Deferred Premises.
- **Processed** – the Pre-Order has been converted to a Service Order, 14 calendar days prior to Ready for Service.
- **~~Cancel Requested~~ to Cancel** – as a result of a dispute arising on the placement of a Pre-Order and NBI determine that the order should be cancelled by the originating Service Provider.
- **Cancelled** – in the event that the originating Service Provider does not cancel the Pre-Order placed within a defined window, NBI will cancel the Pre-Order. A Pre-Order will never be cancelled without a prior cancel requested notification.

~~Pre-Orders are similar to Service Orders but will differ slightly in the following areas:~~

- ~~• A Pre-Order is always an installation order, whereas a Service Order could also include transfer orders, in-home service orders and product change orders.~~

~~No appointment is captured for a Pre-Order, so details normally assigned to an Appointment are now required to be included in the Pre-Order. This includes In-Home Services, for example.~~

9.2.3 Pre-Order Process Flows

Pre-Order Journey:



CJ003 Pre-Order.pdf

End User Disputes Pre-Order:



CJ0031 End User
contests preorder .pd

9.2.4 Pre-Order Dispute Process

A scenario may arise when a Service Provider is planning on placing a Pre-Order for an End User but finds out from Eligibility that there is an existing Pre-Order active for that End User. If the End User disputes that they already have an existing Pre-Order with another Service Provider, they can request that NBI investigates if the Pre-Order is valid.

The new (gaining) Service Provider is required to raise a "Service Request" service desk ticket via the Service Provider Portal, or, alternatively can send an email to the Service Desk with the subject title "Investigate Pre-Order", and must include all relevant information including:

- Eircode (or Location Code)
- Eligibility Order ID or any other Order References that they may have

NBI will verify the details and determine if the existing Pre-Order is valid by contacting the originating Service Provider and validating previous orders and any other information provided. Items such as the Customer Authorisation Form (CAF) may be requested from the originating Service Provider.

A Request To Cancel (RTC) notification is issued to the originating Service Provider, who must either cancel the Pre-Order or contact the End User and resolve the dispute. The RTC expires after 7 calendar days and will trigger a cancellation if not acted upon.

Once the issue is resolved, either the original Pre-Order is cancelled (and the new Service Provider can submit a new Pre-Order), or the original Pre-Order remains open and the process ends.

If there is any further issue, then the Service Provider should contact the NBI Account Manager.

9.29.3 Survey Order

NBI requires a connection survey be performed for each premises before accepting a connection order. In the event the building was not surveyed during the design phase, a Survey Required order is needed. In the event that an End User wishes a different connection option to the original survey design, then an End User Requested Survey can be used. More information on the types of surveys and the appointment process for surveys is detailed in the survey section of this document.

9.3.1 Creating a Survey Order Request

A Survey Required Order and a Survey Requested Order require similar information on the order submission, except that the Survey Type is either “Standard” for a Survey Required Order, and “End User” for a Survey Requested Order.

The following information is required when creating a Survey Order request:

- Eligibility Details*
 - Order ID* (The unique Order Id as returned by NBI on the order response)
- Survey Type*
 - End User
 - or
 - Standard
- Service*
 - FTTH (Wireless – for future use)
- Service Location*
 - Eircode or Location Code
- Appointment Details*
 - Order ID* (The unique Order Id as returned by NBI on the order response)
- Notes (Free-text field to support additional information for the survey technician)

Note: * indicates mandatory field

9.3.2 Survey Order Notifications

As per the States & Notifications section, the following Survey Order notifications are used:

- **Appointment** (indicates a change of appointment date for the survey request)
- **Status Change** (indicates a change of status in the survey request)
- **Approval Required** (indicates survey now requires approval from the Service Provider before updating the connection design)
- **Notes** (provides additional information on the progress of the survey)
- **Request to Cancel (RTC)** (indicates NBI would like the survey request cancelled due to the reason provided)

- Completed (issued when the Survey Order has successfully been completed)
- Cancelled (issued when the Survey Order is cancelled)

9.3.3 Survey Order Completion Information

As outlined in the survey section, the following details are returned in the Completion Notification:

- Approval Flag (confirmation of approval to proceed with the survey results. Only required for Survey Requested “END-USER” survey)
- Reservation Date (The date and time the survey reservation will expire. After this date, the premises will be available to all Service Providers to place an order against)
- Survey Results
 - Completion Date (The date of the survey was completed by NBI)
 - Customer Contribution (The additional payment required to connect the End User based on the Connection Design survey. This is either the amount above the agreed threshold or the additional amount to connect the building based on End User wishes)
 - Connection Standard (1-20)
 - Installation Type (STANDARD, PREMIUM, END-USER)

Connection Standards are detailed in the Product Order > Connection Standards section.

9.3.4 Survey Order Process Flows

Survey Required:



CJ005 (A) Site Survey
Required.pdf

Survey Requested:



CJ005(B) End User
Requested Site Survey

9.39.4 Service Product Order

A Product Order is used by a Service Provider to place an End User Bitstream or VUA broadband order where the premises is in either one of the following conditions:

- Is Ready For Service (RFS)
- Has an active NBI service
- Had a previously installed NBI service.

There are 4 types of Product Order that the Service Provider can use:

1. Connection (i.e. a new connection)
2. Electronic (i.e. a reconnection)
3. Transfer (i.e. transfer an active service from another Service Provider)
4. Migration (i.e. a migration between product families e.g. Bitstream Consumer to SES)

The Service Provider is required to run an Eligibility check to determine if a premises is available to place a Product Order, and if so, what type of Product Order.

For a full list of possible results returned in an Eligibility check, please refer to the Eligibility section of this document.

9.4.1 Creating a Product Order Request

The following information is required when creating a Product Order request:

- Service Location*
 - Service Address*
 - Eircode or Location Code
 - Address ID
- Account Details
 - Billing Account
 - On Behalf
- Product Order Details*
 - Order Type* (one of these required – Connection, Electronic, Transfer or Migration)
 - Connection
 - Installation Type* (STANDARD, PREMIUM, END-USER)
 - Reconnection* (Flag to indicate whether the appointment is required for a new connection or an activation of an available line)
 - Panellist (True/False flag – Default is False)
 - Appointment
 - Appointment Reference
 - Appointment ID*
 - Appointment Details
 - Contact Details*
 - Contact Person
 - Irish Mobile
 - UK Mobile
 - Number
 - Email
 - Remarks
 - CPE (e.g. CPE101)
 - In-Home
 - Flexible Install (True / False)
 - In-Home Services
 - Product Code (e.g. IHS101)
 - Quantity (e.g. 1)
 - No Appointment Reason (The reason why no appointment was provided for this Product Order e.g. Multi-Stage, Local Arrangement, No Appt Available, Assurance)
 - Electronic
 - Line ID*
 - Transfer
 - Line ID*

- Appointment ID*
 - Migration
 - Line ID*
 - Appointment ID*
 - Eligibility Details*
 - Order ID* (The unique Order Id as returned by NBI on the order response)
 - Product*
 - Product* (e.g. "BCONSTD" which is the Bitstream Consumer Standard product)
 - Add-Ons (e.g. "BCONCOS" which is the Bitstream Consumer COS option)
 - Egress Domain (e.g. "1")
 - VLAN Details (Note: this is required for Business products only)
 - Notes (Free-text field to support additional information for the technician)
- Note: * indicates mandatory field

9.4.2 Product Order Notifications

As per the States & Notifications section, the following Product Order notifications are used:

- Appointment – issued when a reserved appointment expired, was no longer available, and a new appointment has been provided
- CSID Update – contains the details of the CSID for the line
- VLAN Update – *for Business products only*. NBI specify the VLAN ID.
- Status – a change in the job status for the order. 3 core types of status notifications: Civils, Ownership and Job Update
- Reschedule Local Arrangement (RELA) – issued when technician has rescheduled an appointment locally with the End User
- Reschedule Service Provider (RESP) – issued when the appointment is not able to be delivered. The notification will specify the reason. The Service Provider must either reschedule an appointment or cancel the order
- Request to Cancel (RTC) – issued after 21 calendar days if the Service Provider has yet to reschedule an appointment or cancel the order
- Notes – provides an update to the Service Provider regarding the order in the form of a note
- Hold – order cannot be delivered by NBI and is held by NBI pending resolution of the underlying cause
- Completed – issued when the order has successfully been completed
- Early Life Fault – a valid issue or fault has been detected or logged within 10 working days of the installation complete
- Cancelled – a notification to indicate order request has been cancelled due to the reason provided

A Service-Product Order is assigned a unique Order ID by NBI, unless specified on the order by the Service Provider. A Service-Product Order can only be created once a positive eligibility result is available and an appointment has been selected (if required).

9.4.3 Product Order Completion Information

The following details are returned in the Completion Notification:

- Line Details
 - Line ID
 - CSID
- Installation Details
 - Tag (e.g. Home Office)
 - ONT Type (Consumer or Business)
 - Flexible Install (Details of items added as part of Flexible Install process, as per In Home Services agreements with Service Provider e.g. DPE)
- Partial Complete
 - Flag (Indicator to confirm the in-home component could not be completed)
 - Panellist (Indicates that the panellist installation was successful. If set to false, panellist was not installed)
 - Reason (e.g. CPE not available at premises)
 - Text (Record of notes placed on the job schedule by ConnectCo)
- Line Test Results (The Layer 3 speed test results taken by the technician at time of installation)
 - Upload Speed
 - Download Speed
 - Upload Jitter
 - Download Jitter
 - Upload Packet Loss
 - Download Packet Loss
 - Min RTT (Round Trip Time)
- In Home Actuals
 - Variance (Confirmation in-home services completed was identical to services requested)
 - Flexible Install (Details of items added as part of Flexible Install process, as per commercial agreements with Service Provider)
 - Planned In-Home Services (Quantity)
 - Actual In-Home Services (Quantity)
- CPE Actuals
 - CPE Code (The CPE Code of the CPE installed at the premises)
 - Material Code (The Material Code of the CPE installed at the premises)
 - Serial Number (The Serial Number of the CPE installed at the premises)

9.4.4 Product Order Process Flows

Product Order for Full Install (Connection)



CJ0007 Place Order
for BB - Full Install.pdf

Product Order Activation (Electronic)



CJ0008 Place Order
for BB - EE.pdf

9.3.19.4.5 Standard and Premium Connection Standardss

A connection type will be determined during the ~~network~~ survey phase where each premises will be defined into one of ~~7-20~~ categories, as listed in the table below: (as detailed in Appendix 1)

<u>Table x – Connection Standards</u>		
<u>Connection Standard</u>	<u>Description</u>	<u>Additional Information</u>
<u>1</u>	<u>Initial Standard Connection <1 hr</u>	<ul style="list-style-type: none"> • <u>1 Appointment slot</u> • <u>Up to ½ day install</u>
<u>2</u>	<u>Initial Standard Connection 1-2 hrs</u>	
<u>3</u>	<u>Initial Standard Connection 2-4 hrs</u>	
<u>4</u>	<u>Initial Standard Connection 4-6 hrs</u>	<ul style="list-style-type: none"> • <u>1 Appointment slot</u> • <u>All day install</u>
<u>5</u>	<u>Initial Standard Connection 1 day</u>	
<u>6</u>	<u>Initial Standard Connection 1.5 days</u>	<ul style="list-style-type: none"> • <u>Multiple appointments</u> • <u>2+ days install</u>
<u>7</u>	<u>Initial Standard Connection 2 days</u>	
<u>8</u>	<u>Initial Standard Connection >2 days</u>	
<u>9</u>	<u>Initial Standard Connection - Survey Required - No access during build survey</u>	<ul style="list-style-type: none"> • <u>Initial connection survey appointment 1/2 day</u> • <u>RSP receives initial feedback <2 weeks of survey completion</u> • <u>At least 1 additional appointment will be necessary to complete installation depending on complexity</u> • <u>Additional charges may apply depending on complexity</u>
<u>10</u>	<u>Initial Standard Connection - Survey Required - Special Conservation Area</u>	
<u>11</u>	<u>New Premises to Intervention Area - Connection Survey Required</u>	
<u>12</u>	<u>Non-Standard Connection - Connection Survey Required</u>	
<u>13 - 20</u>	<u>Future use</u>	-

Initial Standard Connection – means that the premises and drop route has been surveyed and network designer has been able to comply with technical guidelines and has marked up all structures along the designed route with the correct drop tags. The estimated installation times are calculated by adding the times for each drop tags according to the Connections and Assurance Contract times for each work order item.

Initial Standard Connection, Survey Required – means that it has not been possible to survey the building/drop route, but the network designer has been able to complete a desktop design that complies with technical guidelines and has marked up all structures along the designed route with the correct drop tags. A survey is required to confirm or update the design before an order can be accepted.

New Premises to Intervention Area, Connection Survey Required - means the premises is either a new building in the Intervention Area (IA) or an existing premises that has been added to IA after the design for the DA was completed.

Non-Standard Connection, Survey required - Means that the premises has been designed and the estimated cost to connect based on the work order items is > €5k.

9.5 Panellist

9.5.1 Panellist Overview

A Panellist is an End User who agrees to have their product & network performance monitored by NBI through a standalone device.

Service Providers must identify and maintain active Panellists to ensure compliance with the thresholds identified in the Bitstream and VUA Reference Offer.

9.5.2 How the Panellist device works

The panellist device connects to an NBI test server across the Internet to execute performance tests at scheduled intervals (one during peak hours and another test off-peak). These results are collected on the NBI test server.

Panellist testing comprises of the following:

- TCP/IP Upload and Download speed
- Round Trip Latency
- Jitter
- Packet Loss
- Tests are run twice daily (once off-peak and once at peak time).
- A test duration is approx. 30 seconds.

NBI take responsibility for supplying (including cost) and installing the Panellist device.

NBI will not charge for installation of the Panellist device, however installation must be aligned with a product or In-Home Services order where a technician visit is required.

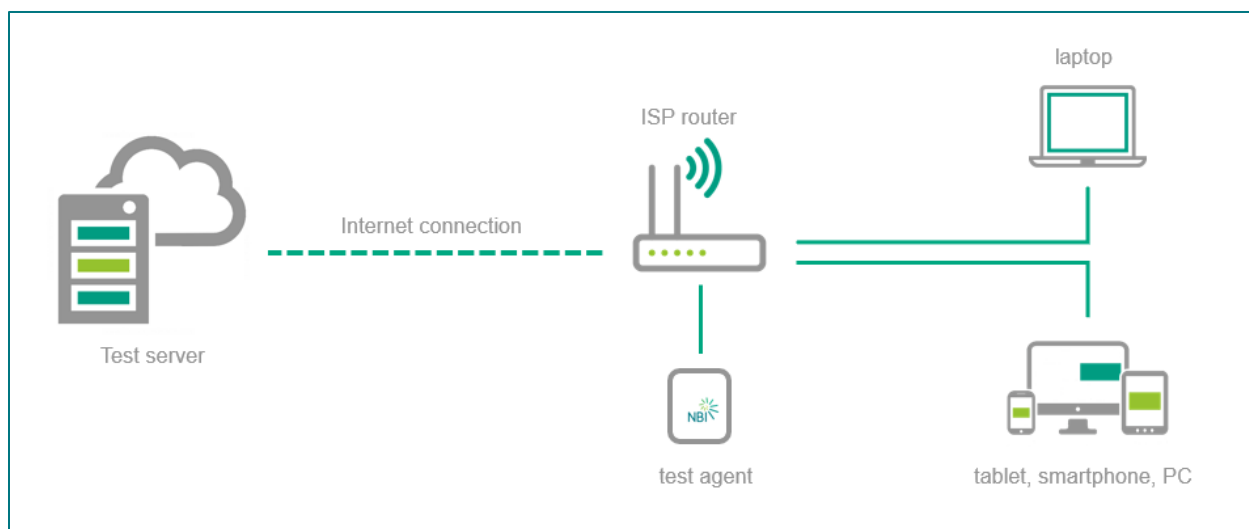


Figure X: Panellist connectivity overview

9.5.3 Panellist device specification

- 533MHz Dual core QorIQ CPU
- 512 MB DDR3 RAM
- 64 MB Flash Memory
- 2 x 1Gbps LAN interfaces
- 5V DC Supply with PoE support

9.5.4 Creating a Panellist Order Request

NBI supports the installation of Panellists as part of the following installation orders:

- Pre-Order
- Product Order
- In-Home Services Order

The Panellist option can be included on the above orders as outlined in the relevant order type section above. Typically, the Panellist option can be added in the “Product Details > Connection” section of the Pre-Order, Product Order and In-Home Services Order types.

NBI also support the modification of an in-flight order to include the addition of a panellist in all three scenarios above.

In the unlikely event the Panellist device cannot be installed during the site visit, for example, Service Provider modem is not available, then a flag is returned on the completion notification. This is only populated if the panellist installation was not successful.

9.5.5 Panellist Process Flows

Panellist ordering as part of Pre-Order



CJ0011(b) Order
Panellist as part of a '

Panellist ordering as part of Product Order



CJ0011(a) Order
Panellist as part of a '

Cease Panellist (as part of a cease or transfer)



CJ0011(e) Panellist
cease or transfer Broa

Modify in-flight Product Order to add/remove Panellist



CJ0011(d) Modify
in-flight 'Pre Order Br

Modify in-flight Product Order to add/remove Panellist



CJ0011(c) Modify
in-flight 'Provide Broa

Remove Panellist from a line



CJ0011(f) Remove
Panellist from existing

Panellist In-life Management (return Panellist device)



CJ0011(g) Panellist
Inlife management.pd

9.6 Update Order

An order may be updated while it is in progress, however, there are certain scenarios when an order cannot be updated e.g. when the order is in a “Completed” state. A full list of modifiable order states is outlined in the States & Notifications section of this process manual.

Updatable orders include:

- Pre-Order
- Survey Order
- Product Order
- In-Home Order

Updatable items include:

- Update appointment (reschedule) to a new date and time
- Update product speed
- Update contact details
- Update add-ons
- Update Panellist

Note: The Service Location cannot be changed. If the incorrect location is used, then the order needs to be cancelled and resubmitted with the correct Eircode or Location Code.

9.6.1 Creating an Update Pre-Order Request

The following information is required when creating an Update Pre-Order request:

- Order ID*
- Account Details
 - Billing Account
 - On Behalf
- Product Details*
 - Connection*
 - Installation Type* (e.g. STANDARD)
 - Panellist
 - Tag (e.g. Home Office)
 - Eligibility Details*
 - Order ID* (The unique Order Id as returned by NBI on the order response)
 - Product*
 - Product* (e.g. "BCONSTD")
 - Add-Ons (e.g. "BCONCOS")
 - Egress Domain (e.g. "1")
 - VLAN Details (Note; this is required for Business products only)
- Appointment Details*
 - Contact Details*
 - Contact
 - Remarks
 - CPE
 - In-Home
 - Flexible Install (e.g. True)
 - In-Home Services
 - Product Code (e.g. IHS101)
 - Quantity (e.g. 2)
- Notes

9.6.2 Creating an Update Survey Order Request

The following information is required when creating an Update Survey Order request:

- Order ID*
- Notes* (e.g. The house was built in 2019 and has ducting from road to north side of building)

9.6.3 Creating an Update Product Order Request

The following information is required when creating an Update Product Order request:

- Order ID*
- Product Details
 - Eligibility Details*
 - Order ID* (The unique Order Id as returned by NBI on the order response)
 - Panellist
 - Product*
 - Product* (e.g. "BCONSTD")
 - Add-Ons (e.g. "BCONCOS")
 - Egress Domain (e.g. "1")
 - VLAN Details (Note: this is required for Business products only)
- Appointment
 - New Appointment
 - Appointment ID*
 - Appointment Details
 - Contact Details*
 - Contact
 - Remarks
 - CPE
 - In-Home
 - Flexible Install (e.g. True)
 - In-Home Services
 - Product Code (e.g. IHS101)
 - Quantity (e.g. 2)
- Notes

9.6.4 Update Order Process Flows

Modify Pre-Order



CJ0015 (B) Modify
Pre Order prior to ins

Modify Survey Order:



CJ0015 (C) Modify
Survey Order prior to

Modify Product Order



CJ0015(A) Modify
Product Order prior to

Modify Appointment



CJ0016 Modify
Appointment .pdf

9.49.7 Cancel Order

The Service Provider may cancel an in-progress order at any stage up until the ~~engineer~~ technician is on-site at the scheduled appointment date and time. At this stage, the status notification with job code 1272 “Job Commenced” is sent and the order cannot be cancelled after receiving this notification. The cancellation action is irreversible.

Depending on the order state at time of cancellation, there may be an associated cancellation charge as defined in the Bitstream and VUA Price List.

There is no charge, however, for Service Providers who cancel an order up until ~~4p~~ 5.30pm the working day prior to the scheduled appointment.

If the Service Provider requests to cancel the order after this ~~state notification~~ cut-off time, then a cancellation charge will be applied.

~~If the Service Provider requests to cancel the order after the “Engineer Dispatched” notification, then an additional charge will be levied to the Service Provider.~~

Note: The End User may also request to cancel the order when the ~~engineer~~ technician is on-site. If this scenario occurs, then the Service Provider will be notified via ~~the an RESP order state~~ notifications. As outlined in the Bitstream and VUA Price List, a missed appointment type charge is applied with the relevant reason code.-

9.7.1 Creating a Cancel Order Request

The following information is required when creating a Cancel Order request:

- Order ID*

9.7.2 Cancel Order Process Flows

Cancel Pre-Order:



CJ0019 (B) Cancel
Pre-Order .pdf

Cancel Survey Order:



CJ0018 Cancel Survey
Order .pdf

Cancel Product Order:



CJ0019 (A) Cancel
Product Order.pdf

~~9.59.8~~ Update/Change Existing Service

The Service Provider user can make changes to an End User's active service by using the associated Line ID. The change existing order request can make the following changes to an End User's service:

- The Product can be amended
 - a. Add or remove Multicast
 - b. Upgrade or downgrade speed
 - c. Change CoS
 - ~~d. Change product to Business or Consumer Variant~~
- ~~• The appointment details updated or~~
- ~~• The contact details updated~~

9.8.1 Creating a Change Existing Service Order Request

The following information is required when creating a Change Existing Service Order request:

- Line ID
- Account (The billing account the line will be charged to. By default, it is the parent Service Provider billing account)
- Eligibility Details*
 - Order ID
- Product*
 - Product* (e.g. BCONSTD)
 - Egress Domain (e.g. 1)
 - VLAN Details (only required for Business Products)
 - Add-Ons (e.g. BCONCOS)

9.8.2 Change Existing Service Process Flows

Change Existing Broadband



CJ0017 Change
Existing Broadband.pdf

~~9.6 Update Order – In-Flight only until the PONR~~

~~An order can only be updated while the order is in progress, not when the order is in a "Completed" state.~~

~~Updatable items include:~~

- ~~1) Update product speed. Upgrade or downgrade within the same product family~~
- ~~2) Update appointment date (re-schedule) to a new date and time~~
- ~~3) Update appointment contact details~~

~~9.79.9~~ Cease Service

A Service Provider can cease an active service belonging to them, by ~~finding-identifying~~ the Account Details Line ID relating to the specific End User ~~premises~~. The service must be active and there must be no in-progress orders for the specified End User.

Note: there is a minimum term cease charge, as per the Bitstream & VUA Price List, applied to services which are ceased within the minimum term period.

A Service Provider may also cease a panellist without ceasing the underlying broadband product. The same information is required in both cases, as outlined in the below section.

For API's, the Delete function is used in Cease Products and Cease Panellist calls.

9.9.1 Creating a Cease Order Request

The following information is required when creating a cease order request:

- Line ID*

*Indicates a mandatory field

9.9.2 Cease Order Process Flows

Cease Broadband



CJ0025 Cease
Broadband.pdf

9.89.10 ~~Transfer of Service~~Order

All transfer orders require an eligibility check to be run first before requesting to transfer an active service.

Migration-Transfer of services can result in a breaks of service for the End User, mainly due to CPE requirements. As a result, NBI and the Service Provider should aim to minimise the break in service for individual End Users.

The gaining Service Provider initiates the transfer order capture process when attempting to provision a new service at a premises address where a service is currently active with another Service Provider.

Note: A transfer order may require an appointment if the ONT is offline or if additional CPE is requested.

Service Providers may place a Transfer Reservation on the End User's service, which reserves the line for transfer for 7 calendar days (the Service Provider does not need to own the line for this operation). The reservation is automatically lifted after 7 calendar days if the Transfer Product Order has not been placed. A Transfer Reservation is used in scenarios where a Service Provider may want to courier a modem/CPE to the End User's premises.

A Service Provider should validate the transfer to ensure it's the details are correct.

Full process TBD with industry consultation.

9.10.1 Creating a Transfer Reservation Request

The following information is required when creating a Transfer Reservation request:

- Line ID*
- Service Address*
 - Eircode or Location Code)

*indicates a mandatory field

To raise a Transfer Order, the Create a Product Order Request is used with the Order Type option specified as "Transfer".

9.10.2 Transfer Order Process Flows



CJ0021 Transfer
Broadband .pdf

9.11 Migration Order

All Migration Orders require an eligibility check to be run first before requesting to migrate an active service.

A Migration Order is used by Service Providers when the End User is moving from one product family to another, for example, Bitstream Standard to a SES product.

9.11.1 Creating a Migration Order Request

To raise a Migration Order, the Create a Product Order Request is used with the Order Type option specified as "Migration".

9.11.2 Migration Order Process Flows

To be updated

9.99.12 Order Tracking

As detailed in the Notifications section in this document, orders will always be in a specific state, which indicates where they are in the order lifecycle.

Service orders may be tracked and viewed via the UWG / Service Provider Web-Portal.

For order tracking on the Service Provider Portal, please refer to the Service Provider Portal User Guide.

9.109.13 Order Support Contacts

All orders must be submitted by the UWG / [Web-Service Provider](#) Portal. If the Service Provider has a query on an order, they should contact the order support team. As part of the initial On-boarding process, all Service Providers will be informed of the relevant Support Centre contact details.

Attached is a list of useful contact numbers who are available to assist in order processing queries

- Support Centre support is available 08:00 – 20:00, Monday - Saturday
- Network Support is 24/7/365

Table x – Support Contact Details				
Escalation Level		Contact	Phone	Email
Service-Hours	Out-of-Hours			
First	First	NBI Service desk	+353 (01) <TBC>	<TBC>
Second		Wholesale Customer Operations Manager	+353 (08X) <TBC>	<TBC>
	Second	On Call Management Escalation	+353 (01) <TBC>	<TBC>
Third	Third	Operations Director	+353 (08X) <TBC>	<TBC>
Fourth	Fourth	COO	+353 (08X) <TBC>	<TBC>
Fifth	Fifth	CEO	+353 (08X) <TBC>	<TBC>

Table 7: Support Contact Details

9.119.14 Order Issue Escalation

See 11.8 also. Order Escalation Process to be mapped.

9.129.15 Additional Services: ~~Data Port Extension~~

9.15.1 Data Port Extension (DPE)

In the case of some Bitstream or VUA installations, the internal location of the ONT installation within the End User premises for may be limited by issues such as End User requested entry point, access restrictions due to road frontage, or other external access restriction factors. As a result, the ONT and CPE may not be located in the optimum position for wireless or ethernet access services at the premises.

To mitigate against wireless or ethernet access restraints within the home or business, NBI offer a DPE, which will enable the technician to optimise the location of the Service Provider CPE at the time of installation.

The DPE is available to Service Providers as an orderable item as part of a Bitstream or VUA order, which enables the End User to locate the Service Provider CPE at a more convenient or optimised location up to 15 metres wiring distance from the ONT (note this is not radial distance).

Note: the DPE is available to order for Service Providers without signing-up to In-Home Services.

A Data Port Extension (DPE) socket is an optional piece of equipment that can be requested by the Service Provider on the initial service order, or by the End User during the install. The DPE socket extends the internal cabling by up to 30 metres. There is a charge for installing the DPE which is detailed in the Bitstream and VUA Price List.

The engineer will surface-mount the extension cable to accessible skirting boards / wall with agreement of the End User, but will not cable under carpet or floor, nor will they move furniture or carry out decorative work. A DPE kit will only be fitted if it can be completed within the existing appointment slot. The DPE is considered part of internal wiring and is the End User's responsibility.

The Service Provider should advise the End User that an electrical socket to power the ONT will be required. This power socket should be located within 1 meter of the ONT.

DPE Technical Installation

The technician will install surface mounted a white ethernet CAT6 extension cable along an accessible route, usually along skirting boards and/or architrave, to bring an NTU connection to the desired location.

This NTU will provide a connection back to the ONT to enable installation of the service, in an optimised location. An NTU will also be mounted to a suitable location, usually a skirting board, located beside the ONT to facilitate a CAT6 connection from the ONT to the NTU. This connection will provide suitable connectivity from the ONT to the optimised Service Provider CPE installation location.

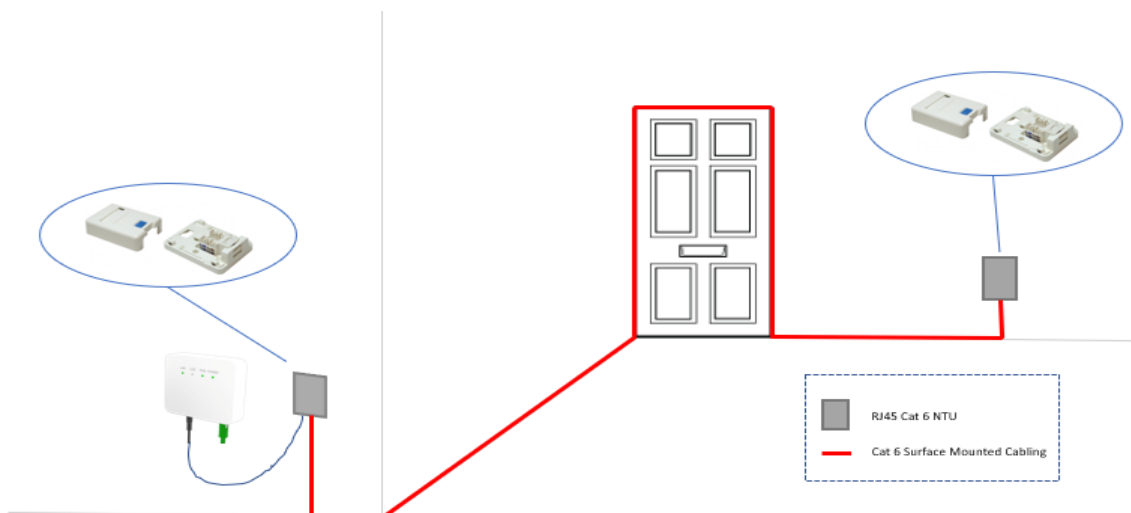


Figure X – Example of a DPE Cable Run with RJ45 NTU

The technician will not run cables beneath carpet or flooring, nor will they move furniture or carry out decorative work. A DPE ordered on-site will only be fitted if it can be done within the allotted appointment slot and does not cause other jobs to be placed into jeopardy. The extended section is considered part of internal wiring and is therefore owned by the End User. The RJ45 interface on the ONT remains the demarcation point for any installed Bitstream or VUA service. If fault issues occur on the DPE, this will not be covered by the standard NBI support contract.

Appendix

Reason Codes

Notification	Reason Code	Reason	Description	Classification
Appointment	1100	Pre-Order Appointed	Successful Appointment	-
Appointment	1101	End User Install Appointment	Post Private Civils	-
Appointment	1102	BAU Appointment	No Slots Returned LA	-
RELA	1111	Renovations On-going Re-attend Within 1 Week	Hazard End User Property Unsafe To Enter	-
RELA	1112	End User Not At Home End User Contacted	No Access	-
RELA	1113	End User Not At Home – Possible Hazard	No Access	-
RELA	1114	Refused Access - First Time	No Access	-
RELA	1115	Rescheduled - Install	End User Requested	-
RELA	1116	Internal Cable Route Not Agreed	Route Not Approved	-
RELA	1117	External Cable Route Not Agreed	Route Not Approved	-
RELA	1118	Failed Wayleave	End User Request Reattendance	-
RELA	1119	Rescheduled - Private Civils	End User Requested	-
RELA	1150	Resource Issue ConnectCo Owned	Failed To Attend	-
RELA	1151	Not On Survey	Cherry Picker Required	-
RELA	1152	Rescheduled - Private Civils	Construction Failure	-

RELA	1154	Rescheduled - Install	Construction Failure	-
RELA	1155	Private Civils Carry Over	Carry Over	-
RELA	1180	Flood	Matters Beyond Reasonable Control	-
RELA	1181	Pandemic	Matters Beyond Reasonable Control	-
RELA	1182	Adverse Weather or Storms	Matters Beyond Reasonable Control	-
RELA	1183	Rescheduled - Private Civils	Local Council	-
RELA	1184	Rescheduled - Install	Local Council	-
RELA	1185	BAU Appointment	Date Change	-
Status	1201	Appointment Confirmation	-	Job Update
Status	1202	On Route	-	Job Update
Status	1203	On Site	-	Job Update
Status	1210	Civils complete – Public	-	Civils
Status	1211	Civils complete – Private	-	Civils
Status	1250	On-Hold Update	-	Other
Status	1270	Transfer Ownership	-	Ownership
Status	1271	Return Ownership	-	Ownership
Status	1272	Job Commenced	-	Job Update
Hold	1401	Utility Strike	Network Failure	-
Hold	1410	Licence Required	Local Council Licence	-
Hold	1411	Licence Refused	Council Refusal	-
Hold	1412	Dial Before You Dig	Utility Company Attendance Needed	-
Hold	1420	Faulty ODP Network Ports	Network Failure	-
Hold	1421	ODP Light Levels Below Threshold	Network Failure	-
Hold	1422	L3 Speed Test Issue	Network Failure	-
Hold	1423	Job Pack Issue	Job Pack Issue	-
Hold	1424	Deviation from Design	Approval of Funds Required	-
Hold	1425	Outage	Network Failure	-
Hold	1426	Survey Required - Design Outdated/Invalid	Survey Required	-
RESP	1501	Internal Cable Route Not Agreed	Route Not Approved	-
RESP	1502	End User Not Home - Possible Hazard	No Access	-
RESP	1503	End User Not At Home	No Access	-
RESP	1504	BAU Appointment	Date Change >21 Days	-
RESP	1520	Pre Order Not Appointed	Cannot Contact End User/Cannot Agree Date	-
RESP	1521	Failed Wayleave	Repeat Failed Wayleave	-
RESP	1522	Failed Wayleave	>21 Days	-
RESP	1523	Incorrect Info Given At Point Of Sale	Sales Issue	-
RESP	1524	End User In Contract With Another RSP	Sales Issue	-
RESP	1525	RSP Pricing Dispute	Sales Issue	-
RESP	1526	Incorrect Address	Sales Issue	-
RESP	1527	Cant Locate Address	Sales Issue	-
RESP	1528	Listed Building	Sales Issue	-
RESP	1529	End User Refused Access Once	>21 Days	-
RESP	1530	Request To Cancel	Request To Cancel	-

<u>RESP</u>	<u>1531</u>	<u>End User Refused Access Twice</u>	<u>Repeat No Access Fail</u>	-
<u>RESP</u>	<u>1532</u>	<u>External Cable Route Not Agreed</u>	<u>Survey Requested</u>	-
<u>RESP</u>	<u>1533</u>	<u>Renovations On-Going Completion Date Unknown</u>	<u>Hazard End User Property Unsafe To Enter >21 Days</u>	-
<u>RESP</u>	<u>1540</u>	<u>Not On Survey</u>	<u>Cherry Picker Required >21days</u>	-
<u>RESP</u>	<u>1541</u>	<u>Resource Issue ConnectCo Owned</u>	<u>Failed To Attend >21days</u>	-
<u>RESP</u>	<u>1542</u>	<u>Rescheduled - Install</u>	<u>Construction Failure >21 Days</u>	-
<u>RESP</u>	<u>1580</u>	<u>Adverse Weather or Storms (Time Frame Dependant)</u>	<u>Matters Beyond Reasonable Control</u>	-
<u>RESP</u>	<u>1581</u>	<u>Pandemic</u>	<u>Matters Beyond Reasonable Control</u>	-
<u>RESP</u>	<u>1582</u>	<u>Flood (Time Frame Dependant)</u>	<u>Matters Beyond Reasonable Control</u>	-
<u>RESP</u>	<u>1583</u>	<u>Family Bereavement</u>	<u>Unforeseen Circumstance</u>	-

Error Codes

Type	http Status	Error Code	Error Message
General	400	2000	Invalid request values for parameter {}
General	500	2001	Unexpected system connection error
General	500	2002	Unexpected processing error
Location	404	2101	Latitude/Longitude does not exist within the Republic of Ireland / Address Not Found
Eligibility	404	2201	No building information found for Eircode/location code <>
Pre-Order	400	2402	Pre Order status is <status> status
Pre-Order	400	2404	Not available for Pre-Order
Pre-Order	400	2405	Invalid Service Provider account provided
Pre-Order	400	2406	Pre Order reservation already exists for the address
Pre-Order	400	2407	Product details are not valid for the Service Provider
Pre-Order	404	2410	Pre-order Id <id> not found
Pre-Order	400	2411	Location or Eircode not found
Survey	500	2501	Unable to confirm appointment for survey
Survey	500	2502	Unable to create job schedule for survey
Survey	400	2503	Survey already exists for this location
Products	404	2702	Line not found for Service Provider
Products	400	2704	Invalid product, egress or addons provided
Products	400	2705	Billing Account not valid for the Service Provider
Products	400	2706	Panellist not active on the line
Products	400	2707	Service Provider already owns the line
Products	400	2708	Eircode not found
Connection	400	3000	Invalid line Id or location
Product-Order	400	3100	Product or address are not eligible
Product-Order	400	3101	Billing Account not valid for the Service Provider
Product-Order	400	3102	Invalid order type
Product-Order	400	3103	Invalid Service Type <service type>
Product-Order	500	3104	Internal fulfilment flow exception
Product-Order	400	3105	Could not find appointment details for id <id>
Product-Order	400	3106	Unable to confirm or match appointment for id <id>
Product-Order	400	3107	Unable to create new appointment
Product-Order	404	3108	Order <id> not found