

Survey Process Document

Revision No.: 1.0

Issue Date: September 2020

Issued By: NBI

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Document Overview

Amendment Record

Revision No.	Changes	Author	Date
<u>1.0</u>	<u>Final version</u>	<u>Product Management</u>	<u>September 2020</u>

7 Site Survey

This section describes the various **Site Survey** scenarios associated with an End User premises within the IA.

Surveys are only supported once the Pre-Order window is open.

A survey may be required for the following scenarios:

1. Where the NBI survey team could not complete a survey during the network design phase (e.g. long driveway, restricted view, etc.).
2. A complex build where the cost for delivering service on the End User's premises may exceed the threshold.

The outcome of these surveys will result in a Standard installation type or a Premium installation, where a financial contribution (above the Standard Connection charge) is required from the End User.

Where an additional financial contribution (above the Standard Connection charge) is required, the Service Provider will be required to select Premium connection type when placing an order.

The eligibility check shows the various connection types associated with the premises, including the connection standards and connection complexity.

A survey may be requested in the following scenario (End User requested):

1. The End User requests a different connection type to the Standard connection type as determined during the survey phase (e.g. overhead span or underground)

Where the End User requests a different connection type, there will be a charge for the difference between the Standard connection type and the End User connection type. In this scenario, the contribution amount will be made available in the Eligibility check.

The Service Provider will have to agree and approve the End User additional financial contribution with the End User before placing an order.

Note: End User requested surveys are chargeable as defined in the

7.1 Survey Types

Two different survey scenarios are supported:

- **STANDARD** (Also known as Survey Required)
 - Eligibility returns "surveyRequired" = "True"
- **END USER** (Also known as Survey Requested)
 - Eligibility returns "surveyRequired" = "False"

For **STANDARD** surveys, the outcome will either be an InstallationType of STANDARD or PREMIUM, and the survey will 'auto-approve'.

For **END USER** surveys, the outcome will be an alternative InstallationType option of END USER, but requires the Service Provider to approve or reject the survey before proceeding. The inventory will only be updated once the End User survey has been approved. It will expire after 7 calendar days where no response has been received.

The connection standard and connection complexity assigned as part of the survey process are detailed in Appendix 1.

7.2 Survey Process

Surveys are similar to ~~service-product~~ orders, where surveys have to be created as a standalone request for NBI to complete the task. Surveys require an End User appointment, which is detailed in the Appointments section of this document. ~~The survey process supports the following notifications:~~

~~Status Change~~

~~Cancel Requested~~

~~Cancelled~~

~~Local Arrangement~~

~~Notes~~

~~Approval Required~~

~~Completed~~

7.2.1 Survey Required

The following information is required when submitting a standard survey order:

- Survey type (STANDARD)
- Service (FTTH)
- Location (Eircode or Location Code)
- Appointment details (Appointment Order ID)
- Notes (Optional – Free-text field to support additional information for the survey technician)

The response will provide an Order ID for reference.

As the survey requires an End User appointment, the survey order follows similar process to product orders. Please refer to the Appointments section in the document for End User contact and appointment process.

Once the survey is completed, the survey details are updated on NBI systems. The Service Provider is required to run an eligibility check to view the survey details.

Note: in some instance, the survey details may require a contribution from the End User to connect the service. This is identified by the PREMIUM flag in eligibility.

7.2.2 Survey Requested (End User Requested)

The following information is required when submitting an End User requested survey order:

- Survey type (END USER)
- Service (FTTH)

- Location (Eircode or Location Code)
- Appointment details (Appointment Order ID)
- Notes (Optional – Free-text field to support additional information for the survey technician)

As the survey requires an End User appointment, the survey order follows similar process to product orders. Please refer to the Appointments section in the document for End User contact and appointment process.

Once the End User survey has been completed, the Service Provider is required to approve (or reject) the new survey design. The survey approval flag is required to be accepted (or rejected) within 28 calendar days.

During this 28-day approval window, an approval notification is sent to the Service Provider after 14 calendar days if no response has been received by the Service Provider. If no response has been received after an additional 14 calendar days (28 calendar days in total) then the premises design reverts back to its original design.

If the Service Provider accepts the survey design, the new survey details are updated in NBI systems and the subsequent product order requires the “END USER” installation type to be used.

The survey approval notification contains the following information:

- Survey Completion Date
- Customer Contribution (e.g. 450.50)
- Connection Standard (e.g. 2a)
- Installation Type (END USER)

Note: A product order will not be possible when the survey status is in Pending Approval.

An in-flight order has to be cancelled prior to an End User requested Survey is placed by the Service Provider.

7.3 Survey Process Flows

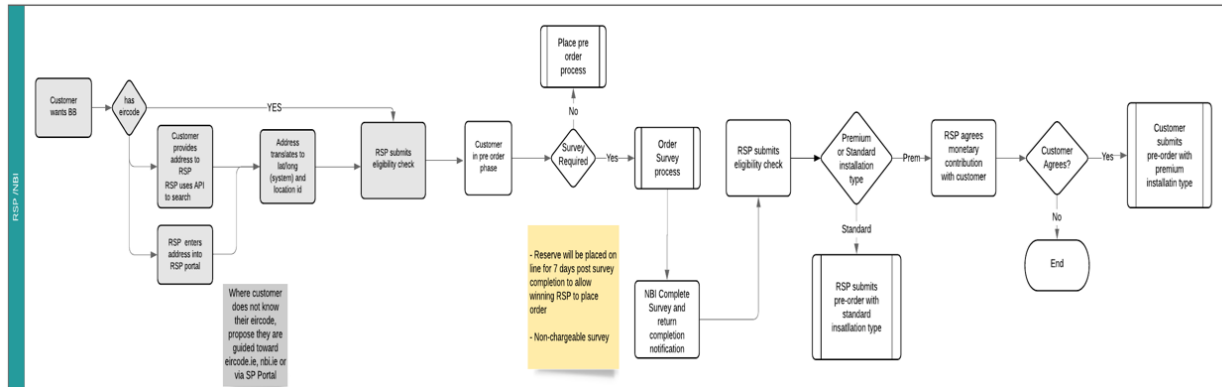


Figure 1: Survey Required

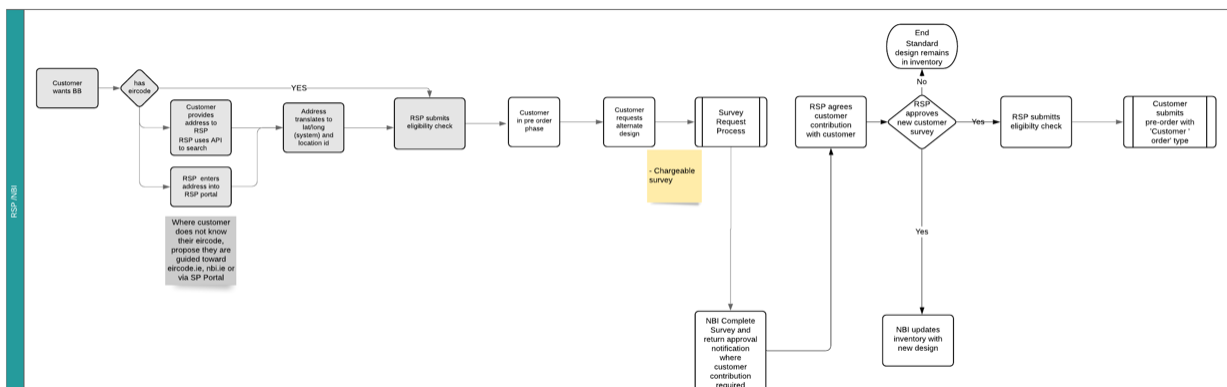


Figure 2: Survey Requested

Once a survey has completed and been approved (if necessary), only one active connection design will exist for the premises.

The following details will be returned on the Eligibility check, to indicate this connection design:

- Availability/InstallationType — STANDARD, PREMIUM or END USER
- SurveyDetails/InstallationType — PREMIUM or END USER
- SurveyDetails/CustomerContribution — Monetary Amount to be paid in addition to the standard connection charge
- SurveyDetails/SurveyStatus — Approved, Pending Approval, Rejected, Expired

An order will not be possible when the SurveyStatus is in Pending Approval.

An in-flight order has to be cancelled prior to an End User requested Survey is placed by the Service Provider.