



Telecommunications Carriers' Forum

## **Ultra-Fast Broadband (UFB) Intra-LFC Area Access Fibre Backhaul Operations Manual**

**Version Number and Status:** Final  
**Version date:** 6 May 2011

This document sets out the minimum standards that the TCF Working Party recommends an LFC should meet if it is delivering the UFB Intra-LFC Area Access Fibre Backhaul Operations Manual. The Working Party gives its support to this document but recognises that changes may be required following negotiation with CFH to take account of matters such as interoperability considerations, technical feasibility, and service capability/cost trade-off decisions. The TCF UFB Intra-LFC Area Access Fibre Backhaul Operations Manual has been approved by the following parties: Crown Fibre Holdings, Vodafone, Telecom, NZRFG, Enable Networks, Vector, FX Networks, Northpower and TelstraClear.

© 2011 The Telecommunications Carriers' Forum Inc. All rights reserved. Copyright in the material contained in this document belongs to the Telecommunications Carriers' Forum Inc. No part of the material may be reproduced, distributed or published for any purpose and by any means, including electronic, photocopying, recording or otherwise, without the Telecommunications Carriers' Forum Inc written consent.

## CONTENTS

<b>1</b>	<b>INTRODUCTION</b>	<b>3</b>
	Background	3
<b>2</b>	<b>ACCESS SEEKER FORECASTING</b>	<b>3</b>
<b>3</b>	<b>FORECASTING SUBMISSION</b>	<b>4</b>
<b>4</b>	<b>ORDER PROCESSING</b>	<b>4</b>
<b>5</b>	<b>SOFT LAUNCH</b>	<b>5</b>
<b>6</b>	<b>ACCESS PROVIDER EQUIPMENT ORDERING</b>	<b>6</b>
<b>7</b>	<b>TIE CABLES</b>	<b>7</b>
<b>8</b>	<b>FIBRE STANDARDS</b>	<b>7</b>

## **1 Introduction**

### ***Background***

- 1.1 The UFB ITP mentions Intra-LFC coverage area backhaul on three occasions: it is in the communal infrastructure list, one of the requirements of co-location is to provide access to backhaul and under interconnection requirements it is listed as an optional additional service. However, it is not a requirement of the ITP that the Access Provider provide Intra-LFC Coverage Area Backhaul. Hence this paper describes the minimum specification of a discretionary commercial Intra-LFC coverage area access fibre backhaul service. This paper does not address inter-LFC coverage area backhaul, which is not mentioned in the UFB ITP.
- 1.2 It is envisaged that the Access Provider will offer a range of attractive commercial backhaul options.

## **2 Access Seeker Forecasting**

- 2.1 The Access Seeker must use all reasonable endeavours to provide Access Provider with accurate Forecasts of the volumes of its expected Orders as outlined in this section.
- 2.2 Access Seekers must provide Access Provider with Forecasted volumes of its expected:
  - 2.2.1 New Connection Orders;
  - 2.2.2 Network Change Orders; and
  - 2.2.3 Relinquishment Orders.

for each Central Office and POI Site for each month in the following six month BAU Forecast period. BAU Forecasts are therefore rolling forecasts that are submitted each quarter.
- 2.3 Each Forecast must be provided at least one quarter before the start of the six month Forecast period to which it relates. A BAU Forecast must contain all of the information indicated in the relevant worksheet of the Forecasting Spreadsheet including the date it is submitted to Access Provider.
- 2.4 The Forecasts for a particular quarter that are submitted one quarter before the first day of that particular month will be treated as firm (binding) Forecasts.
- 2.5 The BAU Forecasts for a particular month that are submitted two quarters before the first day of that particular month will be treated as indicative (non-binding) Forecasts.

### **3 Forecasting Submission**

- 3.1 An Excel spreadsheet template will be provided by Access Provider for the Access Seeker to submit forecasts by email to Access Provider.
- 3.2 Each Forecast will be as accurate as possible.
- 3.3 The Access Seeker will ensure that each Forecast is received by the dates specified above, as applicable.
- 3.4 Access Provider may make a reasonable request of the Access Seeker to provide additional information relating to a Forecast already provided. The Access Seeker must prepare the requested information with reasonable care and promptly provide it.
- 3.5 Where the Access Seeker fails to submit the required Forecasts, the Access Provider will use all reasonable endeavours to process any relevant Orders but there will be no requirement for Access Provider to meet the Service Levels in respect of the services or transactions to which the missing Forecast should have related.
- 3.6 When the actual total volume of All Orders submitted by the Access Seeker for that month is greater than the total volume of those Orders forecasted there will be no requirement for Access Provider to meet the Service Levels to the extent that any failure to meet the Service Levels is attributable to the Underforecast.
- 3.7 When the actual total volume of All Orders submitted by the Access Seeker for that that month is less than the total volume of those Orders forecasted then, if requested by Access Provider, the Access Seeker will reimburse Access Provider for its agreed actual and reasonable costs and related administrative costs of equipment purchased by Access Provider in reliance on the Overforecast but not necessary given the actual Orders. Access Seekers may claim a reasonable reduction in these Costs where the reduced actual Order volume is due to Faults, Planned Outages, Unplanned Outages, and Force Majeure Events.

### **4 Order processing**

- 4.1 The Access Provider will use all reasonable endeavours to ensure that all Orders entered into the OSS by Access Seekers outside of Business Hours on any Working Day are processed in the first Business Hour on the next Working Day. For the purpose of determining whether the Access Provider has met any relevant Service Level Terms for dealing with Orders, any Orders submitted to Access Provider outside of Business Hours will be deemed to have been received by Access Provider in the first Business Hour of the following Working Day.
- 4.2 When an Order is received, Access Provider will advise the Access Seeker, acknowledging receipt of the Order, subject to clause 1.17.
- 4.3 For each Order that is submitted, the Access Seeker must complete all of the fields on the relevant form that are marked as mandatory.

- 4.4 An Order will be deemed invalid and may be rejected by Access Provider if it is not submitted in accordance with this Manual.
- 4.5 Access Provider will perform a validation check of each Order that it receives. The validation check will determine whether the Order complies with the requirements of this Manual. The validation of the order must consider the whole order and not reject the order on the first material error found.
- 4.6 If an Order is rejected, Access Provider will advise the Access Seeker of that rejection and provide the Access Seeker with the reason(s). During the period of either a soft launch or initial orders by a new Access Seeker it is expected that the Access Provider will provide training for the Access Seeker in order submission and consult on rejected orders.
- 4.7 Access Provider will waive immaterial irregularities and process Orders where the intention is unambiguous. Examples of such irregularities include:
- 4.7.1 use of different conjunctions (e.g. "&" instead of "and");
  - 4.7.2 improper application or omission of apostrophes;
  - 4.7.3 variations in letter case;
  - 4.7.4 use of initials instead of first names, or vice versa; and
  - 4.7.5 names where letters have been accidentally transposed but the meaning is still clear (e.g. Dominoin = Dominion).
- 4.8 Successful testing of the Ultra Fast Broadband Co-location Service, managed handover, and Access Seeker acceptance of the service is expected to be required before the service and billing commences. The Access Seekers acceptance of the service must be provided in a timely manner, within 10 Working Days of the Access Provider advising the build is complete and only withheld in the event of material deficiencies in the build.
- 4.9 The Access Provider will use all reasonable endeavours to ensure that the ready for service date is the date requested by Access Seekers. If it is not possible to meet the date requested then the ready for service date should be within the standard lead-time with any variation from the requested date being discussed with the Access Seeker.

## **5 Soft Launch**

- 5.1 The Access Provider will carry out a Soft Launch of the Services to complete the Initial Implementation Phase. The purpose of the Soft Launch is the delivery of the Services on a small scale for the purposes of testing (Soft Launch).
- 5.2 The objective of the Soft Launch is to identify any faults in the Services, supporting systems or processes that may prevent an Access Seeker or Access Provider from fully implementing the Services by the end of the Implementation Period.

- 5.3 Access Provider will provide a written plan for the Soft Launch to the Access Seeker setting out the functions and standards that will be tested and measured, and the methods of testing and measurement to be used during the Soft Launch.
- 5.4 The Soft Launch will begin after Access Provider has received the first order from an Access Seeker.
- 5.5 After the Soft Launch and before the end of the Implementation Period, the Access Provider may, in consultation with the Access Seeker, relocate Access Seeker Equipment installed during the Soft Launch from its existing Footprint to a different Footprint if there is a technical or operational problem as a result of the initial co-location design. The procedure for relocation is set out in the Co location Operations Manual.
- 5.6 Performance Penalties in respect of the failure to meet the service levels in the Ultra Fast Broadband Co-location Service Level Terms will not apply until the Soft Launch is completed.
- 5.7 Access Provider and the Access Seekers participating in the Soft Launch will co-operate to the best of their ability to ensure that the objectives of the Soft Launch are achieved by the Soft Launch completion date. They will assist each other to:
  - 5.7.1 complete testing or any other form of measurement undertaken during the Soft Launch; and
  - 5.7.2 identify and fix faults as soon as practicable.
- 5.8 Neither Access Provider nor the Access Seekers will be liable for any faults in the Services or supporting systems or processes during the period of the soft launch.
- 5.9 The Access Provider and the Access Seekers will develop a soft launch agreement for the soft launch of the Services or supporting systems including agreement on any applicable charging.
- 5.10 The duration of the soft launch will not exceed three months except by mutual agreement between the Access Provider and the Access Seekers.
- 5.11 The Access Seeker will be charged by the Access Provider for all transactional charges during the soft launch but all rental charges will be waived.

## **6 Access Provider Equipment Ordering**

- 6.1 Access Provider will base its own orders for equipment to meet Access Seeker Orders on the firm Forecasts received. Access Provider will use all reasonable endeavours to ensure equipment is available to meet expected volumes of Orders contained in firm BAU Forecasts. However Access Provider will not allocate transmission capacity to an Access Seeker until actual orders from that Access Seeker are received.

## **7 Tie Cables**

- 7.1 Access Seekers who are co-located at Access Provider's Central Office may require Tie Cables between Access Seeker Footprints and the relevant distribution frame to connect with the Backhaul Service. Details of the Tie Cables can be found in clause 1.54 – 1.57 of the Ultra Fast Broadband Co-location Service Operations Manual.
- 7.2 A diagram showing the Tie Cable is set out in Appendix A of the UFB Intra-LFC Area Access Fibre Backhaul Service Description.

## **8 Fibre Standards**

- 8.1 Tie Cables must meet the relevant part of the Technical Interface Specification set out in Appendix B of the Access Fibre Backhaul Service Description.