
eircom Wholesale Unified Gateway

Interface Guidelines

Status: Active

Version No: 2.0

File: UG_IG_Active_V2_010607.doc

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1 Introduction

The Wholesale Unified Gateway (UG) is an order management & fault handling system designed to be the primary Access Point between eircom and the Other Authorised Operators (OAO's). It accepts and validates OAO orders and other requests and provides appropriate notifications, in response.

The gateway allows third-party interaction over a variety of access channels. Initially, file-based (FTP) and online Web access were provided. A Web Services Channel was deployed in August 2006. Additional channels may be introduced from time-to-time in line with business requirements.

1.1 Purpose

This document defines the level of service that eircom will provide to users of the Unified Gateway and the responsibilities of those users while using the gateway.

1.2 Scope

This document applies to all users of the Wholesale Unified Gateway, regardless of access channel. Where a section is specific to one or more access channels, only, this shall be explicitly stated.

2.1 Service Description

The Wholesale Unified Gateway allows registered OAO users to place orders, log faults, perform line tests and receive status updates for various products.

2.2 Service Availability

Core system availability hours are from 9.00am to 17.30 Monday to Friday, excluding Bank Holidays. Outside this period the system will be available on a best endeavour basis, only. The gateway is in service once a meaningful response, to each operation requested, is obtained¹. In some cases, this response may be an order reference number, only.

eircom reserves the right to limit or withdraw access to the UG, at any time, for reasons outside the Company's reasonable control. This includes taking necessary steps to ensure that the maximum order handling capacity of the UG is not exceeded.

2.3 Service Outages

Planned outages will be necessary from time to time, and will be performed outside the main trading hours of Monday to Friday 9am to 5.30pm. eircom will send details of any planned outage to each OAO system administrator at least 5 working days for maintenance and at least 10 working days in advance of a system upgrade outage. A scheduled maintenance slot of approximately 1 hour will be reserved on a day each week for routing maintenance. This maintenance slot will be fixed as per Appendix 3.

Unplanned outages, or service degradation, may occur should a fault or similar unforeseen circumstance arise. The fault handling procedure detailed later in this document should be followed in this case.

2.4 Order-Handling Capability

The order-handling capability² of the Wholesale Unified Gateway (B_{OHC}) is currently estimated at 50,000 transactions/day. This represents a significant excess on the industry generated transactions at this point in time. Eircom will ensure that that when 70% of the system capacity has on average been exceeded in a rolling three month period, then the system will be upgraded to support more transactions.

¹ The Wholesale Unified Gateway interfaces with a wide range of backend systems. Not all of these systems are available on a continuous basis. Where a backend system is not available, the request is logged on UG and will be progressed once the required information becomes available. An order reference number, the "Order ID", is then supplied. This reference number can be used to track the subsequent progress of the order.

² **Note:** Orders/Requests that have been rejected during the early stages of validation are not taken into account when calculating the order handling capability available to an operator. For example, a rejected OAO file containing 1000 Orders will not affect order handling capability because this file was never processed. Similarly, orders submitted via the Web GUI and rejected during submission are not registered in the system and are also excluded from capacity utilisation calculations. Order volumes for PreQual Orders (PQ) are calculated separately and maximum volumes for this service are published separately.

eircom makes every effort to process OAO Orders/Requests within a reasonable period. However, where exceptional peaks in the level of transactions are experienced, the company reserves the right to reject any OAO Order/Request that is submitted, or delay processing for as long as necessary in order to ensure systems integrity is preserved. Where such action is necessary, all orders will be treated on a first come, first served basis.

2.4.1 Atypical Transaction Volumes

eircom recommend that OAO's provide advance notification where they expect to submit Transaction volumes substantially in excess of their typical volumes. This will allow eircom prepare in advance and minimise the likelihood of order processing being postponed, or orders being rejected. Eircom would define atypical order volumes as in excess of 50% above the average volume or more than 1,000 transactions above the normal average value.

In circumstances where an OAO wishes to process a large volume of orders i.e. reseller move, eircom will provide a project management capability to support such activity and plan the processing of all resulting orders.

2.5 Accessing the Service

Technical details on how to access the Unified Gateway are included in the UG Data Contract, which is hosted on <http://www.eircomwholesale.ie/> and <https://ugweb.eircom.ie>.

Additional documents, hosted at the same locations, are published by eircom to supplement the information within the Data Contract. These provide information, such as Web Browser versions supported, not proper to the Data Contract itself. It is the responsibility of OAO's to carry out adequate testing to verify their compliance with the Data Contract and any associated documents.

From time-to-time, eircom may issue XML Schema or similar collateral to assist OAO's with their software development. Such material is subsidiary to the Data Contract and is supplied on a "without prejudice" basis. eircom will accept no responsibility for post-deployment issues resulting from reliance on any discretionary material.

Eircom will provide at least 3 months notice of any revisions to the Data Contract where such revisions are backward compatible³. In instances where a change is being introduced that is not backward compatible, eircom will either provide at least 6 months advance notice or will provide a parallel operation period of at least 3 months after deployment.

In addition to this, eircom will also provide additional notice of the overview details of proposed changes to the UG. Eircom will attempt to provide this overview detail at least 1 month in advance of the detailed Data Contract.

³ Business acceptance testing for each UG release is not completed until one week prior to the release. Eircom Wholesale reserves the right to make "non-breaking" changes to the Data Contract until all testing is complete.

2.6 System Testing (for new Users to FTP or Web Services Channels)

eircom requires that in order to utilise either the FTP or Web Services channel end-to-end order handling be individually validated for each order type before live orders of that type are accepted by the UG. It is not practical to carry out such validation tests in the UG production environment.⁴ Therefore appropriate System Test Cases are made available to OAO's in the *OAO Test Environment*. Each OAO will be required to successfully execute specific Test Cases before they are given access to either the FTP or Web Services access channel or to specific order types on an existing channel.

2.7 Order Management

Notifications for orders received over the Web Service or FTP Channels are returned over the originating channel. Orders submitted over any channel can be tracked using the GUI.

2.8 Access via Web GUI

This channel is designed for direct manual input by end-users, in real time. The channel is optimised to provide a fast response time and does not support programmatic access. It is not intended for high volume activity from automated processes.

The Web GUI access channel is hosted at <https://ugweb.eircom.ie>. A password, user ID and digital certificate are required for access via this channel. The channel is intended for manual input only, and should not be used for any scripting or programmatic activities. Where there is evidence of automated activity on an account, eircom reserves the right to suspend or terminate that account.

On receipt of an OAO request for web access, eircom will set up an OAO System Administrator Account. The account details will then be emailed to the nominated OAO contact. It is the responsibility of each administrator to keep his/her credentials safe and secure.

eircom accepts no responsibility for the ongoing management of passwords and user rights which is solely the responsibility of the OAO. Each OAO System Administrator has the ability to manage all aspects of user passwords and levels of access for their respective users including any third party users. Individual OAO Users should each be issued with their own credentials by the OAO Administrator. eircom strongly recommends that each OAO enforce the following rules for each user of the Unified Gateway:

Each Unified Gateway User must follow the following Rules:

- 1. It is the responsibility of each OAO User to keep his/her credentials safe and secure.***
- 2. Each user's credentials are personal and must be used by that person only.***

Note⁴ This is due to the complexity of many UG Order Flows and the need to set up test data across numerous eircom IT applications.

3. If any user has a suspicion of misuse or has lost his/her credentials they must contact their Administrator immediately to have their Password and Digital Certificate changed.

2.9 Access Using Web Services

This channel supports programmatic access for requests that are derived directly from end-customers in real time. The channel is optimised to provide a fast response time and does not support high volume activity from automated processes. Detailed requirements for accessing the Unified Gateway via this channel are included in the UG Data Contract and UG Web-Services User Guide

The Web Services Channel uses the same security approach as the Web GUI Channel. A password, user ID and digital certificate are required for access via this channel. The channel is intended to provide means for the OAO to gain programmatic access to a selection of the Order Types. Unlike the Web Channel, a user ID is not associated with a specific individual but is instead required for each OAO Host that will consume the provided Web Services.

On receipt of an OAO request for web service access, eircom will create a generic OAO Web Service User. The account details will then be emailed to the nominated OAO contact. It is the responsibility of each administrator to keep these credentials safe and secure. A user Account will be valid for a period of no more than one year. Just prior to that time, a new User will be created and the account details will be sent to the nominated OAO contact. The old user account will expire shortly afterwards. During the cross-over period, both Accounts will be valid.

The IP address of the OAO host will be logged at the time of first access by that OAO user. Subsequent accesses from that user will be checked to ensure that they come from the same IP address. Should an OAO want to move the OAO Web Services User to another host, then they should apply to have it moved through the eircom WTM.

In addition to the availability and order-handling capability terms, described in sections 2.1 to 2.4, the specific nature of Web Services necessitates some additional conditions. The purpose of these conditions is to allow eircom to maintain a Web Services Channel for all OAO customers.

- 1. An OAO must not 'flood' the Web Services Channel with bulk orders. Alternative mechanisms, e.g. the UG FTP Channel, are provided for bulk requests.**
- 2. An OAO should not 'loop' on the order type status or the query order id operations using any automated process, including scripts.**
- 3. eircom reserves the right to reject requests whose volume or frequency indicates that they are of direct programmatic origin.**

2.10 Access Using FTP

This channel is intended for bulk orders where immediate validation and notification is not required. The channel is optimised for maximum order throughput and should be used for all high volume orders. Detailed requirements for accessing the Unified Gateway via this channel are included in the UG Data Contract. FTP orders received after 5.30pm will not be processed until the next working day. This is necessary to allow time for order processing by backend systems.

2.11 Email Access

This is **PRIMARILY** a notification channel, is used to notify OAO's and their Users about certain important and/or time critical events. This channel is not available for Order/Request submission. Due to the unsecured nature of this channel it is generally used to send generic messages containing reference to the original OAO Order/Requests. Where possible, email notifications are provided in a standard industry agreed format.

2.12 OAO Test Environment

A standalone OAO Test Environment is available to facilitate System Testing for new users for either FTP or Web Services and to help OAOs with pre-release testing of their own software releases. The terms and conditions relating to use of that environment are covered in Appendix 1.

eircom will provide OAO's with a test pack to support specific validation tests. This pack will include:

- A set of test details
- Details of test cases & required outcomes

eircom will accept no responsibility for post-deployment issues resulting from inadequate OAO Validation Testing.

In order to access the OAO Test Environment, OAO's must first complete a connectivity test.

2.13 Faults & Problems with the Unified Gateway

The following is the Fault Handling process for faults/issues reported by the OAO/or eircom wholesale business.

The hours of support for the Unified Gateway are 9.00am - 17:30pm Monday –Friday excluding bank holidays.

An email should be sent to ict.wholesale@eircom.ie detailing the service affecting issue. The email should include the following details:

- Subject heading with the name of the system affected
- A Fault logging form should be filled in with all relevant details please see appendix 2
- Eircom will acknowledge receipt of such emails within 2 working hours.

WTM will monitor this email inbox on a regular basis.

OAO's should follow up the service affecting issue with WTM on 1800 656656

WTM determine the nature of the fault from the contents of the fault logging form:

Possible fault scenarios:

- System has stopped
- Server has failed-
- Hub is not available:
- OAO cannot log on (please supply username in this case):
- OAO cannot connect:
- System interface down:
- Orders not processing:
- Order notifications not received:
- Missing/Corrupted files:

WTM should follow up on a regular basis with eircom IT regarding the progress of the fault.

The contact specified on the fault logging form will receive status updates as appropriate from WTM.

Where the fault affects multiple OAO's, eircom will send status updates to all appropriate OAO

3 Enhancements and Other Changes

Changes to the Unified Gateway will be required from time to time to enhance functionality and to support new products.

3.1 Changes to Deployed Software

eircom are the owners of the Unified Gateway and retain the right to deploy new versions of the system or to roll back to previous versions should this be necessary. A deployment schedule for planned releases of the UG will be published from time-to-time. eircom strongly recommends that OAO's do not schedule releases of their software, with any UG-related dependency, within four weeks of published UG Release Dates.

3.2 Changes to Data Contract/API

eircom reserves the right to introduce new data elements or tags in the Data Contract/API on an ongoing basis. eircom strongly recommends that all UG users build their systems to accommodate such changes without modification. *eircom* Wholesale will notify all OAO System Administrators when new data elements or tags are added and a new contract published. Some Data Contract changes will be as a result of ongoing development work on the UG. In this instance, a pre-release "in development" version of the new Data Contract may be published. This will be made available to OAO System Administrators, only, over the UG Web GUI.

3.3 Notification Milestones

eircom will notify industry of changes to the Data Contract 12 weeks prior to the deployment of new functionality. Exceptionally, eircom will provide a minimum of 6 months notice of changes to the Data Contract which are not backward compatible.

3.4 Pre-Release Testing

eircom strongly recommend that all users of the Unified Gateway carry out adequate tests where the API / Data Contract is changing. This recommendation holds even where they do not intend using any new functionality immediately. Where this change will be as a result of development work on UG, it is recommended that the test event includes tests for existing functionality (regression testing) in addition to tests for new functionality / products.

eircom will provide access to a pre-release version of software on the standalone OAO Test Environment together with a test pack to support such tests. eircom will accept no responsibility for post-deployment issues resulting from inadequate pre-release testing.

3.5 Support for OAO Releases

The Unified Gateway is a production application intended for processing real orders. It is not intended as a means of post-deployment sanity-testing OAO applications. Neither is it intended to replace any aspect of deployment-testing OAO applications.

eircom strongly recommends that OAO's provide a minimum 4 weeks notice of any upcoming software releases which may impact UG Support.

Standard UG Support is provided during core system availability hours, only. Requests for extended support will be considered on a case by case basis, subject to resource and general business constraints. Any extended support will be on a chargeable basis and is not available within four weeks of UG Release Dates.

eircom will provide dedicated support for OAO deployments on a nominated weekend, following each UG Release. The UG will remain operational during this period. UG order processing will be restricted, as backend processing of some UG Orders will be suspended.

This exercise will use a subset of Test Cases already run on the Inter-Operator Test Environment. It is recognised that some Test Cases may require minor modification to support OAO production data. Requests to modify existing test cases will be considered on a case-by-case basis, It is recommended that such requests be made four weeks in advance of the scheduled test event to maximise the probability that they can be accommodated.

Appendix 1: OAO Test Environment – Conditions of Use

- The OAO test environment is a shared environment made available to support OAO validation testing and pre-release testing. It is made available on a best effort basis and there is no guarantee that it will be available at all times. The environment cannot always support validation and pre-release testing simultaneously and a schedule of test windows, covering both activities, will be made available from time to time.
- The standalone OAO Test Environment is not intended as a means of system-testing OAO applications. Neither is it intended to replace any aspect of system-testing OAO applications. The purpose of making the environment available is to provide OAO's with a mechanism to help them validate their compliance with the UG Data Contract and ensure that they can access new or changing functionality before it is deployed to production.
- In order to enable OAO's to utilise the test environment eircom Wholesale will provide a full set of test cases together with test data for each particular product e.g. WLR, LLU & Bitstream. The same set of test cases will be used by all OAOs both for regression testing and System Testing for operators moving to FTP for the first time. Requests from OAOs for additional test cases will be considered on a case by case basis. Any additional test cases will be provided on a best endeavour basis only.
- eircom will provide OAO's with a mechanism to report issues or errors that arise during testing. They reserve the right to fix any problem identified and recommend that OAO's carry out re-testing as deemed appropriate. This implies no obligation on *eircom Wholesale* to analyse or correct the identified problem.
- From time to time, new operations may be added to the Web Services Channel, existing operations may be changed or other modifications implemented. Eircom Wholesale reserves the right to require OAO's to carry out additional testing, on the OAO Test Environment, in such cases.
-
- eircom reserve the right to update the software in the OAO Test Environment at any time, to ensure that the most appropriate version is available. Where new functionality is being developed or existing functionality changing, the software version made available may be a beta version. This will be as close to the final production version as is possible, given the progress of internal eircom development at that stage.

Part 1 :Contact Details

Name of OAO reporting the fault:
Date reported:
Time reported:
Reported by:
Contact Telephone number:
Email address:

Part 2:Systems affected and symptoms

What system is affected?

What are the symptoms of the fault? (please tick appropriate box)

System has stopped

Server has failed

Hub is not available

OAO cannot log on (please supply username)

OAO cannot connect

System interface down

Orders not processing

Order notifications not received

Missing/Corrupted files

Part 3:Connection Details and Fault Diagnostics

Dial up

VPN

Has the modem been rebooted? (Yes/ No)

Is the dial up working? (Yes/ No)

Is the VPN working? (Yes/ No)

What error message is appearing? (Yes/ No)

Please enter below any additional information that may assist us in repairing the fault

Please attach a screenshot of the error to this document if possible

A3 Service Levels for the UG

A3.1 Availability

eircom will provide the UG, with a target availability for the placement of orders of 99% during normal business hours of 9am to 17.30pm excluding Scheduled Outage Time.

This target availability will be measured each calendar quarter.

The availability measure is not specific to the Operator as the measurement criteria do not include the link to or from the Operator's own equipment.

The calculation of availability will exclude any measurements relating to inaccurate or incomplete data input by, or any failure directly attributable to, the Operator or any other operator.

A3.2 Scheduled Outage Time

The UG may be taken out of service for routine maintenance from 21:00 hours to 23:00 hours on a specified day each week. If the UG is to be taken out of service for this scheduled period eircom will advise the Operator not less than five Working Days prior to the event.

In addition to the maintenance downtime specified above, eircom may also take the UG out of service for additional maintenance work, testing, configuration changes, software upgrades or updating facilities. eircom will, where practicable, carry out such work between 22:00 and 07:00 hours. eircom will advise the Operator of such scheduled downtime during these times not less than five Working Days prior to the event. eircom may at such other times as eircom considers reasonably necessary take the UG out of service, taking into account the need to minimise any disruption caused to the Operator and other operators. eircom will advise of such outages not less than ten Working Days prior to the planned event.

A3.3 Non-Scheduled Outage Time

In addition to the Scheduled Outage Time set out in paragraph A3 above, the UG may be taken out of service to resolve a fault affecting the service. Where reasonably practicable notice will be given to the Operator of any such unscheduled outages and the Operator will be kept regularly updated regarding the resolution of the fault.

A3.4 Exclusions

The service level(s) will not apply if:

- the failure by eircom is due to the performance of the public internet;
- the failure by eircom is due to the Operator's own network or equipment or any other network or equipment outside the eircom System;
- the failure is due to a Force Majeure event.

A3.5 Service Credits

In the event that the UG availability is not met, eircom will compensate the OAO at the rate of €1,000 for each full Working Hour in excess of the permitted un-availability time rounded to the nearest full Working Hour.

Supplementary Information

Abbreviations

<i>Abbreviation</i>	<i>Definition</i>
API	Application Programming Interface
SET	Service Enablement Tests
UG	Unified Gateway
WSDL	Web Services Description Language

Glossary

<i>Term</i>	<i>Definition</i>
<i>Access Channel</i>	A defined means of communication between OAO's and eircom Wholesale Unified Gateway. Examples of access channels include: FTP, Web GUI and e-mail.
<i>Application Bandwidth</i>	The maximum number of Orders/Requests that Wholesale application can successfully handle in one day. The Application Bandwidth is limited by the average performance of the Unified Gateway application and downstream eircom systems.
<i>OAO Bandwidth</i>	The maximum number of Orders/Requests that could be submitted by a single OAO during a day through all available Access Channels.
<i>Guaranteed OAO Bandwidth</i> ($B_{OAO,g}$)	The maximum number of Orders/Requests that eircom Wholesale guarantees will be accepted by the Unified Gateway during a single working day.
<i>System Establishment Testing</i>	The process by which OAOs successfully complete a set of tests provided by <i>eircom</i> Wholesale prior to connection to the production UG FTP environment.