Proposed Model for Fibre Handover Service

End-User

EU request to switch services and sign up with new RSP **1**

Resolution

Existing RSP deactivates EU existing service and bill for outstanding charges **4b**

RSP

New RSP

New RSP forward request to New RL **2**

Cancellation

Escalation

Existing RSP

Existing RL notify Existing RSP of the deactivation of existing connection **4a**

RL

New RL

Via New RL

Dispute **4c** Existing RL

OpenNet

New RL put a request to ON for switching for services for existing connection **3**

ON notify Existing RL of the upcoming deactivation **4**

5

Contractor

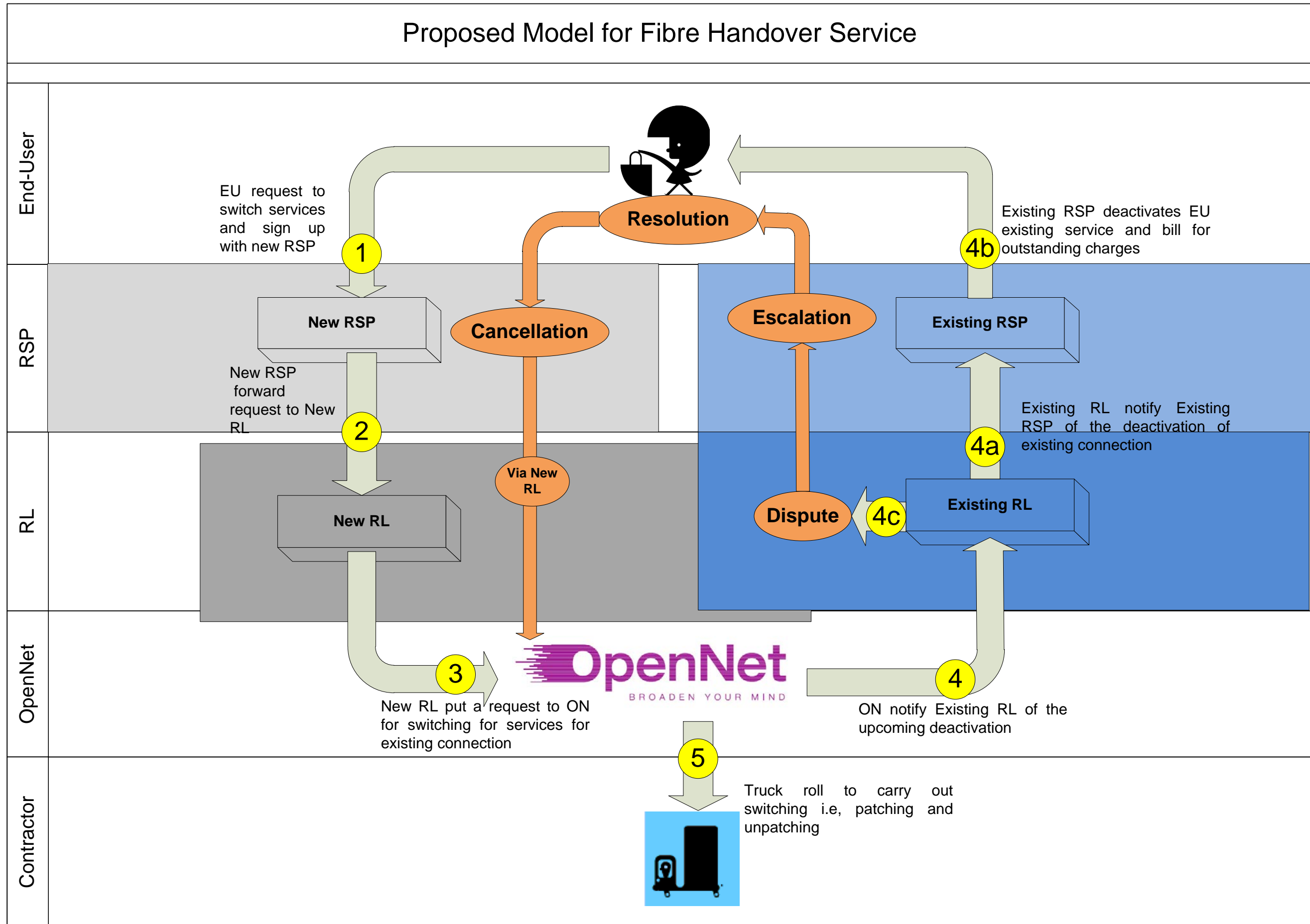Truck roll to carry out switching i.e, patching and unpatching

ADDITIONAL BACKGROUND INFORMATION PROVIDED BY OPENNET

[Please note that this set of document does not form part of the ICO and is not part of this public consultation. It is provided for informational purposes only. Should there be any inconsistencies between this set of document and the ICO, the information in the ICO shall prevail.]

Fibre Handover refers to the process whereby an End-User subscribes for a Residential End-User Connection from a New Requesting Licensee's Retail Service Provider with the intention of deactivating the End User's existing Residential End-User Connection and the New Requesting Licensee submits a Request to OpenNet to:

a.   Deactivate the End-User's existing Residential End-User Connection; and

b.   Activate a new Residential End-User Connection simultaneously.

The sequence for Fibre Handover is as follows:

i.   The New Retail Service Provider shall verify at point of sale if the End-User wishes to request for an additional connection or to switch service from an Existing Retail Service Provider. If it is the latter, the End-User shall authorise and request the New Retail Service Provider to activate service by handing-over fibre from the Existing Retail Service Provider to the New Retail Service Provider. It is recommended that the New Retail Service Provider advise the End-User that outstanding charges and early termination charge (where applicable) are payable to the Existing Retail Service Provider (for example, if the End-User's contract with the Existing Retail Service Provider has not expired).

ii.   The New Retail Service Provider shall forward the request to its serving Operating Company i.e. New Requesting Licensee.

iii.   The New Requesting Licensee shall submit a Request for Fibre Handover to OpenNet in accordance with OpenNet's Interconnection Offer and OpenNet shall perform the Fibre Handover, according to the terms set out therein, within 4 Business Days thereafter. The timeframe of 4 Business Days is to allow OpenNet to inform the Existing Requesting Licensee of the Fibre Handover, and to process the order on the next Business Day unless OpenNet receive from the Existing Requesting Licensee an order to cancel the Request for Fibre Handover. Provisioning of the Residential End-User Connection shall follow the terms of the Interconnection Offer (including rejections due to reasons stated therein).

iv.   No later than the next Business Day after receipt of the New Requesting Licensee's Request for Fibre Handover, OpenNet shall inform the Existing Requesting Licensee of the intention to deactivate the existing connection. It is then the Existing Requesting Licensee's responsibility to liaise with its affected Retail Service Provider accordingly.

v.   OpenNet will not entertain any request from any party other than the New Requesting Licensee to suspend or cancel the Request for Fibre Handover.

vi.   Upon notification by OpenNet, if the Existing Requesting Licensee and/or Existing Retail Service Provider dispute the deactivation of existing connection, it is the Existing Retail Service Provider's responsibility to liaise with the End-User to give any cancellation instruction to the New Retail Service Provider. The New Retail Service Provider shall notify the New Requesting Licensee. The New Requesting Licensee has to submit to OpenNet a Request for Cancellation and be liable for such Cancellation Charge as provided for in Schedule 15 (Charges).

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vii. The New Requesting Licensee is responsible for providing accurate information to OpenNet and shall indemnify OpenNet for any loss or damages occasioned by or arising from wrong information provided which resulted in OpenNet activating or deactivating any Residential End-User Connection.