Enable Networks UFB Services Agreement Service Description for Bulk Transfer Service Transactions

Version 1 May 2024

Our city of possibilities

1 Interpretation

1.1 The Bulk Transfer Service described in this Service Description will be available from the date it is launched by the LFC. The LFC will notify the Service Provider of the launch date for the Bulk Transfer Service.

1.2 References to clauses or sections are references to clauses or sections in this Service Description unless expressly provided otherwise. The definitions set out in the General Terms and the Operations Manual apply to this Service Description unless expressly provided otherwise.

2 Introduction

2.1 This Service Description is part of the Agreement (as that term is defined in the Enable Networks Limited Services Agreement General Terms (known as the WSA or Reference Offer).

2.2 The purpose of this Service Description is to detail the terms and conditions under which the Bulk Transfer Service (referred to in this document as the Service) will be provided. The Service is an Ancillary Service.

2.3 Except to the extent modified by this Service Description the following Enable Networks Limited Reference Offer documents apply to the provision of the Service:

    2.3.1   General Terms;
    2.3.2   Price List;
    2.3.3   Handover Connection - Service Description;
    2.3.4   Bitstream Services - Service Level Terms; and
    2.3.5   Bitstream Services – Operations Manual

2.4 Capitalised terms used in this Service Description but not defined are as defined in the General Terms or the Operations Manual.
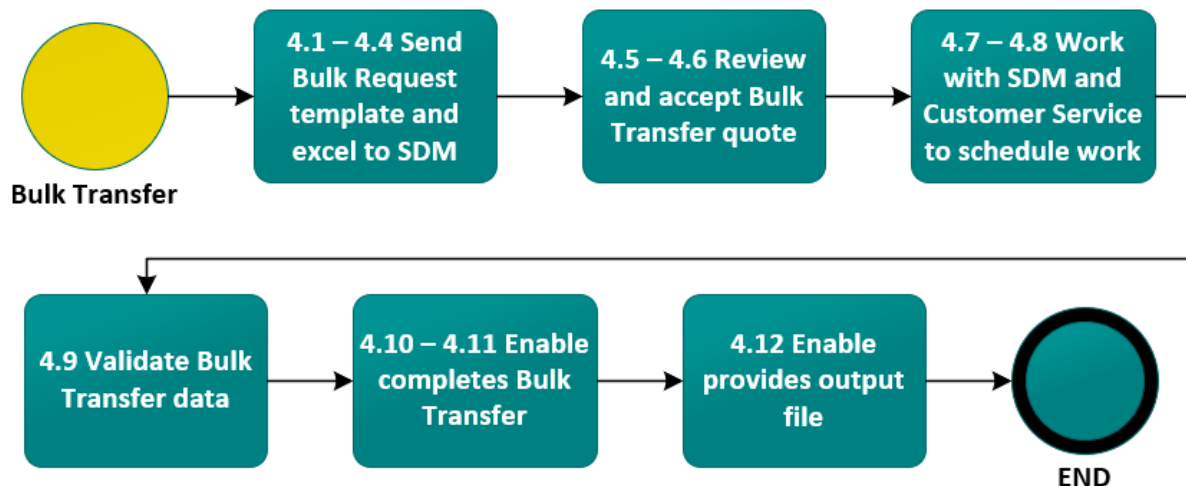
3 The Bulk Transfer Service

3.1 The Service has been designed to meet the needs of Retail Service Providers (RSPs) in acquisition and merger scenarios between RSPs and/or the transfer of services between RSPs of third-party wholesale UFB services.

3.2 The Service provides an efficient alternative to individual layer 2 service transfers between RSPs (and their handovers) and avoids the per service fees outlined in Enable's Price List section 9.14 for Bitstream transfer layer two changes, where RSPs transfer large volumes of Services between RSPs and their Handover Points.

3.3 The Service is only available for the bulk transfer of Bitstream 2a services, without ATA, from a single or multiple Handover Points to specific single or multiple Handover Points, as further described in this Service Description.

3.4 In all other transfer or re-mapping scenarios, the standard Enable processes and terms and conditions, including Charges, apply. Depending on the number of Connections to be transferred in bulk, the Bitstream transfer layer two change fees outlined in section 9.14 of the Enable Price List may be cheaper in some circumstances, in which case, the Service Provider is not required to follow the process outlined in this Service Description.

3.5 The Service is subject to compliance with the following business rules;

3.5.1   the Service Provider must:

   a)   agree to a testing and interoperability onboarding phase prior to undertaking significant volumes of bulk transfers

   b)   provide Enable with written approval from the Losing RSP, expressing their permission for Enable to undertake the Bulk Transfer request of the Gaining RSP

   c)   provide Enable with a confirmed list of Services to be transferred from the Losing RSP to the Gaining RSP, and per Service, provide:

      (i)   Losing RSP Service ID

      (ii)   Losing RSP Order Reference

      (iii)   Gaining RSP Name

      (iv)   Gaining RSP Handover Service ID

      (v)   Gaining RSP Order Reference

      (vi)   Gaining RSP Email Address

   d)   provide Enable not less than 30 days' prior notice at the commencement of the process; and

   e)   if a Bulk Transfer Request involves 2,000 or more Connections, the Service Provider must provide preferred scheduling for numbers of Connections being transferred but the actual timing will be determined by Enable (in its sole discretion) to ensure scheduling can be managed with networks and provisioning resources.

3.5.2   the Service only applies to Bulk Transfer Requests for the transfer of Bitstream 2a Services Connections submitted via Enable APIs (where possible); and

4   The Bulk Transfer Service Request Process

4.1   If you have any questions about submitting a Bulk Transfer request, please contact your SDM to discuss first.

4.2   Download and fill in the Bulk Request template. The request template can be found on the RSP

[Portal here](#). Include the reason for the Bulk Transfer request and the person who enable will engage with to organise timing of the service transfers.

4.3   Create an Excel document with the following column titles and data for the services to be transferred:

losing_rsp_service_nsid	losing_rsp_order_ref	gaining_rsp_code	gaining_enni	gaining_rsp_order_ref	rsp_email
The Service ID of the service being transferred.	*The value to use in the IBSS RSP order reference for the losing RSPs terminate order.*	*The gaining RSP short code (e.g. ITR).*	*The ENNI to use for the service that is being transferred.*	*The value to use in the IBSS RSP order reference for the gaining RSPs new connect order.*	*The email address to send email updates when a service is transferred.*

4.3.1   Note, the 'rsp_email' field is optional, if an email address is provided, we can send a JSON format email when the service is transferred. This is to allow an RSP to run an IMAP email client for the specified email address which would process the incoming emails and acting on them. As an example, the email would contain the following information:

a)   Subject: bulk transfer of service ENITRB02115550

b)   From: noreply@enable.net.nz

c)   To: TBD

d)   Date: Wed 21/11, 15:52

e)   Email Body: {"Losing RSP RFS Date": "2015-05-25 12:00:00+00:00", "Terminate SRN": "334162", "Gaining RSP ATA Service ID": "", "Gaining RSP": "CPL", "Gaining RSP SRN status": "Closed", "Losing RSP Service ID To RQ": "ENITRB02115550", "Gaining RSP ATA SVID.CVID": "", "Gaining RSP SRN": 334163, "Losing RSP": "ORC", "Gaining RSP Order Reference": "33978975", "New Connect SRN": "334163", "Gaining RSP VAS Profile": "", "Gaining RSP RFS Date": "2018-11-21", "Losing RSP SRN": 20938, "Gaining RSP BS SVID.CVID": "8.77", "Losing RSP Order Reference": "13327390", "Losing RSP SRN status": "Closed", "Gaining RSP Service ID": "ENCPLB02239154", "Gaining RSP ENNI": "ENITROTS206398"}

4.4   Send the completed Bulk Request document and Excel with services to your SDM.

4.5   The SDM and enables legal team will review the request to determine if a Novation agreement needs to be signed or if any further information is required. This will take approximately 2 working days.

4.6   Enable will provide a quote for the Bulk Transfer request; reply confirming you accept the quote. This will take approximately 1 to 2 working days.

4.7   The SDM will then facilitate an introduction between the requester (RSP) and enables Customer Service Centre (CSC) who will process the service transfers. We will normally setup a team's group chat with the parties involved in the transfer. Our CSC staff will request any further information needed and identify requesters preferred date/s for transfer. This will take approximately 1 to 2 working days.
Note, an after-hours transfer can be requested but Enable cannot guarantee this will be approved.

4.8   Enable CSC will work with the requester to confirm the transfer dates depending on enables capacity and system availability. We will then schedule the work on the confirmed transfer date/s. This will take approximately 1 to 2 working days.

4.9   On each transfer date enable CSC will prepare an input file using the data provided and check the service status. Where Enable finds services have been added, terminated or moved our CSC will provide updated data to the RSP requester to review and validate its correct before proceeding with transfer. Final input file for transfer will then be confirmed.

4.10   On the agreed transfer date/s; enable CSC will run the input file through an initial validation check, resolve any potential errors, complete production run to transfer services, and resolve any errors. If there is any delay due to errors the CSC will contact the requester to discuss and agree new transfer date/s where appropriate.

4.11   There are various errors that can occur with bulk request services, when errors occur enable will make a best effort to roll back the change, so the customer is not without service. Bulk request service errors fall into 3 main categories:

4.11.1   Order cannot be processed by bulk tool, fallout error;

An order may get a fallout error due to tool not being supported for the service requested. When this happens Enable CSC will contact the RSP with the service details and ask RSP to raise a standard transfer request via iBSS.

4.11.2   System errors;

An order may not be able to be processed due to an issue with enable systems. When this occurs Enable CSC will raise with our Network Operations Centre to resolve. The enable CSC will communicate any delay to RSP for running the Bulk Transfer.

4.11.3   Any other errors will be resolved by the enable CSC while running the bulk transfer and no action is required by the RSP.

4.12   As each service is processed the following emails will be sent, however all other RSP and End customer communications will be suppressed.

- JSON format email if requested as per 4.3.1

- SVID/CVID KCI notification

- Service request given KCI notification

- Service request completed KCI notification

4.13   Once the transfer is complete; enable will send an Excel output file to the requester (RSP) and SDM. The output file will provide the below information on each service transferred:

- Service ID

- RSP Order Reference

- Product (ENL code)

- BS SVID.CVID

- Actual RFS

- Reference number

- Status

- Jeopardy code

4.14   Invoice will be sent once Bulk Transfer is complete and the output file/s have been provided.