

## **VOLUNTARY AGREEMENT**

### **on Standards for Fixed Broadband Services**

Between the Commerce and Employment Department, Sure and JT

Effective from 1<sup>st</sup> September 2015

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# Voluntary agreement

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## Definitions

**ADSL Services** – specified range of services which meet ADSL Service Descriptions.

**ADSL Service Description** – agreed service description for services which deliver ADSL.

**CIR, Committed Information Rate** – the minimum average bandwidth available between Point of Premises Passed and Point of Handover during the period of testing.

**CPE** – Customer premises equipment.

**Network** – the supplier's infrastructure between Point of Premises Passed and Point of Handover.

**PIR, Peak Information Rate** – the peak bandwidth between Point of Premises Passed and Point of Handover for a Premises (often the sync rate for VDSL).

**Point of Handover** – point within the Network where services are handed over to retail providers in the case of wholesale services, or point within the Network where services are handed over to the Internet for retail services

**Point of Premises Passed** – for Wholesale Services, the local cabinet or exchange for Fibre to the Cabinet (FTTC) or manifold for Fibre to the Home (FTTH), for Retail Services, the Customer Premises Equipment (CPE) in Premises.

**Premises Passed** – Premises for which FTTC/FTTH is available according to definitions in this document.

**Premises Connected** – Premises for which FTTC/FTTH is connected according to definitions in this document.

**Retail Services** – services delivered directly to end customers.

**Superfast Services** – specified range of services which meet Superfast Service Descriptions.

**Superfast Service Description** – agreed service description for services which deliver FTTC/FTTH.

**Wholesale Services** – services delivered to a third party company so that the third party company can provide a retail service to end customers – for instance, Sure selling use of the copper loop to JT.

# 1. Categorisation

- 1.1. The Supplier will maintain an accurate list of Premises Passed and Premises Connected and relevant Test Categories for all Premises.
- 1.2. The Supplier will use the following terminology when describing which category a specific product corresponds to, in all relevant product descriptions and terms and conditions. The Supplier is not restricted in how it names a specific product for marketing purposes except to the extent that if a product name includes one of the specific words associated with a particular Category as stated in paragraphs 1.2.1 to 1.2.4, the product must meet the standards applying to that category:
  - 1.2.1. “Ultrafast”: **Test Category A**; and
  - 1.2.2. “Superfast 60Mbps”: **Test Category B**;
  - 1.2.3. “Superfast 30Mbps”: **Test Category C**;
  - 1.2.4. “Broadband”: **Test Category D**

# 2. Test Criteria

- 2.1. In order to claim Premises Passed in respect of Premises, the Supplier warrants that:
  - 2.1.1. the relevant Point of Premises Passed complies with its Design Rules; and
  - 2.1.2. the relevant Premises can receive Broadband or Superfast Services according to the Design Rules from the Point of Premises Passed; and
  - 2.1.3. The Supplier has conducted successful Tests on the Network as described in paragraph 3 below to demonstrate that the relevant Point of Premises Passed is connected to the Network and performing according to the Design Rules and that the Network can support the Superfast Services between the Premises Passed and the Point of Handover according to the Superfast Services Descriptions; and
  - 2.1.4. The Network serving the Premises complies with Minimum Operational Standards.
- 2.2. The Supplier shall review Premises which have achieved Premises Passed at least quarterly or whenever there is a change in the network architecture (i.e. an MSAN is fitted) to assure that they continue to meet the standards set out above.

- 2.3. In order to claim Premises Connected in respect of Premises, the Supplier warrants that:
- 2.3.1. the final drop connection from Point of Premises Passed to Premises complies with its Design Rules; and
  - 2.3.2. the relevant Premises is receiving Superfast Services according to the Design Rules from the Point of Premises Passed; and
  - 2.3.3. The Supplier has conducted successful Tests on the Network below to demonstrate that the relevant Point of Premises Passed is connected to the Network and performing according to the Design Rules and that the Network can support the Superfast Services between the Premises Passed and the Point of Handover according to the Superfast Services Descriptions; and
  - 2.3.4. The Network serving the Premises complies with Minimum Operational Standards.
- 2.4. The Supplier shall review Premises which have achieved Premises Connected at least quarterly, whenever there is a change in the network architecture (i.e. an MSAN is fitted) or a fault in the network is detected to assure that they continue to meet the standards set out above.

### 3. Tests on Implementation Works

- 3.1. The Supplier shall conduct the following Tests to establish **Premises Passed**:
- 3.1.1. **In the case of fibre to the Premises:** Verify that:
    - 3.1.1.1. the fibre optical link budgets between the first active aggregation node to the splitter or a fibre distribution point are within the Design Rules;
    - 3.1.1.2. the fibre passive infrastructure from the last provisioned fibre distribution point is provided sufficiently close to the Premises that the Last Drop Connection can be provisioned within the Maximum Provisioning Time.
  - 3.1.2. **Fibre to the cabinet:** Verify that the copper line characteristics for the relevant Premises are reasonably expected to support the relevant ADSL or Superfast Services for each Premises, and demonstrate that the performance from the cabinet to the Point of Handover meets the relevant ADSL or Superfast Services Description; or
  - 3.1.3. **On-demand fibre products** (for Premises where a fibre to the Premises connection exists and is offered on standard terms but Premises are only provided with a service when an order is placed): Verify that the relevant Superfast Services can be provided to the Premises on standard terms and within a standard lead time of less than 20

business days for the relevant Premises to be claimed, save for engineering issues that could not reasonably be foreseen.

3.2. The Supplier shall conduct the following Tests to establish **Premises Connected**:

3.2.1. In the case of fibre to the Premises: the CPE (if provided) and fibre optical link from the splitter or fibre distribution point to Premises are within the Design Rules;

3.2.2. In the case of fibre to the cabinet and ADSL services: Verify that the copper line characteristics for the relevant Premises and the CPE (if provided) support the relevant Superfast Services or ADSL Services for each Premises;

3.3. The Supplier shall maintain electronic records of the:

3.3.1. detailed descriptions of the test procedures and target test results for the Tests;

3.3.2. act of carrying out the Tests; and

3.3.3. corresponding test results of each Test carried out.

3.4. If requested, the Supplier shall occasionally provide outputs from the electronic records stated in paragraph 3.2 to the Government to evidence delivery within the guidelines set out in this document.

3.5. The Supplier shall classify Tests for Premises Passed as

3.5.1. **Test Category A:** Premises:

3.5.1.1. passing the Tests specified in paragraphs 3.1.1 and which are capable of having access to broadband services at a minimum of 100Mbps PIR and 15Mbps CIR, as tested at the time of installation by the provider; or

3.5.1.2. achieving Test Category B, C or D and also pass the tests specified in paragraph 3.1.3, showing that those Premises are capable of having access to broadband services at a minimum of 100Mbps PIR and 15Mbps CIR, as tested at the time of installation by the provider.

3.5.2. **Test Category B:** Premises passing the Tests specified in paragraphs 3.1.1 or 3.1.2 and which are capable of having access to broadband services at a minimum of 60Mbps PIR and 15Mbps CIR, as tested at the time of installation by the provider;

3.5.3. **Test Category C:** Premises passing the Tests specified in paragraphs 3.1.1 or 3.1.2 and which are capable of having access to broadband services at a minimum of 30Mbps PIR and 10Mbps CIR, as tested at the time of installation by the provider;

**3.5.4. Test Category D: Premises:**

- 3.5.4.1. passing the Test specified in paragraph 3.1.2 having access to Broadband services at PIR/CIR lower than Test Category B; and
- 3.5.4.2. capable of accessing service at less than 30Mbps PIR and 2Mbps CIR, as tested by the consumer.

## Annex A - Minimum Operational Standards

The Supplier shall make available on the website on a quarterly basis an electronic report detailing:

- a) ADSL Service Descriptions
- b) Superfast Service Descriptions
- c) Maximum Provisioning Time by category

The Supplier shall make available to States of Guernsey on request (no more frequently than once a quarter) an electronic report detailing:

- a) Premises Passed by category
- b) Premises Connected by category
- c) Maximum Provisioning Time by category
- d) Availability of ADSL Services and Superfast Services for each Premises using classifications set out in section 1.2
- e) Minimum Operational Standards
- f) Performance against Minimum Operational Standards set out below

The Supplier will maintain and publish a set of minimum operational standards for Wholesale Services and Retail Services.

These shall include:

- a) Lead times for all Wholesale Services and Retail Services
- b) Policy for advising users and (where relevant) suppliers of Retail Services of scheduled downtime
- c) Policy for keeping users and (where relevant) suppliers of Retail Services informed of service incidents, using non Internet-reliant means
- d) Policy for timely investigation of faults, including intermittent faults, with target fix times
- e) Policy for monitoring CIR and PIR for each Premises (for Retail Services only)



- f) Policy for review of abnormally low performance in Premises, particularly where internal wiring is likely to cause failures

The Supplier will review performance of each Premises at the point of installation, bi-annually or on request of the customer and use reasonable steps based on the data available to it to establish the likely root cause of any abnormally low performance (for Retail Services only).

The Wholesale Supplier will contact users in Premises with abnormally low performance to explain the likely root cause of the problem and the steps it is undertaking to improve performance (where the cause is believed to be related to the Retail Service or Wholesale Service) or the steps it recommends the user undertakes (where the cause is believed to be related to the choice of Superfast Service or ADSL Service or there are internal wiring or Wi-Fi issues) (for Retail Services only).

The Supplier's responsibility stops at the connection point on the user's premises.

Whilst Wi-Fi and internal wiring is the responsibility of users, the Supplier will offer users the option of purchasing a Wi-Fi repeater to enable houses with Wi-Fi issues to extend range (for Retail Services only).

The Supplier will also offer advice to users with their own CPE on appropriate CPE (for Retail Services only).

The Supplier will provide information on their website on recommended facilities to enable users to check CIR and PIR (for Retail Services only).

## Annex B – Minimum Requirements for Design Rules

The Supplier will maintain Design Rules that shall, as a minimum:

- a) Govern which Premises are able to be served with Superfast Services from each Point of Premises Passed, based on factors, such as: distance from the Premises to the Point of Premises Passed, and the quality and availability of passive infrastructure to the Premises.
- b) Specify sufficient capacity to and within each Point of Premises Passed to deliver Superfast Services to the Premises each serves.
- c) Specify sufficient capacity that average utilisation over the busy hour of each aggregation node and aggregated link shall not exceed 80% of the design capacity.
- d) Specify maximum latency of 50ms and maximum jitter of 50ms if measured from Point of Premises Passed to Point of Handover.
- e) Set out possible engineering “pathways” to deliver Last Drop Connections from the Point of Premises Passed to Premises Passed following an order from a Retail Services Provider and target times to deliver within the relevant Average Provisioning Time.
- f) Specify fibre optical link budgets between the first active aggregation node to the splitter or a fibre distribution point.
- g) For Wholesale Services, ensure that Points of Premises Passed are designed and located such that Superfast Services can be delivered to Premises Passed within a maximum of 20 working days.
- h) Set out rules to determine which technology (e.g. fibre to the premises, fibre to the cabinet, fibre overlay, wireless etc.) can be used to provide Superfast Services to each Premises.
- i) For Retail Services, ensure that any CPE supplied by the Supplier is able to support the stated speeds at time of sale and other performance characteristics. Where a customer supplies their own CPE, it is the customer’s responsibility to ensure that the customer supports the stated speeds and other performance characteristics.
- j) Be maintained and updated in line with developing services and industry best-practice.