

# PROJECT INITIATION DOCUMENT: XXXX

## SCOPE

This project will cover the migration of XXXX fixed telephony estate within the UK from their existing supplier to eircom UK. Following completion of the migration, the following services will be provided to XXXX by eircom UK: -

1. The delivery of all inbound and outbound calls, and the fixed line infrastructure for delivery of calls.
2. A monthly billing structure which provides an adequate breakdown of charges to allow internal recharging.
3. An online inventory providing details of the telephony estate.
4. A monthly management reporting structure, which will provide stakeholders with an overview of monthly costs.

Each of these services is defined in detail below.

## AIMS

The aim of the project is to successfully deploy the stated services in order that XXXX may reduce their current costs. Certain services which are deemed to be no longer required will be cancelled, and the remaining services shall be provided on a "like for like" basis. Wherever possible, no disruption should occur to XXXX day to day operations, and the transfer of services should be invisible to employees. The migration should be completed in a time efficient manner, so that the cost benefits can be realised as quickly as possible.



## SERVICES DEFINITION

### 1. CALLS AND LINES INFRASTRUCTURE

eircom UK will provide calls and lines infrastructure to XXXX by utilising the services of BT OpenReach. BT OpenReach was created in January 2006 in a move enforced and monitored by the regulatory authority OfCom. The creation of this new organisation essentially separated the networking capability of BT (and those employees who provide and maintain it) from BT’s commercial operations. This allows competitors of BT to operate on an equal footing to organisations such as BT Retail, and is seen by many as the last stage in the deregulation of the UK’s telecoms market.

In order to implement the proposed tariff, eircom UK will migrate the existing XXXX estate from BT Retail to eircom UK. The network itself will continue to be provided by BT OpenReach, but the migration process will affect an administrative change in the billing liability. The changes required to complete this migration are “soft” configuration changes and would therefore require no engineering visits or network downtime, and no form of indirect routing is required. Following the migration, XXXX will be billed for their calls and fixed infrastructure by eircom UK at a reduced tariff (attached as Appendix One).

### 2. MONTHLY BILLING STRUCTURE

Following completion of the migration, eircom UK will provide XXXX with a monthly bill for their calls and lines. It is proposed that the format of the bill will be a single VAT invoice detailing total calls and lines spend for the month, supported with an electronic summary of the bill on a per site basis. The electronic breakdown will be provided to each relevant site by eircom UK in the format below, which can be tailored to meet requirements: -

#### Site 1 XXXX

CLI	Account number	Cost Code	Site name	Charge Type	Cost £
XXXX	123	ABC 1	XXXX	Line Rental	11.71
XXXX	124	ABC 2	XXXX	Call Charge	15.25
XXXX	125	ABC 3	XXXX	Line Rental	11.71
XXXX	126	ABC 4	XXXX	Line Rental	37.26

#### Site 2 XXXX

CLI	Account number	Cost Code	Site name	Charge Type	Cost £
XXXX	221	XYZ 1	XXXX	Line Rental	11.71
XXXX	222	XYZ 2	XXXX	Call Charge	15.25
XXXX	223	XYZ 3	XXXX	Line Rental	11.71
XXXX	224	XYZ 4	XXXX	Line Rental	37.26

### 3. ONLINE INVENTORY

The Online Inventory service is a password controlled web site which allows users access to view the XXXX telephony estate. The inventory is organised in a hierarchical structure, and access to various functions can be controlled on a per user basis. This allows XXXX to restrict user access to relevant section of the inventory.

The Online Inventory will provide the following functionality: -

- **Telecoms Inventory**, showing all lines, equipment and services for each site in a simple-to-navigate format, allowing tracking of line usage at site level.
- **Hierarchies**, showing summary costs instantly by site, district, region or division.
- **Call Destination Profiles**, which can be viewed for a site or an individual line.
- **Online Ordering** of telephone lines and any other supplier services, through a bespoke web-based form. This enables access to ordering functions for any staff member in a format and within a process controlled by XXXX management. The online ordering process stops “stray” or unauthorised ordering, controls products ordered, and keeps information centralised, whilst giving wider and simpler access to the process for local control.

### 4. MONTHLY MANAGEMENT REPORTING STRUCTURE

The monthly management report will be an exception based report comprising the following elements: -

- Cost trends over time
- Detailed call and fixed cost profiles
- Inter-site traffic
- Mobile cost profiles
- Cost centre breakdowns and trends
- Call abuse reports
- Savings recommendations and monitoring

## ACTIVITIES AND TIMESCALES

Activity	Responsibility	Timescale
<b>PRE CONTRACT</b>		
Initial audit of XXXX current estate to establish current costs and potential savings	eircom UK	Complete
Information gathering – eircom UK to produce a schedule of services to be migrated in a line by line format, and to present this in the proposed inventory format	eircom UK	31 <sup>st</sup> Dec 07
XXXX and eircom UK to agree the proposed billing format	eircom UK – XX	7 <sup>th</sup> Jan 08
Demonstration of online inventory	eircom UK	7 <sup>th</sup> Jan 08
<b>CONTRACT SIGNATURE</b>	All	14 <sup>th</sup> Jan 08
<b>TRANSITION OF SERVICES</b> (to be confirmed following completion of information gathering)		
Phase I orders raised for the following sites: -		
1. XXXX	eircom UK – Migrations team	15 <sup>th</sup> Jan 08
2. XXXX	eircom UK – Migrations team	15 <sup>th</sup> Jan 08
3. XXXX	eircom UK – Migrations team	15 <sup>th</sup> Jan 08
<b>Phase I complete</b>		<b>29<sup>th</sup> Jan 08</b>
Phase II orders raised for the following sites: -		
4. XXXX	eircom UK – Migrations team	22 <sup>nd</sup> Jan 08
5. XXXX	eircom UK – Migrations team	22 <sup>nd</sup> Jan 08
6. XXXX	eircom UK – Migrations team	22 <sup>nd</sup> Jan 08
7. XXXX	eircom UK – Migrations team	22 <sup>nd</sup> Jan 08
<b>Phase II complete</b>		<b>5<sup>th</sup> Feb 08</b>
Launch of Online inventory	eircom UK – Commercial consultant	15 <sup>th</sup> Feb 08
First Invoice raised along with supporting financial breakdown	eircom UK – Commercial consultant	5 <sup>th</sup> Mar 08
Management Reporting Structure launched	eircom UK – Commercial analyst	5 <sup>th</sup> Mar 08

## **OUTPUTS AND DELIVERABLES**

- Project Initiation Document (PID) – This document.
- Schedule of services to be migrated, covering Landlines and Equipment– to be produced by the Commercial Consultant.
- BT Openreach works request. Physical order to migrate landline services to eircom UK – to be produced by Migration Manager.
- Monthly Management report – to be produced by Commercial Consultant and Commercial Analyst.

## **ROLES AND RESPONSIBILITIES**

### **CALLS AND LINES INFRASTRUCTURE**

eircom UK will take responsibility for:

- The production of the Schedule of Services for migration
- Migration and implementation, including monitoring of billing information to ensure all services have been migrated.
- Fault resolution on the services provided by eircom UK.
- Billing of all services to be provided.

XXXX will take responsibility for:

- Providing any relevant billing information received from existing suppliers.
- Ensuring that no historical Least Cost Routing is in place
- Serving notice on all current suppliers.

### **MONTHLY BILLING STRUCTURE**

eircom UK will take responsibility for:

- Accurate and timely production of the monthly outputs.
- Timely resolution of billing enquiries and change requests.

XXXX will take responsibility for:

- Paying monthly invoices in accordance with the contractual terms and conditions.

## ONLINE INVENTORY

eircom UK will take responsibility for:

- Gathering the necessary information to complete the inventory.
- Managing and maintaining the web portal.
- Ensuring that users are provided with the required levels of access.

XXXX will take responsibility for:

- Providing site information to eircom UK upon reasonable request.
- Providing eircom UK with access to current billing details.
- Nominating relevant employees as users of the online inventory.

## MONTHLY MANAGEMENT REPORTING STRUCTURE

eircom UK will take responsibility for:

- Accurate and timely production of the monthly outputs.
- Delivery of reports to a nominated distribution list
- Timely resolution of enquiries and change requests.

## RISKS

Risk area	Impact	Likelihood	Contingency and Avoidance Plan
Any loss of service relating to XXXX calls caused by any historical PBX Least Cost Routing (LCR) programming within the estate	High	Low	XXXX to liaise with current PBX maintainer to ensure that any LCR is removed prior to transfer.
Any loss of service relating to XXXX inbound or outbound calls caused by the migration process.	High	Low	The migration to eircom UK can be manually overridden by dialling the prefix 1280 before any required number. This will ensure that no site will be unable to make outbound calls at any stage. The phased roll out of the migration process allows either XXXX or eircom UK to prevent further migrations occurring after two working days notice is given.
Disruption to the migration process caused by non-geographic numbers terminating on lines due for transfer.	Medium	Medium	CLI's affected will be identified by eircom UK before the point of order. eircom UK will raise the required paperwork to ensure that the lines can be migrated.
Exposure to cancellation fees from existing suppliers	Medium	High	XXXX to inform eircom UK of all existing contractual obligations before migration occurs



## **REGRESSION PLANNING**

In the extremely unlikely event of any unforeseen issues arising during the course of migration, eircom UK are able to return any migrated lines to the previous supplier within 10 working days of a formal request being raised. During this period, any affected sites will be able to by-pass the eircom UK provisioning by entering the access code "1280" before dialling. This will route the call over the BT network, and ensure that sites are not without telephony service.