

open eir
Duct Access
SLA

Version 1

Document Control

Document Name	Duct Access Service Level Agreement
Document Owner	open eir
Document Type	Microsoft Word
Last Updated	27/02/2015
Version	1
Status	Final

Document History

Issue No	Revision Level	Date	Reason for Change
	1	06/10/2015	Rebranding

Force Majeure

Neither party to this agreement shall be liable for any failure to perform its obligations hereunder where such failure is due to acts beyond its reasonable control including but not limited to, act of God, insurrection or civil disorder, war or military operations, national or local emergency, acts or omissions of the government, state agency or ComReg, highway authority, fire, flood lightning, explosions, subsidence, weather of exceptional severity, impacting industrial dispute, acts or omissions of persons or bodies for whom the party affected thereby is not responsible or acts of local or central government, state agencies or ComReg or other competent authorities (Force Majeure).

Definition of Terms

All terms are as defined in the current Industry process manual, entitled Duct Access Industry Process Manual, dated 27/02/2015.

Working Day

Working Day is defined as Monday to Friday 9.00am to 4.00pm excluding Public and Bank Holidays.

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SLA Schedule

The SLA schedule is set out in the following tables.

All terms are subject to compliance with all elements of the agreed industry process as outlined in the Duct Access Process Manual.

Activity Description	Performance Target	Auditable Start & End Points
<p>Pre-order Survey / Design Report - incl. price estimate for the route</p>	<p>Acknowledge receipt of survey/design request within 2 working days</p> <p><u>Survey/Design:</u></p> <p>a) Provision of a 'point to point' desktop duct survey within 13 Working Days* from date of acknowledgement</p> <p>May include provision of a route map and price estimate for the open eirproposed duct route</p> <p>b) Provision of a 'point to point' field duct survey within 13 Working Days* from date of acknowledgement</p> <p>May include provision of a route map and charges / price estimate for the open eirproposed duct route</p> <p>c) Provision of a new sub-duct design survey within 30* Working Days from confirmation to proceed by OAO</p> <p>To include Rod, Rope, Test of new duct section</p> <p>To include provision of a route map and price estimate for the open eirproposed duct route</p> <p>*Multiple pt-pt or point to multi-pt survey/design requests within the same exchange or cabinet boundary area will be treated as a project with timelines agreed with the Operator</p>	<p>Dispatch time stamp on e mail</p>
<p>Duct access Order Provisioning.</p>	<p>Acknowledge receipt of survey request within 2 working days</p> <p>Duct installed within 40 working days* of request – for 'point to point' orders within the same exchange or cabinet boundary area. To include end to end test of sub-duct route.</p> <p>Duct connected within 10 working days* of request if the sub-duct is already fully in-situ (end to end test of sub-duct route).</p> <p>*Multiple pt-pt or point to multi-pt order requests within the same exchange or cabinet boundary area will be treated as a project with timelines agreed with the Operator</p> <p>*Times may be longer if open eirrequires wayleave / local authority approval to remove blockages.</p>	<p>Dispatch time stamp on email</p>

Table 1 : Pre-Order & Service Provisioning

Activity Description	Performance Target	Auditable Start & End Points
Acknowledgement of Supervised Access request form	Acknowledgement and Validation or rejection of Supervised Access form by end of the Working Day following the day in which the form was dispatched.	Dispatch time stamp on email
Provision of access	Appointment to be provided following a minimum notice period of 3Working Days from receipt of request.	Time of access stated on NA Form N/A

Table 2 : Planned Access

Activity Description	Performance Target	Auditable Start & End Points
Acceptance or rejection of Operator fault report	Response to be provided within 1 Working Days of fault receipt	
Target Repair	Advise Operator of repair progress within 2 working days	

Table 3 : Fault Management