



open eir
Pole Access
SLA

Version 1

Document Control

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	1	06/10/2015	Rebranding

Force Majeure

In accordance with the provisions of Section 17 of the ARO, open eir shall not be liable for any penalties which arise as a result of any failure to perform its obligations as a result of Force Majeure.

Definition of Terms

All terms are as defined in the current Industry process manual, entitled Industry Process Manual for Pole Access, dated 10 August 2015.

Working Day

Working Day is defined as Monday to Friday 9.00am to 5.00pm 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 Pole Access Process Manual.

Activity Description	Performance Target	Auditable Start & End Points
Pre-Order Design - incl. price quote	<p>Acknowledge receipt of OAO survey submission within 2 working days</p> <p><u>Pole Network Design:</u></p> <p>Provision of a pole route design plan within 30* Working Days from acknowledgement of a 'single route' request within the same exchange or cabinet boundary area.</p> <p>To include provision of a route map and price quote for the proposed pole route</p> <p>*Multiple design requests will be treated as a project with timelines agreed with the Operator</p>	Dispatch time stamp on e mail
Pole access Order – route preparation.	<p>Acknowledge receipt of order request within 2 working days</p> <p>Pole route preparation completed within 40 working days* of request – for 'single route' orders within the same exchange or cabinet boundary area.</p> <p>*Multiple order requests will be treated as a project with timelines agreed with the Operator</p> <p>*Excluding where wayleave / local authority delays are encountered</p>	Dispatch time stamp on email
Pole furniture Order.	<p>Acknowledge receipt of order request within 2 working days</p> <p>Request for pole furniture reviewed and completed within 10 working days* of request.</p> <p>*Multiple order requests will be treated as a project with timelines agreed with the Operator</p>	Dispatch time stamp on email
Price estimate (desktop)		Dispatch time stamp on

or survey based)	Acknowledge receipt of request within 2 working days Request for price estimate completed within 10 working days* of request – for ‘single route’ orders within the same exchange or cabinet boundary area. *Multiple order requests will be treated as a project with timelines agreed with the Operator	email
Pole reservation Order.	Acknowledge receipt of order request within 2 working days Request for reservation completed within 10 working days* of request – for ‘single route’ orders within the same exchange or cabinet boundary area. *Multiple order requests will be treated as a project with timelines agreed with the Operator	Dispatch time stamp on email

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 3 Working Days from receipt of request.	Time of access stated on Supervised Access 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