



**openeir**

**Wholesale Master Plan Plus  
Product Description**

### Revision history

Version	Date	Revised by	Revision details
1.0	21 <sup>st</sup> March 2004	openeir	Final version
1.1	1 <sup>st</sup> July 2013	openeir	Move to Event Based Assurance
1.1	16 <sup>th</sup> September	Openeir	Document rebranded from openeir Wholesale to openeir

### Associated documents

Title	Location
	<a href="http://www.openeir.ie">www.openeir.ie</a>

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## 1. Market Requirement

This document outlines the proposed description for the openeir Master Plan Plus service.

The Wholesale Leased Line and PPC service level agreement offers reporting and response for private circuit faults 9am-5pm, Monday-Saturday.

The Master Plan service level agreement offers 24/7 reporting and response for Private Circuit faults. Guaranteed response within four hours of receiving your fault report.

The Master Plan Plus service enables operators to offer their customers an enhanced Service Level Agreement (SLA), building on openeir Wholesale current offerings of the Wholesale Leased Line and PPC SLAs and the Master Plan SLA.

## 2. Overview Product Description

Master Plan Plus offers to proactively monitor business critical managed circuits nominated on your network, facilitating early identification of faults.

Master Plan Plus product offers the standard 99.8% Annual Service Availability of the circuits nominated on your network combined with prompt response times and associated Service Credits.

### 2.1 Product Components

Proactive 24x7 fault monitoring of nominated circuits

Openeir initiated fault logging

Initial customer contact within 15 minutes of fault being created

Proactive feedback of the Service Assurance Parameters of the nominated circuits

On-line status updates of faults and reporting (via the Unified Gateway)

## 2.2 Applicable Products

Product Type	Bandwidths
DIGITAL LEASED LINES*	SUB 2M, 2M, 34M, STM1
PPC END USER LINKS *	SUB 2M, 2M, 34M, STM1
PPC 2M/BS TRANSPORT LINKS	
ISDN PRA/FRA (INCLUDING WLR VARIANTS)*	

\* Unmanaged/unframed circuits are excluded from this offering.

## 2.3 Service Availability

This service is only available on in-situ circuits.

## 2.4 Network Performance

Generic monitored network performance figures on achieved network availability and repair time will be made available to operators considering availing of this product or who have taken up this product.<sup>1</sup>

openeir will provide a report on these parameters on a quarterly basis to the relevant operator. Please see circuit availability and repair time parameters made available below:

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<sup>1</sup> A NDA (Non Disclosure Agreement) between the parties may be required, before these figures are made available.

Circuit Availability	Achieved in % of cases	Target Availability *
99.95%	X %	X%
99.90%	X %	X%
99.80%	X %	X%

Fault Type	Repair Time Hours	Achieved in % of cases	Target Repair Performance *
ALL FAULTS	6HOURS	X%	X%

\* The “Target Circuit Availability” and “Target Repair Time Performance” are operational targets, made available to operators for information purposes only.

### 3. Proposed Pricing & Service Credits

Component	Charge
Connection	€200 per circuit once off
Monitoring Charge Per Network	€1500 per annum
Monitoring Charge Per Circuit	€25 per annum
SLA Rental Charge	5% circuit rental per annum

#### 3.1 Proposed Effective Date

1st July 2013

#### 3.2 Service Credits

As per the Wholesale Leased Line SLA