



# open eir LLU Premium Repair Service Product Description

Version 1.0  
October 2015

## Document Control

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### Revision History

Version	Date	Revised by	Revision Details
1.0	9 <sup>th</sup> . Dec 2011	eircom Ltd.	
1.0	October 2015	open eir	Rebranded

### Associated Documents

Title	Location
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## 1 Introduction

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This document outlines the product description for the open eir Premium Repair Service for LLU (Local Loop Unbundling).

The standard LLU service level agreement offers a fault repair time of 3 Working Days without the Operator's test results and 2 Working Days with Operator's test results for ULMP faults.

The Premium Repair service level agreement offers a fault repair time of 6 clock hours for ULMP (Unbundled Local Metallic Path) <sup>1</sup>. Operator test results are required to avail of the Premium repair service for ULMP lines.

The Premium Repair service enables operators to offer their customers a Premium Service Level Agreement (SLA), building on open eir current offering of the standard and prioritised repair SLA's.

## 2 Overview

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LLU Premium Repair service enables an Operator to identify certain lines as having a higher repair priority than others. The service offers an SLA target of 6 clock hours on the lines nominated on the Operator's network, combined with associated penalties.

### 2.1 Key Features

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	Premium Repair
<b>Report Fault Time</b>	24x7
<b>Fault Report Mechanism</b>	UG
<b>Response Time</b>	45 mins.
<b>Repair Time with Operator test results</b>	6 hours (clock)
<b>SLA Target</b>	100%

Once a GLUMP path has been delivered all GLUMP faults follow the ULMP Process.

## 2.2 Service Availability

This service is available on ULMP<sup>2</sup> lines only.

The service is limited to 1,000 ULMP lines across all operators, on a first come first served basis. Open eir will notify operators when this limit is reached.

## 2.3 Reporting

Open eir will produce performance reports, on a quarterly basis, on the number of faults logged and the actual performance against the SLA target. Additionally open eir will report on the number of lines under cover per Operator on a monthly basis. These reports will be made available to all Operators who have signed up lines to the Premium Repair service.

## 3 Proposed Pricing & Penalties

Component	Charge
Monthly Charge per ULMP Line	€9.65
Minimum Contract*	€10,000

\* The minimum contract spend is €10,000 per annum from contract agreement

### 3.1 Proposed Effective Date

1st February 2012

### 3.2 SLA Schedule

The SLA schedule is set out in the table below. All Performance Targets will apply at an Operator level per metric and penalties are not payable for metrics that are achieved.

Activity Description	Performance Metric	Performance Target	Penalty
Resolution of LLU Fault	Repair Time:		
Line Test Data Supplied by Operator	6 Hours (clock) from fault acceptance	Target 100%	€22.06 [€12.41 + €9.65] per line out of service per Day or part thereof.

<sup>2</sup> ULMP includes GLUMP lines as upon completion of GLUMP service provisioning all faults will be reported/managed using the existing ULMP fault reporting and repair process

## Appendix 1 - Exclusions

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### Repair

- The circuit will be excluded for the purposes of calculating credits if the non-availability arises from or is otherwise caused or contributed to by the following circumstances:
- Where the fault is caused by, third party activities such as cable damage, or gunshot.
- Where the fault is caused by severe weather conditions such as storms, flooding, fire or lightning
- Where a fault occurrence is due to changes in Customer provided apparatus
- Where the fault is not in the open eir network i.e. Operator non-fault
- Where a fault is reported and no fault is detected when the service is tested from end to end.
- Any period of scheduled outages notified to the Operator in accordance with the planned works procedure
- A failure by the Operator or its customer to allow access to premises or equipment when requested
- The Operator or its customer failing to operate the service in accordance with open eir terms and conditions for the provision of the service A failure of the customer to report the fault in accordance with the fault reporting procedures

## Appendix 2 - Guidelines for Payment of Penalty Credits

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- open eir shall provide Operators with penalty statements one month in arrears of the previous quarter, with the statement being reconciled between the parties during month 3 of the quarter with payment made in the next billing cycle.
- In the event that the Operator is of the opinion that a penalty liability has been incorrectly calculated then a claim must be submitted in writing to:

The Penalty Manager,  
Open eir,  
1 Heuston South Quarter,  
St. John's Road West,  
Dublin 8.

- In case of a query, any supporting documentation must be supplied within ten Working Days of a request by open eir.
- Any adjustment will be remitted by way of credit against the account associated with the claim.

### Appendix 3 - Parked Time

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Circumstances whereby a fault cannot be progressed on behalf of an Operator, and the fault is parked are outlined as follows;

- open eir cannot get co-operation from the Operator with testing the line
- When a fault ticket receives an Unconfirmed Clear status, it will be parked.
- Where an engineer is dispatched and cannot get access to the end user premises
- Where to proceed would result in a health and safety risk, avoidance of which could not have been realistically predicted by open eir.
- If it is requested by the Operator and/or end user
- Where a third party, other than open eir contracted entities, restricts open eir from working on resolution of the fault.
- **Force Majeure**