



open eir<sup>1</sup>  
Duct Access  
SLA

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<sup>1</sup> open eir is a trading name of eircom limited, Registered as a Branch in Ireland Number 907674, Incorporated in Jersey Number 116389, Branch Address : 1 Heuston South Quarter, St. John's Road, Dublin 8

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## Version Control

Version	Status	Update	Effective Date
1.1		Add Reservation	29/04/2016
V2.0	Final	This document is based on V1.3 Implementation of Standardised Change Control.	19/06/2017

This document follows change control procedure:

**Proposed** is defined as a document status when the approved document is uploaded to Proposals Section of open eir Website.

**Final** is defined as a document status when the approved document is uploaded to the relevant section of the open eir Website following the publication period.

### For information:

- Historical Document History Table located at end of Document.
- Publish means the action of uploading a document to the website regardless of status or location.
- If there are changes to the **document between 'Proposed' and 'Final', change control** operates.



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### 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 29/02/2016.

### 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 eir proposed 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 eir proposed 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 eir proposed 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 eir requires wayleave / local authority approval to remove blockages.</p>	<p>Dispatch time stamp on email</p>



<p><b>Duct reservation Order.</b></p>	<p>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</p>	<p>Dispatch time stamp on email</p>
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Table 1 : Pre-Order & Service Provisioning

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

Table 2 : Planned Access

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

Table 3 : Fault Management

## Version Control History

Version	Status	Update	Effective Date
1.0		Rebranding	06/10/2015
1.1		Add Reservation	29/04/2016
V2.0	Final	This document is based on V1.3 Implementation of Standardised Change Control.	19/06/2017