



---

open eir<sup>1</sup>  
Wholesale Master Plan Plus  
Product Description

---

<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**

## Version Control

Version	Status	Update	Effective Date
1.1		Document rebranded from eircom wholesale to open eir	16 <sup>th</sup> September 2015
2.0	Final	This document is based on V1.0 Implementation of Standardised Change Control.	21/06/2017

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- Historical Document History Table located at end of Document.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.**



**TABLE OF CONTENTS**

- 1. MARKET REQUIREMENT ..... 4
- 2. OVERVIEW PRODUCT DESCRIPTION ..... 4
  - 2.1 PRODUCT COMPONENTS ..... 4
  - 2.2 APPLICABLE PRODUCTS ..... 5
  - 2.3 SERVICE AVAILABILITY ..... 5
  - 2.4 NETWORK PERFORMANCE ..... 5
- 3. PROPOSED PRICING & SERVICE CREDITS ..... 6
  - 3.1 PROPOSED EFFECTIVE DATE ..... 6
  - 3.2 SERVICE CREDITS ..... 6
- VERSION CONTROL HISTORY ..... 7



---

## 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>2</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:

---

<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 *
<b>99.95%</b>	X %	X%
<b>99.90%</b>	X %	X%
<b>99.80%</b>	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	<b>€200 per circuit once off</b>
Monitoring Charge Per Network	<b>€1500 per annum</b>
Monitoring Charge Per Circuit	<b>€25 per annum</b>
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

---

## Version Control History

Version	Status	Update	Effective Date
1.0		Final Version	21 <sup>st</sup> March 2004
1.1		Move to Event Based Assurance	1 <sup>st</sup> July 2013
1.1		Document rebranded from eircom wholesale to open eir	16 <sup>th</sup> September 2015
2.0	Final	This document is based on V1.0 Implementation of Standardised Change Control.	21/06/2017