Typical Operational Performance Report

Version Control

Version	Status	Update	Effective Date
1.0			
V2.0	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- Historical Document History Table located at end of Document.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.**

1. Typical Operational Performance Report

Period From: …… to …..

Part A: Fault Reporting

Reported Faults:

Fault Severity Level	Number of faults reported	Number of faults cleared	Average time to clear	% cleared within 12 hrs	% cleared within 24 hrs	% cleared within 48 hrs
A						
B						

Part B: Planned Maintenance

	eircom	Operator X
Number of planned maintenance activities notified		
Number of planned maintenance activities started as planned		
Number of planned maintenance activities completed on target		
Number of planned maintenance activities not completed on target		
Number of urgent planned maintenance activities		
Number of unplanned maintenance activities		

Part C: Service Delivery

Service	Target Delivery Time	Quantity due for Delivery during period	Quantity delivered during period	% delivered within target time	% delivered outside target time	Quantity Outstanding outside target time
New Interconnect Path - existing Interconnect Link to an existing POI	8 weeks					
New Interconnect Path - Interconnect Link to an existing POI	10 weeks					
New Interconnect Path - New Interconnect Link to a new POI using CSI	16 weeks					
New Interconnect Path - new Interconnect Link to a new POI using ISI.	26 weeks					
Rearrangement of existing Interconnect Path POI	As for new provision					
Rearrangement of existing Interconnect Path in terms of Operator node	6 weeks					

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