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# Service Level Agreement

## Provision and Repair of Unbundled Metallic Path (ULMP) Line Sharing (LS) and Combined GNP and ULMP (GLUMP)



Version Control

Version	Status	Update	Effective Date
V17.0	Final	Changes to repair metrics	01/07/2017
<a href="#">V18.0</a>	<a href="#">Final</a>	<a href="#">An explanation of the definition of fault suffixes which are used to determine faults to be excluded and a link to full list of the revised fault categories that will be excluded (“fault exclusions”) for the purposes of calculation of service credits</a>	<a href="#">01/10/2017</a>

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- Historical Document History Table located at end of Document.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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## 1 Product Description

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This SLA is effective from 1<sup>st</sup> ~~July~~October 2017 and shall remain in effect until amended following agreement of the parties to such amendment, or following determination by Com Reg.

1 This document details the service levels to which open eir commits with regard to the provision and repair of Unbundled Local Metallic Path (ULMP), Line Sharing (LS) products, Combined GNP and ULMP (GLUMP) and Sub Loop Unbundling (SLU)<sup>1</sup> hereafter referred to as ULMP, LS, GLUMP and SLU. The services are at all times provided subject to the terms and conditions as set out in the Access Reference Offer, Annex C, Service Schedule 102, 103, 104 and 106.

2 The services include the provision and repair of ULMP, LS, GLUMP and SLU paths ordered pursuant to an agreement being in place between open eir and the Access Seeker ordering the services..

3 The services described in the SLA are subject to the industry agreed Inter-operator Process Manuals (IPMs) that define the detailed operational process associated with the provision of ULMP, LS, GLUMP and SLU. The IPMs are a representation of how the SLA parameters are supported in practice and must be read in conjunction with the SLA.

4 The definitions in Annex A of the Access Reference Offer will apply unless explicitly stated.

5 The fault repair service levels set out in the SLA are applicable to ULMP, LS, GLUMP and SLU products available at open eir exchanges where an Access Seeker has collocation facilities in place.

### 1.1 Metrics

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open eir shall be responsible for monitoring and measuring performance metrics and shall report on the agreed metrics to the operator on a monthly basis for provision and repair. Provisioning performance reports will be provided within 10 Working Days of the end of the month. Repair performance reports will be provided to Operators on a rolling monthly basis with a final file one month following the end of the quarter aligning with the penalty payment. An outline to guidelines for payment of penalty credits is provided in Appendix 2. A worked penalty calculation example can be found in Appendix 6.

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<sup>1</sup> open eir are aligning the SLU metrics with the equivalent LLU metrics subject to review 3 months after the initial order placement and order volume review.

## 2 Provisioning and Repair Process Definitions

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### 2.1 Definitions

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**Working Day:** As defined in the ARO.

**Line Fault:** An LLU line fault is defined as a fault reported by a customer of an OAO, where the fault results in disrupted or degraded service.

**Repair Time:** The duration between the times a fault is received and accepted by open eir in accordance with the fault reporting procedures and the time the fault is closed by open eir with the Access Seeker identified as the last Unconfirmed Clear, less parked time.

- a) Unconfirmed Clear: On completion of a repair, a fault ticket receives an Unconfirmed Clear status and the ticket is parked. The clock is stopped until:- it is accepted as cleared by the Access Seeker and therefore becomes a "Confirmed Clear Permanent
- b) or 16 Working Hours from the Unconfirmed Clear notification to the Access Seeker has elapsed in which case the fault becomes a "Confirmed Clear Permanent" by default
- c) Or the clear is legitimately rejected by the Access Seeker and the repair clock is restarted.

**Valid Faults:** all faults other than those excluded faults in accordance with Appendix 1, and open eir defined non-faults (clear codes 00-99), internal wiring faults and CPE faults, as described [on http://www.openeir.ie/support/Fault\\_reporting\\_in\\_the\\_IPM\\_under\\_the\\_file\\_name Fault\\_Clear\\_Codes](http://www.openeir.ie/support/Fault_reporting_in_the_IPM_under_the_file_name_Fault_Clear_Codes).

**Confirmed Clear Permanent:** If a Fault Clear has either been accepted by the Access Seeker or 16 Working Hours has elapsed from Unconfirmed Clear notification, the fault ticket is given a Confirmed Clear Permanent status. In addition, a final clear code is associated with the fault ticket and it is permanently closed.

However, if the Access Seeker responds with a rejection of the repair, within 16 Working Hours, the ticket is unparked, the clock is re-started and repair work recommences. On completion of the repair, the Unconfirmed Clear status is applied again, the Access Seeker is notified and the process above is repeated.

**Parked Time:** The times during which the SLA clock is stopped which include; -



- time not covered by the relevant SLA
- or during out of hours periods where resources being made available on a reasonable endeavours basis are unavailable
- Or circumstances as outlined in Appendix 3.

### 3 SLA Schedule

The SLA schedule is set out in the following tables. Where limitations apply to any activity in this SLA, these are detailed after the table to which they apply. The party with the obligation in all instances is open eir.

In the event of query or dispute, the relevant dispute process will be followed.

### 4 Service Level Summary for Process Points

Table 1: Account \ Line Status Enquiry

Activity Number	Activity Description	Performance Metric	Performance Target	Service Credit for not meeting Performance Metric Target
1a	DRL Order Type	Advise of completion of the accepted order within 4 working hours of the request being recorded on the UG	92% in accordance with the performance metric	€1.59 per working hour per account up to the metric of 92%
1b		Advise of completion of the accepted order by 1700 on the first working day following the working day the request was recorded on the UG	98% in accordance with the performance metric	€ 12.70 per account affected per Working Day or part thereof of delay.
1c		Advise of completion of the accepted order by the tenth day following the working day the request was recorded on the UG	100% in accordance with the performance metric	€ 12.70 per account affected per Working Day or part thereof of delay.
2a	ULE Order Type	Advise of completion of the accepted order within 4 hours of the request being recorded on the UG	92% in accordance with the performance metric	€1.59 per working hour up to the metric of 92%.



2b		Advise of completion of the completion of the accepted order by 1700 on the first working day following the working day the request was recorded on UG	98% in accordance with performance metric	€12.70 per account affected per Working Day or part thereof of delay
2c		Advise of completion of the accepted order by 1700 on the fifth Working Day following the Working Day the request was recorded on the UG	100% in accordance with performance metric	€12.70 per account affected per Working Day or part thereof of delay

Table 2: ULMP, LS and GLUMP Standard Validations Timeframes

Activity Number	Activity Description	Performance Metric	Performance Target	Service Credit for not meeting Performance Metric Target
4a	Order Validation PU - Acceptance or rejection of an order for ULMP	Advise of acceptance of the order being recorded on the UG	90% in 4 working hours	€1.59 per working hour up to the metric of 90%.
4b			100% in 2 working days of request in accordance with performance metric	€12.70 per account affected per Working Day or part thereof of delay.





5a	Order Validation PUI - Acceptance or rejection of an order for ULMP	Advise of acceptance of the order being recorded on the UG	90% in 4 working hours	€1.59 per working hour up to the metric of 90%.
5b			100% in 2 working days of request in accordance with performance metric	€12.70 per account affected per Working Day or part thereof of delay.
6a	Order Validation PLS-Acceptance or rejection of an order for Line Share	Advise of acceptance of the order being recorded on the UG	90% in 4 working hours	€1.59 per working hour up to the metric of 90%.
6b			100% in 2 working days of request in accordance with performance metric	€12.70 per account affected per Working Day or part thereof of delay.
7a	Order Validation PLB - Acceptance or rejection of an order for Line Share	Advise of acceptance of the order being recorded on the UG	90% in 4 working hours	€1.59 per working hour up to the metric of 90%.
7b			100% in 2 working days of request in accordance with performance metric	€12.70 per account affected per Working Day or part thereof of delay.



8a	Order Validation CHP- Acceptance or rejection of an order for Change Pins	Advise of acceptance of the order being recorded on the UG	90% in 4 working hours	€1.59 per working hour up to the metric of 90%.
8b			100% in 2 working days of request in accordance with performance metric	€12.70 per account affected per Working Day or part thereof of delay.
9a	Order Validation PUS - Acceptance Or rejection of a New Line or Spare Path Order	Advise of acceptance of the order being recorded on the UG	90% in 4 working hours	€1.59 per working hour up to the metric of 90%.
9b			100% in 2 working days of request in accordance with performance metric	€12.70 per account affected per Working Day or part thereof of delay.
5a	Order Validation MUI - Acceptance or rejection of an order for ULMP	Advise of acceptance of the order being recorded on the UG	90% in 4 working hours	€1.59 per working hour up to the metric of 90%.
5b			100% in 2 working days of request in accordance with performance metric	€12.70 per account affected per Working Day or part thereof of delay



9a	Order Validation MUS – Acceptance or rejection of a New Line or Spare Path Order	Advise of acceptance of the order being recorded on the UG	90% in 4 working hours	€1.59 per working hour up to the metric of 90%.
9b			100% in 2 working days of request in accordance with performance metric	€12.70 per account affected per Working Day or part thereof of delay.
	Order Validation Convert- Acceptance or rejection of a Convert order	Advise of completion of the accepted order within 4 working hours of the request being recorded on the UG excluding any orders which require manual processing	98% of request in accordance with performance metric	EURO 12.70 per account affected per Working Day or part thereof of delay.
11a	Order Validation PUG - Acceptance or rejection of an order for GLUMP	Advise of acceptance of the order being recorded on the UG	90% in 4 working hours	€1.59 per working hour up to the metric of 90%.
11b			100% in 2 working days of request in accordance with performance metric	€12.70 per account affected per Working Day or part thereof of delay



Table 3: ULMP, LS and GLUMP Standard Delivery Timeframes

Activity Number	Activity Description	Performance Metric	Performance Target	Service Credit for not meeting Performance Metric Target
12	Delivery Notification PU-Provision of ULMP on a Working Line	Advice of completion of Accepted order by 17:00 on the fifth Working Day Following Order Submission	95% of request in accordance with performance metric	EURO 12.70 Per account Affected per Working Day or part thereof of delay
13	Delivery Notification PUI - Provision of ULMP on an in-situ Line	Advice of completion of Accepted order by 17:00 on the fifth Working Day Following Order Submission	95% of request in accordance with performance metric	EURO 12.70 Per account Affected per Working Day or part thereof of delay or part thereof of delay
14	Delivery Notification PLS - Provision of Line Sharing on a Working Line	Advice of completion of Accepted order by 17:00 on the fifth Working Day Following order submission	95% of request in accordance with performance metric	EURO 12.70 Per account Affected per Working Day or part thereof of delay
15	Delivery Notification PLB - Provision of Line Sharing on a Working Line	Advice of completion of Accepted order by 17:00 on the fifth Working Day Following order submission	95% of request in accordance with performance metric	EURO 12.70 Per account Affected per Working Day or part thereof of delay
16	Delivery Notification CHP-Re-jumpering of the LLU service to new pins on the OAO block.	Advice of completion of Accepted order by 17:00 on the fifth Working Day Following order submission	95% of request in accordance with performance metric	EURO 12.70 Per account Affected per Working Day or part thereof of delay



Activity Number	Activity Description	Performance Metric	Performance Target	Service Credit for not meeting Performance Metric Target
	Delivery Notification Convert - Provision of ULMP on a former Line Share line	Advice of completion of Accepted order by 17:00 on the fifth Working Day Following order submission	95% of request in accordance with performance metric	EURO 12.70 Per account Affected per Working Day or part thereof of delay
18	Delivery Notification PUS - Provision of ULMP on a New Line or Spare Path	open air propose to move to appointment based delivery following retirement of the legacy order type (PUS) in August 2015. Metric reporting on appointments met will be provided for a period of 6 months following the retirement of the PUS	80% of request in accordance with performance metric	EURO 12.70 Per account Affected per Working Day or part thereof of delay.
19	Delivery Notification PUG - Provision of GLUMP line	Advice of completion of Accepted order by 17:00 on the fifth Working Day Following order submission	95% of request in accordance with performance metric	EURO 12.70 Per account Affected per Working Day or part thereof of delay.
13	Delivery Notification MUI - Provision of ULMP on an in-situ Line	Advice of completion of Accepted order by 17:00 on the fifth Working Day Following order submission	95% of request in accordance with performance metric	EURO 12.70 Per account Affected per Working Day or part thereof of delay.



18	Delivery Notification MUS - Provision of ULMP on a New Line or Spare Path	80% within 2 working days subject to order volume and review 3 months after order placement. When order developed on UG, metric will be aligned to other automated metrics	80% of request in accordance with performance metric	EURO 12.70 Per account Affected per Working Day or part thereof of delay.
	Order Validation SLU	80% within 2 working days subject to order volume and review 3 months after initial order placement. When order developed on the UG, this metric will be aligned to the other automated metrics.		
	SLU Delivery Notification	Advise of completion of SLU in-situ path in 5 working days.		



	PUN	100% of validated orders by appointment subject to exclusions		<p>The penalty is calculated based on the following formula:</p> <p>a) A flat fee of €30 will apply if open eir miss this metric.</p> <p>b) For the avoidance of doubt, the target is to commence installation work within the appointment and in cases where the installation is completed on the Appointment Date but outside the appointment slot, then open eir will be deemed to have met the performance metric. The appointment day provides flexibility at the local level for the end user / operator and the open eir technician at their mutual convenience, to agree to adjust the actual appointment time; in this case a penalty would not apply.</p> <p>c) The rule in a) applies to each instance of appointment missed by open eir for that order</p>
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Table 4: ULMP and GLUMP Soft Migration Delivery Timeframes

Activity Number	Activity Description	Performance Metric	Performance Target	Service Credit for not meeting Performance Metric Target
	PSU Order Type Activation of accepted ULMP provide order and notification of completion	Advice of completion of the accepted order by 1700 on the second working day following the Working Day the request was recorded on the UG.	97% of request in accordance with performance metric	EURO 12.70 Per account Affected per Working Day or part thereof of delay.



	PSG Order Type Activation of accepted GLUMP provide order and notification of completion	Advice of completion of the accepted order by 1700 on the second working day following the Working Day the request was recorded on the UG.	97% of request in accordance with performance metric	EURO 12.70 Per account Affected per Working Day or part thereof of delay.
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## 5 Fault Repair Service Level Summary

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For the purposes of this SLA, a fault is defined as any reported condition on an ULMP/LS/SLU access network circuit which does not meet open eir Operational PSTN standards, as defined in the Access Reference Offer,

Annex C, Service Schedules 102, 103, 104 and 106, Appendix 1.

The Access Seeker is responsible to undertake initial testing to prove the fault to the open eir local loop circuit, prior to submitting a Valid Fault report as per the IPM.

The Access Seeker is also responsible to prove all faults out of their DSLAM equipment and the port associated with the line and performs CPE tests before reporting a fault, which would then be accepted by open eir.

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

### Penalty Cap:

The service credits payable by eir in any 12 month period commencing on 1<sup>st</sup> July 2017 shall not exceed 1% of open eir's total revenues for the following products:

- a. Unbundled Local Metallic Path (ULMP);
- b. Combined GNP and ULMP (GLUMP)
- c. Single Billing – Wholesale Line Rental (SB-WLR)
- d. Line Sharing (LS)
- e. Standalone FTTC Bitstream Plus
- f. Standalone FTTC VUA
- g. Standalone Current Generation Bitstream (CGA SABB)

In calculating the Penalty Cap, the rental revenue for POTS based VUA or POTS based Bitstream Plus products will be used instead of the SB-WLR rental revenue for those lines in respect of which the POTS based VUA or POTS based Bitstream Plus rental revenue exceeds the SB-WLR revenue in any 12 month period commencing 1<sup>st</sup> July 2017.



**Table 5: Fault Resolution**

**5.1 ULMP Faults**

Activity Number	Activity Description	Performance Metric	Performance Target	Service Credit for not meeting Performance Metric Target
26a	Resolution of ULMP Fault	Repair Time: 2 Working Days	Target 84%	€18
26b	Resolution of ULMP Fault	Repair Time: 5 Working Days	Target 93%	€36
26c	Resolution of ULMP Fault	Repair Time: 10 Working Days	Target 100%	€36

Note: The Performance Targets and associated Penalties for activities 17a, 17b and 17c will not be amended or reviewed for a period of three years from the effective date of this version of the SB-WLR SLA ) unless ComReg makes a decision to the contrary and that decision is following a consultation considering the wholesale market for such activities in the event that ComReg were to publish a consultation proposing automatic or other compensation by all providers of fixed line electronic communications services for customers at the retail level in respect of 100% of faults.

**5.2 Line Share Faults**

Activity Number	Activity Description	Performance Metric	Performance Target	Service Credit for not meeting Performance Metric Target
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27a	Resolution of Line Share Fault or ULMP Fault with Test Results	Repair Time: 2 Working Days	Target 84%	€4
27b	Resolution of Line Share Fault or ULMP Fault with Test Results	Repair Time: 5 Working Days	Target 93%	€7
27c	Resolution of Line Share Fault or ULMP Fault with Test Results	Repair Time: 10 Working Days	Target 100%	€10

**Table 6: Statistical Reporting**

Activity Number	Activity Description	Performance Metric	Performance Target	Service Credit for not meeting Performance Metric Target
	Submission of monthly provisioning performance metrics to the Operators	Provide performance Metrics to the operators 20 days following the end of the month.	In accordance with metric.	Default Interest rate as per Access Agreement on all penalties due.
	Submission of Quarterly repair performance metrics to the Operators	Provide performance metrics to the Operators on a rolling monthly basis with a final file one month following the end of the quarter aligning with the penalty payment  Note: the rolling monthly file will not reflect the actual penalty amount payable. This will be included in the final file at the end of the quarter*  *Further development required to facilitate monthly penalties.	In accordance with metric	Default Interest rate as per Access Agreement on all penalties due.



## Appendix 1: Exclusions

### Service Assurance

The circuit will be deemed available to the Access Seeker and is therefore 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. Access Seeker 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 Access Seeker in accordance with the planned works procedure A failure by the Access Seeker or its customer to allow access to premises or equipment when requested
- The Access Seeker 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 procedure

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For the purposes of calculating penalty rebates, eir will exclude faults based on relevant clear codes and fault suffixes. These clear codes and fault suffix define the issue that resulted in the fault and the suffix provides additional information as to the cause of the fault. These are the basis of the rules defining if a fault will be deemed to be included or excluded.

The table below aligns existing exclusions for faults to either a suffix or a clear code or other indicator that would indicate the fault is being excluded from penalty.

	<u>LLU exclusions</u>	<u>Exclusion indicator</u>
1	<u>Where the fault is caused by, third party activities such as cable damage, or gunshot</u>	<u>D3, DG, DF, D, DV, DZ</u>
2	<u>Where the fault is directly caused by severe weather conditions such as storms, flooding, fire or lightning</u>	<u>DW,DS, CL or L</u>
3	<u>Where a fault occurrence is due to changes in Customer provided apparatus (to be reviewed subject to a material increase in volumes)</u>	<u>clear code or CR, CP</u>
4	<u>Where the fault is not in the open eir network i.e. Access Seeker non-fault</u>	<u>clear code</u>
5	<u>Where a fault is reported and no fault is detected when the service is tested from end to end</u>	<u>clear code</u>



6	<a href="#">Any period of scheduled outages notified to the Access Seeker in accordance with the planned works procedure</a>	<a href="#">clear code</a>
7	<a href="#">A failure by the Access Seeker or its customer to allow access to premises or equipment when requested<sup>2</sup></a>	<a href="#">clear code</a>
8	<a href="#">The Access Seeker or its customer failing to operate the service in accordance with open eir terms and conditions for the provision of the service</a>	<a href="#">clear code</a>
9	<a href="#">A failure of the customer to report the fault in accordance with the fault reporting procedures</a>	<a href="#">clear code</a>
10	<a href="#">Local authority licence required prior to completion of network repair. Exclusion applies up to the completion of the infrastructure build but does not include restoration of the service.</a>	<a href="#">Licence number returned on fault</a>

[The revised list of fault exclusions published on http://www.openeir.ie/support/Fault\\_reporting](http://www.openeir.ie/support/Fault_reporting) under the File Name Fault Clear Codes will apply for a period of at least three years from 1st of October 2017 until at least 1st July 2020.

### Service Delivery

New Line or Spare Path Orders Only

Orders will be excluded from SLA in the event of any of the following circumstances arising:

- Customer delay
- The order requires the completion of network construction work.

### Bulk Migrations

Project managed bulk migrations that are agreed between the Operator and open eir to be done outside the 10 day window are excluded from the SLA.

Non project managed bulk migrations are included in the SLA.

<sup>2</sup> [If a fault has been repaired by the engineer in the access network, and the purpose of entry to the customer’s premises is simply to make a test call to confirm the repair and no access is available, this is not deemed a reason to remove the fault from SLA, and the fault should be reported ‘repaired’ and pending clear used for customer verification.](#)

## Appendix 2: Guidelines for Penalty Payments

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open eir shall provide Access Seekers with penalty statements one month in arrears 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 Access Seeker 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. Johns Road,

Dublin 8.

## Appendix 3: Parked Time

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

- Open eir cannot get co-operation from the Access Seeker 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 access seeker 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

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 4:

#### Repair Service Credit Algorithm -ULMP Faults

Target	Actual Performance	Service CREDIT
84% Repair in 2 Days	X% = Actual 2 Day Repair Performance	€18.00
93% Repair in 5Days	Y% = Actual 5 Day Repair Performance	€3600
100% Repair in 10 Days	Z% = Actual 10 Day Repair Performance	€36.00

Faults Repaired and applicable for SLA payment for the Quarter are assembled to give “List 1”.

List 1 = all tickets assessed under SLA for that period

List 2 = all tickets closed after Day 2

List 3 = all tickets closed after Day 5

List 4 = all tickets closed after Day 10

List 5 = List 2 minus List 3 – all tickets closed on days 3through 5

List 6 = List 3 minus List 4 – all tickets closed on days 6 through 10

C(x) = count of tickets in a given list

A(x) = average ticket days in a given list

$\sum(x)$  = cumulative ticket days in a given list

#### Article 1: 84 % service credit Calculation (effective from 1<sup>st</sup> September 2015)

Where this SLA is not met, the SLA penalty penalises Days 3 to 5 of all tickets in breach. The 84% target mitigates the commercial impact of this article.

### Number of Faults subject to Penalty

Number of Faults subject to penalty = C (2)-C (1)\*(1-0.84)

### Multiplier

Penalty Days (multiplier) =  $(\sum[5]-2*C(5)+3C(6)+3C(4))/C(2)$  – Average penalty days of all tickets in breach, where tickets closed on or after Day 6 are deemed to have breached this SLA by the maximum 3 days.

Service Credit 1 = (Number of Faults subject to penalty) \* (Multiplier) \* Penalty

### Article 2: 93 % Service Credit Calculation

Where this SLA is not met, the SLA penalty penalises Days 6 to 10 of all tickets in breach. The 93% target mitigates the commercial impact of this article.

Number of Faults subject to Penalty

Number of Faults subject to penalty = C (3)-C (1)\*(1-0.93)

Multiplier

Penalty Days (multiplier) =  $(\sum[6]-5*C(6)+ 5*C(4))/C(3)$  – Average penalty days of all tickets in breach, where tickets closed on or after Day 11 are as having breached this SLA by the maximum 5 days.

Service Credit 2 = (Number of Faults subject to penalty) \* (Multiplier) \* Penalty

### Article 3: 100 % Service Credit Calculation

Number of Faults subject to Penalty

Number of Faults subject to penalty C (4) (Count of all tickets closed on or after day 11)

Multiplier =  $(\sum [4]-10*C (4))/C (4)$

Service Credit 3 = (Number of Faults subject to penalty) \* (Multiplier) \* Penalty



## Appendix 5:

open eir LLU SLA Penalty Calculation Example The following section provides an example calculation for the SLA. The example covers all activities for Provisioning Process Points.

### Service Level Summary for Provisioning Process Points Account / Line Status Enquiry Example

Activity Number	Order Type	Performance Target	Total Orders Delivered	Orders Delivered Within Perf. Target	Actual Performance	Penalties	Total Days Late	Penalty Amount	Total Penalty	Note
1	DRL	98%	9	8	88.89%	1	10	12.7	127.00	
2	ULE	97%	241	232	96.27%	2	2	12.7	-	N/A - Minimum penalty rule

### Standard Validations Timeframes

Activity Number	Order Type	Performance Target	Total Orders Delivered	Orders Delivered Within Perf. Target	Actual Performance	Penalties	Total Days Late	Penalty Amount	Total Penalty	Note
4	PU	96%	12	10	83.33%	2	2	12.7	-	N/A - Minimum penalty rule
5	PUI	98%	94	93	98.94%	1	1	12.7	-	N/A - Performance target met
6	PLS	96%	17	15	88.24%	2	4	12.7	-	N/A - Minimum penalty rule
7	PLB	98%	4	2	50.00%	2	2	12.7	-	N/A - Minimum penalty rule
8	CHP	96%	1	0	0.00%	1	1	12.7	-	N/A - Minimum penalty rule
9	PUS	98%	10	9	90.00%	1	10	12.7	127.00	
10	Conwert	98%	10	9	90.00%	1	10	12.7	127.00	
11	PUG	98%	4	2	50.00%	2	10	12.7	127.00	

### Standard Delivery Timeframes

Activity Number	Order Type	Performance Target	Total Orders Delivered	Orders Delivered Within Perf. Target	Actual Performance	Penalties	Total Days Late	Penalty Amount	Total Penalty	Note
12	PU	95%	10	9	90.00%	1	8	12.7	101.60	
13	PUI	95%	30	28	93.33%	1	1	12.7	-	N/A - Minimum penalty rule
14	PLS	95%	10	7	70.00%	3	9	12.7	114.30	
15	PLB	95%	2	1	50.00%	1	2	12.7	-	N/A - Minimum penalty rule
16	CHP	95%	5	4	80%	1	1	12.7	-	N/A - Minimum penalty rule
18	PUS	95%	1	0	0.00%	1	8	12.7	101.60	
19	PUG	95%	1	1	100.00%	-	0	12.7	-	

N/A - Minimum penalty rule

The SLA penalty regime is only valid for individual performance metrics where a minimum of €100 penalty has been incurred for a particular SLA activity in any given month per OAO.





## Version Control History

Version	Status	Update	Effective Date
13			01/09/2015
V2		Rebranded	October 2015
V3		Updated provisioning SLA metrics. Updated sections 1, 2,3 and 4	01/12/2016
15		Insertion of the PUN Metrics	01/05/2017
V16.0	Final	This document is based on Version 15 Implementation of Standardised Change Control.	07/06/2017
V17.0	Final	Changes to repair metrics	01/07/2017
<a href="#">V18.0</a>	<a href="#">Final</a>	<a href="#">An explanation of the definition of fault suffixes which are used to determine faults to be excluded and a link to full list of the revised fault categories that will be excluded ["fault exclusions"] for the purposes of calculation of service credits</a>	<a href="#">01/10/2017</a>