



eircom **wholesale**

# **eircom**

## **Master Plan Plus**

### **NGN Ethernet SLA**

## **Issue 1.1**

Effective from 1st July 2013



### Revision history

Version	Date	Revised by	Revision details
1.0	13th December 2010	Eircom	Final
1.1	1st July 2013	Eircom	Final

### Associated documents

Title	Location
	<a href="http://www.eircomwholesale.ie">www.eircomwholesale.ie</a>



## Table of Contents

<b>1.</b>	<b>SLA PORTFOLIO OVERVIEW .....</b>	<b>4</b>
1.1	MASTER PLAN SLA.....	4
1.2	MASTER PLAN PLUS SLA .....	4
<b>2.</b>	<b>MASTER PLAN PLUS - NGN ETHERNET SLA.....</b>	<b>4</b>
2.1	MASTER PLAN PLUS - NGN ETHERNET.....	5
2.2	MASTER PLAN PLUS - NGN ETHERNET SLA COMPONENTS .....	5
2.3	SERVICE AVAILABILITY .....	5
2.3.1	<i>Measuring Faults for Event based SLA.</i> .....	6
2.4	NGN ETHERNET PERFORMANCE REPORTING .....	7
2.5	APPLICABLE PRODUCTS.....	7
<b>3.</b>	<b>PRICING .....</b>	<b>8</b>
<b>4.</b>	<b>PENALTIES .....</b>	<b>8</b>
4.1	LOGGING AND RESPONDING TO FAULTS .....	8



## 1. SLA Portfolio Overview

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eircom wholesale currently offers three commercial SLAs

- ✔ Master Plan
- ✔ Master Plan Plus
- ✔ Master Plan Plus – NGN Ethernet

### 1.1 Master Plan SLA

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- ✔ 7 x 24 fault reporting and response
- ✔ Guaranteed response time – within 3 hours of fault report
- ✔ 99.9% assurance target for service availability
- ✔ Time to repair: 8 working hours
- ✔ Available on wholesale leased lines, partial private circuits and NGN Ethernet circuits

### 1.2 Master Plan Plus SLA

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- ✔ 7 x 24 fault reporting and response
- ✔ Proactive response time – within 15 minutes of fault report
- ✔ 99.9% assurance target for service availability
- ✔ Time to repair: 8 working hours
- ✔ Available on wholesale leased lines, and partial private circuits

## 2. Master Plan Plus - NGN Ethernet SLA

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- ✔ 7 x 24 fault reporting and response
- ✔ Proactive response time – within 15 minutes of fault report
- ✔ 99.9% assurance target for service availability based on monitoring the Operator facing port on the eircom NGN node
- ✔ Time to repair: 8 working hours
- ✔ Available on NGN Ethernet circuits



## 2.1 Master Plan Plus - NGN Ethernet

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Master Plan Plus - NGN Ethernet SLA offers Operators an enhanced level of support for nominated business critical NGN Ethernet circuits on an Operator network. It facilitates the early identification of faults by eircom proactively managing nominated Operator circuits.

The Master Plan Plus-NGN Ethernet SLA is provided with a minimum service availability target of 99.9% on NGN Ethernet Circuits.

Operators may choose to offer their end users higher availability SLAs, based on the following inputs:

- eircom network availability reports
- Operator's own assessment of their end user networks

## 2.2 Master Plan Plus - NGN Ethernet SLA Components

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- Proactive 7 x 24 hour monitoring of nominated physical NGN Ethernet circuits
  - (monitored from the Operator facing port on the eircom NGN Node)
- eircom initiated fault logging on behalf of the customer
- Initial customer contact within 15 minutes of fault being created
- Operator feedback every 30 minutes after fault is logged
- Proactive feedback on the service assurance parameters of the nominated circuits
- Time to repair: 8 working hours
- Operator reports issued for faults on a quarterly basis.

## 2.3 Service Availability

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This SLA is available on in-situ NGN circuits within the eircom network. Availability is calculated each quarter, on an annual basis in arrears. The Operator reporting frequency for service availability is quarterly and will apply to all faults on a retrospective basis.

The Measurement Period is the previous year (4 quarters), rolling. Service availability expressed as a percentage of the circuit uptime is measured quarterly over a 7x24 hour basis using the following formula;-

$$\% = \frac{8766 \text{ clock hours} - (\text{total out of service time})}{8776} \times 100$$

Total out of service time is the elapsed time between when a valid fault is logged and the last Pending Clear Permanent, less any parked time.



### 2.3.1 Measuring Faults for Event based SLA.

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A circuit will be included for penalty under Event based measurement once a fault is determined to be a fault within the eircom network and not subject to the exclusion described later in this SLA (see Definitions & Exclusions for Repair Attributes).

The fault must exceed 8 working hours to be eligible for penalty.

It is the Clear Code associated with the "Confirmed Clear Permanent" that determines the inclusion or exclusion of the fault ticket when calculating service credits on individual faults and for measuring Service Availability.

All faults and associated clear codes will be included for review on the Operator quarterly report.



## 2.4 NGN Ethernet Performance Reporting

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Specific monitored circuit performance figures on achieved service availability and repair time will be made available to Operators availing of this Master Plan Plus-NGN Ethernet SLA.

Network performance figures that are generic will be provided to Operators including those taking up and/or availing of the Master Plan Plus-NGN Ethernet SLA.

eircom will provide a service availability report showing all faults on these parameters on a quarterly basis to each Operator availing of the Master Plan Plus-NGN Ethernet SLA. Actual service availability and repair time parameters will be made available;

Circuit Availability Achieved in % of cases for Target Service Availability \*

Greater or equal to 99.95%	Actual % achieved
Greater than 99.90% less than 99.95%	Actual % achieved
Greater than 99.8% but less than 99.9%	Actual % achieved

Fault Repair Time Hours in % of cases for Target Repair Performance \*

Target Repair 4 Hours	Actual % achieved
Target Repair 6 Hours	Actual % achieved
Target Repair 8 Hours	Actual % achieved

\* The "Target Service Availability" and "Target Repair Time Performance" are operational targets, made available to operators for the purpose of commercial assessment.

## 2.5 Applicable Products

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The Master Plan Plus – NGN Ethernet SLA is available on the following products

- Wholesale Ethernet Interconnect Link
- Wholesale Symmetrical Ethernet Access



### 3.Pricing

- Connection €200 per circuit, once off
- Monitoring Charge Per Operator, €1500 per annum
- SLA Rental Charge, 8% circuit rental per annum
- Effective Date : 13<sup>th</sup> December 2010

### 4.Penalties

#### Event Based

Parameter	Criteria	Service Credits
Repair Time	T + 8 Working Hour	2% of the Monthly circuit rental per working hour in breach (i.e. greater than 8 working hours), to a maximum of 50% of monthly rental per fault.  A maximum of 2 months' circuit rental credit in any one 12 month period per circuit
Fault Reporting	9am-5pm Mon-Fri exc. Government holidays	
Hours of Coverage	9am-5pm Mon-Fri exc. Government holidays	

To secure further information on the Master Plan Plus-NGN Ethernet SLA please contact your eircom Wholesale Customer Relationship Manager.

In the event of a fault penalties will be paid out on both Physical and Logical circuits, based on the SLA applicable on either circuit, if trouble tickets are active on both circuits. See section 4.1 on how to log faults.

#### 4.1 Logging and responding to Faults

Faults should be logged on the logical WES circuit; this will automatically raise a trouble ticket on the physical SEA. Faults raised on the SEA will not automatically open a WES logical trouble ticket.





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## SERVICE LEVEL AGREEMENT

The response time is measured from when the fault has been correctly logged and acknowledged, preliminary testing and fault localisation has occurred, fault clearance has been instigated and the results of preliminary eircom testing and fault localisation made available to the Operator.