



Quarterly Aggregated SLA performance report

Methodology document

Version control

Version	Status	Update	Effective Date
V1.0	Final	Original document as published in May 2019	31/05/2019
V2.0	Final	Cover, version control and footers added	30/08/2019

SLA - Overall Principles

Introduction

As outlined in ComReg Decision D10/18 WLA Market Section 10.9 and WCA Market Section 10.18 open eir has an obligation to publish quarterly reports that outline the actual performance achieved against the relevant SLAs included in these markets. These quarterly reports should be broken down on a month by month basis with aggregated data for all Operators availing of the services in the markets. In addition open eir is required to provide the methodology on how the individual metrics are calculated.

This document describes the methodology of how the individual metrics are calculated and also provides a worked example for each metric in the published SLA as outlined in "SLA Details" Worksheet .

The below paragraphs provide additional detail on the generic principles that have been followed to develop the aggregated reports.

Data Source

The data source for each of the SLA Reports is based on orders that have been submitted by operators, including eir's downstream businesses, via the Unified Gateway (UG). Information, including from internal systems, for each of the order types relevant to the individual SLA process points are captured and stored on the UG. These are issued to Operators by way of notifications such as order acceptance.

For both process notifications and provisioning metrics Wholesale SLA Manager (WSLAM) receives each process point issued by UG via a middleware Broker in real time.

For assurance calculations the UG receives all data with regards to faults from the eir Fault handling System. This data is then transferred from the Wholesale Unified Gateway via the middle ware broker to WS-SLAM at the end of each working day.

Data Processing

Process Notifications & Provisioning

The Wholesale SLA Manager system processes the data and carries out the relevant SLA calculations based on the specific SLA parameters configured in the system. All provisioning performance metrics are assessed an individual order / process point level.

Therefore in order to provide an aggregated report on the SLA performance metrics for the impacted WLA / WCA products the performance of each metric from each individual operator is consolidated. Then based on this consolidation the overall SLA metric is produced.

For example:

ULMP / GLUMP SLA Activity 1a, 1b & 1c (DRL Order Type) all DRL orders received during the period for all Operators has been collated. Then the SLA performance is produced based on the individual assessment of each of the orders e.g. a total of 50 orders received and 10 orders did not achieve the target, therefore the performance was 80%

Assurance

WSLAM maintains a lookup file based on the valid clear code and suffixes as published on the openeir.ie site to identify the valid faults for the calculation.

Assurance performance is calculated based on the performance of all faults within that period on a per Operator basis. These SLA's have a tiered performance metric and each metric is assessed independently of the other.

For example:

100 faults cleared from Operator A in the period, 2 day metric 80% target the assessment validates if 80 faults have been cleared within 2 working day.

Therefore with regard to tiered operator based assurance SLAs it is not statistically feasible to undertake the same aggregated calculation methodology within WSLAM as outlined for process notifications and provision metrics. The reason being the assurance SLAs are calculated as a % of faults cleared meeting specific targets on tired basis per operator.

In order to provide a consolidated report as per D10/18 for assurance SLA metrics open eir has taken all relevant faults for the period from WSLAM and then assessed them against the SLA assurance metrics as if all the faults were from a single operator. This manual calculation uses the published clear code and suffix file as published on the openeir.ie site.

For example:

10 Operators in the market a total of 1000 faults cleared and the assurance metrics are assessed based on the number of the valid faults cleared within 2 working days, 5 working days and 10 working days.

Appointment Based SLAs

The new appointment based SLAs are not currently calculated via WSLAM.

This is reported on using an internal data warehouse where an automated report has been developed to calculate the performance. The Unified Gateway order details are sent on a daily basis to the internal data warehouse. These reports are then aggregated to provide the consolidated report.

Product	Published SLA Reference	Performance Metric	Performance Target	Wholesale SLAM - SLA Configuration	SLA Calculation Methodology / Worked Example																												
Provisioning: Process Points																																	
ULMP / Line Share & Combined GNP & ULMP (GLUMP)	1a	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		100 DRL Orders were completed; as follows - 20 orders within 4 Working Hours 30 orders within 2 Working Days 50 orders within 10 Working Days.																												
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ULMP / Line Share & Combined GNP & ULMP (GLUMP)	1b	Advise of completion of the accepted by 17:00 on the first working day following the working day the request was recorded on the UG	98% in accordance with the performance metric		98% were to be completed within 2 Working Days; 98 (target)-30 (actual) = 68; €12.70 x 68 (difference) = €863.60 (service credit)																												
ULMP / Line Share & Combined GNP & ULMP (GLUMP)	1c	Advise of completion of the accepted by 17:00 on the first working day following the working day the request was recorded on the UG	100% in accordance with the performance metric		100% were to be completed within 10 Working Days; 100 (target)-100 (actual) = 0; €12.70 x 0 (difference) = €00.00 (service credit)																												
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ULMP / Line Share & Combined GNP & ULMP (GLUMP)	9b (Order Validation Convert)	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% in 4 working hours	<table border="1"> <thead> <tr> <th colspan="7">Process Service Credits</th> </tr> <tr> <th>Process Point</th> <th>Process Credit (€)</th> <th>Penalty Rule</th> <th>Target %</th> <th>Process Time</th> <th>CAP (Y/N)</th> <th>Activity</th> </tr> </thead> <tbody> <tr> <td>Delivery</td> <td>12.7</td> <td>Order</td> <td>98%</td> <td>4H</td> <td>Y</td> <td></td> </tr> </tbody> </table>	Process Service Credits							Process Point	Process Credit (€)	Penalty Rule	Target %	Process Time	CAP (Y/N)	Activity	Delivery	12.7	Order	98%	4H	Y		<p>100 Convert Orders were completed; as follows - 20 within 4 Working Hours 30 within 2 Working Days</p> <p>98% were to be completed within 4 Working Hours; 98 (target)-20(actual) = 78; €12.70 x 78 (difference) = €990.60 (service credit)</p>							
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ULMP / Line Share & Combined GNP & ULMP (GLUMP)	14	Advise of completion of Accepted order by 17:00 on the fifth working day following order submission	95% in accordance with the performance metric	<table border="1"> <thead> <tr> <th colspan="7">Process Service Credits</th> </tr> <tr> <th>Process Point</th> <th>Process Credit (€)</th> <th>Penalty Rule</th> <th>Target %</th> <th>Process Time</th> <th>CAP (Y/N)</th> <th>Activity</th> </tr> </thead> <tbody> <tr> <td>Delivery</td> <td>12.7</td> <td>Order</td> <td>95%</td> <td>5D</td> <td>Y</td> <td>14</td> </tr> </tbody> </table>	Process Service Credits							Process Point	Process Credit (€)	Penalty Rule	Target %	Process Time	CAP (Y/N)	Activity	Delivery	12.7	Order	95%	5D	Y	14	<p>100 PLS Orders were notified of Delivery (line share on a working line) as follows - 30 within 5 Working Days</p> <p>95% were to be completed within 5 Working Days; 95 (target)-30(actual) = 65; €12.70 x 65 (difference) = €762.00 (service credit)</p>							
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ULMP / Line Share & Combined GNP & ULMP (GLUMP)	16	Advise of completion of Accepted order by 17:00 on the fifth working day following order submission	95% in accordance with the performance metric	<table border="1"> <thead> <tr> <th colspan="7">Process Service Credits</th> </tr> <tr> <th>Process Point</th> <th>Process Credit (€)</th> <th>Penalty Rule</th> <th>Target %</th> <th>Process Time</th> <th>CAP (Y/N)</th> <th>Activity</th> </tr> </thead> <tbody> <tr> <td>Delivery</td> <td>12.7</td> <td>Order</td> <td>95%</td> <td>5D</td> <td>Y</td> <td>16</td> </tr> </tbody> </table>	Process Service Credits							Process Point	Process Credit (€)	Penalty Rule	Target %	Process Time	CAP (Y/N)	Activity	Delivery	12.7	Order	95%	5D	Y	16	<p>100 CHP Orders were notified of Delivery (rejumping of LLU service to new pins on OAO block) as follows - 30 within 5 Working Days</p> <p>95% were to be completed within 5 Working Days; 95 (target)-30(actual) = 65; €12.70 x 65 (difference) = €762.00 (service credit)</p>							
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ULMP / Line Share & Combined GNP & ULMP (GLUMP)	17	Advice of completion of Accepted order by 17:00 on the fifth working day following order submission	95% in accordance with the performance metric	Process Service Credits							100 Convert Orders were notified of Delivery (provision of ULMP on a former line share line) as follows - 30 within 5 Working Days 95% were to be completed within 5 Working Days: 95 (target)-30(actual) = 65; €12.70 x 65 (difference) = €762.00 (service credit)
				Process Point	Process Credit (€)	Penalty Rule	Target %	Process Time	CAP (Y/N)	Activity	
				Delivery	0	Order	95%	1D	Y		
ULMP / Line Share & Combined GNP & ULMP (GLUMP)	19	Advice of completion of Accepted order by 17:00 on the fifth working day following order submission	95% in accordance with the performance metric	Process Service Credits							100 PUG Orders were notified of Delivery (provisioning of a GLUMP line) as follows - 30 within 5 Working Days 95% were to be completed within 5 Working Days: 95 (target)-30(actual) = 65; €12.70 x 65 (difference) = €762.00 (service credit)
				Process Point	Process Credit (€)	Penalty Rule	Target %	Process Time	CAP (Y/N)	Activity	
				Delivery	12.7	Order	95%	5D	Y	19	
ULMP / Line Share & Combined GNP & ULMP (GLUMP)	13 (MUI Delivery Notification)	Advice of completion of Accepted order by 17:00 on the fifth working day following order submission	95% in accordance with the performance metric	Process Service Credits							100 MUI Orders were notified of Delivery (provisioning of ULMP on an in-situ line) as follows - 30 within 5 Working Days 95% were to be completed within 5 Working Days: 95 (target)-30(actual) = 65; €12.70 x 65 (difference) = €762.00 (service credit)
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				Delivery	12.7	Order	95%	5D	Y	13	
ULMP / Line Share & Combined GNP & ULMP (GLUMP)	18 (MUS Delivery Notification)	80% within 2 working days subject to order volume and review 3 months after order placement.	80% in accordance with the performance metric	Process Service Credits							100 MUS Orders were notified of Delivery (provisioning of ULMP on a new line or spare pathe) as follows - 30 within 2 Working Days 80% were to be completed within 2 Working Days: 80 (target)-30 (actual) = 50; €12.70 x 50 (difference) = €635.00 (service credit)
				Process Point	Process Credit (€)	Penalty Rule	Target %	Process Time	CAP (Y/N)	Activity	
				Delivery	12.7	Order	80%	2D	Y	18	
ULMP / Line Share & Combined GNP & ULMP (GLUMP)	SLU Order Validation	80% within 2 working days subject to order volume and review 3 months after order placement.	80% within 2 working days subject to order volume and review 3 months after order placement.	Process Service Credits							100 SLU Order Validation as follows - 30 within 2 Working Days 80% were to be completed within 2 Working Days: 80 (target)-30(actual) = 50; €0.00 x 50 (difference) = €0.00 (service credit)
				Process Point	Process Credit (€)	Penalty Rule	Target %	Process Time	CAP (Y/N)	Activity	
				Delivery	0	Order	80%	2D	Y		
ULMP / Line Share & Combined GNP & ULMP (GLUMP)	SLU Delivery Notification	Advice of completion of SLU in-Situ path in 5 working days	100% in accordance with the performance metric	Process Service Credits							100 SLU Order Delivery Notification as follows - 30 within 2 Working Days 80% were to be completed within 2 Working Days: 80 (target)-30(actual) = 50; €0.00 x 50 (difference) = €0.00 (service credit)
				Process Point	Process Credit (€)	Penalty Rule	Target %	Process Time	CAP (Y/N)	Activity	
				Delivery	0	Order	100%	5D	Y		
ULMP / Line Share & Combined GNP & ULMP (GLUMP)	PSU	Advice of completion of Accepted order by 17:00 on the second working day following order submission	97% in accordance with the performance metric	Process Service Credits							100 PSU Order Activation (of ULMP provide order) as follows - 30 within 2 Working Days 97% were to be completed within 2 Working Days: 97 (target)-30(actual) = 67; €0.00 x 67 (difference) = €850.90 (service credit)
				Process Point	Process Credit (€)	Penalty Rule	Target %	Process Time	CAP (Y/N)	Activity	
				Delivery	12.7	Order	97%	2D	Y		
ULMP / Line Share & Combined GNP & ULMP (GLUMP)	PSG	Advice of completion of Accepted order by 17:00 on the second working day following order submission	97% in accordance with the performance metric	Process Service Credits							100 PSG Order Activation (of GLUMP provide order) as follows - 30 within 2 Working Days 97% were to be completed within 2 Working Days: 97 (target)-30(actual) = 67; €0.00 x 67 (difference) = €850.90 (service credit)
				Process Point	Process Credit (€)	Penalty Rule	Target %	Process Time	CAP (Y/N)	Activity	
				Delivery	12.7	Order	97%	2D	Y		

Assurance

ULMP / Line Share & Combined GNP & ULMP (GLUMP)	26a	Repair Time : 2 working days	Target 84%		100 ULMP line faults as follows - 30 within 2 Working Days 84% were to be completed within 2 Working Days: 84 (target)-30(actual) = 54; €18.00 x 54 (difference) = €972 (service credit)																									
ULMP / Line Share & Combined GNP & ULMP (GLUMP)	26b	Repair Time : 5 working days	Target 93%	<table border="1"> <thead> <tr> <th colspan="5">Process Service Credits</th> </tr> <tr> <th>Process point</th> <th>Service Credit (€)</th> <th>Repair Target</th> <th>Repair Days</th> <th>Activity</th> </tr> </thead> <tbody> <tr> <td>Repair</td> <td>18</td> <td>84%</td> <td>2</td> <td>26a</td> </tr> <tr> <td>Repair</td> <td>36</td> <td>93%</td> <td>5</td> <td>26b</td> </tr> <tr> <td>Repair</td> <td>36</td> <td>100%</td> <td>10</td> <td>26c</td> </tr> </tbody> </table>	Process Service Credits					Process point	Service Credit (€)	Repair Target	Repair Days	Activity	Repair	18	84%	2	26a	Repair	36	93%	5	26b	Repair	36	100%	10	26c	100 ULMP line faults as follows - 30 within 5 Working Days 93% were to be completed within 5 Working Days: 93 (target)-30(actual) = 64; €36.00 x 64 (difference) = €2,304 (service credit)
Process Service Credits																														
Process point	Service Credit (€)	Repair Target	Repair Days	Activity																										
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ULMP / Line Share & Combined GNP & ULMP (GLUMP)	26c	Repair Time : 10 working days	Target 100%		100 ULMP line faults as follows - 30 within 10 Working Days 100% were to be completed within 10 Working Days: 100 (target)-30(actual) = 70; €36.00 x 70 (difference) = €2,520 (service credit)																									
ULMP / Line Share & Combined GNP & ULMP (GLUMP)	27a	Repair Time : 2 working days	Target 84%		100 Line share or ULMP fault with Test Results as follows -30 within 2 Working Days 84% were to be completed within 2 Working Days: 84 (target)-30(actual) = 54; €4.00 x 54 (difference) = €216 (service credit)																									
ULMP / Line Share & Combined GNP & ULMP (GLUMP)	27b	Repair Time : 5 working days	Target 93%	<table border="1"> <thead> <tr> <th colspan="5">Process Service Credits</th> </tr> <tr> <th>Process point</th> <th>Service Credit (€)</th> <th>Repair Target</th> <th>Repair Days</th> <th>Activity</th> </tr> </thead> <tbody> <tr> <td>Repair</td> <td>18</td> <td>84%</td> <td>2</td> <td>27a</td> </tr> <tr> <td>Repair</td> <td>36</td> <td>93%</td> <td>5</td> <td>27b</td> </tr> <tr> <td>Repair</td> <td>36</td> <td>100%</td> <td>10</td> <td>27c</td> </tr> </tbody> </table>	Process Service Credits					Process point	Service Credit (€)	Repair Target	Repair Days	Activity	Repair	18	84%	2	27a	Repair	36	93%	5	27b	Repair	36	100%	10	27c	100 Line share or ULMP fault with Test Results as follows - 30 within 5 Working Days 93% were to be completed within 5 Working Days: 93 (target)-30(actual) = 63; €7.00 x 63 (difference) = €441 (service credit)
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Provisioning

ADSL Bitstream	Bitstream Port Orders	Provision of Appointment Date following successful order validation notification unless subject to conditions as defined in SLA Appendix 1	Target 100%	<table border="1"> <thead> <tr> <th colspan="4">Process Service Credits</th> </tr> <tr> <th>Process Point</th> <th>Process Credit (€)</th> <th>Penalty Rule</th> <th>Target %</th> </tr> </thead> <tbody> <tr> <td>Delivery</td> <td></td> <td>Order</td> <td>100%</td> </tr> </tbody> </table> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p>CASE WHEN @DaysLate < =5 then @ConnectionFee *0.1 * @DaysLate ELSE @ConnectionFee *0.5 + (@AnnualRental/365) * (@DaysLate-5) END</p> </div>	Process Service Credits				Process Point	Process Credit (€)	Penalty Rule	Target %	Delivery		Order	100%	100 Appointment dates following successful Validation as follows - 100 within 5 Working Days
Process Service Credits																	
Process Point	Process Credit (€)	Penalty Rule	Target %														
Delivery		Order	100%														

Assurance

ADSL Bitstream	Bitstream Faults	Repair Time: 2 working days	Target 77%		100 faults resolved on POTS based Bitstream service as follows - 30 within 2 Working Days 77% were to be completed within 2 Working Days: 77 (target)-30(actual) = 47; €4.00 x 47 (difference) = €188.00 (service credit)																									
ADSL Bitstream	Bitstream Faults	Repair Time: 5 working days	Target 92%	<table border="1"> <thead> <tr> <th colspan="5">Process Service Credits</th> </tr> <tr> <th>Process point</th> <th>Service Credit (€)</th> <th>Repair Target</th> <th>Repair Days</th> <th>Activity</th> </tr> </thead> <tbody> <tr> <td>Repair</td> <td>4</td> <td>77%</td> <td>2</td> <td></td> </tr> <tr> <td>Repair</td> <td>7</td> <td>92%</td> <td>5</td> <td></td> </tr> <tr> <td>Repair</td> <td>10</td> <td>100%</td> <td>10</td> <td></td> </tr> </tbody> </table>	Process Service Credits					Process point	Service Credit (€)	Repair Target	Repair Days	Activity	Repair	4	77%	2		Repair	7	92%	5		Repair	10	100%	10		100 faults resolved on POTS based Bitstream service as follows - 30 within 5 Working Days 92% were to be completed within 5 Working Days: 92 (target)-30(actual) = 62; €7.00 x 62 (difference) = €434 (service credit)
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ADSL Bitstream	Bitstream Faults	Repair Time: 10 working days	Target 100%		100 faults resolved on POTS based Bitstream service as follows - 30 within 10 Working Days 100% were to be completed within 10 Working Days: 100 (target)-30(actual) = 70; €10.00 x 70 (difference) = €700 (service credit)																									
ADSL Bitstream	SA Bitstream MB	Repair Time: 2 working days	Target 84%		100 faults resolved on Standalone Bitstream service as follows - 30 within 2 Working Days 84% were to be completed within 2 Working Days: 84 (target)-30(actual) = ; €18.00 x 54 (difference) = €972 (service credit)																									
ADSL Bitstream	SA Bitstream MB	Repair Time: 5 working days	Target 93%	<table border="1"> <thead> <tr> <th colspan="5">Process Service Credits</th> </tr> <tr> <th>Process point</th> <th>Service Credit (€)</th> <th>Repair Target</th> <th>Repair Days</th> <th>Activity</th> </tr> </thead> <tbody> <tr> <td>Repair</td> <td>18</td> <td>84%</td> <td>2</td> <td></td> </tr> <tr> <td>Repair</td> <td>36</td> <td>93%</td> <td>5</td> <td></td> </tr> <tr> <td>Repair</td> <td>36</td> <td>100%</td> <td>10</td> <td></td> </tr> </tbody> </table>	Process Service Credits					Process point	Service Credit (€)	Repair Target	Repair Days	Activity	Repair	18	84%	2		Repair	36	93%	5		Repair	36	100%	10		100 faults resolved on Standalone Bitstream service as follows - 30 within 5 Working Days 93% were to be completed within 5 Working Days: 92 (target)-30(actual) = 63; €36.00 x 63 (difference) = €2,268 (service credit)
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ADSL Bitstream	SA Bitstream MB	Repair Time: 10 working days	Target 100%		100 faults resolved on Standalone Bitstream service as follows - 30 within 10 Working Days 100% were to be completed within 10 Working Days: 100 (target)-30(actual) = 70; €36.00 x 70 (difference) = €3,600 (service credit)																									

Traditional SLA Items

NGA Bitstream Plus & VUA	1	Advise of the completion of order by 17:00 on the first working day following the working day the request was recorded on the UG	98%		100 CPN Orders were completed; as follows - 30 within 2 Working Days 98% were to be completed within 2 Working Days; 98 (target)-30 (actual); (98%-30%) x 100 x €0.90; 0.68 x 100 x €0.90 = €61.20 (service credit)																												
NGA Bitstream Plus & VUA	2	Advise of the completion of order by 17:00 on the first working day following the working day the request was recorded on the UG	100%	<table border="1"> <thead> <tr> <th colspan="7">Process Service Credits</th> </tr> <tr> <th>Process Point</th> <th>Process Credit (€)</th> <th>Credit Rule</th> <th>Target %</th> <th>Process Time</th> <th>CAP (Y/N)</th> <th>Activity</th> </tr> </thead> <tbody> <tr> <td>Post Complete</td> <td>0.9</td> <td>Fixed</td> <td>98%</td> <td>1D</td> <td>Y</td> <td>1</td> </tr> <tr> <td>Post Complete</td> <td>0.9</td> <td>Fixed</td> <td>100%</td> <td>10D</td> <td>Y</td> <td>2</td> </tr> </tbody> </table>	Process Service Credits							Process Point	Process Credit (€)	Credit Rule	Target %	Process Time	CAP (Y/N)	Activity	Post Complete	0.9	Fixed	98%	1D	Y	1	Post Complete	0.9	Fixed	100%	10D	Y	2	100 CPN Orders were completed; as follows - 30 within 11 Working Days 100% were to be completed within 10 Working Days; 100 (target)-30 (actual); (100%-30%) x 100 x €0.90; 0.70 x 100 x €0.90 = €63.00 (service credit)
Process Service Credits																																	
Process Point	Process Credit (€)	Credit Rule	Target %	Process Time	CAP (Y/N)	Activity																											
Post Complete	0.9	Fixed	98%	1D	Y	1																											
Post Complete	0.9	Fixed	100%	10D	Y	2																											
NGA Bitstream Plus & VUA	3	Advise of the completion of order by 17:00 on the first working day following the working day the request was recorded on the UG	98%		100 CHN Orders were completed; as follows - 30 within 2 Working Days 98% were to be completed within 2 Working Days; 98 (target)-30 (actual); (98%-30%) x 100 x €1.50; 0.68 x 100 x €1.50 = €102.00 (service credit)																												
NGA Bitstream Plus & VUA	4	Advise of the completion of order by 17:00 on the first working day following the working day the request was recorded on the UG	100%	<table border="1"> <thead> <tr> <th colspan="7">Process Service Credits</th> </tr> <tr> <th>Process Point</th> <th>Process Credit (€)</th> <th>Credit Rule</th> <th>Target %</th> <th>Process Time</th> <th>CAP (Y/N)</th> <th>Activity</th> </tr> </thead> <tbody> <tr> <td>Post Complete</td> <td>1.5</td> <td>Fixed</td> <td>98%</td> <td>1D</td> <td>Y</td> <td>3</td> </tr> <tr> <td>Post Complete</td> <td>1.5</td> <td>Fixed</td> <td>100%</td> <td>10D</td> <td>Y</td> <td>4</td> </tr> </tbody> </table>	Process Service Credits							Process Point	Process Credit (€)	Credit Rule	Target %	Process Time	CAP (Y/N)	Activity	Post Complete	1.5	Fixed	98%	1D	Y	3	Post Complete	1.5	Fixed	100%	10D	Y	4	100 CHN Orders were completed; as follows - 30 within 11 Working Days 100% were to be completed within 10 Working Days; 100 (target)-30 (actual); (100%-30%) x 100 x €1.50; 0.70 x 100 x €1.50 = €105.00 (service credit)
Process Service Credits																																	
Process Point	Process Credit (€)	Credit Rule	Target %	Process Time	CAP (Y/N)	Activity																											
Post Complete	1.5	Fixed	98%	1D	Y	3																											
Post Complete	1.5	Fixed	100%	10D	Y	4																											
NGA Bitstream Plus & VUA	8	CEN Posted complete notification within 1 working day of completion notification	95%	<table border="1"> <thead> <tr> <th colspan="7">Process Service Credits</th> </tr> <tr> <th>Process Point</th> <th>Process Credit (€)</th> <th>Credit Rule</th> <th>Target %</th> <th>Process Time</th> <th>CAP (Y/N)</th> <th>Activity</th> </tr> </thead> <tbody> <tr> <td>Post Complete</td> <td>0</td> <td>Fixed</td> <td>95%</td> <td>1D</td> <td>Y</td> <td>8</td> </tr> <tr> <td>Post Complete</td> <td>0</td> <td>Fixed</td> <td>100%</td> <td>10D</td> <td>Y</td> <td>9</td> </tr> </tbody> </table>	Process Service Credits							Process Point	Process Credit (€)	Credit Rule	Target %	Process Time	CAP (Y/N)	Activity	Post Complete	0	Fixed	95%	1D	Y	8	Post Complete	0	Fixed	100%	10D	Y	9	100 CEN Orders were completed; as follows - 30 within 2 Working Days 95% were to be completed within 2 Working Days; 95 (target)-30 (actual); (95%-30%) x 100 x €0.90; 0.65 x 100 x €0.90 = €58.50 (service credit)
Process Service Credits																																	
Process Point	Process Credit (€)	Credit Rule	Target %	Process Time	CAP (Y/N)	Activity																											
Post Complete	0	Fixed	95%	1D	Y	8																											
Post Complete	0	Fixed	100%	10D	Y	9																											
NGA Bitstream Plus & VUA	9	CEN Posted complete notification within 10 working day of completion notification	100%		100 CEN Orders were completed; as follows - 30 within 11 Working Days 100% were to be completed within 10 Working Days; 100 (target)-30 (actual); (100%-30%) x 100 x €0.90; 0.70 x 100 x €0.90 = €63.00 (service credit)																												

NGA Bitstream Plus & VUA	10	CNP Posted complete notification within 1 working day of completion notification	95%	Process Service Credits					100 CNP Orders were completed; as follows - 30 within 2 Working Days		
				Process Point	Process Credit (€)	Credit Rule	Target %	Process Time		CAP (Y/N)	Activity
				Post Complete	0	Fixed	95%	1D	Y	10	95% were to be completed within 2 Working Days; 95 (target)-30 (actual); (95%-30%) x 100 x €0.90; 0.65 x 100 x €0.90 = €58.50 (service credit)
				Post Complete	0	Fixed	100%	10D	Y	11	
NGA Bitstream Plus & VUA	11	CNP Posted complete notification within 10 working day of completion notification	100%						100 CNP Orders were completed; as follows - 30 within 11 Working Days		
									100% were to be completed within 10 Working Days; 100 (target)-30 (actual); (100%-30%) x 100 x €0.90; 0.70 x 100 x €0.90 = €63.00 (service credit)		

Assurance

NGA Bitstream Plus & VUA	3.1	Repair Time: 2 working days	Target 84%						100 faults resolved on Standalone FTTC service as follows - 30 within 2 Working Days
									84% were to be completed within 2 Working Days; 84 (target)-30(actual) = ; €18.00 x 54 (difference) = €972 (service credit)
NGA Bitstream Plus & VUA	3.2	Repair Time: 5 working days	Target 93%	Process Service Credits					100 faults resolved on Standalone FTTC service as follows - 30 within 5 Working Days
				Process point	Service Credit (€)	Repair Target	Repair Days	Activity	
				Repair	18	84%	2		
				Repair	36	93%	5		
				Repair	36	100%	10		
									93% were to be completed within 5 Working Days; 92 (target)-30(actual) = 63; €36.00 x 63 (difference) = €2,268 (service credit)
NGA Bitstream Plus & VUA	3.3	Repair Time: 10working days	Target 100%						100 faults resolved on Standalone FTTC service as follows - 30 within 10 Working Days
									100% were to be completed within 10 Working Days; 100 (target)-30(actual) = 70; €36.00 x 70 (difference) = €3,600 (service credit)
NGA Bitstream Plus & VUA	3.4	Repair Time: 2 working days	Target 73%						100 faults resolved on Standalone FTTH service as follows - 30 within 2 Working Days
									73% were to be completed within 2 Working Days; 73 (target)-30(actual) = 43; €4.00 x 43 (difference) = €172.00 (service credit)
NGA Bitstream Plus & VUA	3.5	Repair Time: 5working days	Target 92%	Process Service Credits					100 faults resolved on Standalone FTTH service as follows - 30 within 5 Working Days
				Process point	Service Credit (€)	Repair Target	Repair Days	Activity	
				Repair	4	73%	2		
				Repair	7	92%	5		
				Repair	10	100%	10		
									92% were to be completed within 5 Working Days; 92 (target)-30(actual) = 62; €7.00 x 62 (difference) = €434 (service credit)
NGA Bitstream Plus & VUA	3.6	Repair Time: 10 working days	Target 100%						100 faults resolved on Standalone FTTH service as follows - 30 within 10 Working Days
									100% were to be completed within 10 Working Days; 100 (target)-30(actual) = 70; €10.00 x 70 (difference) = €700 (service credit)

				Process Service Credits					
Process point	Service Credit (€)	Repair Target	Repair Days	Activity					
NGA Bitstream Plus & VUA	3.7	Repair Time: 2 working days	Target 73%	Repair	4	73%	2	100 faults resolved on POTS based NGAservice as follows - 30 within 2 Working Days	
				Repair	7	92%	5		
				Repair	10	100%	10	73% were to be completed within 2 Working Days: 73 (target)-30(actual) = 43; €4.00 x 43 (difference) = €172.00 (service credit)	
NGA Bitstream Plus & VUA	3.8	Repair Time: 5 working days	Target 92%						100 faults resolved on POTS based NGA service as follows - 30 within 5 Working Days
									92% were to be completed within 5 Working Days: 92 (target)-30(actual) = 62; €7.00 x 62 (difference) = €434 (service credit)
NGA Bitstream Plus & VUA	3.9	Repair Time: 10working days	Target 100%						100 faults resolved on POTS based NGA service as follows - 30 within 10 Working Days
									100% were to be completed within 10 Working Days: 100 (target)-30(actual) = 70; €10.00 x 70 (difference) = €700 (service credit)
NGA Bitstream Plus & VUA	5	Fault reported within 8 working days of an NGA P** order being completed	Target 7%	Process Service Credits					100 ELF faults were reported as follows - 30 within 8 Working Days
				Process point	Service Credit (€)	Repair Target	Repair Days	Activity	
				Repair	1.5	7%	8	5	<7% were to be reported within 8 Working Days; 7 (target)-30 (actual); (30%-7%) x 100 x €1.50; 0.23 x 100 x €1.50 = €34.50 (service credit)
NGA Bitstream Plus & VUA	6	Fault reported within 2 working days of an NGA P** order being completed	Target 3%	Process Service Credits					100 DOA faults were reported as follows - 30 within 2 Working Days
				Process point	Service Credit (€)	Repair Target	Repair Days	Activity	
				Repair	1.5	3%	2	6	<3% were to be reported within 2 Working Days; 2 (target)-30 (actual); (30%-2%) x 100 x €1.50; 0.28 x 100 x €1.50 = €42.00 (service credit)
NGA Bitstream Plus & VUA	7	Repeat faults within 28 days	Target 10%	Process Service Credits					100 FNC/FNH repeat faults were reported as follows - 30 within 28 Working Days
				Process point	Service Credit (€)	Repair Target	Repair Days	Activity	
				Repair	1.5	10%	28	7	<10% were to be reported within 28 Working Days; 10 (target)-30 (actual); (30%-10%) x 100 x €1.50; 0.20 x 100 x €1.50 = €30.00 (service credit)

Provisioning										
Appointment-based SLA	1a	Excepting FTTH orders, earliest appointment offered no more than 7 working days from order being accepted on the UG	90% in accordance with the performance metric						100 non-FTTH orders were submitted receiving earliest available appointments as follows - 70 within 7 Working Days 30 at 8 Working Days (1 day late)	
									90% were due to receive appointments within 7 Working Days: 90 (target) - 70 (actual)=20; €6 x 20(difference) x 1 (days late) =€120.00 (service credit)	
Appointment-based SLA	1b	Excepting FTTH orders, earliest appointment offered no more than 8 working days from order being accepted on the UG	100% in accordance with the performance metric	Process Service Credits					100 non-FTTH orders were submitted receiving earliest available appointments as follows - 70 within 8 Working Days 30 at 9 Working Days (1 day late)	
				Process Point	Process Credit (€)	Penalty Rule	Target %	Process Time	CAP (Y/N)	Activity
				Appointment	6	Non-FTTH	90%	7D	Y	1a
				Appointment	6	Non-FTTH	100%	8D	Y	1b
				Appointment	6	FTTH	100%	9D	Y	1c
				100% were due to receive appointments within 8 Working Days: 100 (target) - 70 (actual)=30; €6 x 30(difference) x 1 (days late) =€180.00 (service credit)						
Appointment-based SLA	1c	For FTTH orders, earliest appointment offered no more than 9 working days from order being accepted on the UG	100% in accordance with the performance metric						100 FTTH orders were submitted receiving earliest available appointments as follows - 70 within 8 Working Days 30 at 9 Working Days (1 day late)	
									100% were due to receive appointments within 8 Working Days: 100 (target) - 70 (actual)=30; €6 x 30(difference) x 1 (days late) =€180.00 (service credit)	

Appointment SLA Definitions

The following appointment types are in scope for the appointment SLA:

- AP Exchange NTU In Situ
- AP Exchange NTU In Situ All Da
- AP Exchange Home
- AP Exchange Home All Day
- AP Exchange Operator Home All
- AP Exchange Operator Home

Only RAP orders are in scope for this SLA. Penalties will be accrued as per the SLA agreement.

Business Rules

- An order can only be penalised once and so the first appointment to miss the metric will be used in the calculation of the penalty payment. The metric is missed when the appointment days is greater than 7 working days.
 - o 100% of “appointed provisioning orders” (except FTTH) requesting “Earliest Appointment” (defined below) post-completed in a measuring period from all Operators will be offered appointments no more than 8 working days from being recorded on the UG..
 - o 100% of “accepted appointed provisioning orders” for FTTH requesting “Earliest Appointment” (defined below) post-completed in a measuring period from all Operators will be offered appointments no more than 9 working days from being recorded on the UG.
- Where an order has a required date that does not meet the appointments SLA the workaround (IAM) will be used to identify the earliest appointment that the order could have received. The calculation will use the date identified by the IAM as the bases of the calculation. This is an interim measure that will be superseded by a future UG development (OSS release – August 18). The IAM looks for the earliest appointment made on a particular day per product code per team. What this is Team ‘X’ has offered an earliest appointment of 5 days later on a particular date then we can take it that anyone who looks for a specific required date appointment on that day, would have been able to get this date if they had looked for an earliest date. But if a customer looks for earliest date and doesn’t specify a required date then we won’t use the IAM, and the appointment date returned will be utilised.
- If an order is submitted within 10 working days of the RFO date then the order acceptance date will be assumed to be that date which is 10 working days after the RFO date. The RFO_DATE will be looked up for the specific ARD Key and whether it is for FTTC/FTTH in the ANRM_FLATPATH data based on the time the order is accepted.