



# Service Level Agreement Product Migrations

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## Version Control

Version	Status	Update	Effective Date
1.0			
V2.0	Final	This document is based on V1.0 Implementation of Standardised Change Control.	07/06/2017

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- Historical Document History Table located at end of Document.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

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## Product Migrations

### Service Level Agreement

This SLA is effective from 1 October 2007 and shall remain in effect until amended following agreement of the parties to such amendment.

1. This document details the service levels to which *eircom* commits with regard to the provision, of product migrations, hereafter referred to as Migrations. The service is at all times provided subject to the terms and conditions as set out in the Migrations Service Terms and Conditions.
2. The service(s) includes the provision of Migrations ordered pursuant to an Agreement being in place between *eircom* and the Operator ordering the service.
3. The service described in this SLA is subject to the Migrations Product Description and IPM. This latter document defines the detailed operational processes associated with the provision of Migrations and is a representation of how the SLA parameters are supported in practice and must be read in conjunction with the SLA.
4. The definitions in Appendix A of the Migrations IPM will apply unless explicitly stated.

#### 1. SLA Scope

##### **a) Migrations to LLU**

The published LLU In-tariff SLA will govern migrations to LLU services. Full details of scenarios in scope are detailed in the Migrations IPM.

##### **b) Migrations from LLU**

This SLA will govern the provision of migrations from LLU services.

## 2. Provisioning Process Definitions

### Submission of Order

The Access Seeker places the order on the Unified Gateway (UG).

The SLA clock starts at Submission of Order.

### Order Validation (OV):

During the Order Validation process, eircom assesses orders submitted by the Access Seeker to ensure that:

- Sufficient information has been entered on the order to enable the order to be processed.
- The correct details have been supplied.
- That the order correctly reflects the Access Seekers requirements

Orders for validation will be completed as soon as possible following order submission unless subject to the QM Frame Process.

The completion of Order Validation is the trigger for Order Acceptance or Rejection.

### Order Acceptance (OA):

The formal acceptance of an order by eircom and acknowledgement to the Access Seeker that the order has been received, is valid and is being processed.

### Delivery Notification (DN):

Delivery Notification is sent to the Access Seeker via the Unified Gateway on completion of the eircom provisioning process. An order is deemed to be completed on dispatch of a Delivery Notification. Where an order fails completion or has been cancelled at the request of the Access Seeker, eircom will also notify the Access Seeker with a corresponding notification.

**The SLA “clock” stops with the issue of Delivery Notification by eircom.**

### 3. Service Level Summary for Provisioning Process Points

All Performance Targets will apply at an Operator level per metric and penalties are not payable for metrics that are achieved.

Table 1: Migrations from LLU

Process Point	Activity Description	Performance Metric	Performance Target
Order Validation PWG/PWU	Acceptance or Rejection of PWG/PWU order (provide WLR from GLUMP/ULMP)	Advice of acceptance or rejection of each order submitted by 1700 on the Working Day following order submission	95% of request in accordance with performance metric
Delivery Notification PWG/PWU	Provision of PWG/PWU order (provide WLR from GLUMP/ULMP) <sup>1</sup>	Advice of completion of accepted order by 1700 on the tenth Working Day from order	90% of request in accordance with performance metric

Where *eircom* has achieved 90% delivery on time, for each order type, in a particular month, *eircom* is exempt from all delivery penalties on the remaining 10% for that month.

Similarly, where *eircom* has achieved 95% compliance with each individual process point stage then *eircom* is exempt from all process point penalties for that particular process point on the remaining 5%.

### 4. Service Assurance Process Definitions

**NOTE:** Once the service is delivered all faults should follow the appropriate process for that particular product.

<sup>1</sup> If Bitstream is ordered as part of the PWU/PWG order, the appointment date will drive the completion date of the order and will be used for performance target calculations.

## 5. SLA Penalties for non-compliance

For every Working Day of delay in the provision of service as against the expected due delivery date (DDD), *eircom* shall be liable to pay a penalty, for non-compliance for the provision of the service as detailed below.

Table 2 Non compliance - Service Delivery

Activity Description	Performance Metric	Performance Target	Penalty
Acceptance or Rejection of PWG/PWU order (provide WLR from GLUMP/ULMP)	Advice of acceptance or rejection of each order submitted by 1700 on the Working Day following order submission	95% of request in accordance with performance metric	EURO 12.70 per line affected per Working Day or part thereof of delay
Provision of PWG/PWU order (provide WLR from GLUMP/ULMP) <sup>2</sup>	Advice of completion of accepted order by 1700 on the tenth Working Day from order submission.	90% of request in accordance with performance metric	EURO 12.70 per line affected per Working Day or part thereof of delay

## 6. Reports

*eircom* will provide a report on Service Delivery on a monthly basis.

The reports will be produced and circulated within 30 calendar days in the month/quarter following, as appropriate.

For the orders listed above the reports will form part of the SB-WLR SLA reports.

<sup>2</sup> If Bitstream is ordered as part of the PWU/PWG order, the appointment date will drive the completion date of the order and will be used for performance target calculations.

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Please see the LLU SLA and SB-WLR SLA for further details.

### **7. Exclusions**

Please see the LLU SLA and SB-WLR SLA for further details.

### **8. Penalty Payments**

Please see the LLU SLA and SB-WLR SLA for further details.



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