



Quarterly Aggregated SLA performance report

Provisioning, Assurance and Appointments

Q3 2019

Quarterly Aggregated SLA Performance Report

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, which can be found in the openeir website:

<https://www.openeir.ie/WorkArea/DownloadAsset.aspx?id=6037>

This report is comprised of six individual tables for the period:

- Tables 1-3: Provisioning metrics, including Appointment-based SLA.
- Tables 4-6: Service Assurance metrics.

Note: the report only includes metrics that had registered activity in the period in question in open eir's systems.

Process points abbreviations

| | |
|------|-----------------------|
| APPT | Appointment |
| DC | Delivery Confirmation |
| DD | Due Date |
| DEL | Delivery |
| OA | Order Acknowledgement |
| OF | Order Forecast |
| OV | Order Validation |
| R | Repair |
| VAL | Validation |

Quarterly SLA performance report



Provisioning
July 2019

| SLA Name | Activity | Process Time | Process | %Performance Target | %Performance Actual |
|---------------|----------|----------------|---------|---------------------|---------------------|
| LLU_DRL | 1a | 4H | DD | 92% | 100% |
| LLU_DRL | 1b | 1D | DD | 98% | 100% |
| LLU_DRL | 1c | 10D | DD | 100% | 100% |
| LLU_ULE | 2a | 4H | DD | 92% | 100% |
| LLU_ULE | 2b | 1D | DD | 98% | 100% |
| LLU_ULE | 2c | 5D | DD | 100% | 100% |
| LLU_PLB | 15 | 0 | DD | 100% | 87% |
| LLU_CHP | 16 | 0 | DD | 100% | 86% |
| LLU_PUS | 18 | 0 | DD | 100% | 100% |
| LLU_PUS | 9a | 4H | VAL | 90% | 100% |
| LLU_PUS | 9b | 2D | VAL | 100% | 100% |
| EIL 10Gb | | 0 ¹ | DC | 100% | 0% |
| EIL 10Gb | | 0 ¹ | OA | 100% | 100% |
| EIL 10Gb | | 0 ¹ | OV | 100% | 100% |
| EIL 10Gb | | 0 ¹ | DD | 100% | 100% |
| Apt-based SLA | 1a | 7D | APPT | 90% | 100% |
| Apt-based SLA | 1b | 8D | APPT | 100% | 100% |
| Apt-based SLA | 1c | 9D | APPT | 100% | 100% |
| Apt-based SLA | 2a | 11D | DEL | 95% | 98% |
| Apt-based SLA | 2b | 20D | DEL | 98% | 99% |
| Apt-based SLA | 2c | 41D | DEL | 100% | 100% |
| Apt-based SLA | 3a | 11D | DEL | 80% | 98% |
| Apt-based SLA | 3b | 21D | DEL | 85% | 99% |
| Apt-based SLA | 3c | 41D | DEL | 90% | 100% |
| Apt-based SLA | 3d | 66D | DEL | 95% | 100% |
| Apt-based SLA | 3e | 131D | DEL | 100% | 100% |

¹ These process points do not have standard timelines, they depend on the specific order's characteristics and are assessed individually.

Quarterly SLA performance report

Provisioning
August 2019



| SLA Name | Activity | Process Time | Process | %Performance Target | %Performance Actual |
|---------------|----------|----------------|---------|---------------------|---------------------|
| LLU_DRL | 1a | 4H | DD | 92% | 100% |
| LLU_DRL | 1b | 1D | DD | 98% | 100% |
| LLU_DRL | 1c | 10D | DD | 100% | 100% |
| LLU_ULE | 2a | 4H | DD | 92% | 100% |
| LLU_ULE | 2b | 1D | DD | 98% | 100% |
| LLU_ULE | 2c | 5D | DD | 100% | 100% |
| LLU_PLB | 15 | 5D | DD | 95% | 100% |
| LLU_PLB | 15 | 0 | DD | 100% | 95% |
| LLU_PUS | 18 | 0 | DD | 100% | 100% |
| LLU_PUS | 9a | 4H | VAL | 90% | 100% |
| LLU_PUS | 9b | 2D | VAL | 100% | 100% |
| EIL 10Gb | | 0 ¹ | DC | 100% | 100% |
| EIL 10Gb | | 0 ¹ | OA | 100% | 100% |
| EIL 10Gb | | 0 ¹ | OF | 100% | 100% |
| EIL 10Gb | | 0 ¹ | OV | 100% | 100% |
| EIL 10Gb | | 0 ¹ | DD | 100% | 100% |
| Apt-based SLA | 1a | 7D | APPT | 90% | 100% |
| Apt-based SLA | 1b | 8D | APPT | 100% | 100% |
| Apt-based SLA | 1c | 9D | APPT | 100% | 100% |
| Apt-based SLA | 2a | 11D | DEL | 95% | 97% |
| Apt-based SLA | 2b | 20D | DEL | 98% | 99% |
| Apt-based SLA | 2c | 41D | DEL | 100% | 100% |
| Apt-based SLA | 3a | 11D | DEL | 80% | 99% |
| Apt-based SLA | 3b | 21D | DEL | 85% | 100% |
| Apt-based SLA | 3c | 41D | DEL | 90% | 100% |
| Apt-based SLA | 3d | 66D | DEL | 95% | 100% |
| Apt-based SLA | 3e | 131D | DEL | 100% | 100% |

¹ These process points do not have standard timelines, they depend on the specific order's characteristics and are assessed individually.

Quarterly SLA performance report



Provisioning
September 2019

| SLA Name | Activity | Process Time | Process | %Performance Target | %Performance Actual |
|---------------|----------|----------------|---------|---------------------|---------------------|
| LLU_DRL | 1a | 4H | DD | 92% | 100% |
| LLU_DRL | 1b | 1D | DD | 98% | 100% |
| LLU_DRL | 1c | 10D | DD | 100% | 100% |
| LLU_ULE | 2a | 4H | DD | 92% | 100% |
| LLU_ULE | 2b | 1D | DD | 98% | 100% |
| LLU_ULE | 2c | 5D | DD | 100% | 100% |
| LLU_PLB | 15 | 5D | DD | 95% | 91% |
| LLU_PUS | 18 | 0 | DD | 100% | 100% |
| LLU_PUS | 9a | 4H | VAL | 90% | 100% |
| LLU_PUS | 9b | 2D | VAL | 100% | 100% |
| EIL 10Gb | | 0 ¹ | DC | 100% | 100% |
| EIL 10Gb | | 0 ¹ | OA | 100% | 100% |
| EIL 10Gb | | 0 ¹ | OF | 100% | 100% |
| EIL 10Gb | | 0 ¹ | OV | 100% | 100% |
| EIL 10Gb | | 0 ¹ | DD | 100% | 100% |
| Apt-based SLA | 1a | 7D | APPT | 90% | 100% |
| Apt-based SLA | 1b | 8D | APPT | 100% | 100% |
| Apt-based SLA | 1c | 9D | APPT | 100% | 100% |
| Apt-based SLA | 2a | 11D | DEL | 95% | 98% |
| Apt-based SLA | 2b | 20D | DEL | 98% | 99% |
| Apt-based SLA | 2c | 41D | DEL | 100% | 100% |
| Apt-based SLA | 3a | 11D | DEL | 80% | 99% |
| Apt-based SLA | 3b | 21D | DEL | 85% | 100% |
| Apt-based SLA | 3c | 41D | DEL | 90% | 100% |
| Apt-based SLA | 3d | 66D | DEL | 95% | 100% |
| Apt-based SLA | 3e | 131D | DEL | 100% | 100% |

¹ These process points do not have standard timelines, they depend on the specific order's characteristics and are assessed individually.

Quarterly SLA performance report



Assurance
July 2019

| SLA Name | Activity | Process Time | Process | %Performance Target | %Performance Actual |
|----------------------|----------|--------------|---------|---------------------|---------------------|
| ISDN-PRA | 1 | 14H | R | 100% | 100% |
| Bitstream | 1a | 2D | R | 77% | 99% |
| Bitstream | 1b | 5D | R | 92% | 100% |
| Bitstream | 1c | 10D | R | 100% | 100% |
| Standalone Bitstream | 1a | 2D | R | 84% | 93% |
| Standalone Bitstream | 1b | 5D | R | 93% | 99% |
| Standalone Bitstream | 1c | 10D | R | 100% | 100% |
| FTTC SA | 3.1 | 2D | R | 84% | 93% |
| FTTC SA | 3.2 | 5D | R | 93% | 99% |
| FTTC SA | 3.3 | 10D | R | 100% | 100% |
| FTTH SA | 3.4 | 2D | R | 73% | 87% |
| FTTH SA | 3.5 | 5D | R | 92% | 97% |
| FTTH SA | 3.6 | 10D | R | 100% | 99% |
| FTTC POTS | 3.7 | 2D | R | 73% | 99% |
| FTTC POTS | 3.8 | 5D | R | 92% | 100% |
| FTTC POTS | 3.9 | 10D | R | 100% | 100% |
| FTTH POTS | 3.7 | 2D | R | 73% | 88% |
| FTTH POTS | 3.8 | 5D | R | 92% | 97% |
| FTTH POTS | 3.9 | 10D | R | 100% | 100% |
| 8Hr Premium (ADSL) | 1a | 4H | R | 92% | 100% |
| 8Hr Premium (FTTC) | 1a | 4H | R | 92% | 100% |
| Interconnect | 2b | 1D | R | 98% | 100% |
| WEIL - 1G | 1a | 1D | R | 100% | 100% |
| WEIL - 10G | 1b | 1D | R | 100% | 100% |
| WEIL - SAB | 1c | 1D | R | 100% | 100% |
| Line Share | 27a | 2D | R | 84% | 89% |
| Line Share | 27b | 5D | R | 93% | 98% |
| Line Share | 27c | 10D | R | 100% | 100% |
| ULMP (LT) | 27a | 2D | R | 84% | 100% |
| ULMP (LT) | 27b | 5D | R | 93% | 100% |
| ULMP (LT) | 27c | 10D | R | 100% | 100% |
| ULMP (no-LT) | 26a | 2D | R | 84% | 63% |
| ULMP (no-LT) | 26b | 5D | R | 93% | 88% |
| ULMP (no-LT) | 26c | 10D | R | 100% | 100% |
| ULMP Premium | 1 | 6H | R | 100% | 100% |
| ULMP PR | 1 | 1D | R | 90% | 100% |

Quarterly SLA performance report

Assurance
August 2019



| SLA Name | Activity | Process Time | Process | %Performance Target | %Performance Actual |
|----------------------|----------|--------------|---------|---------------------|---------------------|
| ISDN-PRA | 1 | 14H | R | 100% | 100% |
| Bitstream | 1a | 2D | R | 77% | 99% |
| Bitstream | 1b | 5D | R | 92% | 100% |
| Bitstream | 1c | 10D | R | 100% | 100% |
| Standalone Bitstream | 1a | 2D | R | 84% | 87% |
| Standalone Bitstream | 1b | 5D | R | 93% | 98% |
| Standalone Bitstream | 1c | 10D | R | 100% | 100% |
| FTTC SA | 3.1 | 2D | R | 84% | 90% |
| FTTC SA | 3.2 | 5D | R | 93% | 99% |
| FTTC SA | 3.3 | 10D | R | 100% | 100% |
| FTTH SA | 3.4 | 2D | R | 73% | 82% |
| FTTH SA | 3.5 | 5D | R | 92% | 96% |
| FTTH SA | 3.6 | 10D | R | 100% | 99% |
| FTTC POTS | 3.7 | 2D | R | 73% | 98% |
| FTTC POTS | 3.8 | 5D | R | 92% | 100% |
| FTTC POTS | 3.9 | 10D | R | 100% | 100% |
| FTTH POTS | 3.7 | 2D | R | 73% | 83% |
| FTTH POTS | 3.8 | 5D | R | 92% | 97% |
| FTTH POTS | 3.9 | 10D | R | 100% | 100% |
| 8Hr Premium (ADSL) | 1a | 4H | R | 92% | 100% |
| 8Hr Premium (FTTC) | 1a | 4H | R | 92% | 80% |
| Interconnect | 2b | 1D | R | 98% | 100% |
| WEIL - 1G | 1a | 1D | R | 100% | 100% |
| WEIL - 10G | 1b | 1D | R | 100% | 100% |
| WEIL - SAB | 1c | 1D | R | 100% | 100% |
| Line Share | 27a | 2D | R | 84% | 78% |
| Line Share | 27b | 5D | R | 93% | 93% |
| Line Share | 27c | 10D | R | 100% | 100% |
| ULMP (LT) | 27a | 2D | R | 84% | 100% |
| ULMP (LT) | 27b | 5D | R | 93% | 100% |
| ULMP (LT) | 27c | 10D | R | 100% | 100% |
| ULMP (no-LT) | 26a | 2D | R | 84% | 53% |
| ULMP (no-LT) | 26b | 5D | R | 93% | 87% |
| ULMP (no-LT) | 26c | 10D | R | 100% | 100% |
| ULMP Premium | 1 | 6H | R | 100% | 100% |
| ULMP PR | 1 | 1D | R | 90% | 100% |

Quarterly SLA performance report

Assurance
September 2019



| SLA Name | Activity | Process Time | Process | %Performance Target | %Performance Actual |
|----------------------|----------|--------------|---------|---------------------|---------------------|
| ISDN-PRA | 1 | 14H | R | 100% | 100% |
| Bitstream | 1a | 2D | R | 77% | 99% |
| Bitstream | 1b | 5D | R | 92% | 100% |
| Bitstream | 1c | 10D | R | 100% | 100% |
| Standalone Bitstream | 1a | 2D | R | 84% | 87% |
| Standalone Bitstream | 1b | 5D | R | 93% | 98% |
| Standalone Bitstream | 1c | 10D | R | 100% | 100% |
| FTTC SA | 3.1 | 2D | R | 84% | 90% |
| FTTC SA | 3.2 | 5D | R | 93% | 99% |
| FTTC SA | 3.3 | 10D | R | 100% | 100% |
| FTTH SA | 3.4 | 2D | R | 73% | 89% |
| FTTH SA | 3.5 | 5D | R | 92% | 98% |
| FTTH SA | 3.6 | 10D | R | 100% | 99% |
| FTTC POTS | 3.7 | 2D | R | 73% | 98% |
| FTTC POTS | 3.8 | 5D | R | 92% | 100% |
| FTTC POTS | 3.9 | 10D | R | 100% | 100% |
| FTTH POTS | 3.7 | 2D | R | 73% | 89% |
| FTTH POTS | 3.8 | 5D | R | 92% | 98% |
| FTTH POTS | 3.9 | 10D | R | 100% | 100% |
| 8Hr Premium (ADSL) | 1a | 4H | R | 92% | 100% |
| 8Hr Premium (FTTC) | 1a | 4H | R | 92% | 58% |
| Interconnect | 2b | 1D | R | 98% | 100% |
| WEIL - 1G | 1a | 1D | R | 100% | 100% |
| WEIL - 10G | 1b | 1D | R | 100% | 100% |
| WEIL - SAB | 1c | 1D | R | 100% | 0% |
| Line Share | 27a | 2D | R | 84% | 84% |
| Line Share | 27b | 5D | R | 93% | 96% |
| Line Share | 27c | 10D | R | 100% | 100% |
| ULMP (LT) | 27a | 2D | R | 84% | 100% |
| ULMP (LT) | 27b | 5D | R | 93% | 100% |
| ULMP (LT) | 27c | 10D | R | 100% | 100% |
| ULMP (no-LT) | 26a | 2D | R | 84% | 80% |
| ULMP (no-LT) | 26b | 5D | R | 93% | 100% |
| ULMP (no-LT) | 26c | 10D | R | 100% | 100% |
| ULMP Premium | 1 | 6H | R | 100% | 100% |
| ULMP PR | 1 | 1D | R | 90% | 100% |