



Quarterly Aggregated SLA performance report

Provisioning, Assurance and Appointments

Q2 2020

Quarterly Aggregated SLA Performance Report

As outlined in ComReg Decision D10/18 WLA Market Section 10.9, WCA Market Section 10.18 and D03/20 17.16, 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 [here](#)

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
April 2020

SLA Name	Activity	Process Time	Process	%Performance Target	%Performance Actual
ISDN PRA		0	DC	100%	100.00%
ISDN PRA		0	OV	0%	100.00%
LLU_DRL	1a	4H	DD	92%	100.00%
LLU_DRL	1b	1D	DD	98%	100.00%
LLU_DRL	1c	10D	DD	100%	100.00%
LLU_ULE	2a	4H	DD	92%	100.00%
LLU_ULE	2b	1D	DD	98%	100.00%
LLU_ULE	2c	5D	DD	100%	100.00%
LLU_PU	12	0	DD	100%	0.00%
LLU_PLS	14	0	DD	100%	90.91%
LLU_PLB	15	5D	DD	95%	100.00%
LLU_PUS	18	0	DD	100%	100.00%
LLU_PUS	9a	4H	VAL	90%	100.00%
LLU_PUS	9b	2D	VAL	100%	100.00%
EIL 1Gb		0	DC	100%	100.00%
EIL 1Gb		0	OA	100%	0.00%
EIL 1Gb		0	OF	100%	100.00%
EIL 1Gb		0	DD	100%	100.00%
EIL 1Gb		0	OV	100%	100.00%
EIL 10Gb		0	DC	100%	100.00%
EIL 10Gb		0	OA	100%	66.67%
EIL 10Gb		0	OF	100%	100.00%
EIL 10Gb		0	OV	100%	66.67%
EIL 10Gb		0	DD	100%	100.00%
WUP 10Gb		0	DC	100%	0.00%
WUP 10Gb		0	OA	100%	100.00%
WUP 10Gb		0	OF	100%	0.00%
WUP 10Gb		0	OV	100%	100.00%
WUP 10Gb		0	DD	100%	100.00%
SEA		0	DC	100%	65.00%
SEA		0	OA	100%	97.00%
SEA		0	OF	100%	17.00%
SEA		0	OV	100%	44.00%
SEA		0	DD	100%	94.34%
Apt-based SLA	1a	7D	APPT	90%	99.93%
Apt-based SLA	1b	8D	APPT	100%	99.98%
Apt-based SLA	1c	9D	APPT	100%	100.00%
Apt-based SLA	2a	11D	DEL	95%	99.50%
Apt-based SLA	2b	20D	DEL	98%	99.74%
Apt-based SLA	2c	41D	DEL	100%	99.98%
Apt-based SLA	3a	11D	DEL	80%	98.90%
Apt-based SLA	3b	21D	DEL	85%	99.78%
Apt-based SLA	3c	41D	DEL	90%	99.95%
Apt-based SLA	3d	66D	DEL	95%	99.98%
Apt-based SLA	3e	131D	DEL	100%	100.00%

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

² This data represents the figures before adjustment for customer delay which prevents the order being validated within the SLA metric.

Quarterly SLA performance report



Provisioning
May 2020

SLA Name	Activity	Process Time	Process	%Performance Target	%Performance Actual
LLU_DRL	1a	4H	DD	92%	100.00%
LLU_DRL	1b	1D	DD	98%	100.00%
LLU_DRL	1c	10D	DD	100%	100.00%
LLU_ULE	2a	4H	DD	92%	100.00%
LLU_ULE	2b	1D	DD	98%	100.00%
LLU_ULE	2c	5D	DD	100%	100.00%
LLU_PLS	14	0	DD	100%	97.96%
LLU_PLB	15	5D	DD	95%	84.62%
LLU_PUS	18	0	DD	100%	100.00%
LLU_PUS	9a	4H	VAL	90%	100.00%
LLU_PUS	9b	2D	VAL	100%	100.00%
EIL 10Gb		0	DC	100%	66.67%
EIL 10Gb		0	OA	100%	100.00%
EIL 10Gb		0	OV	100%	100.00%
EIL 10Gb		0	DD	100%	100.00%
WUP 10Gb		0	DC	100%	50.00%
WUP 10Gb		0	OA	100%	100.00%
WUP 10Gb		0	OF	100%	100.00%
WUP 10Gb		0	OV	100%	100.00%
WUP 10Gb		0	DD	100%	100.00%
SEA		0	DC	100%	59.09%
SEA		0	OA	100%	91.43%
SEA		0	OF	100%	44.44%
SEA		0	OV	100%	60.00%
SEA		0	DD	100%	95.24%
Apt-based SLA	1a	7D	APPT	90%	99.95%
Apt-based SLA	1b	8D	APPT	100%	99.96%
Apt-based SLA	1c	9D	APPT	100%	100.00%
Apt-based SLA	2a	11D	DEL	95%	99.73%
Apt-based SLA	2b	20D	DEL	98%	99.75%
Apt-based SLA	2c	41D	DEL	100%	99.98%
Apt-based SLA	3a	11D	DEL	80%	99.16%
Apt-based SLA	3b	21D	DEL	85%	99.53%
Apt-based SLA	3c	41D	DEL	90%	99.95%
Apt-based SLA	3d	66D	DEL	95%	99.97%
Apt-based SLA	3e	131D	DEL	100%	100.00%

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

² This data represents the figures before adjustment for customer delay which prevents the order being validated within the SLA metric.

Quarterly SLA performance report



Provisioning
June 2020

SLA Name	Activity	Process Time	Process	%Performance Target	%Performance Actual
ISDN PRA		0	DC	100%	100.00%
ISDN PRA		0	OV	0%	100.00%
LLU_DRL	1a	4H	DD	92%	100.00%
LLU_DRL	1b	1D	DD	98%	100.00%
LLU_DRL	1c	10D	DD	100%	100.00%
LLU_ULE	2a	4H	DD	92%	100.00%
LLU_ULE	2b	1D	DD	98%	100.00%
LLU_ULE	2c	5D	DD	100%	100.00%
LLU_PLS	14	0	DD	100%	100.00%
LLU_PLB	15	5D	DD	95%	92.00%
LLU_PUS	18	0	DD	100%	100.00%
LLU_PUS	9a	4H	VAL	90%	100.00%
LLU_PUS	9b	2D	VAL	100%	100.00%
EIL 1Gb		0	DD	100%	100.00%
EIL 10Gb		0	DC	100%	100.00%
EIL 10Gb		0	OA	100%	100.00%
EIL 10Gb		0	OF	100%	0.00%
EIL 10Gb		0	OV	100%	0.00%
EIL 10Gb		0	DD	100%	100.00%
WUP 1Gb		0	DC	100%	0.00%
WUP 1Gb		0	OA	100%	100.00%
WUP 1Gb		0	OF	100%	100.00%
WUP 1Gb		0	OV	100%	100.00%
WUP 1Gb		0	DD	100%	100.00%
WUP 10Gb		0	DC	100%	33.33%
WUP 10Gb		0	OA	100%	100.00%
WUP 10Gb		0	OF	100%	66.67%
WUP 10Gb		0	OV	100%	75.00%
WUP 10Gb		0	DD	100%	100.00%
SEA		0	DC	100%	62.96%
SEA		0	OA	100%	89.47%
SEA		0	OF	100%	11.11%
SEA		0	OV	100%	47.37%
SEA		0	DD	100%	94.29%
Apt-based SLA	1a	7D	APPT	90%	99.87%
Apt-based SLA	1b	8D	APPT	100%	99.88%
Apt-based SLA	1c	9D	APPT	100%	99.98%
Apt-based SLA	2a	11D	DEL	95%	99.76%
Apt-based SLA	2b	20D	DEL	98%	99.82%
Apt-based SLA	2c	41D	DEL	100%	99.89%
Apt-based SLA	3a	11D	DEL	80%	99.26%
Apt-based SLA	3b	21D	DEL	85%	99.43%
Apt-based SLA	3c	41D	DEL	90%	99.85%
Apt-based SLA	3d	66D	DEL	95%	99.96%
Apt-based SLA	3e	131D	DEL	100%	100.00%

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

² This data represents the figures before adjustment for customer delay which prevents the order being validated within the SLA metric.

Quarterly SLA performance report

Assurance
April 2020



SLA Name	Activity	Process Time	Process	%Performance Target	%Performance Actual
ISDN-PRA	1	14H	R	100%	100.00%
Bitstream	1a	2D	R	77%	94.89%
Bitstream	1b	5D	R	92%	99.64%
Bitstream	1c	10D	R	100%	100.00%
Standalone Bitstream	1a	2D	R	84%	82.40%
Standalone Bitstream	1b	5D	R	93%	98.28%
Standalone Bitstream	1c	10D	R	100%	99.14%
FTTC SA	3.1	2D	R	84%	90.43%
FTTC SA	3.2	5D	R	93%	99.05%
FTTC SA	3.3	10D	R	100%	99.93%
FTTH SA	3.4	2D	R	73%	89.00%
FTTH SA	3.5	5D	R	92%	99.50%
FTTH SA	3.6	10D	R	100%	99.75%
FTTC POTS	3.7	2D	R	73%	89.94%
FTTC POTS	3.8	5D	R	92%	99.26%
FTTC POTS	3.9	10D	R	100%	99.81%
FTTH POTS	3.7	2D	R	73%	86.83%
FTTH POTS	3.8	5D	R	92%	99.40%
FTTH POTS	3.9	10D	R	100%	100.00%
8Hr Premium (ADSL)	1a	4H	R	92%	100.00%
8Hr Premium (FTTC)	1a	4H	R	92%	75.00%
Interconnect	2b	1D	R	98%	100.00%
WEIL - 1G	1	1D	R	100%	100.00%
WEIL - 10G	1	1D	R	100%	100.00%
WUP - 1G	1	1D	R	100%	100.00%
WUP - 10G	1	1D	R	100%	100.00%
WSEA - SEA	1	1D	R	100%	100.00%
Line Share	27a	2D	R	84%	100.00%
Line Share	27b	5D	R	93%	100.00%
Line Share	27c	10D	R	100%	100.00%
ULMP (LT)	27a	2D	R	84%	100.00%
ULMP (LT)	27b	5D	R	93%	100.00%
ULMP (LT)	27c	10D	R	100%	100.00%
ULMP (no-LT)	26a	2D	R	84%	66.67%
ULMP (no-LT)	26b	5D	R	93%	88.89%
ULMP (no-LT)	26c	10D	R	100%	100.00%
ULMP Premium	1	6H	R	100%	100.00%
ULMP PR	1	1D	R	90%	100.00%

Quarterly SLA performance report

Assurance
May 2020



SLA Name	Activity	Process Time	Process	%Performance Target	%Performance Actual
ISDN-PRA	1	14H	R	100%	100.00%
Bitstream	1a	2D	R	77%	88.02%
Bitstream	1b	5D	R	92%	97.92%
Bitstream	1c	10D	R	100%	99.48%
Standalone Bitstream	1a	2D	R	84%	86.73%
Standalone Bitstream	1b	5D	R	93%	97.79%
Standalone Bitstream	1c	10D	R	100%	99.12%
FTTC SA	3.1	2D	R	84%	89.64%
FTTC SA	3.2	5D	R	93%	99.08%
FTTC SA	3.3	10D	R	100%	99.87%
FTTH SA	3.4	2D	R	73%	88.10%
FTTH SA	3.5	5D	R	92%	98.61%
FTTH SA	3.6	10D	R	100%	99.21%
FTTC POTS	3.7	2D	R	73%	91.03%
FTTC POTS	3.8	5D	R	92%	98.50%
FTTC POTS	3.9	10D	R	100%	99.83%
FTTH POTS	3.7	2D	R	73%	92.64%
FTTH POTS	3.8	5D	R	92%	100.00%
FTTH POTS	3.9	10D	R	100%	100.00%
8Hr Premium (ADSL)	1a	4H	R	92%	100.00%
8Hr Premium (FTTC)	1a	4H	R	92%	100.00%
Interconnect	2b	1D	R	98%	100.00%
WEIL - 1G	1	1D	R	100%	100.00%
WEIL - 10G	1	1D	R	100%	100.00%
WUP - 1G	1	1D	R	100%	100.00%
WUP - 10G	1	1D	R	100%	100.00%
WSEA - SEA	1	1D	R	100%	100.00%
Line Share	27a	2D	R	84%	90.00%
Line Share	27b	5D	R	93%	100.00%
Line Share	27c	10D	R	100%	100.00%
ULMP (LT)	27a	2D	R	84%	100.00%
ULMP (LT)	27b	5D	R	93%	100.00%
ULMP (LT)	27c	10D	R	100%	100.00%
ULMP (no-LT)	26a	2D	R	84%	100.00%
ULMP (no-LT)	26b	5D	R	93%	100.00%
ULMP (no-LT)	26c	10D	R	100%	100.00%
ULMP Premium	1	6H	R	100%	100.00%
ULMP PR	1	1D	R	90%	100.00%

Quarterly SLA performance report

Assurance
June 2020



SLA Name	Activity	Process Time	Process	%Performance Target	%Performance Actual
ISDN-PRA	1	14H	R	100%	100.00%
Bitstream	1a	2D	R	77%	90.10%
Bitstream	1b	5D	R	92%	97.92%
Bitstream	1c	10D	R	100%	100.00%
Standalone Bitstream	1a	2D	R	84%	84.79%
Standalone Bitstream	1b	5D	R	93%	98.62%
Standalone Bitstream	1c	10D	R	100%	99.54%
FTTC SA	3.1	2D	R	84%	86.95%
FTTC SA	3.2	5D	R	93%	98.86%
FTTC SA	3.3	10D	R	100%	99.77%
FTTH SA	3.4	2D	R	73%	83.61%
FTTH SA	3.5	5D	R	92%	97.75%
FTTH SA	3.6	10D	R	100%	99.80%
FTTC POTS	3.7	2D	R	73%	92.10%
FTTC POTS	3.8	5D	R	92%	99.23%
FTTC POTS	3.9	10D	R	100%	99.61%
FTTH POTS	3.7	2D	R	73%	86.63%
FTTH POTS	3.8	5D	R	92%	98.84%
FTTH POTS	3.9	10D	R	100%	100.00%
8Hr Premium (ADSL)	1a	4H	R	92%	100.00%
8Hr Premium (FTTC)	1a	4H	R	92%	100.00%
Interconnect	2b	1D	R	98%	100.00%
WEIL - 1G	1	1D	R	100%	100.00%
WEIL - 10G	1	1D	R	100%	100.00%
WUP - 1G	1	1D	R	100%	100.00%
WUP - 10G	1	1D	R	100%	100.00%
WSEA - SEA	1	1D	R	100%	100.00%
Line Share	27a	2D	R	84%	94.44%
Line Share	27b	5D	R	93%	100.00%
Line Share	27c	10D	R	100%	100.00%
ULMP (LT)	27a	2D	R	84%	100.00%
ULMP (LT)	27b	5D	R	93%	100.00%
ULMP (LT)	27c	10D	R	100%	100.00%
ULMP (no-LT)	26a	2D	R	84%	40.00%
ULMP (no-LT)	26b	5D	R	93%	80.00%
ULMP (no-LT)	26c	10D	R	100%	80.00%
ULMP Premium	1	6H	R	100%	100.00%
ULMP PR	1	1D	R	90%	100.00%