



InterConnect & Symmetric Ethernet Service Level Agreement

National Broadband Ireland

AND

[Service Provider]

Version 1.2

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1. Table of Contents

1	Introduction.....	7
1.1	Supported Products and Software	7
1.2	Service Levels.....	7
2	Provisioning Service Levels	8
2.1	InterConnect and SES Provisioning Access Methods and Hours	8
2.2	InterConnect & SES Order Provisioning Service Delivery Targets.....	8
3	Network Assurance, Maintenance and Repair Service Levels.....	9
3.1	Network Assurance Maintenance and Repair (NOC) Service Hours.....	9
3.2	End User Assurance, Maintenance and Repair Access Methods	9
3.3	End User Assurance, Maintenance and Repair Service Delivery Targets	9
3.3.1	Issue Classification	9
3.3.2	Performance Levels.....	11
4	Billing and Billing Performance Levels.....	12
5	Network Performance levels	13
6	Service Provider Obligations	13
6.1	Service Provider InterConnect Obligations.....	13
6.2	Service Provider SES Obligations.....	13
7	NBI Obligations.....	14
7.1	NBI InterConnect Obligations	14
7.2	NBI SES Obligations	14

Document Control

Revision history

Version	Date	Status	Revision initials: Revision details
0.1	Jan 2020	Draft	Initial version
0.2	Mar 2020	Draft	Draft version for review
1.0	Mar 2020	Final	Final for publication
1.1	April 2020	Final	Final for publication
1.2	June 2020	Final	Updates to section 3

Associated documents

Title	Location
Wholesale InterConnect and SES Reference Offer	All available online or from the NBI Account Manager
Wholesale InterConnect and SES Technical Manual	
Wholesale InterConnect and SES Process Manual	

Acronyms

Co-Lo	Co-Location
CPE	Customer Premises Equipment
E-NNI	External – Network to Network Interface
IBH	In-Building Handover
ISH	In-Span Handover
NTU	Network Termination Unit
ODP	Optical Distribution Point
OLT	Optical Line Terminal
PoH	Point of Handover
SES	Symmetric Ethernet Service
UWG	Universal Wholesale Gateway
VLAN	Virtual Local Area Network

Definitions and Interpretation

In this Agreement, words and expressions have the following meanings:

“Agreement”	means the terms and conditions applicable to the provision of the Product as set out in this agreement and its Schedules (which may be updated by NBI from time to time and published on NBI’s website)
“Bitstream and VUA Product Process Manual”	means the document published on NBI’s website that sets out the processes for Service Provider eligibility, ordering, fault management and billing for the Product(s)
“Bitstream and VUA Product Technical Manual”	means the document published on NBI’s website that provides a detailed description of the Bitstream and VUA Products that will be made available to Wholesale Service Providers (WSP) and Retail Service Providers (RSP)
“Co-Location Reference Offer”	means the specification, terms and conditions applicable to the Co-Location Product as set out in this Agreement, the Service Schedule titled “Building and Cabin Co-Location Product” and as specified in the NBI Building and Cabin Co-Location Product Description, the NBI Building and Cabin Co-Location Access and Health & Safety Requirements, the NBI Building and Cabin Co-Location Service Level Agreement and the NBI Building and Cabin Co-Location Price List (all as published on the NBI website and as may be updated and re-published from time to time)
“Co-Location Site”	means the premises, property or site at which or upon which the Co-Location Product is provided by NBI (as may be notified by NBI to the Service Provider from time to time)
“Customer”	means a person subscribing to the Service Provider Service, including without limitation, End Users and resellers

“Department”	means the Department of Communications, Climate Action and Environment
“Deployment Area (DA)”	means the geographical area that is served by an Optical Line Terminal (OLT) deployed by NBI for the purpose of providing Product(s) and Services to Premises located in that geographical area
“End User”	means the customer of the Service Provider on whose behalf the Service is ordered
“Equipment”	means any equipment owned, leased or licensed by the Service Provider and used by the Service Provider in connection with its use of the Products
“InterConnect Product”	means, if applicable to the Service Provider, the InterConnect Product as described in more particular detail in the Wholesale InterConnect and SES Reference Offer
“Minister”	means the holder of the office of the Minister for Communications, Climate Action and Environment and any successor to that role
“NBI Operational Environment”	means the web portal and web services provided by NBI that can be accessed by the Service Provider to perform eligibility checks, place orders for Products, create or schedule appointments for End Users and create or track faults for End Users
“Optical Network Termination” or “ONT”	means wholesale customer premises equipment (WCPE), that is the network termination device located in the End User Premises that is used to terminate NBI’s Access Network and is the physical network termination point for the Wholesale Service Provider’s network and to which the Service Provider’s equipment is directly connected. The RJ45 Ethernet port on the WCPE provides the Demarcation Point between NBI Network and Service Provider’s equipment

“Point of Handover” or “PoH”	means the point at which NBI hands over the conveyance of a Wholesale Product to the Service Provider so that the Service Provider is then able to use a number of connection options to connect the PoH to its own network
“Product(s)”	means each variant of the Products provided by NBI under this Agreement and as described in more detail in Schedule 1 and which may be updated by NBI from time to time in accordance with the NBP Agreement and published on NBI's website
“RSP(s)”	means a retail service provider including the Service Provider which has entered into a Standard Access Agreement with NBI for the Products and will provide services to Customers or Prospective Customers
“SESPRODUCT”	The Symmetric Ethernet Service (SES) product is as described in more particular detail in the Wholesale InterConnect and SES Product Reference Offer
“Working Day”	means 08:00 – 20:00, during any Working Day other than Saturdays, Sundays, or public holidays as defined in the Second Schedule to the Organisation of Working Time Act, 1997

1 Introduction

Consultation on the service levels contained in this document are ongoing with Industry. The service levels will be presented at the monthly Industry forums for discussion and clarification. NBI expects the consultation process to continue until the end of Q2 2020 at which time the full suite of service levels will have been consulted upon and any changes to the documentation will have been agreed and completed.

This document describes the service levels relating to the provision and assurance of the Wholesale InterConnect and SES products offered by NBI. The service levels relate to orders and fault tickets placed via the service portal GUI / Webservice application.

The service is provided subject to the terms and conditions as set out in the relevant Wholesale InterConnect and SES Reference Offer document.

NBI is committed to on-going improvements of the service levels and will work closely with Service Providers to improve and enhance them.

1.1 Supported Products and Software

Each variant of the Products provided by NBI under this Agreement and as described in more detail in the Wholesale Wholesale InterConnect and SES Reference Offer.

1.2 Service Levels

The service level defines the service hours, the service access methods and the service delivery targets available to the Service Providers. This document defines the service levels with regard to the ordering, fulfilment and assurance of the InterConnect and SES products.

2 Provisioning Service Levels

2.1 InterConnect and SES Provisioning Access Methods and Hours

InterConnect and SES orders can be placed via the web portal. The web portal provided by NBI is available 24 x 7 x 365.

InterConnect and SES orders shall be installed during Working Days.

2.2 InterConnect & SES Order Provisioning Service Delivery Targets

Details of the ordering process can be found in the Wholesale InterConnect and SES Process Manual.

InterConnect service delivery targets will vary depending on the product ordered as outlined in Table 1.

Table 1: InterConnect Products Service Delivery Targets				
	Target delivery	Order type	10 Gbit/s InterConnect	10 Gbit/s LAG / LACP
Third Party Premises	95% of the time within	Standard	<N> days	n/a
In-building Handover	95% of the time within	Standard	<N> days	<N> days
In-Span Handover	95% of the time within	Standard	<N> days	<N> days

NOTE: The service delivery timelines in this table are blank as they have not yet been agreed between NBI, industry and the Minister.

The SES Products delivery targets are as described in Table 2.

Table 2: SES Products Service Delivery Targets			
SES Product	Target Delivery	Handover Type	Days
200 Mbit/s XGS-PON	95% of the time within	IBH	<N> days
500 Mbit/s XGS-PON	95% of the time within	IBH	<N> days
1 Gb XGS-PON	95% of the time within	IBH	<N> days
5 Gb XGS-PON	95% of the time within	IBH	<N> days
200 Mbit/s XGS-PON National	95% of the time within	IBH	<N> days
500 Mbit/s XGS-PON National	95% of the time within	IBH	<N> days

NOTE: The service delivery timelines in this table are blank as they have not yet been agreed between NBI, industry and the Minister.

3 Network Assurance, Maintenance and Repair Service Levels

3.1 Network Assurance Maintenance and Repair (NOC) Service Hours

Wholesale Customer Operations Service Hours: 08.00 – 20.00 Monday to Saturday.

Network assurance maintenance and repair (NOC) Service Hours: 24 x 7 x 365.

3.2 End User Assurance, Maintenance and Repair Access Methods

The web portal and web services provided by NBI that can be accessed by the Service Provider to create or track tickets for Network faults, Service faults and change requests and shall be available 24 x 7 x 365.

NBI Wholesale Customer Operations service desk: 01-5568099.

NBI NOC: 01-5568199.

3.3 End User Assurance, Maintenance and Repair Service Delivery Targets

NBI is responsible for the provision, repair and maintenance of the InterConnect from the NBI aggregation equipment node to the demarcation Point of Handover (PoH).

3.3.1 Issue Classification

Assurance, Maintenance and repair tickets are categorised into severity levels based on the volume of End Users impacted or the severity of the system degradation. See tables 3 – table 5 for more information.

Note - If a fault on a service or network is caused by third party damage, this is not counted in any service level calculation until the issue is resolved.

Table 3: Network Incident-Residential End Users	
Outage Severity Levels	% Users affected
Severity 1	0.50%
Severity 2	0.05%
Severity 3	NA
Degradation Severity Levels	% Users affected
Severity 1	NA
Severity 2	0.50%
Severity 3	0.05%
Degradation & Outage Severity Levels	% Users affected
Severity 1	2.00%
Severity 2	0.10%
Severity 3	0.05%
Non service affecting/Redundancy	% Users affected
Severity 1	NA
Severity 2	2.00%
Severity 3	0.50%
Severity 4	0.05%

Table 4: Network Incident - Business End Users	
Outage Severity Levels	% Users affected
Severity 1	0.35%
Severity 2	0.02%
Severity 3	NA
Degradation Severity Levels	% Users affected
Severity 1	NA
Severity 2	0.35%
Severity 3	0.02%
Degradation & Outage Severity Levels	% Users affected
Severity 1	0.75%
Severity 2	0.07%
Severity 3	0.02%
Non service affecting/Redundancy	% Users affected
Severity 1	NA
Severity 2	0.75%
Severity 3	0.35%
Severity 4	0.02%

Table 5: Network Incident - SCP End Users	
Outage Severity Levels	% SCP affected
Severity 1 SCP	0.70%
Severity 2 SCP	0.10%
Severity 3 SCP	NA
Degradation Severity Levels	% SCP affected
Severity 1 SCP	NA
Severity 2 SCP	0.70%
Severity 3 SCP	0.10%
Degradation & Outage Severity Levels	% SCP affected
Severity 1 SCP	1.50%
Severity 2 SCP	0.35%
Severity 3 SCP	0.10%
Non service affecting/Redundancy	% SCP affected
Severity 1 SCP	NA
Severity 2 SCP	1.50%
Severity 3 SCP	0.70%

3.3.2 Performance Levels

The following table describes the target resolution times based on the severity of the incident.

Table 4: Performance Level Targets		
Incident severity	Description	Performance level
Severity 1	The earlier of the time NBI becomes aware of the incident and the time NBI notifies the Service Provider of Incident Resolution or restoration	4 hours
Severity 2	The earlier of the time NBI becomes aware of the incident and the time NBI notifies the Service Provider of Incident Resolution or restoration	8 hours
Severity 3	The earlier of the time NBI becomes aware of the incident and the time NBI notifies the Service Provider of Incident Resolution or restoration	24 hours
Severity 4	The earlier of the time NBI becomes aware of the incident and the time NBI notifies the Service Provider of Incident resolution or restoration	5 working days

Assurance target suspensions

- NBI is awaiting co-operation from the Service Provider with testing the service.
- Where a Service Provider fault ticket is at a status that is awaiting Service Provider validation or input.
- NBI awaiting access to the third party premises/co-lo site.
- When proceeding would result in a health and safety risk.
- Where stoppage is requested by the Service Provider or End User.
- Where a third party restricts NBI from working on the resolution of a fault.
- Where a Force Majeure event is ongoing.

4 Billing and Billing Performance Levels

There are connection, rental and one-off charges associated with the InterConnect and SES products. All details of the relevant charges are outlined in the NBI network Price List which is available on the NBI website or directly from the Service Provider's Account Manager.

Rental charges are billed annually in advance and include any broken period rentals from the time of installation.

Invoices are issued annually detailing connection, one-off and rental charges payable.

Table 5 outlines the performance targets for Billing Enquiries.

Table 5: Billing Enquiry Performance Targets		
Metric	Target	Detail
Billing Enquiries Automated Response	100%	Automated Response via UWG within 5 seconds of the Service Provider reporting a Billing Enquiry via the UWG
Bill Enquiry Update	80%	Update provided by NBI to the Service Provider on the Billing Enquiry within 5 working days
Bill Enquiry Update	100%	Update provided by NBI to the Service Provider on the Billing Enquiry within 10 working days
Bill Enquiry Resolved	90%	Resolved to the Service Providers satisfaction within 20 working days from the date the bill enquiry was received by NBI
Bill Enquiry Resolved	100%	Resolved to the Service Providers satisfaction within 30 working days from the date the bill enquiry was received by NBI

5 Network Performance levels

Below is a list of the key attributes that are associated with the InterConnect offering.

Table 6: Network Performance Levels	
InterConnect Performance Parameters	
Minimum download speed between RSP CPE and PoH	10 Gbit/s
Maximum utilisation of backhaul link between first point of active aggregation and PoH	80%

6 Service Provider Obligations

6.1 Service Provider InterConnect Obligations

A Service Provider shall submit a 12-month rolling forecast on a quarterly basis to NBI outlining the location and types of InterConnects they wish to order
The Service Provider shall ensure that only fully trained and authorised personnel have access to the NBI web portal and web services to raise an order, a network or service fault or a change request
For IBH the Service Provider must have a Co-Location agreement in place with adequate rack space identified and in place
Correctly isolating the service impacting element is absolutely vital to ensuring a quality End User service restoration experience. The Service Provider is responsible for completing diagnostic checks before raising a ticket and following the guidelines for fault handling

6.2 Service Provider SES Obligations

A Service Provider shall submit a 12-month rolling forecast on a quarterly basis to NBI outlining the location and types of InterConnects they wish to order
The Service Provider shall ensure that only fully trained and authorised personnel have access to the NBI web portal and web services to raise an order, a network or service fault or a change request
The Service Provider shall ensure an InterConnect is available from the PoH that serves the Service Provider's SES customers
Any equipment beyond the SES NTU is the responsibility of the Service Provider / End User. The Service Provider must provide their own router or other CPE necessary to provide End User services in the premises
The Service Provider must provide their own backhaul facilities to connect their network directly at each Point of Handover (PoH). All traffic from SES End Users within the PoH area is handed over at the POH, and the Service Provider is responsible for the transport of that traffic from the POH to their own core network
Correctly isolating the service impacting element is absolutely vital to ensuring a quality End User service restoration experience. The Service Provider is responsible for completing diagnostic checks before raising a ticket and following the guidelines for fault handling

7 NBI Obligations

7.1 NBI InterConnect Obligations

NBI shall provide the Service Provider with access/logins(s)to the web portal and web services for the provisioning of orders and opening of network or service ticket requests
NBI shall provide repair performance reports on a quarterly basis
NBI shall provide instructions and templates for gathering of information from incidents
NBI shall notify Service Provider of any NBI network faults that may affect Service Providers' customers

7.2 NBI SES Obligations

NBI shall provide the Service Provider with access/logins(s)to the web portal and web services for the provisioning of orders and opening of network or service ticket requests
NBI shall provide repair performance reports on a quarterly basis
NBI shall provide instructions and templates for gathering of information from incidents
NBI shall notify Service Provider of any NBI network faults that may affect Service Providers' customers