



# **Wholesale Building and Cabin Co-Location Service Level Agreement**

National Broadband Ireland

AND

[Service Provider]

**Version 1.1**

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## 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	April 2020	Final	Final for publication
1.1	April 2020	Final	Final for publication

### Associated documents

Title	Location
Wholesale Building and Cabin Co-Location Product Reference document	All available online or from the NBI Account Manager
Wholesale Building and Cabin Co-Location Technical Manual	
Wholesale Building and Cabin Co-Location Process Manual	

### Acronyms

AC:	Alternating Current
Co-Lo:	Co-Location
DC:	Direct Current
NBI:	National Broadband Ireland
NOC:	Network Operations Centre
OLT:	Optical Line Terminal
SLA:	Service Level Agreement
SP:	Service Provider
UWG	Universal Wholesale Gateway
WD:	Working Day(s)

## Definitions and Interpretation

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

“Building and Cabin Co-Location”	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). Hereafter referred to as ‘Co-Location’ and that one means the other and so forth.
“Co-Location 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.
“Co-Location Product Technical Manual”	means the document published on NBI’s website that provides a detailed description of the Co-Location 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).
“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.

“Minister”	means the holder of the office of the Minister for Communications, Climate Action and Environment and any successor to that role.
“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 PoH to its own network.
“Quarter” or “Quarterly”	<p>means each three (3) month period during the duration of this Agreement from the Commencement Date onwards, with:</p> <p>(i) the first Quarter commencing on the Commencement Date and ending on the last day of the third calendar month after which the Commencement Date falls (e.g. if the Commencement Date is 15 February, the Quarter commences on 15 February and ends on 30 April); and</p> <p>(ii) each subsequent Quarter being a period of three calendar months commencing on the day following the expiry of the preceding Quarter,</p> <p>with four (4) Quarters in each twelve (12) month period.</p>
“RSP(s)”	means a retail service provider including the Service Provider which has entered into a contract with NBI for the Products and will provide services to Customers or Prospective Customers.
“Supervised Co-Location Access”	means access to Co-Location sites while accompanied by an NBI representative
“Un-supervised Co-Location Access”	means access to Co-Location sites unaccompanied by an NBI representative
“Wholesale Co-Location Product”	means, if applicable to the Service Provider, the Co-Location Product as described in more particular detail in the Wholesale Building and Cabin Co-Location 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

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***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 product is called the Wholesale Building and Cabin Co-Location Product. For convenience throughout this document this Product is referred to as "Wholesale Co-Location" and one means the other and vice versa.***

This document describes the service levels relating to the provision and assurance of the NBI Wholesale Co-Location product offered by NBI. The Wholesale Co-Location product provides Service Providers with serviced rack space in the 33 designated NBI Points of Handover (PoH) where Service Providers can install their access and backhaul equipment.

The service levels in this document relate to the orders and fault tickets for the Wholesale Co-Location product 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 Building and Cabin Co-Location 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 Wholesale Co-Location Product provided by NBI under this Agreement is described in more detail in the NBI Wholesale Building and Cabin Co-Location 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 Wholesale Co-Location product.

## 2 Provisioning Service Levels

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### 2.1 Wholesale Co-Location Provisioning Access Methods and Hours

Wholesale Co-Location orders can be placed via the web portal. The web portal provided by NBI is available 24 x 7 x 365.

Wholesale Co-Location orders shall be installed during Working Days.

### 2.2 Wholesale Co-Location Provisioning Service Delivery Targets

Full details of the ordering process for the Wholesale Co-Location Product can be found in the Wholesale Co-Location Process Manual.

Wholesale Co-Location product provisioning service delivery timelines are as outlined in the table below.

<b>Table 1: Co-Location product Delivery Targets</b>		
Product	Target delivery	Measure
Wholesale Co-Location Product	95% of the time within	<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 Access, Network assurance, maintenance and repair Service Levels

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### 3.1 Access, 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 Access, 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 access requests, faults and change requests. The web portal shall be available 24 x 7 x 365.

For emergency access requests Service Provider may call the NOC 24 x 7 x 365.

NBI NOC: 01-XXXXXXX TBC.

There is remote monitoring of all Co-Location site facility access, so access to the Service Provider equipment is available 24 x 7 x 365. Supervised Co-Location site access is as outlined below. Unsupervised Co-Location Access is available on completion of a suitable accreditation course. Charges apply for Accreditation and for Supervised Co-Location access.

Physical access to each PoH is controlled by the NOC and requires a swipe card or remote access by the NOC as detailed in the Co-Location Process Manual.

Table 2 - Notice Period and type of access		
Access Type	Notice*	Hours*
Co-Location Access Accreditation	5 Working days' notice	Normal Working hours
Supervised Co-Location Access	Emergency notice	Emergency notice
Supervised Co-Location Access	5 Working day notice	Normal Working hours
Unsupervised Co-Location Access	None**	24 x 7 x 365

\* Normal Working hours 08:00 – 20:00. Out of hours access by pre-arrangement only.

\*\* The accessor to call the NOC when on-site to verify identity and enable the card.



<b>Table 3: Wholesale Co-Location access targets</b>	
<b>Target</b>	<b>Description</b>
>95% successful	Measured quarterly, the percentage of scheduled Co-Location accesses that are successful

The NOC monitors power, smoke detection, water ingress, atmosphere, security and communication from the Co-Location site to the NOC with communications diversity by ISDN backup.

DC and AC power is provided by NBI to Service Provider equipment. The DC power has full backup and is supplied to 99.99% availability. AC is only be supplied to support non-critical components.

### 3.3 End User Assurance, Maintenance and Repair Service Delivery Targets

Service Providers are responsible for reporting faults associated with the Co-Location Product to the NBI NOC. Service Providers must determine that the fault lies with NBI to a sufficient level of certainty before reporting to NBI.

The Service Provider should provide NBI with as much guidance as possible as to the potential cause of the problem, based on any alarm information it has received. Each fault is assigned its own reference number and the Service Provider is informed of the latest response time for the diagnosis of the fault.

#### 3.3.1 Issue Classification

<b>Table 4: Residential and Business Issue Classification</b>	
<b>Residential &amp; Business</b>	
<b>Severity Levels</b>	<b>End Users affected</b>
Severity 1 Residential	>1000
Severity 1 Business	>500
Severity 2 Residential	500 -999
Severity 2 Business	250 - 499
Severity 3 Residential	100 -499
Severity 3 Business	50 - 249

<b>Table 5: Service Provider Portal Issue Classification</b>	
<b>Severity Levels</b>	<b>Description</b>
Severity 1 Portal	Portal unavailable or severely degraded
Severity 2 Portal	Portal service degradation or provisioning to specific OLT unavailable
Severity 3 Portal	Other minor portal issue not impacting overall functionality

### 3.3.2 Performance Levels

<b>Table 6: Performance Level targets</b>		
<b>Incident severity</b>	<b>Description</b>	<b>Performance level</b>
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.
- When proceeding would result in a health and safety risk.
- Stoppage is requested by the Service Provider or End User.
- Where a Force Majeure event is ongoing.

## 4 Billing and Billing Performance Levels

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There are connection, rental and one-off charges associated with the Co-Location Product. 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 7: Billing 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 Service Provider Obligations

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### 5.1 Provisioning, Forecasting & Capacity management

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.
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A Service Provider must submit forecasts to NBI outlining the location and type of Physical Co-Location they wish to order. This should be in the form of a 12-month rolling forecast, submitted on a quarterly basis. Requests for Co-Location space outside the forecast will be treated on a case-by-case basis.
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### 5.2 Facilities

The Service Provider must supply, install, operate and maintain all their own equipment in the serviced rack space.
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The Service Provider is only permitted to work on their own fibres which will be routed to the rack through the Co-Location cable management system. Fibre cables are managed by in-rack cabling systems or over-head cabling management systems.
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Within the Co-Location site, the Service Provider can only work on their own equipment.
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### 5.3 Maintenance & Repair

The Service Provider must ensure that only fully trained personnel have access to the NBI web portal and web services to raise a fault or change request.
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Correctly isolating the service impacting element is absolutely vital to ensuring a high-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.
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Service Providers are responsible for reporting faults associated with the Co-Location Product to the NBI NOC. Service Providers must determine that the fault lies with NBI to a sufficient level of certainty before reporting to NBI.
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## 6 NBI Obligations

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### 6.1 Provisioning

NBI shall provide the Service Provider with access/logins(s) to the web portal and web services for the provisioning of orders.
Access to each Co-Location site is controlled by the NOC and requires a swipe card or remote NOC access.
The rack is prebuilt by NBI and available shelf space is presented on the Secure Portal and can be ordered on the web portal in increments of 2U (2 Units). The Service Provider fibre interconnect will be made available in the Service Provider shelf space labelled appropriately.
NBI shall nominate a meet-me chamber close to the Co-Location site where the Service Provider can connect from the Co-Location site to its network via an In-Span Interconnect product.

### 6.2 Maintenance Repair

NBI shall provide repair performance reports on a quarterly basis.
NBI shall provide instructions and templates for gathering of information from incidents.
NBI shall provide the Service Provider with access/logins(s) to the web portal and web services for opening a fault ticket or service request.
NBI shall notify the Service Provider of any NBI Network faults that may affect the Service Provider's customers.
For the purposes of repair, the Co-Location product encompasses the rack, building and subduct out to the meet-me chamber.