## NGNP Industry Agreed SLAs

### This appendix provides a table in summary of the Service Level Agreements (SLAs) agreed by the NGNP Industry for various activities relating to the portability process, as described elsewhere within this document.

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| **SLA** | **OWNER** | **TARGET** |
| Percentage of PO Order forms submitted without errors. | Gaining Communications Provider | 95% |
| Percentage of PO Order forms acknowledged within one working day. | Current Communications Provider (and/or Range Holder) | 100% |
| Percentage of error-free PO Orders (subject to valid Re-present) accepted by 18:00 on working day 2. | Current Communications Provider (and/or Range Holder) | 100% |
| Percentage of accepted orders implemented between 00:01 and 04:00 on agreed date or, for timed orders, within 30 minutes of the agreed port time. | Current Communications Provider (and/or Range Holder) | 100% |
| **Port Failure (PF)** Percentage of PF forms (Part A) actioned and responded within 1 hour of receipt. | Losing Communications Provider (and/or Range Holder) | 100% |
| **Emergency Restore (PF)** Percentage of PF forms (Part B) actioned and responded within 1 hour of receipt. | Losing Communications Provider (and/or Range Holder) | 100% |
| Percentage of successful service restorations within 4 hours of notifying a valid PF form request.  | Gaining Communications Provider | 90% within 1 hour |
| 100%within 4 hours |

Figure 22 – Industry-agreed SLAs