

# eir business Next Generation Network Data Services Schedule

The supply of Goods/Services under this Schedule is subject to the provisions of the eircom Limited Master Terms and Conditions for the Supply of Goods and Services and all definitions not defined in this Schedule shall have the meaning ascribed to them in the eircom Limited Master Terms and Conditions for the Supply of Goods and Services at [www.eirbusiness.ie/masterterms](http://www.eirbusiness.ie/masterterms)

## 1. Service Description

- 1.1 The eir business "Next Generation Network" (NGN) means the platform upon which eir business provides Retail Data Services. The architecture of the NGN is such that multiple types of traffic (voice, data, broadband, and video) can use the same transport links to maximise utilisation whilst using IP, and Ethernet technologies.
- 1.2 The NGN product portfolio comprises a number of physical access circuit types, provided in conjunction with a range of logical service types.

NGN Access Circuit Types*	
NGN Multi-Service Access	Symmetrical fully fibre-based access to the NGN at various bandwidths up to 10Gbps
NGN Data Centre Access:	10Gbps access to the NGN provided in specified Data Centres.
NGN Copper Access:	ADSL access to the NGN at various bandwidths up to 24Mbps (Downstream)
NGN IP Express:	VDSL access to the NGN at up to 100Mbps (Downstream) and FTTP (GPON) at bandwidths of up to 1Gbps (Downstream)
NGN Wireless Access:	Symmetrical Ethernet Access to the NGN provided using radio infrastructure
NGN Partner Access:	Symmetrical Ethernet Access to the NGN provided using third party infrastructure, including radio connections
NGN Service Types	
NGN IPVPN	MPLS based IP-VPN service
NGN Internet	IP connectivity to the Internet
E-Line	Point to Point Ethernet services
ELAN	Multipoint Ethernet service, either Ethernet Private LAN (EP-LAN) or Ethernet Virtual Private LAN (EVPLAN)
NGN Cloud Connect	IP-VPN and E-Line connectivity to third-party network and cloud computing services

\*Notes: 1. Not all access circuit types, and service type combinations are possible.  
2. Some access circuit types support multiple services.

- 1.3 The NTU is the demarcation device normally installed on the Customer's premises which connects the Customer's Site to the NGN core via an NGN Access circuit. The NGN service types are presented for the Customer's use at a nominated port on the NTU. For some NGN Access circuit types an NTU may not be necessary or provided.

## 2. Interpretation

"**Annual Rental**" means the Annual Rental payable by the Customer to eir business in respect of the Service;

"**AssureNet**" is an optional additional service whereby eir business will proactively monitor and manage the availability of Customer devices and their associated NGN services;

"**Availability Target**" means the maximum available time minus Downtime excluding Scheduled Outages and exclusions specified in the SLA, over a 12 month period from the time of commencement of this Agreement;

"**Available Time**" means the total number of hours of coverage during the Measurement Period;

"**Charges**" means the Annual Rental and Connection Charges and any other Charges which may be payable for the Service, including those mentioned in clause 3. The current Charges are outlined in the Order and are payable quarterly in advance;

"**Class of Service**" (CoS) or "**Quality of Service**" (QoS) are techniques or methods used to classify and prioritise packets of Customer data traffic based on application type;

"**Cloud Service Provider**" means a third party providing networking and cloud computing services to the Customer;

"**Connecting Point**" means the connection point between eir business's NGN and the eir business facing termination point of the Customer edge router on the LAN;

"**Connection Charge**" means a once-off non-recurring charge payable by the Customer for the initial installation and provisioning of the Service;

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**“Downtime”** means the total time (over a 12-month period) during Available Time following the allocation by eir business of a Trouble Ticket, when the Service is unavailable to the Customer due to a malfunction or Emergency Maintenance (excluding any Scheduled Outages and exclusions specified in the SLA);

**“ELAN”** (or “Ethernet Local Area Network”) means an Ethernet Service that is based on a collection of Multipoint to Multipoint Ethernet Virtual Connections (EVC) where each EVC is presented to the Customer on a unique User Network Interface and which is designated as an Ethernet Local Area Network (ELAN) Service type;

**“Emergency Maintenance”** shall mean eir business’s right from time to time to temporarily suspend service during periods of repair, essential maintenance, alteration or improvement. Where possible eir business will give the Customer notice prior to such suspension of service and eir business will restore service as soon as possible after such suspension;

**“EPL”** (or “Ethernet Private Line”) means an Ethernet Service that is based on a Point-to-Point Ethernet Virtual Connection (EVC) and designated as an Ethernet Private Line (EPL) Service type where an EPL Service type can provide symmetrical bandwidth between two User Network Interfaces on the eir business network also known as an Ethernet Line;

**“Ethernet”** is the family of frame based computer networking technologies for Local Area Networks as defined by IEEE 802.3 standards;

**“EVC”** (or “Ethernet Virtual Connection”) is an association of two or more User Network Interfaces that limits the exchange of Service Frames to User Network Interfaces in the Ethernet Virtual Connection, in certain conditions the Customer may permit other eir business Customers to gain membership of an EVC;

**“EVLAN”** (or “Ethernet Local Area Network”) means an Ethernet Service that is based on a collection of Multipoint to Multipoint Ethernet Virtual Connections (EVC) where the collection of EVC’s can be presented to the Customer on a unique User Network Interface and is designated as an Ethernet Local Area Network (ELAN) Service type;

**“EVPL”** (or “Ethernet Virtual Private Line”) means an Ethernet Service that is based on a point to multi-point Ethernet Virtual Connection (EVC) and designated as an Ethernet Virtual Private Line (EVPL) Service type or as an Ethernet Virtual Line which can provide symmetrical bandwidth between two or more User Network Interfaces on the eir business network. This capability allows more than one Ethernet Virtual Connection to be supported at the Customer specified hub User Network Interface;

**“Fault Incident”** is the inability to transfer data across the circuit in respect of which the Service is provided at its normal capacity in conformance with the service specification for the circuit.

**“Internet”** means the global data network comprising interconnected networks using the TCP/IP protocol suite

**“IPVPN”** means an Internet Protocol Virtual Private Network Service providing Customer WAN connectivity that is deployed on the eir business NGN;

**“LAN”** means the Customer’s Local Area Network;

**“Measurement Period”** means each complete twelve (12) month period from the Operational Service Date of this Agreement;

**“Minimum Period of Service”** is a period selected by the Customer in an Order or twelve (12), months, whichever period is the longer, from the Operational Service Date or most recent Service Upgrade Order, whichever occurs later, with the exception of Orders for Minor Config Changes which may be of less than twelve (12) months duration;

**“Minor Config Changes”** Minor configuration changes are defined as those where changes to the applied logical service bandwidth are being made and which do not require a Site visit by an eir business engineer;

**“Move NGN Circuit Order”** means the process by which the Customer can move their NGN Access circuit within a Customer’s premises (Internal move). Customers wishing to move an NGN Access circuit to a different premises will be treated as a cease and provide Order;

**“Move NGN Service Order”** means the process by which moves are made on an eir business NGN Service where no site visit is required or where no additional infrastructure needs to be provided at the Customer’s location;

**“NGN Access Circuit”** means the combination of the eir business Network Termination Unit (“NTU”) where provided and the fibre or copper infrastructure by which such device is connected to the eir business NGN

**“Multi Customer allowed on EVC”** means the facility by which a third party Customer is permitted access to a Customer’s EVC;

**“Non-Standard Order”** means an order, the provision of which, after survey, necessitates infrastructure build to enable its provision;

**“Operational Service Date”** is the date on which eir business provides the Service to the Customer or the renewal date agreed with the Customer for in-situ Services;

**“Price Schedule”** is the setting out of the Charges at which eir business agrees to provide the Service

**“Retail Data Services”** means Ethernet based access nodes combined with a Multi-Protocol Label Switching (MPLS) enabled switching core.

**“Scheduled Outages”** means any Downtime attributable to preventive or other routine maintenance including by way of example but not limited to software updates;

**“the Service”** means any eir business data service provided over eir business’s NGN;

**“Service Upgrade Order”** means any Order to increase the bandwidth of either the physical access circuit type or service type;

**“SLA”** means the Customers Service Level Agreement with eir business. The Customer options are eir business assist (‘in tariff’), eir business premium assist, eir business premium assist plus and eir business enhanced premium assist as set out hereunder

**“Standard Order”** means an order, the provision of which, after survey, does not necessitate infrastructure build to enable its provision;

**“Trouble Ticket”** means the unique Fault Incident reference number provided by eir business to the Customer.

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## 3. General Terms

- 3.1 It is technically impracticable to provide a fault-free Service and eir business does not undertake to do so. eir business does undertake certain obligations with regard to maintenance as set out in section 5, Maintenance.
- 3.2 For operational reasons, eir business may temporarily vary the technical specification of the Service to expedite a Fault Incident resolution.
- 3.3 If the Customer wants to defer the Operational Service Date, a minimum of ten (10) days' notice from the originally agreed Operational Service Date must be provided. The Customer may defer the Operational Service Date on one occasion only. The revised Operational Service Date may not be more than three (3) months from the originally agreed Operational Service Date.
- 3.3.1 In the event of the provisions of clause 3.3 not being adhered to by the Customer, eir business reserves the right to cancel the Service and charge for abortive work done or money spent to meet the Customer's requirements or both.
- 3.3.2 If the Customer wishes to cancel the Service, in whole or in part, prior to the provision of the Service by eir business, eir business agrees to accept such cancellation if addressed to eir business in writing and the Customer agrees to pay the following Charges:
- (i) for cancellation less than five (5) Business Days after the receipt of a written request to provide the Service but before the actual Service is provided 50% of the Connection Charge or €2000, whichever is greater;
  - (ii) for cancellation more than five (5) Business Days after the receipt of a written request to provide the Service but before the actual Service is provided an amount equivalent to the Connection Charge or €2000, whichever is greater;
  - (iii) where the Customer has agreed to pay excess build charges on an Order, a cancellation request post-agreement will incur an additional cancellation charge proportional to the excess build work carried out; and
  - (iv) In the case of NGN Wireless Access, a cancellation request post-agreement will incur an additional cancellation charge equal to the cost of any survey or engineering work undertaken.
- 3.4 Where, at the request of the Customer, any work done by eir business to provide the Service is done outside eir business's normal working hours, the Customer shall be obliged to pay a Charge for such work calculated at eir business's applicable hourly rate, in force for the time being.
- 3.5 This Service shall commence on the Operational Service Date as advised to the Customer by email and shall be for the Minimum Period of Service. Provided that neither this Service or the Master Agreement has not been terminated in accordance with its terms, this Service shall thereafter automatically renew for successive 1 month periods.
- 3.6 Without prejudice to the provisions of clause 3.4 above, this Service is terminable in part or in full by either party giving to the other at least one month's notice in writing, expiring on the last Business Day of the calendar month following that in which notice was given. If the Customer terminates or reduces the bandwidth of this Service during the Minimum Period of Service the Customer shall pay such sum as is equal to the Annual Rental which would have been paid to eir business for the remainder of the Minimum Period of Service.
- 3.7 The Customer acknowledges that it is responsible for the management and security of its LAN on the Customer side of the Connecting Point.
- 3.8 The Customer is responsible for informing eir business in writing of any internal changes to its LAN to ensure that such changes or alterations will not affect the performance of the Service and eir business's ability to comply with its obligations hereunder.
- 3.9 The Customer's responsibilities in relation to the provision of the Services by eir business include the following:
- 3.9.1 The Customer is responsible at its own expense for procuring all necessary wayleaves and access rights to its Sites for the duration of the Service.
- 3.9.2 The Customer shall be responsible at its own expense for internal cabling within their premises except as outlined below in clause 3.8.3 below.
- 3.9.3 For the delivery of fibre-based services, the Customer shall provide at its own expense suitable duct and/or containment as appropriate between the cable entry point to the Site and the desired termination point for the Service to house the fibre. Eir business shall install the fibre subject to such duct and/or containment being in place.
- 3.9.4 Where Services are to be delivered to a third party Data Centre, the Customer shall arrange at its own expense for the provision and maintenance of suitable cabling between the eir business infrastructure and the desired termination point for the Services.
- 3.9.5 The Customer shall provide at its own expense a suitable cabinet to accommodate the NTU.
- 3.9.6 The Customer is responsible at its own expense for the provision of necessary power and cooling for any network terminating equipment.
- 3.9.7 The Customer is responsible for shaping their traffic to conform to the selected Class of Service profile prior to presentation on ingress to the eir business network. Failure to do so may result in packet delay and/or frame/packet loss, in such cases SLA penalties do not apply.
- 3.10 eir business is unable to maintain an ADSL or VDSL NGN Access Circuit connection if the Customer terminates or ports to another operator the underpinning PSTN line.

## 4. NGN Cloud Connect

- 4.1 The Customer shall provide any information required to identify and interface correctly with third-party network and cloud computing services provided by their Cloud Service Provider, including but not limited to service keys or other identifiers.
- 4.2 The Customer hereby authorises eir business to use their Cloud Service Provider's systems to integrate the eir business NGN and Cloud Services Provider's network on the Customer's behalf.

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- 4.3 For the avoidance of doubt, other than the network integration referred to in clause 4.2 above, eir business shall have no responsibility for the configuration, management, security or support of services provided by the Cloud Services Provider.
- 4.4 For the avoidance of doubt, the provision of NGN Cloud Connect does not constitute the re-sale by eir business of any services provided by the Cloud Services Provider.

## 5. Maintenance

### 5.1 Fault Incident Reporting

Unless Customer has opted for the Enhanced Premium Assist SLA or added the Assurenet service, the Customer shall report a Fault Incident in the Service by telephoning the number specified in section 6 below or such other number as eir business may from time to time provide the Customer. The Customer shall at the time of the report provide eir business with a contact telephone number to enable eir business to advise on the progress being made to clear the Fault Incident. A Trouble Ticket number will be assigned to the Fault Incident. A Fault Incident must have a Trouble Ticket number on the eir business ticketing system in order for it to be eligible for a service credit.

- 5.2 The Customer shall not be entitled to backdate a Fault Incident report. Service credits are payable only in respect of reported Fault Incidents. The Fault Incident duration will commence from the time of the issue of the Trouble Ticket.
- 5.3 If the Customer reports a Fault Incident in the Service, eir business will respond in accordance with the SLA selected by the Customer by carrying out one or more of the following actions:
- 5.3.1 Providing advice by telephone, including advice, where appropriate, as to tests and checks to be carried out by the Customer; or
- 5.3.2 Where possible, carrying out diagnostic checks from eir business premises; or
- 5.3.3 Visiting the Customer's Site or a point in eir business's network only if eir business's action under clause 5.3.1 and clause 5.3.2 does not result in the Fault Incident being diagnosed or cleared and where such a visit is considered necessary by eir business.
- 5.4 eir business will take all necessary steps to correct the Fault Incident, in accordance with the procedures and metrics outlined in the SLA selected by the Customer.
- 5.5 If eir business carries out work to correct a reported Fault Incident of the Service and finds no Fault in the eir business network, eir business may charge the Customer for abortive work done or money spent to determine such an outcome.
- 5.6 eir business reserves the right to implement Scheduled Outages. These will be used to carry out essential maintenance or alteration procedures, for instance upgrading network management software. eir business shall inform Customer with no less than five (5) days advance notice of any Scheduled Outages that it believes may affect the Service. Notification of Scheduled Outages shall include information on time, place, and duration. SLA's will be suspended during Scheduled Outages if such an outage is less than 4 hours in duration.

## 6. eir business Contact Details.

Contact method	Contact details
Email	servicedesk@eirbusiness.ie
Freephone	1800 255 255
Contact number if dialling from outside Ireland	+353 818 313 029

## 7. Service Level Agreement

### 7.1 Interpretation

"Guaranteed Service Delivery Date" means the date on which eir business agrees to provide the Service as set out in Annex 2;

### 7.2 General

- 7.2.1 The SLAs available vary by NGN Access Circuit type and Service type. The following table indicates the availability of the various SLA types for each product:

	Assist	Premium Assist	Premium Assist Plus	Enhanced Premium Assist
<b>NGN Access Circuit Types</b>				
NGN Multi-Service Access	Yes	Yes	Yes	Yes
NGN Data Centre Access	Yes	Yes	Yes	No
NGN Copper Access	Yes	Yes	No	No

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NGN IP Express	No	No	No	No
NGN Wireless Access	Yes	Yes	No	No
NGN Partner Access	Yes	Yes	No	No

### NGN Service Types

NGN IP-VPN	Yes	Yes	Yes	No
NGN Internet	Yes	Yes	Yes	No
NGN E-Line	Yes	Yes	Yes	No
NGN E-LAN	Yes	Yes	Yes	No
NGN Cloud Connect	No	No	Yes	No

7.2.2 Where available the 'Assist' SLA is provided as standard;

The 'Premium Assist', "Premium Assist Plus" and "Enhanced Premium Assist" SLAs are provided for an additional tariff as set out in Annexes 1, 2, 3 and 4;

A request for any SLA other than 'Assist' must be specified on the relevant Order;

7.2.3 Provisioning of Orders

For all Orders eir business will ascertain if infrastructure build is necessary and a Guaranteed Service Delivery Date shall be assigned to the Order. Provision time for Standard Orders is dependent on the access method required and is set out in Annex 2 below. Provision time for Non-Standard Orders is dependent upon the infrastructure build required and a Guaranteed Service Delivery Date will be furnished by eir business within twenty five (25) Business Days from receipt of Order.

7.2.4 If eir business fails to meet the Guaranteed Service Delivery Date as set out in Annex 2, the Customer may be entitled to a service credit as set out in Annex 4. In the event that eir business is unable to meet the Guaranteed Service Delivery Dates set out in Annex 2 for reasons which are outside its control or are attributable to an act or omission of the Customer where such delays persist for more than five (5) Business Days, the number of days of the delay shall be added to the Guaranteed Service Delivery Date.

7.2.5 Service credits are calculated annually at the end of the month following each twelve (12) month period of this agreement.

7.2.6 Service credits will be made in the form of a credit to a Customer's eir business bill. Payment will not be made in the form of cash or cheque.

### 7.3 Fault Incident Restoration and Service Credit Calculation

7.3.1 A Fault Incident shall be deemed to have been restored when the Fault Incident condition on the circuit is resolved and service restored to the Customer. eir business reserves the right to perform temporary patching to restore service on the circuit while repairs to a network Fault Incident are undertaken.

7.3.2 The period of Downtime will commence at the time when a Fault Incident is first reported to eir business in accordance with the Fault Incident reporting procedures set out in clause 5.1 above. Where the Customer has chosen the Enhanced Premium Assist SLA or added the Assurenet service, Downtime will start automatically for any applicable Fault Incidents. The period of Downtime shall end from the time eir business logs that the circuit is available.

7.3.3 In the event of any dispute between the parties in respect of Available Time or otherwise, eir business acting reasonably reserves the sole right to determine the Available Time for the purposes of any service credit payable.

7.3.4 The Fault Incident clock will be stopped if, (i) eir business cannot gain access to the Customer's Site or eir business Equipment therein, or if the Customer for some other reason cannot allow repairs to take place, or (ii) if eir business cannot access wireless infrastructure for health and safety reasons, including, but not limited to, inclement weather or darkness.

7.3.5 For the eir business Service, service credits shall be calculated in the first instance based on the Availability Target. In the event that the Availability Target has not been breached and no service credits are payable in respect of availability, any service credits due in respect of the Repair Time Hours Target shall then be calculated.

7.3.6 For the avoidance of doubt only one service credit per circuit is payable in any Measurement Period. Where a service credit in respect of either breach of Availability Target or Repair Time Hours is payable, no further service credits will be payable.

7.3.7 If a Customer either changes or terminates the Service within the Measurement Period the service credit shall be calculated from the Operational Service Date to the date of change or termination on a pro-rata basis. In this instance and in the event that a service credit payment is due, a pro-rata payment shall be made.

7.3.8 The pro-rata payment shall be calculated by multiplying the Availability service credit due by the portion of the year the service was in place measured in monthly increments.

### 7.4 Exclusions

7.4.1 No obligation to grant service credits will arise in any of the following circumstances:

- a Fault Incident occurrence due to changes in Customer Equipment;
- a Fault Incident in Customer Equipment;

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- a Fault Incident reported where there is no Fault Incident detected by eir business when tested;
- any period of Scheduled Outages;
- a failure on the part of the Customer to allow access to Customer Site or Customer Equipment;
- the Customer failing to operate a service(s) in accordance with eir business's Terms and Conditions for the provision of the service(s);
- a failure on the part of the Customer to report the Fault Incident in accordance with the Fault Incident reporting procedure specified in clause 5.1;
- a Fault Incident occurrence on another authorised carrier's network or third party equipment;
- Fault Incidents caused by the Customer, its servants or agents;
- a Customer request for eir business to test an element of the Service even if no Fault Incident has been detected and/or reported;
- all Wireless NGN Access Circuit provisioning.
- in the case of NGN Cloud Connect, any failure attributable to services or infrastructure provided by the Cloud Services Provider.
- a failure due to a Force Majeure event
- Fault Incidents due to a failure of the public internet
- a Customer fails to meet their obligations outlined in clause 3.8 above.
- If through no fault of its own or because of circumstances beyond its reasonable control, eir business is unable to carry out any necessary work at, or gain access to the Site or the Customer fails to agree an appointment date or work is aborted at the instruction of the Customer.

All measures exclude 'Parked Time'; Parked Time will also be excluded for the purpose of calculating credits. Parked Time means any period when, for example, eir business cannot gain access to a Customer Site or any period during which, for whatever reason, a Customer is not ready or available to have the Fault Incident cleared.

## 7.5 Service Operations and Support

### 7.5.1 Service Desk Support

The Service is supported via the Customer Service Desk which is contactable via the contact details outlined in section 6 above. All Customer queries should be directed via the Customer Service Desk.

### 7.5.2 Incident Management

To enable Faults to be logged quickly, persons reporting Fault Incidents should identify themselves as being a Customer representative and provide the following information:

- Site location (of the Fault)
- Circuit or line number
- Contact number
- Equipment located at the Site
- Fault Incident details

The Trouble Ticket number will be provided to Customer at the time of Fault Incident reporting. The Trouble Ticket number allocated by eir business should be used in all subsequent discussion or correspondence regarding the Fault Incident report.

There is no variation in the contact/communication methods between standard business hours and out of business hours. The incident management procedure remains the same, as follows:

The Service Desk will be responsible for the operation of the Fault Incident and Problem Management processes and will ensure that 2nd and 3rd level support teams are aware of their role in the correct operation of the processes.

eir business's responsibilities will be to:

- Issue a Trouble Ticket number for each incident to the Customer representative;
- Respond to the incident report in line with the agreed response times;
- Provide on-going updates during the incident based on the incident classification;
- Follow the escalation procedure where required;
- Report back to the designated Customer contact when the incident is resolved;
- Agree with the Customer team to close resolved incidents;
- Provide the relevant written reports as required.

During an Incident, the Customer's responsibilities include:

- Providing sufficient incident information to enable the Service Desk to correctly categorise and prioritise incidents;
- Notify the Service Desk of incidents in a timely manner;
- Report incidents via the incident management process;
- Provide appropriate contact and escalation points.

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## 7.5.3 Escalation Management

eir business recommends that Customers consider the following conditions when triggering the escalation process:

- Where an incident or change is jeopardising or has already breached SLA Service Level Targets (SLT);
- If they believe that either the nature or impact of the issue is more serious than initially thought;
- If they are dissatisfied with the progress of a particular incident or change.

Escalations relating to Service issues can be initiated by contacting the Service Desk and requesting an escalation via the Operations Manager who will discuss the situation with the person requesting the escalation and take whatever action is agreed between them. Escalations will be dealt with according to the escalations matrix at [eirbusiness.ie/escalations-matrix](http://eirbusiness.ie/escalations-matrix)

For escalations relating to non-Service issues, Customer should refer to their account manager.

It is at the discretion of the Customer to decide whether or not an issue requires escalation. The Customer may request the assistance of their account manager at any time during the escalation process.

## 7.5.4 Complaint Management

eir business complaint definition is a grievance that a Customer has against eir business in relation to a Service provided by eir business that cannot be managed by the Escalation Management process as set out in clause 7.5.3. Eir business will record, investigate, process, provide progress updates on and agree formally the closure of a Customer complaint. To submit a complaint to eir business the Customer can use the following contact details:

All eir business Customers	businesscomplaints@eir.ie

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## ANNEX 1: SLA PRICING

Circuit/SLA Type	Assist	Premium Assist	Premium Assist Plus	Enhanced Premium Assist
NGN Copper Access	In-tariff	€120 per quarter	NA	NA
All other NGN Access Circuits* <sup>2</sup>	In-tariff	7.5% of circuit rental	10% of circuit rental	€250 install per connection 10% of circuit rental

\*Subject to SLA availability as outlined in clause 7.2.1

## ANNEX 2: PROVISION, REPAIR AND AVAILABILITY PARAMETERS

	Assist	Premium Assist	Premium Assist Plus	Enhanced Premium Assist
<b>Provision</b>	<p><b>NGN Copper Access Circuit Orders:</b> Guaranteed Service Delivery Date is 15 Business Days from confirmation by eir business to the Customer that the relevant PSTN line has been prequalified for Order acceptance.</p> <p><b>NGN Multi-service Access Circuit Orders:</b> all Orders will be validated as Standard or Non-Standard 17 Business Days from receipt of Order.</p> <p>For Standard Orders the Guaranteed Service Delivery Date is 38 Business Days from receipt of Order. For Non-Standard Orders eir business will provide a forecast delivery date 25 Business Days after the date of receipt of the Order.</p> <p><b>NGN Wireless Access:</b> No Provisioning SLA applies to NGN Wireless Access</p> <p><b>E-Line/E-LAN/IP VPN or Internet Service Orders:</b> 15 Business Days from receipt of Order (subject to the NGN Access Circuit already being in place)</p>			
<b>Hours of availability / repair coverage</b>	8.30-17.00 Mon-Fri (excl. Bank Holidays)	24 X 7	24 X 7	24 x 7
<b>Availability %</b>	99.5%	99.8%	99.9%	99.95%
<b>Repair time target</b>	Not offered	Not offered	6 hours	4 hours
<b>Customer Feedback during Fault Incident resolution (Office hours)</b>	Not offered	Every 4 hours	Every 2 hours	*Proactive notification within 15 minutes and feedback every 30 minutes thereafter

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## ANNEX 3: AVAILABILITY AND REPAIR SERVICE CREDITS

Assist	Premium Assist	Premium Assist Plus	Enhanced Premium Assist
5% of annual service rental (if availability parameter breached)  (Maximum service credit per service per annum: 5% of annual service rental)	10% of annual service rental (if availability parameter breached)  (Maximum service credit per service per annum: 10% of annual service rental)	15% of annual service rental (if availability parameter breached)  or 15% of monthly circuit rental (if repair parameter breached)  (Maximum service credit per service per annum: 15% of annual service rental)	15% of annual service rental (if availability parameter breached)  or 15% of monthly circuit rental (if repair parameter breached)  (Maximum service credit per service per annum: 15% of annual service rental)

## Annex 4: PROVISION SERVICE CREDITS

Assist	Premium Assist	Premium Assist Plus	Enhanced Premium Assist
5% of service connection fee*	5% of service connection fee*	5% of service connection fee	Not applicable

\*Provision Service Credits do not apply to NGN Wireless Access