



eircom **wholesale**

Bitstream Service Price List

Version 7.23

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Version Control

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| 7.0 | Approved | <ul style="list-style-type: none"> • 1.4 The addition of new 'Up to' 24Mb Bitstream MB • 1.4 The amendment of the speeds for Bitstream Swift IP and Bitstream Turbo IP Plus • 1.7.2 Addition of Upgrade Charge for 24Mb Bitstream Managed Backhaul | 29 th November 2010 |
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| 7.3 | Approved | <ul style="list-style-type: none"> • 1.3 Amendment of Connection Charge from 1st April 2011 • 1.5 Amendment of Cessation Charge from 1st April 2011 • 1.6 Amendment of Port Transfer Charge from 1st April 2011 • 1.7.2 Amendment of Upgrade Charge for 24Mb Bitstream Managed Backhaul from 1st April 2011 | 10 th March 2011 |
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| | | Provide Promotion for certain products | |
| 7.5 | Approved | <ul style="list-style-type: none"> 1.8.14 The Addition of a new Bitstream Downgrade Bitstream (DB) Promotion | 30 th March 2011 |
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| 7.10 | Approved | <ul style="list-style-type: none"> 1.8.20 The Addition of a new Bitstream Provide Promotion for certain products 1.8.21 The Addition of a new Bitstream Upgrade Promotion for certain products 1.8.22 The Addition of a new Bitstream Upgrade Promotion for certain products | 7 th November 2011 |
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| | | <p>promotion is finished.</p> <ul style="list-style-type: none"> • Removal of details for 1.8.15 as the promotion is finished. | |
| 7.12 | Approved | <ul style="list-style-type: none"> • 1.4 Price Change for Rental of 24Mb Bitstream Managed Backhaul. • 1.4 Temporary introduction of Tiered Usage Pricing for Bitstream Managed Backhaul Product Set • 1.4 Price Change for Rental of Bitstream Turbo IP Plus, Bitstream Sprint IP, Bitstream Zoom IP • 1.4 Price Change for Usage for Bitstream Managed Backhaul Product Set. • 1.4 Removal of historic prices from Bitstream VC listing | <p>1stMay 2012</p> <p>1st May 2012</p> <p>1st July 2012</p> <p>1st July 2012</p> <p>1st July 2012</p> |
| 7.13 | Approved | <ul style="list-style-type: none"> • Reformatting Price list in line with eircom Wholesale rebranding. • All sections renumbered. • Archived closed rates added. • 3.24 The Addition of a new Bitstream Provide Promotion for certain products • 3.25 The Addition of a new Bitstream Upgrade Promotion for certain products • Removal of details for previous section 1.8.16 now section 3.16 as the promotion is finished. • Removal of details for previous section 1.8.17 now section 3.17 as the promotion is finished. • Removal of details for previous section 1.8.18 now section 3.18 as the promotion is finished. | 6 th August 2012 |
| 7.14 | Approved | <ul style="list-style-type: none"> • 3.26 The Addition of a new Bitstream Provide Promotion for certain products • 2.2 Bitstream EA Pricing Added to Connection Charges • 2.3.4 Bitstream EA Pricing Added Rental Charges | 6 th October 2012 |
| 7.15 | | <ul style="list-style-type: none"> • 3.27 The Addition of a new Bitstream Provide Promotion for all Bitstream IP and Bitstream MB Products • 3.28 The Addition of a new Bitstream Upgrade Promotion for 24Mb Bitstream MB • 3.29 The Addition of a new Bitstream Retention Promotion • 3.30 The Addition of a new Bitstream Usage Promotion • Removal of details for section 3.19 as the promotion is finished (previously section 1.8.19) | 1 st January 2013 |

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| | | <ul style="list-style-type: none"> Removal of details for section 3.20 as the promotion is finished (previously section 1.8.20) Removal of details for section 3.21 as the promotion is finished (previously section 1.8.21) | |
| 7.16 | | <ul style="list-style-type: none"> Addition of Bitstream Backhaul Pricing to Section 3. Renaming Promotions to Section 4 Addition of Appendix C. | 1 st January 2013 |
| 7.17 | | <ul style="list-style-type: none"> Renamed Section 2 and Section 3 Section 2.5 Port charge clarified Section 2.7 Upgrade charge from 8Mb to 24Mb removed Moved Current Section 4 to a new Section 5. Addition of New Section 4 on NGA Bitstream Plus and NGA VUA Charges. | 4 th February 2013 |
| 7.18 | | <ul style="list-style-type: none"> Section 4.1.2 & 4.2.2 changes to Monthly Rental Charges Section 4.1.3 & 4.2.3 Addition of NGA Data Port Extension Section 5.29 Clarification to the Bitstream Retention Promotion | 20 th May 2013 |
| 7.18a | | <ul style="list-style-type: none"> Addition of Premium charge for on-site ordering of the NGA Data Port Extension Addition of Notes (7), (8) in sections 4.1.1 and 4.2.1. | 20 th May 2013 |
| 7.19 | | <ul style="list-style-type: none"> Bitstream Managed Backhaul Usage price reduction Addition of a new Bitstream Provide promotion for Bitstream Managed Backhaul and a subset of Bitstream IP products Removal of details for section 5.22, 5.23 and 5.24 as promotion is finished | 1 st July 2013 |
| 7.20 | | <ul style="list-style-type: none"> Addition of Standalone Bitstream Managed Backhaul | 15 th July 2013 |
| 7.21 | | <ul style="list-style-type: none"> Price change to Bitstream Backhaul Pricing | 1 st September 2013 |
| 7.22 | | <ul style="list-style-type: none"> Addition of a new Bitstream Provide promotion for Bitstream Managed Backhaul and a subset of Bitstream IP products Removal of details for section 5.25, and 5.26 as promotion is finished | 1 st January 2014 |
| 7.23 | Approved | <ul style="list-style-type: none"> Section 4.1.5 - NGA Bitstream Plus Usage price reduction Removal of Services establishment charge section 2.1 | 1 st February 2014 |



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|---------|----------|---|--------------------|
| 7.23 | Approved | <ul style="list-style-type: none">Change to connection fee for Bitstream VC and Bitstream EA products section 2.2 | 17th February 2014 |
| 7.23 | Approved | <ul style="list-style-type: none">Section 2.3.3 - Bitstream Managed Backhaul Usage price reduction | 1st March 2014 |

1. Introduction

This document describes all prices relating to eircom Wholesale's ADSL / ADSL 2plus Bitstream Service and Bitstream Backhaul Service and Next Generation Services.

2. ADSL Bitstream Charges

The price for eircom's ADSL / ADSL 2plus Bitstream Service is made up of a number of elements:

- Service Establishment Charge
- Port Connection
- Port Rental
- Cessation (per port)
- Transfer (per port)
- Upgrade/Downgrade (per port)
- Aggregate usage charge (Bitstream Managed Backhaul only)
- Promotional Offers (covered in section 5)

The prices set out in the eircom ADSL/ADSL 2plus Bitstream Service may vary from time to time. Any changes to these prices are exempt from the requirements of Clause 10 of the eircom Bitstream Access Reference Offer (BARO) and the eircom Bitstream Reference Offer Minimum Term (BARO MT) and do not constitute Amendments as defined in Clause 10 of the eircom BARO and the eircom BARO MT.

Prices are effective from the date indicated on this Price List. Where applicable tables indicate the time frames for which a charge is valid with "effective from" and "effective to" dates shown. This eircom Bitstream Price List will be updated and republished from time to time.

Operators will be notified when changes are made to the Bitstream Price published on eircom's website.

The charges relevant to each service are listed in EURO.

The price for eircom's ADSL / ADSL 2plus Bitstream Backhaul Service is made up of a number of elements:

- Installation (Backhaul Provision, Downgrade, Upgrade) Charges
- Backhaul Rental Charges
- Cessation
- Other Charges

The prices set out in the eircom ADSL/ADSL 2plus Bitstream Backhaul Service may vary from time to time. Any changes to these prices are exempt from the requirements of Clause 10 of the eircom Wholesale Bitstream Access Reference Offer (WBARO) and the eircom Wholesale Bitstream Reference Offer Minimum Term (WBARO MT) and do not constitute Amendments as defined in Clause 10 of the eircom WBARO and the eircom WBARO MT.

Prices are effective from the date indicated on this Price List. Where applicable tables indicate the time frames for which a charge is valid with "effective from" and "effective to" dates shown. Where no dates are indicated, the prices are effective from 15th July 2003 but many of the listed rates have been effective for some time prior to that date. This eircom Bitstream Backhaul Price List will be updated and republished from time to time.

Operators will be notified when changes are made to the Bitstream Backhaul Price published on eircom Wholesale's website.

The charges relevant to each service are listed in EURO. These charges are shown in section 3.

2.1 Service Establishment Charge

| Service | Price (€) |
|------------------------------------|-----------|
| Service Establishment per Operator | 0 |

The Service Establishment Charge is levied once for each Operator to recover eircom's costs in providing authorisation and training to Operator staff in Bitstream IT systems to support order processing.

2.2 Connection Charges

| Service | Effective From | Effective to | Price € |
|--|----------------|--------------|---------|
| Connection Charge (per port) for Bitstream IP and Bitstream MB Product Sets | 01/01/2009 | 31/03/2011 | 30 |
| Connection Charge (per port) for Bitstream IP and Bitstream MB Product Sets | 01/04/2011 | | 15 |
| Connection Charge (per port) for Bitstream VC Product Sets | 01/01/2009 | 30/11/2011 | 180 |
| Connection Charge (per port) for Bitstream VC Product Sets | 01/12/2011 | 16/02/2014 | 90 |
| Connection Charge (per port) for Bitstream VC Product Sets | 17/02/2014 | | 45 |
| Connection Charge (per port) for Bitstream EA Product Sets | 06/10/2012 | 16/02/2014 | 75 |
| Connection Charge (per port) for Bitstream EA Product Sets | 17/02/2014 | | 35 |
| Connection Charge (per port) for Standalone Bitstream MB Product sets ⁽¹⁾ | 01/07/2013 | | 15 |
| Standalone Bitstream MB In-situ Access connection ⁽²⁾ | 01/07/2013 | | 17.75* |
| Standalone Bitstream MB Pre-cabled Access connection ⁽³⁾ | 01/07/2013 | | 37.87* |
| Standalone Bitstream MB Non-Insitu Access connection ⁽⁴⁾ | 01/07/2013 | | 92.39* |

(1) This charge applies when a new Standalone Bitstream Managed Backhaul service is provisioned. This charge is applied in addition to one of - the Standalone Bitstream Managed Backhaul service In situ Access connection (2) or the Standalone Bitstream Managed Backhaul service Pre-cabled Access connection (3) or the Standalone Bitstream Managed Backhaul service Non-Insitu Access connection (4)



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(2) Standalone Bitstream Managed Backhaul service In-situ Access connection – Where all line work is completely in place and line can be electronically enabled and there has been previous service at the address.

(3) Standalone Bitstream Managed Backhaul service Pre-cabled Access connection – where all line work is completely in place and line can be electronically enabled and there has been no previous service at the address.

(4) Standalone Non-Insitu Access connection - Where all line work is not in place and there has been no previous service at the address.

*Note: The lower of this number or whatever promotional price applies to the equivalent SB-WLR connection at the time. See RIO Price List for SB-WLR promotional details.

2.3 Monthly Recurring Charges

2.3.1 Bitstream ATM / VC Product Set

| Service | Effective From | Effective to | Price€ |
|---------------------------------------|----------------|--------------|--------|
| Bitstream Swift - 512 kb/s | 19/01/2009 | | 49 |
| Bitstream Express - 1024 kb/s | 19/01/2009 | | 79 |
| Bitstream Swift VC – 1024 kb/s | 19/01/2009 | 30/11/2011 | 33 |
| Bitstream Swift VC – 1024 kb/s | 01/12/2011 | | 29 |
| Bitstream Swift VC Plus – 1024 kb/s | 19/01/2009 | 30/11/2011 | 35 |
| Bitstream Swift VC Plus – 1024 kb/s | 01/12/2011 | | 31 |
| Bitstream Swift VC Gold – 1024 kb/s | 19/01/2009 | 30/11/2011 | 39 |
| Bitstream Swift VC Gold – 1024 kb/s | 01/12/2011 | | 34 |
| Bitstream Express VC – 2048 kb/s | 19/01/2009 | 30/11/2011 | 53 |
| Bitstream Express VC – 2048 kb/s | 01/12/2011 | | 40 |
| Bitstream Express VC Plus – 2048 kb/s | 19/01/2009 | 30/11/2011 | 56 |
| Bitstream Express VC Plus – 2048 kb/s | 01/12/2011 | | 43 |
| Bitstream Express VC Gold – 2048 kb/s | 19/01/2009 | 30/11/2011 | 65 |
| Bitstream Express VC Gold – 2048 kb/s | 01/12/2011 | | 48 |
| Bitstream Sonic VC – 4096 kb/s | 19/01/2009 | 30/11/2011 | 84 |
| Bitstream Sonic VC – 4096 kb/s | 01/12/2011 | | 55 |
| Bitstream Sonic VC Plus – 4096 kb/s | 19/01/2009 | 30/11/2011 | 88 |
| Bitstream Sonic VC Plus – 4096 kb/s | 01/12/2011 | | 59 |
| Bitstream Sonic VC Gold – 4096 kb/s | 19/01/2009 | 30/11/2011 | 99 |
| Bitstream Sonic VC Gold – 4096 kb/s | 01/12/2011 | | 65 |
| Bitstream Comet VC – 6144kbs | 19/01/2009 | 30/11/2011 | 112 |
| Bitstream Comet VC – 6144kbs | 01/12/2011 | | 67 |
| Bitstream Comet VC Plus – 6144kbs | 19/01/2009 | 30/11/2011 | 120 |
| Bitstream Comet VC Plus – 6144kbs | 01/12/2011 | | 72 |
| Bitstream Comet VC Gold – 6144kbs | 19/01/2009 | 30/11/2011 | 135 |
| Bitstream Comet VC Gold – 6144kbs | 01/12/2011 | | 79 |

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2.3.2 Bitstream IP Product Set

| Service | Effective From | Effective to | Price€ |
|--|----------------|--------------|--------|
| Bitstream Connect – 1024/128 kb/s RA 48:1 (**) | 01/10/2006 | 29/02/2008 | 10.29 |
| Bitstream Connect – 1024/128 kb/s RA 48:1 (**) | 01/03/2008 | | 9.48 |
| Bitstream Expand IP – “up to” 3072/384 kb/s RA 48:1(*) | 01/10/2006 | 29/02/2008 | 13.15 |
| Bitstream Expand IP – “up to” 3072/384 kb/s RA 48:1(*) | 01/03/2008 | | 11.55 |
| Bitstream Rapid IP – “up to” 7168/384 kb/s RA 48:1(*) | 01/10/2008 | | 14.00 |
| Bitstream Zoom IP – “up to” 24576 / 768 kb/s RA 48:1 (*) | 01/03/2011 | 30/06/2012 | 23 |
| Bitstream Zoom IP – “up to” 24576 / 768 kb/s RA 48:1 (*) | 01/07/2012 | | 21.50 |
| Bitstream Swift IP – “up to” 12288 / 1120 kb/s RA 12:1(*) (****) | 01/10/2006 | 29/02/2008 | 22.85 |
| Bitstream Swift IP – “up to” 12288 / 1120 kb/s RA 12:1(*) (****) | 01/03/2008 | 31/07/2010 | 16.95 |
| Bitstream Swift IP – “up to” 12288 / 1120 kb/s RA 12:1(*) (****) | 01/08/2010 | | 16.50 |
| Bitstream Arrow IP – “up to” 12288 / 1024 kb/s RA 12:1(*) (****) | 07/08/2008 | 31/03/2009 | 45 |
| Bitstream Arrow IP – “up to” 12288 / 1024 kb/s RA 12:1(*) (****) | 01/04/2009 | | 34.50 |
| Bitstream Sprint IP – “up to” 24576 / 1024 kb/s RA 12:1 (*) (****) | 01/04/2009 | 30/04/2011 | 38.50 |
| Bitstream Sprint IP – “up to” 24576 / 1024 kb/s RA 12:1 (*) (****) | 01/05/2011 | 30/06/2012 | 34.50 |
| Bitstream Sprint IP – “up to” 24576 / 1024 kb/s RA 12:1 (*) (****) | 01/07/2012 | | 21.50 |
| Bitstream Turbo IP Plus – “up to” 18432 / 2048 kb/s RA 12:1 (****) | 01/04/2009 | 30/06/2012 | 38.50 |
| Bitstream Turbo IP Plus – “up to” 18432 / 2048 kb/s RA 12:1 (****) | 01/07/2012 | | 24.50 |

Please Note Bitstream Arrow IP is being removed from sale and is in the process of being withdrawn.

(1) See product description for a list of associated profiles.

(2) This price applies in all instances where the Access Seeker has ordered this product, including where the Access Seeker has chosen to avail of the Mid-band process, which is detailed in the Bitstream Industry Process Manual as published on www.eircomwholesale.ie.

(3) Usage Charge is based on 95th Percentile Billing and is aggregated across all ports attached to Bitstream MB product per Access Seeker. Please see Appendix A for further detail

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| Service | Effective From | Effective to | Base Price € | Usage Charge € | Cap |
|---|----------------|--------------|---------------------|------------------------------|---------------------------------|
| Bitstream Kronos – 1024/128 kb/s RA 48:1 ⁽²⁾ | 01/03/2008 | | 7.96 up to 20 hours | 2c per minute after 20 hours | Maximum usage charge of € 15.00 |

2.3.3 Bitstream Managed Backhaul (Bitstream MB) Product Set

| Service | Effective From | Effective to | Base Rental € | Usage Charge € (3) | |
|---|----------------|--------------|----------------|--------------------|--|
| 8Mb Bitstream MB – 8192/512 kb/s ⁽¹⁾ | 01/03/2010 | 30/06/2012 | 4.90 | 50 | |
| 8Mb Bitstream MB – 8192/512 kb/s ⁽¹⁾ | 01/07/2012 | | 4.90 | 30 | |
| 8Mb Bitstream MB – 8192/512 kb/s ¹⁾ | 01/07/2013 | 28/02/2014 | 4.90 | 20 | |
| 8Mb Bitstream MB – 8192/512 kb/s ⁽¹⁾ | 01/03/2014 | | 4.90 | 15 | |
| 24 Mb Bitstream MB – 24576/768 kb/s ⁽¹⁾ | 20/12/2010 | 30/04/2012 | 7.65 | 50 | |
| 24 Mb Bitstream MB – 24576/768 kb/s ⁽¹⁾ | 01/05/2012 | 30/06/2012 | 5.90 | 50 | |
| 24 Mb Bitstream MB – 24576/768 kb/s ⁽¹⁾ | 01/07/2012 | | 5.90 | 30 | |
| 24 Mb Bitstream MB – 24576/768 kb/s ⁽¹⁾ | 01/07/2013 | 28/02/2014 | 5.90 | 20 | |
| 24 Mb Bitstream MB – 24576/768 kb/s ⁽¹⁾ | 01/03/2014 | | 5.90 | 15 | |
| Standalone 8Mb Bitstream MB- 8192/512 kb/s ⁽¹⁾ | 01/07/2013 | 28/02/2014 | 17.95 (Note 1) | 20 | |
| Standalone 8Mb Bitstream MB- 8192/512 kb/s ⁽¹⁾ | 01/03/2014 | | 17.95 (Note 1) | 15 | |
| Standalone 24 Mb Bitstream MB – 24576/768 kb/s ⁽¹⁾ | 01/07/2013 | 28/02/2014 | 18.95 (Note 1) | 20 | |
| Standalone 24 Mb Bitstream MB – 24576/768 kb/s ⁽¹⁾ | 01/03/2014 | | 18.95 (Note 1) | 15 | |

Note 1: eircom Wholesale propose an introductory offer with a limited number of lines available for a limited period. This offer will apply to Standalone Bitstream Managed Backhaul products sold before the 1st July 2014 or for the first 10,000 ports which ever condition is met first. For this promotional period the following prices shall apply.

| Service | Base | Usage Charge € |
|---------|------|----------------|
|---------|------|----------------|

(1) See product description for a list of associated profiles.

(2) This price applies in all instances where the Access Seeker has ordered this product, including where the Access Seeker has chosen to avail of the Mid-band process, which is detailed in the Bitstream Industry Process Manual as published on www.eircomwholesale.ie.

(3) Usage Charge is based on 95th Percentile Billing and is aggregated across all ports attached to Bitstream MB product per Access Seeker. Please see Appendix A for further detail



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| | Rental € | |
|---|----------|-----------------------------|
| Standalone 8Mb Bitstream MB- 8192/512 kb/s (*) | 15.95 | As per table 2.3.3 above |
| Standalone 24 Mb Bitstream MB – 24576/768 kb/s (*) | 16.95 | As per table 2.3.3 above |

This introductory price shall apply to the qualifying line for the life of the first Standalone Bitstream Managed backhaul service on the line. No Operator may take more than 70% of the pool of introductory lines.

(1) See product description for a list of associated profiles.

(2) This price applies in all instances where the Access Seeker has ordered this product, including where the Access Seeker has chosen to avail of the Mid-band process, which is detailed in the Bitstream Industry Process Manual as published on www.eircomwholesale.ie.

(3) Usage Charge is based on 95th Percentile Billing and is aggregated across all ports attached to Bitstream MB product per Access Seeker. Please see Appendix A for further detail

2.3.4 Bitstream Ethernet Access (Bitstream EA) Product Set

| Service | Effective From | Effective to | Price € |
|--|-----------------------|---------------------|----------------|
| Bitstream EA - 1Mb/128kb - Std ¹ | 06/10/2012 | | €19 |
| Bitstream EA - 1Mb/128kb - Plus ² | 06/10/2012 | | €23 |
| Bitstream EA - 1Mb/128kb - Gold ³ | 06/10/2012 | | €25 |
| Bitstream EA - 2Mb/384kb - Std | 06/10/2012 | | €28 |
| Bitstream EA - 2Mb/384kb - Plus | 06/10/2012 | | €34 |
| Bitstream EA - 2Mb/384kb - Gold | 06/10/2012 | | €37 |
| Bitstream EA - 4Mb/512kb - Std | 06/10/2012 | | €35 |
| Bitstream EA - 4Mb/512kb - Plus | 06/10/2012 | | €41 |
| Bitstream EA - 4Mb/512kb - Gold | 06/10/2012 | | €45 |
| Bitstream EA - 6Mb/672kb - Std | 06/10/2012 | | €42 |
| Bitstream EA - 6Mb/672kb - Plus | 06/10/2012 | | €50 |
| Bitstream EA - 6Mb/672kb - Gold | 06/10/2012 | | €55 |
| Bitstream EA - 8Mb/1Mb - Std | 06/10/2012 | | €47 |
| Bitstream EA - 8Mb/1Mb - Plus | 06/10/2012 | | €56 |
| Bitstream EA - 8Mb/1Mb - Gold | 06/10/2012 | | €62 |
| Bitstream EA - 8Mb/2Mb - Std | 06/10/2012 | | €51 |
| Bitstream EA - 8Mb/2Mb - Plus | 06/10/2012 | | €62 |
| Bitstream EA - 8Mb/2Mb - Gold | 06/10/2012 | | €68 |
| Bitstream EA - 10Mb/1.5Mb - Std | 06/10/2012 | | €54 |
| Bitstream EA - 10Mb/1.5Mb - Plus | 06/10/2012 | | €66 |
| Bitstream EA - 10Mb/1.5Mb - Gold | 06/10/2012 | | €72 |
| Bitstream EA - 12Mb/2Mb - Std | 06/10/2012 | | €63 |
| Bitstream EA - 12Mb/2Mb - Plus | 06/10/2012 | | €74 |
| Bitstream EA - 12Mb/2Mb - Gold | 06/10/2012 | | €80 |
| Bitstream EA - 16Mb/1.2Mb - Std | 06/10/2012 | | €73 |
| Bitstream EA - 16Mb/1.2Mb - Plus | 06/10/2012 | | €83 |
| Bitstream EA - 16Mb/1.2Mb - Gold | 06/10/2012 | | €89 |

¹Please note Std refers to 0% EF

²Please note Plus refers to 5% EF

³Please note Gold refers to 10% EF

2.4 Cessation Charge

As per clause 6 of the ADSL/ADSL 2plusBitstream Service Description, Operators may choose one of two contract options: a minimum term per Bitstream port or no minimum term but a cease fee per Bitstream port. Where the Operator has chosen the Bitstream contract without minimum term, the following charge applies:

| Service | Effective From | Effective to | Price € |
|-----------------------------|-----------------------|---------------------|----------------|
| Cessation Charge (per port) | 01/01/2009 | 31/03/2011 | 60 |
| Cessation Charge (per port) | 01/04/2011 | | 15 |

This charge is not applicable to Operators under the Standard Bitstream Agreement Subject to a Minimum Term.

2.5 Port Transfer Charge

| Service | Effective From | Effective to | Price € |
|----------------------------|-----------------------|---------------------|----------------|
| Transfer Charge (per port) | 01/01/2009 | 31/03/2011 | 30 |
| Transfer Charge (per port) | 01/04/2011 | | 15 |

Port transfer charges do not apply to Bitstream EA or Bitstream VC products

2.6 Downgrade Charge

| Service | Effective From | Effective to | Price € |
|-----------------------------|-----------------------|---------------------|----------------|
| Downgrade Charge (per port) | 01/01/2009 | | 15 |

2.7 Upgrade Charge

| Service | Effective From | Effective to | Price € |
|--|----------------|--------------|---------|
| Upgrade Charge (per port) | 01/01/2009 | | 0 |
| 24Mb Bitstream MB Upgrade (per port) | 01/12/2012 | 31/03/2011 | 30 |
| 24Mb Bitstream MB Upgrade (per port) | 01/04/2011 | | 15 |
| Standalone 24 Mb Bitstream MB (per port) | 01/07/2013 | | 15 |

3. ADSL Bitstream Backhaul Charges

3.1 Connection Charges

Provide and Downgrade orders carried out by eircom Wholesale implement an installation charge. These are once-off charges that are implemented on completion of the order.

| Backhaul Product | Effective From | Effective To | Connection Charge |
|------------------------------------|----------------|--------------|-------------------|
| BCS STM-1 and 45M CSH ⁴ | 26/05/2003 | | €16,000 |
| BCS STM-1 and 45M IBH ⁵ | 26/05/2003 | | €11,000 |
| BECS 100M-10Gb CSH ⁴ | 16/03/2005 | | €7,500 |
| BECS 500M and 1Gb IBH ⁵ | 16/03/2005 | | €5,000 |

⁴CSH – Customer Site Handover (see Bitstream Backhaul Description for further details)

⁵IBH – In-Building Handover (Bitstream Backhaul Description for further details)

3.2 Annual Recurring Charges

Each Backhaul Circuit is billed on a quarterly basis. This is a recurring charge and quarterly rentals are charged one quarter in advance.

| Backhaul Product | Effective From | Effective To | Annual Rental |
|----------------------------|----------------|--------------|---------------|
| BCS STM-1 CSH ⁴ | 01/01/2003 | 31/12/2012 | €76,200* |
| BCS STM-1 CSH ⁴ | 01/01/2013 | | €40,000* |
| BCS STM-1 IBH ⁵ | 01/01/2003 | 31/12/2012 | €25,000 |
| BCS STM-1 IBH ⁵ | 01/01/2013 | | €20,000 |
| BCS 45M CSH ⁴ | 01/01/2003 | 31/12/2012 | €16,250* |
| BCS 45M CSH ⁴ | 01/01/2013 | | €16,250* |
| BCS 45M IBH ⁵ | 01/01/2003 | 31/12/2012 | €3,750 |
| BCS 45M IBH ⁵ | 01/01/2013 | | €3,750 |
| BECS 100M CSH ⁴ | 01/12/2006 | 31/12/2012 | €17,500 |
| BECS 100M CSH ⁴ | 01/01/2013 | | €15,000 |
| BECS 250M CSH ⁴ | 01/12/2006 | 31/12/2012 | €25,800 |
| BECS 250M CSH ⁴ | 01/01/2013 | | €20,000 |
| BECS 500M CSH ⁴ | 16/03/2005 | 31/12/2012 | €39,500 |
| BECS 500M CSH ⁴ | 01/01/2013 | | €25,000 |
| BECS 500M IBH ⁵ | 16/03/2005 | 31/12/2012 | €27,500 |
| BECS 500M IBH ⁵ | 01/01/2013 | | €15,000 |
| BECS 1Gb CSH ⁴ | 01/08/2007 | 31/12/2012 | €67,000 |
| BECS 1Gb CSH ⁴ | 01/01/2013 | 31/08/2013 | €40,000 |
| BECS 1Gb CSH ⁴ | 01/09/2013 | | €35,000 |
| BECS 1Gb IBH ⁵ | 01/08/2007 | 31/12/2012 | €53,100 |
| BECS 1Gb IBH ⁵ | 01/01/2013 | | €25,000 |
| BECS 10Gb CSH ⁴ | 08/10/2010 | 31/12/2012 | €149,000 |
| BECS 10Gb CSH ⁴ | 01/01/2013 | 31/08/2013 | €75,000 |
| BECS 10Gb CSH ⁴ | 01/09/2013 | | €55,000 |

* May vary depending on distance. 0-2,000 mtrs included in standard rental. €1,750 per km thereafter.

3.3 Cessation Charge

As per clauses 5 and 9 in Annex C of the WBARO, the minimum period of service for any Backhaul order placed and accepted shall be twelve months commencing on the Delivery Notification. The Operator shall be liable for all charges for this minimum period.



In the event that the termination of a Backhaul is required, the Operator shall give to eircom in writing at least one month's notice, expiring on the last day of the calendar month following that in which the notice is given. Where such a termination request takes effect prior to the expiry of the minimum period of service, then the Operator shall be liable for all charges for the remaining portion of the minimum period. Where notice is given which expires after the minimum period of service, charging shall cease on the last day of the notice period.

Where the Operator requests a Migration and such request is delivered, a new minimum period will apply to the product to which the Migration is made. If the Migration request takes effect prior to the expiry of the minimum period of the Backhaul circuit, the charges shall be waived.

3.4 Other Charges

3.4.1 Fault Related Charges

If eircom carries out work to correct a reported fault in service and finds no fault in the eircom network, eircom shall be entitled to charge the Operator for abortive work done or money spent to determine such an outcome in accordance with the applicable hourly rate in force for the time being. Please see Appendix C for the latest rates for call out charges.

4. NGA Bitstream Plus and NGA VUA Charges

The price for eircom Wholesale’s NGA Bitstream Plus and NGA VUA Service is made up of a number of elements:

- Port Rental
- Port Connection
- Migration (per port)
- Aggregate usage charge (Bitstream Plus only)
- Unicast
- Multicast
- Promotional Offers (covered in section 5)

The prices set out for the eircom Wholesale NGA Bitstream Plus and NGA VUA service may vary from time to time.

Prices are effective from the date indicated on this Price List. Where applicable tables indicate the time frames for which a charge is valid with “effective from” and “effective to” dates shown. This eircom Wholesale Bitstream Service Price List will be updated and republished from time to time.

Operators will be notified when changes are made to the Bitstream Service Price List published on eircom Wholesale’s website. The charges relevant to each service are listed in EURO.

4.1 NGA Bitstream Plus Charges

4.1.1 NGA Bitstream Plus Access – Connections and Migration Charges

| Service | Effective From | Effective to | Price € |
|---|----------------|--------------|---------|
| POTS Based NGA Service Connection and Migration Charge ⁽¹⁾ | 20/05/2013 | | 2.50 |
| Standalone NGA Service Connection and Migration Charge ⁽²⁾ | 20/05/2013 | | 2.50 |
| Standalone NGA In situ Access connection ⁽³⁾ | 20/05/2013 | | 17.75* |
| Standalone NGA Pre-cabled Access connection ⁽⁴⁾ | 20/05/2013 | | 37.87* |
| Standalone NGA Non-Insitu Access connection ⁽⁵⁾ | 20/05/2013 | | 92.39* |
| NTU/ONT Installed by eircom ⁽⁶⁾⁽⁷⁾⁽⁸⁾ | 20/05/2013 | | 27.50 |
| Migration per port from NGA to NGA products | 20/05/2013 | | 2.50 |

Notes:



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(1) This charge applies when a POTS Based NGA service is added to an existing PSTN/SB-WLR line or when an existing ADSL Broadband or Line Share product is migrated to a POTS Based NGA service. The SB-WLR line connection charges are outlined separately in the Reference Interconnect Offer price List.

(2) This charge applies when a new Standalone NGA service is provisioned or when an existing ULMP or an existing SB-WLR only or an existing SB-WLR with ADSL Broadband/ Line Share is migrated to a Standalone NGA service. This charge is applied in addition to one of - the Standalone NGA In situ Access connection (3) or the Standalone NGA Pre-cabled Access connection (4) or the Standalone NGA Non-Insitu Access connection (5)

(3) Standalone NGA In-situ Access connection – Where all line work is completely in place and line can be electronically enabled and there has been previous service at the address.

(4) Standalone NGA Pre-cabled Access connection – where all line work is completely in place and line can be electronically enabled and there has been no previous service at the address.

(5) Standalone Non-Insitu Access connection - Where all line work is not in place and there has been no previous service at the address.

(6) This charge applies when the NTU/ONT is installed by eircom for both POTS Based NGA services and Standalone NGA services. This charge is in addition to the charges above. The NTU/ONT charge will not apply when a Non insitu SB-WLR line is installed as part of the same order. The NTU/ONT charge will also not be applied where a Standalone NGA Non-Insitu Access connection charge occurs as part of the same order.

*Note: The lower of this number or whatever promotional price applies to the equivalent SB-WLR connection at the time. See RIO Price List for SB-WLR promotional details.

(7) In the scenario where an NGA order is completed that includes a request for the installation of an NTU and eircom's records show that an NTU had previously been installed and charged by eircom as part of an NGA provisioning or migration order, the NTU connection charge will be rebated. This regime will apply until such a time that Operators can order an insitu NGA service at a premises that has an NTU already installed through previous NGA installations. An order for an insitu service in this case means that an Operator can place an NGA order without the need to create an appointment for an end-user visit to install the NTU.

(8) In the scenario where an NGA order is completed that includes a request for the installation of an NTU and eircom's records show that an NTU had previously been installed by eircom as part of a non-insitu SB-WLR order (LNN Order) completed within the previous 30 days, the NTU connection charge will be rebated. This regime will apply until such a time that Operators can submit a combined order for non-insitu SB-WLR and NGA Bitstream/VUA.

Note: A charge of €30 will be applied for a missed appointment that is the result of a customer generated issue as defined in the NGA IPM. This charge will apply for an initial period of 90 days post launch and will be reviewed thereafter.

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4.1.2 NGA Bitstream Plus Access – Monthly Rental Charges

| Service | Effective From | Effective to | Price € |
|-------------------------------|----------------|--------------|---------|
| NGA Bitstream Plus Standalone | 20/05/2013 | | 17.50 |
| NGA Bitstream Plus POTS Based | 20/05/2013 | | 5.98 |

Rental is subject Minimum Term as per the WBARO.

4.1.3 NGA Bitstream Plus Access – Data Port Extension Connection Charges

| Service | Effective From | Effective to | Price € |
|---|----------------|--------------|---------|
| Data Port Extension Connection Charge (up to 30m), if ordered on UG | 20/05/2013 | | 55.00 |
| Data Port Extension Connection Charge, if order onsite by the end-user* | 20/05/2013 | | 85.00 |

* This option is available for 90 days after launch after which it will be reviewed for continued availability

4.1.4 NGA Bitstream Plus Unicast – Connection Charge

| Service | Effective From | Effective to | Price € |
|--|----------------|--------------|---------|
| Bitstream Plus Unicast (BPU) - Connection per site | 20/05/2013 | | 50.00 |

4.1.5 NGA Bitstream Plus Usage - Monthly Charge

| Service | Effective From | Effective to | Price € |
|--|----------------|--------------|---------|
| Usage per Mbps - Best Effort (BE) (95th Percentile) | 20/05/2013 | 31/01/2014 | 20.00 |
| Usage per Mbps - Best Effort (BE) (95th Percentile) ⁽¹⁾⁽²⁾ | 01/02/2014 | | 10.00 |
| Usage per Mbps - Assured Forwarding (AF) (95th percentile) ⁽¹⁾ | 20/05/2013 | 31/01/2014 | 25.00 |
| Usage per Mbps - Assured Forwarding (AF) (95th percentile) ⁽¹⁾⁽²⁾ | 01/02/2014 | | 12.50 |

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| | | | |
|--|------------|------------|-------|
| Usage per Mbps - Expedited Forwarding (EF) (95th Percentile) ⁽¹⁾ | 20/05/2013 | 31/01/2014 | 30.00 |
| Usage per Mbps - Expedited Forwarding (EF) (95th Percentile) ⁽¹⁾⁽²⁾ | 01/02/2014 | | 15.00 |

Note: (1) The calculation of the 95th percentile is based on taking aggregate usage measurements of an Operators' BPU circuits at 15 minute intervals. The usage measurement at each 15 minute interval determines the BE, AF and EF traffic of the Operator. The charge for usage is then calculated at each 15 minute interval by multiplying the Mbps of usage of the three traffic types by the associated BE, AF and EF price*. The three charges are then added together to form the combined usage charge for that individual 15 minute interval. This stage is repeated at each 15 minute interval throughout the month. The usage charges calculated at each 15 minute interval for the entire month are then ranked from highest to lowest with the top 5% being removed. The highest remaining charge is the actual Usage charge for the individual Operator for that month.

Note:(2) The price for AF will always be 1.25 times the BE rate and the price for EF will always be 1.5 times the BE rate.

Example: An Operators' traffic for all their BPU circuits is measured at a particular 15 minute interval in a month. The traffic measured is found to be 120Mbps made up of 100Mbps of BE traffic, 15 Mbps of AF traffic and 5 Mbps of EF traffic. The combined usage charge at this interval is calculated as: $\{(100\text{Mbps} * \text{€}20) + (15\text{Mbps} * \text{€}25) + (5\text{Mbps} * \text{€}30)\} = \{\text{€}2,000 + \text{€}375 + \text{€}150\} = \text{€}2,525$. Therefore, the combined usage charge calculated for the Operator at this 15 minute interval is €2,525. As described above - this step is repeated at each 15 minute interval throughout the month. These charges are then ranked from highest to lowest with the top 5% removed. The highest remaining figure is the actual Usage charge for the Operator in that month.

4.1.6 NGA Bitstream Plus Multicast – Connection Charges

| Service | Effective From | Effective to | Price € |
|--|----------------|--------------|----------|
| Bitstream Plus Multicast (BPM) - Connection | 20/05/2013 | | 5,000.00 |
| Bitstream Multicast per Exchange (BPE) - Connection per site | 20/05/2013 | | 50.00 |
| Bitstream Plus Multicast - Connection per End-user | 20/05/2013 | | 2.50 |

Note: BPM circuits utilised for resilience purposes will only incur the incremental WEIL costs.

4.1.7 NGA Multicast BPM for Bitstream Plus – Annual Rental Charges

| Service | Effective From | Effective to | Price € |
|--|----------------|--------------|---------|
| Bitstream Plus Multicast (BPM) Capacity 300 Mbps | 20/05/2013 | | 44,900 |
| Bitstream Plus Multicast (BPM) Capacity 400 Mbps | 20/05/2013 | | 48,500 |
| Bitstream Plus Multicast (BPM) Capacity 500 Mbps | 20/05/2013 | | 51,200 |

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| | | | |
|--|------------|--|--------|
| Bitstream Plus Multicast (BPM) Capacity 600 Mbps | 20/05/2013 | | 53,450 |
| Bitstream Plus Multicast (BPM) Capacity 700 Mbps | 20/05/2013 | | 55,250 |

Note: BPM circuits utilised for resilience purposes will only incur the incremental WEIL costs.

4.1.8 NGA Multicast Bitstream Plus per Exchange (BPE) – Annual Rental Charge

| Service | Effective From | Effective to | Price € |
|--|----------------|--------------|---------|
| BPE with BPM Capacity ⁽¹⁾ 300 Mbps per site | 20/05/2013 | | 2,250 |
| BPE with BPM Capacity ⁽¹⁾ 400 Mbps per site | 20/05/2013 | | 2,750 |
| BPE with BPM Capacity ⁽¹⁾ 500 Mbps per site | 20/05/2013 | | 3,150 |
| BPE with BPM Capacity ⁽¹⁾ 600 Mbps per site | 20/05/2013 | | 3,450 |
| BPE with BPM Capacity ⁽¹⁾ 700 Mbps per site | 20/05/2013 | | 3,650 |

Note: (1) Where an Operator has more than one BPM – the BPM circuits are combined to calculate the capacity (excludes resilient BPM capacity).

Note: WEIL pricing including the creation and management of SAB(s) is covered in the Network Price List as referenced in the Leased Line Reference Offer (LLRO).

4.2 NGA Virtual Unbundled Access (VUA) Charges

4.2.1 NGA Virtual Unbundled Access – Connection and Migration Charges

| Service | Effective From | Effective to | Price € |
|---|----------------|--------------|---------|
| POTS Based NGA Service Connection and Migration Charge ⁽¹⁾ | 20/05/2013 | | 2.50 |
| Standalone NGA Service Connection and Migration Charge ⁽²⁾ | 20/05/2013 | | 2.50 |
| Standalone NGA In situ Access connection ⁽³⁾ | 20/05/2013 | | 17.75* |
| Standalone NGA Pre-cabled Access connection ⁽⁴⁾ | 20/05/2013 | | 37.87* |
| Standalone NGA Non-Insitu Access connection ⁽⁵⁾ | 20/05/2013 | | 92.39* |
| NTU/ONT Installed by eircom ⁽⁶⁾⁽⁷⁾⁽⁸⁾ | 20/05/2013 | | 27.50 |
| Migration per port from NGA to NGA products | 20/05/2013 | | 2.50 |

Notes:

(1) This charge applies when a POTS Based NGA service is added to an existing PSTN/SB-WLR line or



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when an existing ADSL Broadband or Line Share product is migrated to a POTS Based NGA service. The SB-WLR line connection charges are outlined separately in the Reference Interconnect Offer price List.

(2) This charge applies when a new Standalone NGA service is provisioned or when an existing ULMP or an existing SB-WLR only or an existing SB-WLR with ADSL Broadband/ Line Share is migrated to a Standalone NGA service. This charge is applied in addition to one of - the Standalone NGA In situ Access connection (3) or the Standalone NGA Pre-cabled Access connection (4) or the Standalone NGA Non-Insitu Access connection (5)

(3) Standalone NGA In-situ Access connection – Where all line work is completely in place and line can be electronically enabled and there has been previous service at the address.

(4) Standalone NGA Pre-cabled Access connection – where all line work is completely in place and line can be electronically enabled and there has been no previous service at the address.

(5) Standalone Non-Insitu Access connection - Where all line work is not in place and there has been no previous service at the address.

(6) This charge applies when the NTU/ONT is installed by eircom for both POTS Based NGA services and Standalone NGA services. This charge is in addition to the charges above. The NTU/ONT charge will not apply when a Non insitu SB-WLR line is installed as part of the same order. The NTU/ONT charge will also not be applied where a Standalone NGA Non-Insitu Access connection charge occurs as part of the same order.

***Note:** The lower of this number or whatever promotional price applies to the equivalent SB-WLR connection at the time. See RIO Price List for SB-WLR promotional details.

(7) In the scenario where an NGA order is completed that includes a request for the installation of an NTU and eircom’s records show that an NTU had previously been installed and charged by eircom as part of an NGA provisioning or migration order, the NTU connection charge will be rebated. This regime will apply until such a time that Operators can order an insitu NGA service at a premises that has an NTU already installed through previous NGA installations. An order for an insitu service in this case means that an Operator can place an NGA order without the need to create an appointment for an end-user visit to install the NTU.

(8) In the scenario where an NGA order is completed that includes a request for the installation of an NTU and eircom’s records show that an NTU had previously been installed by eircom as part of a non-insitu SB-WLR order (LNN Order) completed within the previous 30 days, the NTU connection charge will be rebated. This regime will apply until such a time that Operators can submit a combined order for non-insitu SB-WLR and NGA Bitstream/VUA.

Note: A charge of €30 will be applied for a missed appointment that is the result of a customer generated issue as defined in the NGA IPM. This charge will apply for an initial period of 90 days post launch and will be reviewed thereafter.

4.2.2 NGA Virtual Unbundled Access – Monthly Rental Charges

| Service | Effective | Effective | Price € |
|---------|-----------|-----------|---------|
|---------|-----------|-----------|---------|



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| | From | to | |
|---|------------|----|-------|
| NGA Virtual Unbundled Access Standalone | 20/05/2013 | | 17.50 |
| NGA Virtual Unbundled Access POTS Based | 20/05/2013 | | 5.98 |

Rental is subject to the Minimum Term as per the WBARO.

4.2.3 NGA Virtual Unbundled Access – Data Port Extension Connection Charges

| Service | Effective From | Effective to | Price € |
|---|----------------|--------------|---------|
| Data Port Extension Connection Charge (up to 30m), if ordered on UG | 20/05/2013 | | 55.00 |
| Data Port Extension Connection Charge, if order onsite by the end-user* | 20/05/2013 | | 85.00 |

* This option is available for 90 days after launch after which it will be reviewed for continued availability

4.2.4 NGA Virtual Unbundled Access Unicast – Connection Charge

| Service | Effective From | Effective to | Price € |
|--|----------------|--------------|---------|
| Virtual Unbundled Access (VAU) - Connection per site | 20/05/2013 | | 50 |

4.2.5 NGA Virtual Unbundled Access Multicast – Connection Charges

| Service | Effective From | Effective to | Price € |
|---|----------------|--------------|---------|
| VUA Multicast (VAM) - Connection per site | 20/05/2013 | | 50.00 |
| VUA Multicast - Connection per End-user | 20/05/2013 | | 2.50 |

Note: WEIL pricing including the creation and management of SAB(s) is covered in the Network Price List as referenced in the Leased Line Reference Offer (LLRO).

5. Promotions

5.1 Bitstream Provide Bitstream (PB) Promotion

Promotion ended 22nd July 2010. Details removed as part of publication of Bitstream Pricelist v6.6.

Previously Promotion - 1.8.1 Bitstream Provide Bitstream (PB) Promotion

5.2 Bitstream Upgrade Bitstream (UB) Promotion

Promotion ended 14th July 2010. Details removed as part of publication of Bitstream Pricelist v6.6.

Previously Promotion - 1.8.2 Bitstream Upgrade Bitstream (UB) Promotion

5.3 Bitstream Provide Bitstream (PB) Promotion

Bitstream Price Promotion 28th July 2010 – 27th September 2010 (inclusive).

Promotion ended 27th September 2010. Details removed as part of publication of Bitstream Pricelist v7.2.

Previously Promotion - 1.8.3 Bitstream Provide Bitstream (PB) Promotion

5.4 Bitstream Upgrade Bitstream (UB) Promotion

Bitstream Upgrade Promotion 22nd July 2010 until 21st September 2010.

Promotion ended 21st September 2010. Details removed as part of publication of Bitstream Pricelist v7.2.

Previously Promotion - 1.8.4 Bitstream Upgrade Bitstream (UB) Promotion

5.5 Bitstream Provide Bitstream (PB) Promotion

Bitstream Price Promotion 6th October 2010 – 5th January 2011 (inclusive).

Promotion ended 5th January 2011. Details removed as part of publication of Bitstream Pricelist v7.7.

Previously Promotion - 1.8.5 Bitstream Provide Bitstream (PB) Promotion

5.6 Bitstream Upgrade Bitstream (UB) Promotion

Bitstream Upgrade Promotion 2nd October 2010 – 1st January 2011.

Promotion ended 1st January 2011. Details removed as part of publication of Bitstream Pricelist v7.7.

Previously Promotion - 1.8.6 Bitstream Upgrade Bitstream (UB) Promotion

5.7 Bitstream Provide Bitstream (PB) Promotion

Bitstream Price Promotion 11th January 2011 – 5th April 2011 (inclusive).

Promotion ended 5th April 2011. Details removed as part of publication of Bitstream Pricelist v7.9.

Previously Promotion - 1.8.7 Bitstream Provide Bitstream (PB) Promotion

5.8 Bitstream Upgrade Bitstream (UB) Promotion

Bitstream Upgrade Promotion 6th January 2011 – 1st April 2011 (inclusive).

Promotion ended 1st April 2011. Details removed as part of publication of Bitstream Pricelist v7.9.

Previously Promotion - 1.8.8 Bitstream Upgrade Bitstream (UB) Promotion

5.9 Bitstream Growth Promotion – New Bitstream Connections

Details removed as part of publication of Bitstream Pricelist v7.11.

Previously Promotion - 1.8.9 Bitstream Growth Promotion – New Bitstream Connections

5.10 Bitstream Retention Promotion – Reduction in Bitstream Ceases

Details removed as part of publication of Bitstream Pricelist v7.11.

Previously Promotion - 1.8.10 Bitstream Retention Promotion – Reduction in Bitstream Ceases

5.11 Bitstream Provide Bitstream (PB) In-Situ Promotion

Bitstream Price Promotion 21st March 2011 – 20th June 2011 (inclusive).

Details removed as part of publication of Bitstream Pricelist v7.11.

Previously Promotion - 1.8.11 Bitstream Provide Bitstream (PB) In-Situ Promotion

5.12 Bitstream Provide Bitstream (PB) Promotion

Bitstream Price Promotion 10th April 2011 – 5th July 2011(inclusive).

Promotion ended 5th July 2011. Details removed as part of publication of Bitstream Pricelist v7.11.

Previously Promotion - 1.8.12 Bitstream Provide Bitstream (PB) Promotion

5.13 Bitstream Provide Bitstream (PB) Promotion

Bitstream Price Promotion 10th April 2011 – 5th July 2011(inclusive).

Promotion ended 5th July 2011. Details removed as part of publication of Bitstream Pricelist v7.11.

Previously Promotion - 1.8.13 Bitstream Provide Bitstream (PB) Promotion

5.14 Bitstream Downgrade Bitstream (DB) Promotion

Bitstream Price Promotion 21stApril 2011 – 20th July 2011(inclusive).

Promotion ended 20th July 2011. Details removed as part of publication of Bitstream Pricelist v7.11.

Previously Promotion - 1.8.14 Bitstream Downgrade Bitstream (DB) Promotion

5.15 Bitstream Provide Bitstream (PB) Promotion

Bitstream Price Promotion 6th July 2011 – 5th October 2011 (inclusive).

Promotion ended 5th October 2011. Details removed as part of publication of Bitstream Pricelist v7.11.

Previously Promotion - 1.8.15 Bitstream Provide Bitstream (PB) Promotion

5.16 Bitstream Provide Bitstream (PB) Promotion

Bitstream Price Promotion 6th July 2011 - 5th October 2011 (inclusive).

Promotion ended 5th October 2011. Details removed as part of publication of Bitstream Pricelist v7.13.

Previously Promotion - 1.8.16 Bitstream Provide Bitstream (PB) Promotion

5.17 Bitstream Provide Bitstream (PB) Promotion

Bitstream Price Promotion 6th October 2011 – 5th January 2012(inclusive).

Promotion ended 5th January 2012. Details removed as part of publication of Bitstream Pricelist v7.13.

Previously Promotion - 1.8.17 Bitstream Provide Bitstream (PB) Promotion

5.18 Bitstream Upgrade Bitstream (UB) Promotion

Bitstream Upgrade Promotion 2nd October 2011 – 1st January 2012 (inclusive).

Promotion ended 1st January 2012. Details removed as part of publication of Bitstream Pricelist v7.13

Previously Promotion - 1.8.18 Bitstream Upgrade Bitstream (UB) Promotion

5.19 Bitstream Upgrade Bitstream (UB) Promotion

Bitstream Upgrade Promotion 2nd October 2011 – 1st January 2012 (inclusive).

Promotion ended 1st January 2012. Details removed as part of publication of Bitstream Pricelist v7.15

Previously Promotion - 1.8.19 Bitstream Upgrade Bitstream (UB) Promotion

5.20 Bitstream Provide Bitstream (PB) Promotion

Bitstream Provide Promotion 13th January – 5th April 2012 (inclusive).

Promotion ended 5th April 2012. Details removed as part of publication of Bitstream Pricelist v7.15

Previously Promotion - 1.8.20 Bitstream Provide Bitstream (PB) Promotion

5.21 Bitstream Upgrade Bitstream (UB) Promotion

Bitstream Upgrade Promotion 8th January – 1st April 2012 (inclusive).

Promotion ended 1st April 2012. Details removed as part of publication of Bitstream Pricelist v7.15

Previously Promotion - 1.8.21 Bitstream Upgrade Bitstream (UB) Promotion

5.22 Bitstream Upgrade Bitstream (UB) Promotion

Bitstream Upgrade promotion 8th January – 1st April 2012 (inclusive)

Promotion ended 1st April 2012. Details removed as part of publication of Bitstream Price List v7.19.

Previously Promotion - 4.22 Bitstream Upgrade Bitstream (UB) Promotion

5.23 Bitstream Provide Bitstream (PB) Promotion

Bitstream Price promotion 6th April – 5th July 2012 (inclusive)

Promotion ended 5th April 2012. Details removed as part of publication of Bitstream Price List v 7.19

Previously Promotion - 4.2323 Bitstream Provide Bitstream (PB) Promotion



5.24 Bitstream Provide Bitstream (PB) Promotion

Bitstream Provide promotion 6th August – 3rd October 2012 (inclusive)
Promotion ended 3rd October 2012. Details removed as part of publication of Bitstream Price List v 7.19

5.25 Bitstream Upgrade Bitstream (UB) Promotion

Bitstream Provide promotion 6th August – 3rd October 2012 (inclusive)
Promotion ended 3rd October 2012. Details removed as part of publication of Bitstream Price list vTBC

5.26 Bitstream Provide Bitstream (PB) Promotion

Bitstream Provide promotion 6th October – 31st December 2012 (inclusive)
Promotion ended 31st December 2012. Details removed as part of publication of Bitstream Price list vTBC

5.27 Bitstream Provide Bitstream (PB) Promotion

| Service | Promotion € |
|---|--|
| <p>Bitstream Provide Promotion 1st January – 30th June 2013 (inclusive).</p> <p>Promotion applies to new Subscribers connected to the any Bitstream IP or Bitstream MB products during the promotional period. Eligible Subscriber orders must be:</p> <p>Provide (PB) orders only to the:</p> <ul style="list-style-type: none"> • Bitstream IP Product Set (see section 2.3.2 for list) • Bitstream MB Product Set (see section 2.3.3 for list) <p>completed during the Promotional Period for the Bitstream Price Promotion 1st January until 30th June 2013</p> <p>Applicable Subscribers provided during the promotional period do not need to be active on the provided Bitstream product for a minimum of 2 months (minimum 60 days), however if <u>the rate of end users that do not stay on Bitstream for 60 days increases above 7% of lines that the promotion was provided on, we reserve the right to recover €10 back from the rebates provided that did not stay on for 60 days.</u></p> <p>Eircom will pay the Operator a rebate per eligible Subscriber in the next billing cycle.</p> <p>The Bitstream Provide order (PB) Promotional offer is not applicable to Upgrades (UB), Downgrades (DB) or Transfer (XB) order types. Upgrade orders may be eligible under the Bitstream Upgrade (UB) Promotion, details of which are outlined in section 4.28.</p> <p>eircom reserves the right to withdraw this promotion at any time prior to this date.</p> <p>Please refer to the Conditions Applicable to Promotional Offers in section 4.27.1 for further details.</p> | <p>Promotion amount is a rebate to the values defined below for the product:</p> <p style="text-align: right;">25.00</p> <p style="text-align: right;">25.00</p> |

Conditions Applicable to Promotional Offer (section 4.27.1)

This promotion is aimed at bringing new subscribers onto the broadband network.

5.27.1 Conditions Applicable to Bitstream new Provide order Promotion 1st January to 30th June 2013.

1. To be eligible for the Bitstream "Provide" order price promotion each telephone number/CLI must meet each of the following criteria:
 - a) The Promotion shall apply only to eligible Provide (PB) orders to one of the following product sets:
 - a. Bitstream IP Product Set (see section 2.3.2 for list of products)
 - b. Bitstream MB Product Set (see section 2.3.3 for list of products)
 - b) Eligible Subscriber orders must be Provide orders only during the promotional period for the Bitstream price promotion. The promotional period for Wholesale is from **1st January until 30th June 2013 inclusive for Provide orders.** eircom reserves the right to withdraw this promotion at any time prior to that date.
 - c) Downgrades or Transfer order types are not eligible for the promotion rebate. While Upgrade orders are not eligible for this Provide promotion 4.27; upgrade orders may be eligible under the terms and conditions of the Bitstream Upgrade promotion as outlined in sections 4.28. The Operator may still choose to offer that Subscriber a DSL service via a Transfer or Downgrade but will not avail of the Bitstream Price Promotion.
 - d) An Operator will be eligible to receive a rebate under this Bitstream Price Promotion for any Subscriber's telephone number/CLI irrespective of whether a promotion rebate has previously been applied to that telephone number/CLI for any of the Bitstream promotions since 1st of June 2004; subject to all other terms and conditions of this promotion being met.
 - e) To be eligible for the Bitstream Price Promotion each eligible Provide telephone number/CLI no longer must be active on that particular Bitstream product for a minimum of two (2) consecutive, full months to become eligible for the Bitstream Price Promotion rebate. This two (2) month period will be calculated from the "Billing Effect Date", which for purposes of the promotion is the later of the order completion date or the appointment date, for that telephone number/CLI on the Access Seeker's Bitstream invoice. However if the rate of end users that do not stay on Bitstream for 60 days increases above 7% of lines that the promotion was provided on, we reserve the right to recover €10 back from the rebates provided that did not stay on for 60 days.
2. eircom will provide the Operator with a list of the telephone numbers/CLIs for that Operator's Subscribers who have met the eligibility criteria defined here. This will be provided to the Operator to verify those Bitstream Subscriber Provide (PB) orders for which eircom intends to provide a rebate to the Operator. It is the responsibility of the Operator to determine whether a potential Subscriber has not met any of the eligibility criteria set out here, as these Subscribers will not be eligible for a rebate.
3. The Operator will be charged rental and other applicable charges for each Subscriber as published in the then current Bitstream Service Price List (the "Price List"). All charges must be paid in full according to standard Billing terms defined in the Standard Agreement for the Provision of the ADSL Bitstream Service.
4. The promotion rebate will be provided as a bulk credit on the Operator's invoice after the Subscriber Provide (PB) order becomes eligible to have the respective promotion rebate applied.



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5. The Promotion Period for the Bitstream Price Promotion shall run from **1st January until 30th June 2013 inclusive for applicable Provide (PB) orders only**, however eircom reserves the right to withdraw this promotion at any time prior to that date.

5.28 Bitstream Upgrade Bitstream (UB) Promotion

| Service | Promotion € |
|--|---|
| <p>Bitstream Upgrade Promotion 1st January – 30th June 2013 (inclusive).</p> <p>Promotion applies to new Subscribers connected to the applicable Bitstream products (as listed below) during the promotional period. Eligible Subscriber orders must be:</p> <p>Upgrade (UB) orders to the:</p> <ul style="list-style-type: none"> • 24Mb Bitstream MB Product <p>completed during the Promotional Period for the Bitstream Price Promotion 1st January until 30th June 2013.</p> <p>All upgrades to 24Mb Bitstream MB will receive this rebate at time of the order completing. This rebate shall be applied by eircom through the removal of the 24Mb Bitstream MB Upgrade Charge listed in section 2.7 above.</p> <p>Offer not applicable to Provides, Downgrades (DB) or Transfer (XB) order types. While Provide orders are not eligible for this Upgrade promotion 4.28; provide orders may be eligible under the terms and conditions of the Bitstream Provide promotion as outlined in section 4.27.</p> <p>eircom reserves the right to withdraw this promotion at any time prior to this date.</p> <p>Please refer to the Conditions Applicable to Promotional Offers in section 4.28.1 for further details.</p> | <p>Promotion amount is a rebate to the values defined below for the product:</p> <p style="text-align: center;">15.00</p> |

Conditions Applicable to Promotional Offer (section 4.28.1)

This promotion is aimed at encouraging current customers to upgrade to higher speed 24Mb Bitstream MB product.

5.28.1 Conditions Applicable to the Bitstream Upgrade promotion 1st January until 30th June 2013.

1. To be eligible for the Bitstream "Upgrade" order price promotion each telephone number/CLI must meet each of the following criteria:
 - a) The Promotion shall apply only to Bitstream Subscriber "Upgrade (UB)" orders only to the:
 - a. 24Mb Bitstream MB product
 - b) An Operator will be eligible to receive a rebate under this Bitstream Promotion for any Subscriber's telephone number/CLI irrespective of whether a promotion rebate has previously been applied to that telephone number/CLI for any of the Bitstream promotions since 1st of June 2004; subject to all other terms and conditions of this promotion being met.
2. The Operator will be charged connection, rental and other applicable charges for each Subscriber as published in the then current Bitstream Service Price List. All charges must be paid in full according to standard Billing terms defined in the Standard Agreement for the Provision of the ADSL Bitstream Service.
3. The promotion rebate will be provided at the time of ordering as a removal of the Upgrade Charge to 24Mb Bitstream MB.
4. Offer not applicable to Provide (PB), Downgrades (DB) or Transfer (XB) order types.
5. The Promotion Period for the Bitstream Promotion shall run from **1st January until 30th June 2013 inclusive for applicable Upgrade (UB) orders only**, however eircom reserves the right to withdraw this promotion at any time prior to that date.

5.29 Bitstream Retention Promotion

The intention of this offer is to reward Operators for retaining end users on the Bitstream Service for the year of 2013.

The Operator will receive a rebate of €2 for each end user still on the Bitstream Service with the operator from 1st January to the 31st December 2013.

The terms and conditions of the promotion are as follows:

- This promotion is applicable to all Bitstream MB and Bitstream IP products.
- A list of the relevant end users on Bitstream with an Operator as of 1st January 2013 will be supplied to the Operator in January 2013. If this end user is still on Bitstream with the same Operator at the end of the 12 months without ceasing or transferring the Operator will receive a €2 rebate per customer.
- The end user can upgrade or downgrade within the Bitstream Service product sets within the year.
- The rebate will be calculated in January 2014 and will be credited against the next available Bitstream bill.
- The calculation of the rebate will be provided to each Operator.
- The list of CLIs relevant to the rebate will be provided to each Operator.
- The promotion will include migrations to NGA Bitstream Plus and NGA VUA

5.30 Bitstream Usage Promotion

eircom are creating four tiers of usage for the Wholesale Customer per end user on the Bitstream MB products.

| Average Usage | Per Mb/s Charge |
|----------------------|--|
| 0 -> 100 kb/s | €30 |
| 101 -> 150 kb/s | €30 per Mbps per month for the initial 100kb/s plus €20 per Mbps per month for the balance over 100kb/s less than 150kb/s. |
| 151 -> 200 kb/s | €30 per Mbps per month for the initial 100kb/s plus €20 per Mbps per month for the balance over 100kb/s less than 150kb/s. plus €15 per Mbps per month for the balance over 150kb/s less than 200kb/s. |
| 200 kb/s + | €30 per Mbps per month for the initial 100kb/s plus €20 per Mbps per month for the balance over 100kb/s less than 150kb/s. plus €15 per Mbps per month for the balance over 150kb/s less than 200kb/s plus €10 per Mbps per month for the balance over 200kb/s |

For the avoidance of doubt, tiered pricing would result in a charge of €5.25 per end user per month for a usage level of 250kb/s (€3 for first 100kb/s plus €1 for the 100 to 150kb/s plus €0.75 for the 150 to 200kb/s plus €0.5 for the balance).

The Promotional Period for the Bitstream Price Promotion 1st January until 30th June 2013. The rebate will be calculated and applied to the Bitstream Backhaul Bill at time of Billing of the Bitstream MB Usage.

The details of the calculation will be supplied to the Operators in the week following the Billing of the Bitstream MB Usage.

Conditions Applicable to Promotional Offer (section 4.31.1)

5.31.1 Conditions Applicable to Bitstream new Provide order Promotion 1st July to 31st December 2013.

To be eligible for the Bitstream "Provide" order price promotion each telephone number/CLI must meet each of the following criteria:

- a) The Promotion shall apply only to eligible Provide (PB) orders to one of the following products:
 - i) 1M Connect IP product
 - ii) "up to" 3M Expand IP product
 - iii) "up to" 7.1M Rapid IP product
 - iv) "up to" 12M Swift IP product
 - v) "up to" 24M Sprint IP product
 - vi) "up to" 18M Turbo IP Plus product
 - vii) 8Mb Bitstream Managed Backhaul
 - viii) 24Mb Bitstream Managed Backhaul
 - b) Eligible Subscriber orders must be Provide orders only during the promotional period for the Bitstream price promotion. The promotional period for Wholesale is from **1st July until 31st December 2013 inclusive for Provide orders**. eircom reserves the right to withdraw this promotion at any time prior to that date.
 - c) Downgrades or Transfer order types are not eligible for the promotion rebate. The Operator may still choose to offer that Subscriber a DSL service via a Transfer or Downgrade but will not avail of the Bitstream Price Promotion.
 - d) An Operator will be eligible to receive a rebate under this Bitstream Price Promotion for any Subscriber's telephone number/CLI irrespective of whether a promotion rebate has previously been applied to that telephone number/CLI for any of the Bitstream promotions since 1st of June 2004; subject to all other terms and conditions of this promotion being met.
 - e) To be eligible for the Bitstream Price Promotion each eligible Provide telephone number/CLI no longer must be active on that particular Bitstream product for a minimum of two (2) consecutive, full months to become eligible for the Bitstream Price Promotion rebate. This two (2) month period will be calculated from the "Billing Effect Date", which for purposes of the promotion is the later of the order completion date or the appointment date, for that telephone number/CLI on the Access Seeker's Bitstream invoice. However if the rate of end users that do not stay on Bitstream for 60 days increases above 7% of lines that the promotion was provided on, we reserve the right to recover €10 back from the rebates provided that did not stay on for 60 days.
6. eircom will provide the Operator with a list of the telephone numbers/CLIs for that Operator's Subscribers who have met the eligibility criteria defined here. This will be provided to the Operator to verify those Bitstream Subscriber Provide (PB) orders for which eircom intends to provide a rebate to the Operator. It is the responsibility of the Operator to determine whether a potential Subscriber has not met any of the eligibility criteria set out here, as these Subscribers will not be eligible for a rebate.
 7. The Operator will be charged rental and other applicable charges for each Subscriber as published in the then current Bitstream Service Price List (the "Price List"). All charges must be paid in full according to standard Billing terms defined in the Standard Agreement for the Provision of the ADSL Bitstream Service.



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8. The promotion rebate will be provided as a bulk credit on the Operator's invoice after the Subscriber Provide (PB) order becomes eligible to have the respective promotion rebate applied.

The Promotion Period for the Bitstream Price Promotion shall run from **1st July until 31st December 2013 inclusive for applicable Provide (PB) orders only**, however eircom reserves the right to withdraw this promotion at any time prior to that date.



Appendix A – Bitstream MB Additional Details

For the Bitstream Managed Backhaul (Bitstream MB) product a new VLAN is required on the Bitstream (Ethernet) Connection Service to carry the Bitstream MB traffic separately to the existing Bitstream IP traffic.

The Operator will be billed for the amount of capacity that they use on this dedicated VLAN over their BECS connection using the 95th percentile usage based model. This is in addition to the fixed charge per DSL port.

95th Percentile Billing is a standard way in which bandwidth is billed by ISP's. Typically it means that samples are taken every 5 minutes for a month and the top 5% are discarded. This allows the Operator to have short periods (less than 36 hours total for the month) where higher than normal bursts in traffic do not count against the amount being charged.

The 8Mb and 24Mb Bitstream MB traffic will use the same VLAN and the usage will be based on an aggregate figure using the existing calculation.

The Usage will be included on the Backhaul Bill which will be changed from quarterly to monthly billings. The existing Backhaul charges will still only be applied on a quarterly basis.

Appendix B – Product Regrade Sequence

The below table describes the products that upgrade and downgrade to other products, this went into effect 1stApril 2012. This listing is for Bitstream IP and Bitstream MB products only.

| Product | Upgrades to | Downgrades to |
|---------------------|---|--|
| Bitstream Kronos | Bitstream Connect Bitstream Expand IP Bitstream Rapid IP 8Mb Bitstream MB Bitstream Zoom IP 24 Mb Bitstream MB Bitstream Swift IP Bitstream Sprint IP Bitstream Turbo IP Plus | None |
| Bitstream Connect | Bitstream Expand IP Bitstream Rapid IP 8Mb Bitstream MB Bitstream Zoom IP 24 Mb Bitstream MB Bitstream Swift IP Bitstream Sprint IP Bitstream Turbo IP Plus | Bitstream Kronos |
| Bitstream Expand IP | Bitstream Rapid IP 8Mb Bitstream MB Bitstream Zoom IP 24 Mb Bitstream MB Bitstream Swift IP Bitstream Sprint IP Bitstream Turbo IP Plus | Bitstream Kronos Bitstream Connect |
| Bitstream Rapid IP | 8Mb Bitstream MB Bitstream Zoom IP 24 Mb Bitstream MB Bitstream Swift IP Bitstream Sprint IP Bitstream Turbo IP Plus | Bitstream Kronos Bitstream Connect Bitstream Expand IP |
| 8Mb Bitstream MB | Bitstream Zoom IP 24 Mb Bitstream MB Bitstream Swift IP Bitstream Sprint IP Bitstream Turbo IP Plus | Bitstream Kronos Bitstream Connect Bitstream Expand IP Bitstream Rapid IP |

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| Product | Upgrades to | Downgrades to |
|-------------------------|--|--|
| Bitstream Zoom IP | 24 Mb Bitstream MB Bitstream Swift IP Bitstream Sprint IP Bitstream Turbo IP Plus | Bitstream Kronos Bitstream Connect Bitstream Expand IP Bitstream Rapid IP 8Mb Bitstream MB |
| 24 Mb Bitstream MB | Bitstream Swift IP Bitstream Sprint IP Bitstream Turbo IP Plus | Bitstream Kronos Bitstream Connect Bitstream Expand IP Bitstream Rapid IP 8Mb Bitstream MB Bitstream Zoom IP |
| Bitstream Swift IP | Bitstream Sprint IP Bitstream Turbo IP Plus | Bitstream Kronos Bitstream Connect Bitstream Expand IP Bitstream Rapid IP 8Mb Bitstream MB Bitstream Zoom IP 24 Mb Bitstream MB |
| Bitstream Sprint IP | Bitstream Turbo IP Plus | Bitstream Kronos Bitstream Connect Bitstream Expand IP Bitstream Rapid IP 8Mb Bitstream MB Bitstream Zoom IP 24 Mb Bitstream MB Bitstream Swift IP |
| Bitstream Turbo IP Plus | None | Bitstream Kronos Bitstream Connect Bitstream Expand IP Bitstream Rapid IP 8Mb Bitstream MB Bitstream Zoom IP 24 Mb Bitstream MB Bitstream Swift IP Bitstream Sprint IP |

Appendix C

Call out Charges

The hourly charges applicable to certain works carried out by eircom in relation to Bitstream Backhaul circuits for the provision and maintenance of specific customer service requirements are outlined in table below.

| Service | Work Carried Out During | Fixed Fee (€) | |
|---|---|---|--------------------------|
| Call Out Fee | Business Hours 09.00 to 17.00 | 75 | |
| | After Hours 17.00 to 09.00 | 150 | |
| | | Min Charge (€) | Per Hour There after (€) |
| On-Site Weekday service (Minimum charge of half an hour applies) | Business Hours 09.00 to 17.00 | 150** | 150 |
| | After Hours 17.00 to 09.00 | 300(Call out + 1 st hour labour) | 300 |
| On-Site Weekend service (Minimum charge four hours applies) | Saturday, Sunday & Public Holidays | 1,200 (4 hour labour)*** | 300 |
| Remote Maintenance Test | Mon - Fri 09.00 to 17.00 | 75 | |
| | Mon - Fri 17-00 to 09-00 & all day Sat, Sun & Public Hols | 150 | |

Notes :

1. Chargeable Provision Service includes:

- Wiring work carried out on a customer's premises in excess of the standard parameters.
- Customer request for installation to be provided outside of normal business hours.
- Customer request for remote/on-site backup support.

2. Chargeable Maintenance Service include:

- Customer mis-operation/damage
- Fault with non-eircom customer premises equipment
- Customer power supply issues
- Network co-operation test request

**For weekend service an additional Call-out charge will only be charged for On-Site maintenance. Charges exclude additional material costs (where required). Service charges are not limited to those listed above. Customers will be advised of changes as they occur. All charges quoted are exclusive of VAT, which will be applied at the appropriate rate.

*** Call out charges will not apply where an eircom Technician is already at a customer's premises on work related to scheduled work.