



eircom **wholesale**

Bitstream Service Price List

Version 7.24

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Version	Status	Source	Effective date
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
7.1	Approved	<ul style="list-style-type: none"> • 1.8.7 The Addition of a new Bitstream Provide Promotion • 1.8.8 The Addition of a new Bitstream Upgrade Promotion • 1.8.9 The Addition of a new promotion – Bitstream Growth Promotion – New Bitstream Connections • 1.8.10 The Addition of a new promotion – Bitstream Retention Promotion – Reduction in Bitstream Ceases 	10 th December 2010
7.2	Approved	<ul style="list-style-type: none"> • Removal of details for 1.8.3 as the promotion is finished. • Removal of details for 1.8.4 as the promotion is finished. • 1.8.11 The addition of a new Bitstream In-Situ Provide Promotion 	21 st February 2011
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
7.4	Approved	<ul style="list-style-type: none"> • 1.8.12 The Addition of a new Bitstream Provide Promotion for certain products • 1.8.13 The Addition of a new Bitstream 	14 th March 2011

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Version	Status	Source	Effective date
		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
7.6	Approved	<ul style="list-style-type: none"> 1.4 Price Change Bitstream Sprint IP 	1 st April 2011
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7.8	Approved	<ul style="list-style-type: none"> 1.8.17 The Addition of a new Bitstream Provide Promotion for certain products 1.8.18 The Addition of a new Bitstream Upgrade Promotion for certain products 1.8.19 The Addition of a new Bitstream Upgrade Promotion for certain products 	29 th July 2011
7.9	Approved	<ul style="list-style-type: none"> 1.3 Amendment of Connection Charge for Bitstream VC Products Only from 1st December 2011 1.4 Amendment of Rental Charges for certain Bitstream VC Products from 1st December 2011. Removal of details for 1.8.7 as the promotion is finished. Removal of details for 1.8.8 as the promotion is finished 	05 th September 2011
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
7.11	Approved	<ul style="list-style-type: none"> 1.8.23 The Addition of a new Bitstream Provide Promotion for certain products Appendix B – Product Regrade Sequence Removal of details for 1.8.9 as the promotion is finished. Removal of details for 1.8.10 as the promotion is finished. Removal of details for 1.8.11 as the promotion is finished. Removal of details for 1.8.12 as the promotion is finished. Removal of details for 1.8.13 as the promotion is finished. Removal of details for 1.8.14 as the 	1 st February 2012

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Version	Status	Source	Effective date
		<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>1st May 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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Version	Status	Source	Effective date
		<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		<ul style="list-style-type: none"> Section 2.3.3 - Bitstream Managed Backhaul Usage price reduction Section 4.1.5 - NGA Bitstream Plus Usage price reduction Removal of Services establishment charge 	1 st February 2014



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Version	Status	Source	Effective date
7.24		<p>section 2.1</p> <ul style="list-style-type: none">• Change to connection fee for Bitstream VC and Bitstream EA products section 2.2• Addition of a new Bitstream Provide promotion for Bitstream Managed Backhaul and a subset of Bitstream IP products•	1 st July 2014
7.24		<p>Change to the dates for the introductory pricing for Standalone Bitstream managed backhaul product to extend from the current date of 1st July to 1st January 2015</p> <p>Note 1 (Page 11) eircom Wholesale proposes 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 January 2015 or for the first 10,000 ports which ever condition is met first. For this promotional period the following prices shall apply.</p>	

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 January 2015 or for the first 10,000 ports which ever condition is met first. For this promotional period the following prices shall apply.

(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	Base Rental €	Usage Charge €
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

¹ Please note Std refers to 0% EF

² Please note Plus refers to 5% EF

³ Please note Gold refers to 10% EF

2.4 Cessation Charge

As per clause 6 of the ADSL/ADSL 2plus Bitstream 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

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

⁵ IBH – 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: $\{(100\text{Mbps} * €20) + (15\text{Mbps} * €25) + (5\text{Mbps} * €30)\} = \{€2,000 + €375 + €150\} = €2,525$. 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 21st April 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 - 4.23 23 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.

5.31 Bitstream Provide Bitstream (PB) Promotion

Service	Promotion €
<p>Bitstream Provide Promotion 1st July – 31st December 2013 (inclusive).</p> <p>Promotion applies to new Subscribers connected to the Bitstream MB and a subset of Bitstream IP 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"> • 1M Connect IP product • "up to" 3M Expand IP product • "up to" 7.1M Rapid IP product • "up to" 12M Swift IP product • "up to" 24M Sprint IP product • "up to" 18M Turbo IP Plus product • 8Mb Bitstream Managed Backhaul • 24Mb Bitstream Managed Backhaul <p>completed during the Promotional Period for the Bitstream Price Promotion 1st July until 31st December 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 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.</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 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> <p style="text-align: right;">25.00</p> <p style="text-align: right;">25.00</p> <p style="text-align: right;">25.00</p> <p style="text-align: right;">25.00</p> <p style="text-align: right;">25.00</p> <p style="text-align: right;">25.00</p>

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.

5.32 Bitstream Provide Bitstream (PB) Promotion

Service	Promotion €
<p>Bitstream Provide Promotion 1st January 2014 – 30th June 2014 (inclusive) (the "Promotion").</p> <p>The period for the Promotion is 1st January 2014 until 30th June 2014 (the "Promotional Period")</p> <p>The Promotion applies to new Subscribers connected by Operators to the Bitstream MB and a subset of Bitstream IP products during the Promotional Period. Eligible Subscriber orders (the "Orders") must be:</p> <p>Provide (PB) orders only to the following Bitstream Products:</p> <ul style="list-style-type: none"> • 1M Connect IP product • "up to" 3M Expand IP product • "up to" 7.1M Rapid IP product • "up to" 12M Swift IP product • "up to" 24M Sprint IP product • "up to" 18M Turbo IP Plus product • 8Mb Bitstream Managed Backhaul • 24Mb Bitstream Managed Backhaul <p>The Orders must be completed during the Promotional Period</p> <p>If the rate of Subscribers connected by an Operator that do not stay on Bitstream product for 60 days increases above 7% of lines eircom reserve the right to recover €10 per order provided that did not stay on the Bitstream product per promotion value per order for 60 days.</p> <p>The Promotion is not applicable to upgrades (UB), downgrades (DB) or transfer (XB) order types.</p> <p>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 herein. This will be provided to the Operator to verify those Orders for which eircom has availed of the promotion. It is the responsibility of the Operator to determine whether a potential Subscriber has not met any of the eligibility criteria set out above.</p> <p>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.</p>	<p>Promotion amount is the values defined below per order:</p> <p>15.00</p> <p>15.00</p> <p>15.00</p> <p>15.00</p> <p>15.00</p> <p>15.00</p> <p>15.00</p> <p>15.00</p>

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 1st April 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 Thereafter (€)
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 misoperation/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.