



Bitstream Service Price List

 Version Control

Version	Status	Update	Effective Date
V9.0	Final	Addition of new promotion: ULMP migration to NGA / CGA Bitstream and NGA VUA promotion	01/07/2017
V10.0	Final	Update to ULMP Migration to NGA / CGA Bitstream and NGA VUA Promotion.	01/01/2018
V11.0	Final	Addition of Premium Appointments for Provisioning – Section 5.37	01/05/2018
V11.3	Proposed	FTTH Connection and Migration charges	01/01/2019

This document follows change control procedure:

Proposed is defined as a document status when the approved document is uploaded to Proposals Section of open eir Website.

Final is defined as a document status when the approved document is uploaded to the relevant section of the open eir Website following the publication period.

For information:

- Historical Document History Table located at end of Document.
- Publish means the action of uploading a document to the relevant section of the open eir website be it the Proposal section or appropriate product section.
- **If there are changes to the document between ‘Proposed’ and ‘Final’, change control operates.**



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1 Introduction

This document describes all prices relating to open eir's¹ ADSL / ADSL 2plus Bitstream Service and Bitstream Backhaul Service and Next Generation Services.

2 ADSL Bitstream Charges

The price for open eir'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 open eir's 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 open eir's Bitstream Access Reference Offer (BARO) and the open eir's Bitstream Reference Offer Minimum Term (BARO MT) and do not constitute Amendments as defined in Clause 10 of the open eir BARO and the open eir 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 open eir 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 open eir's website.

The charges relevant to each service are listed in EURO.

¹ open eir is a trading name of eircom Limited, Registered as a Branch in Ireland Number 907674, Incorporated in Jersey Number 116389, Branch Address: 1 Heuston South Quarter, St. John's Road, Dublin 8

The price for open eir'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 open eir 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 open eir's Bitstream Access Reference Offer (WBARO) and the open eir's Bitstream Reference Offer Minimum Term (WBARO MT) and do not constitute Amendments as defined in Clause 10 of the open eir WBARO and the open eir's 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 open eir 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 open eir'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 open eir'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 In-situ Access connection (2)	1/07/2016	30/06/2019	0
Standalone Bitstream MB In-situ Access connection (2)	1/07/2019		TBC
Standalone Bitstream MB Pre-cabled Access connection ⁽³⁾	01/07/2013		37.87*
Standalone Bitstream MB Pre-cabled Access connection (3)	1/07/2016	30/06/2019	0
Standalone Bitstream MB Pre-cabled Access connection (3)	1/07/2019		TBC
Standalone Bitstream MB Non-Insitu Access connection ⁽⁴⁾	01/07/2013		92.39*
Standalone Bitstream MB Non-Insitu Access	1/07/2016	30/06/2019	0



connection (4)			
Standalone Bitstream MB Non-Insitu Access connection (4)	1/07/2019		TBC
Connection Charge Bitstream Full Install	26/10/2015		27

(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)

(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.

(5) *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.

(6) Please Note: Bitstream ATM /VC Product Set are in the process of being withdrawn from 1st July 2016 - no new orders may be placed for ATM based products. The ATM products will be removed from sale for upgrades and downgrades of existing customers from 1st January 2017 and the network retired

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

Please Note: Please Note: Bitstream ATM /VC Product Set are in the process of being withdrawn from 1st July 2016 - no new orders may be placed for ATM based products

The ATM products will be removed from sale for upgrades and downgrades of existing customers from 1st January 2017 and the network retired.

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 Zoom IP – “up to” 24576 / 768 kb/s RA 48:1 (*)	01/02/2015		15.00
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.openeir.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

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

Please note: Bitstream Kronos is in the process of being withdrawn from sale 1st September 2016 and the product retired

2.3.3 Bitstream Managed Backhaul (Bitstream MB) Product Set

Service	Effective From	Effective to	Base Rental €	Usage Charge € (effective to 31/12/2014 - See Section 2.3.4) (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	30/06/2014	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	30/06/2014	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	
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: open eir 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.

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.

2.3.4 Bitstream Managed Backhaul (Bitstream MB) Usage Charges

The Usage Charge is based on 95th Percentile Billing and is aggregated across all ports attached to Bitstream MB product per Access Seeker.

The Bitstream Managed Backhaul usage for each Access Seeker is measured at 5 minute intervals over the course of a month.

For example, 8,640 usage measurements are recorded during a 30 day month. The 8,640 usage values calculated for the month are then sorted from the highest to lowest value. The top 5% of values in this list are removed. The highest remaining amount is the 95th Percentile Usage in Mbps.

The 95th Percentile Usage value is then divided by the Access Seeker's Number of Ports to give the Average usage per port. The number of ports is determined by taking average of ports at start and end of the month.

The average usage is compared against the table below to get Price per Port.

Usage Charged = Price per Port x Number of Ports



Traffic per user/kbps	Price per user in €/month
25	0.2441
50	0.4883
75	0.7324
100	0.9766
125	1.2207
150	1.4648
175	1.7090
200	1.9531
225	2.1973
250	2.4414
275	3.0561
300	3.2598
325	3.4177
350	3.5468
375	3.6559
400	3.7504
425	3.8338
450	3.9084
475	3.9758
500	4.0374
525	4.0941
550	4.1465
575	4.1954
600	4.2411
625	4.2840
650	4.3244
675	4.3627
700	4.3990
725	4.4335
750	4.4665
775	4.4979
800	4.5281
825	4.5570
850	4.5847
875	4.6114
900	4.6372
925	4.6620
950	4.6860
975	4.7092
1000	4.7317
1025	4.7535
1050	4.7746
1075	4.7951
1100	4.8151

Traffic per user/kbps	Price per user in €/month
1125	4.8345
1150	4.8533
1175	4.8717
1200	4.8897
1225	4.9071
1250	4.9242
1275	4.9408
1300	4.9571
1325	4.9730
1350	4.9886
1375	5.0038
1400	5.0187
1425	5.0333
1450	5.0476
1475	5.0616
1500	5.0754
1525	5.0889
1550	5.1021
1575	5.1151
1600	5.1278
1625	5.1404
1650	5.1527
1675	5.1648
1700	5.1767
1725	5.1884
1750	5.1999
1775	5.2112
1800	5.2223
1825	5.2333
1850	5.2441
1875	5.2548
1900	5.2653
1925	5.2756
1950	5.2858
1975	5.2958
2000	5.3057
2025	5.3155
2050	5.3251
2075	5.3346
2100	5.3440
2125	5.3532
2150	5.3624
2175	5.3714
2200	5.3803

Proposed BMB Traffic and Legacy Port Rental discounting for regional handover

Number of regions containing BEC'S via WEIL	BMB Traffic	Bitstream IP Traffic
1	2.4%	1.2%
2	4.8%	2.4%
3	7.2%	3.6%
4	9.6%	4.8%
5	12.0%	6.0%
6	14.4%	7.2%
7	16.8%	8.4%
8	19.2%	9.6%
9	21.6%	10.8%
10	24.0%	12.0%
11	26.4%	13.2%
12	28.8%	14.4%
13	31.2%	15.6%

If an Operator taking CGA Bitstream services interconnects using a BECS-via-WEIL at an Aggregation Node in one the thirteen NGN region, open eir will offer a discount of 2.4% on BMB traffic and a discount of 1.2% on Bitstream IP monthly rentals. As the Operator extends their network to interconnect using BECS-via-WEIL services connected at an Aggregation Node in further NGN regions open eir will increase these discounts by 2.4% and 1.2% respectively per NGN region served by a BECS-via-WEIL. This is tabulated above to show that discounts of between 2.4% and 31.2% on BMB traffic, and between 1.2% and 15.6% on Bitstream IP monthly rentals.

N.B. Operators are required to have a BECS-via-WEIL in each region and traffic over the WEIL to avail of the discounts.

2.3.5 Bitstream Ethernet Access (Bitstream EA) Product Set

Service	Effective From	Effective to	Price €
Bitstream EA - 1Mb/128kb - Std ²	06/10/2012		€19
Bitstream EA - 1Mb/128kb - Plus ³	06/10/2012		€23
Bitstream EA - 1Mb/128kb - Gold ⁴	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/672kb-1Mb - Std	01/01/2017		€47
Bitstream EA - 8Mb/672kb-1Mb - Plus	01/01/2017		€56
Bitstream EA - 8Mb/672kb-1Mb - Gold	01/01/2017		€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

² Please note Std refers to 0% EF

³ Please note Plus refers to 5% EF

⁴ Please note Gold refers to 10% EF

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

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

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

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

Please Note: Bitstream ATM /VC Product Set are in the process of being withdrawn from 1st July 2016 - no new orders may be placed for ATM based products

The ATM products will be removed from sale for upgrades and downgrades of existing customers from 1st January 2017 and the network retired.

3 ADSL Bitstream Backhaul Charges

3.1 Connection Charges

Provide and Downgrade orders carried out by open eir 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 ⁵	26/05/2003		€16,000
BCS STM-1 and 45M IBH ⁶	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

Backhaul Product	Effective From	Effective To	Connection Charge
BECS via WEIL	05/05/2015		€50

BEC's via WEIL - €50 fee will be applied for each transaction i.e. upgrade or downgrade.

Please note: The Bitstream Connection service & Bitstream Ethernet connection service Backhaul products are in the process of being withdrawn from sale 1st July 2016 & Upgrade and Downgrades of existing customers from 1st January 2017.

⁵ CSH – Customer Site Handover (see Bitstream Backhaul Description for further details)

⁶ 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	31/12/2015	€15,000
BECS 100M CSH ⁴	01/01/2016		€8,510
BECS 250M CSH ⁴	01/12/2006	31/12/2012	€25,800
BECS 250M CSH ⁴	01/01/2013	31/12/2015	€20,000
BECS 250M CSH ⁴	01/01/2016		€8,510
BECS 500M CSH ⁴	16/03/2005	31/12/2012	€39,500
BECS 500M CSH ⁴	01/01/2013	31/12/2015	€25,000
BECS 500M CSH ⁴	01/01/2016		€8,510
BECS 500M IBH ⁵	16/03/2005	31/12/2012	€27,500
BECS 500M IBH ⁵	01/01/2013	31/12/2015	€15,000
BECS 500M IBH ⁵	01/01/2016		€5,710
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	31/12/2015	€35,000
BECS 1Gb CSH ⁴	01/01/2016		€8,510
BECS 1Gb IBH ⁵	01/08/2007	31/12/2012	€53,100
BECS 1Gb IBH ⁵	01/01/2013	31/12/2015	€25,000
BECS 1Gb IBH ⁵	01/01/2016		€5,710
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	31/12/2015	€55,000
BECS 10Gb CSH ⁴	01/01/2016		€8,725

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

Backhaul Product	Effective From	Effective To	Annual Rental
BECS via WEIL	05/05/2015		€2,820

Be's via weil is billed on a monthly basis (€235 per month) This is a recurring charge and monthly rentals are charged one month in advance.

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 open eir 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 open eir carries out work to correct a reported fault in service and finds no fault in the open eir network, open eir 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 open eir'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 open eir 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 open eir 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 open eir'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 (FTTC) Service Connection and Migration Charge ⁽¹⁾	20/05/2013		2.50
Standalone NGA (FTTC) Service Connection and Migration Charge ⁽²⁾	20/05/2013		2.50
Standalone NGA (FTTC) In situ Access connection ⁽³⁾	20/05/2013		17.75*
Standalone NGA (FTTC) Pre-cabled Access connection ⁽⁴⁾	20/05/2013		37.87*
Standalone NGA (FTTC) Non-Insitu Access connection ⁽⁵⁾	20/05/2013		92.39*
NTU (FTTC) Installed by open eir ⁽⁶⁾⁽⁷⁾⁽⁸⁾⁽⁹⁾	20/05/2013		27.50
ONT Installed by open eir ⁽⁶⁾	31/08/2015	31/01/2017	150.00
ONT Installed by open eir ⁽⁶⁾	01/02/2017	31/12/2018	270.00
POTS Based NGA (FTTH) Service Connection and Migration Charge ⁽¹⁰⁾	01/01/2019		170.00
Standalone NGA (FTTH) Service Connection and Migration Charge ⁽¹⁰⁾	01/01/2019		170.00
Standalone NGA (FTTH) Service Activation ⁽¹⁰⁾	01/01/2019		170.00
POTS Based NGA VEA Service Connection Charge ⁽¹⁾	30/10/2015		35.00
Standalone NGA VEA Service Connection Charge ⁽²⁾	30/10/2015		130.00
Upgrade or downgrade per port within NGA product set. (11)	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 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. For NTU installations 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 is installed by open eir for both POTS Based NGA services and Standalone NGA services. For NTU installations this charge is in addition to the charges referred to in Notes (1), (2), (3), (4) and (5) above. (7) The NTU charge will not apply when a Non insitu SB-WLR line is installed as part of the same order. The NTU 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.

(8) In the scenario where an NGA order is completed that includes a request for the installation of an NTU and open eir's records show that an NTU had previously been installed and charged by open eir 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 in situ NGA service at a premises that has an NTU already installed through previous NGA installations. An order for an in situ 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.

(9) In the scenario where an NGA order is completed that includes a request for the installation of an NTU and open eir's records show that an NTU had previously been installed by open eir 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.

(10) This charge applies when an FTTH ONT is installed by open eir for both POTS Based NGA services and Standalone NGA services. Service Connection is the installation of an ONT at the customer's premises to deliver a new FTTH Service. Migration is the transfer of an active FTTH service from one Operator to another. Service Activation applies where the customers' premises have previously had an ONT installed to deliver FTTH Service but that service is not currently active. Service Activation may be electronically activated or may require an engineer visit to activate the service.

(11) This charge applies when an Operator changes a port within the same NGA product set and where the port is assigned to the same Operator before and after the change. This may be from one FTTC profile to another FTTC profile or from one FTTH product to another FTTH product. For the avoidance of doubt, changes between NGA product sets, e.g. FTTC to FTTH are not considered upgrades or downgrades. Where an Operator changes a port from FTTC to FTTH, this is considered a Service Connection, as described in note (10), and Service Connection charges will apply. Where an Operator changes a port from FTTH to FTTC, Connections charges, as described in Notes (1), (2), (3), (4) and (5) above, will apply.

Note 1: 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.

Note 2: No charge will be applied when an underground ducting blockage is discovered on the first visit to an end user's premises as part of an FTTH provision. However, if an Operator subsequently requests the order to be completed on the basis that the blockage has been cleared and it is discovered by open eir that the blockage is still in place a €30 charge will apply.

4.1.2 NGA Bitstream Plus Access – Monthly Rental Charges

Service - FTTC	Effective From	Effective to	Price €
NGA Bitstream Plus Standalone	20/05/2013	30/06/2015	17.50

NGA Bitstream Plus Standalone	01/07/2015	31/08/2016	19.50
NGA Bitstream Plus Standalone	01/09/2016		23.00
NGA Bitstream Plus POTS Based	20/05/2013	31/08/2016	5.98
NGA Bitstream Plus POTS Based	01/09/2016		8.09

Service - FTTH	Effective From	Effective to	Price €
NGA Bitstream Plus Standalone 150Mbps	31/08/2015	31/08/2016	20.50
NGA Bitstream Plus Standalone 150Mbps	01/09/2016		23.50
NGA Bitstream Plus Standalone 300Mbps	31/08/2015	31/08/2016	25.50
NGA Bitstream Plus Standalone 300Mbps	01/09/2016		28.50
NGA Bitstream Plus Standalone 1000Mbps	31/08/2015	31/08/2016	35.50
NGA Bitstream Plus Standalone 1000Mbps	01/09/2016		38.50
NGA Bitstream Plus POTS Based 150Mbps	31/08/2015	31/08/2016	6.98
NGA Bitstream Plus POTS Based 150Mbps	01/09/2016		9.09
NGA Bitstream Plus POTS Based 300Mbps	31/08/2015	31/08/2016	11.98
NGA Bitstream Plus POTS Based 300Mbps	01/09/2016		14.09
NGA Bitstream Plus POTS Based 1000Mbps	31/08/2015	31/08/2016	21.98
NGA Bitstream Plus POTS Based 1000Mbps	01/09/2016		24.09

Service – FTTC Bitstream Plus VEA	Effective From	Effective to	Price €
NGA Bitstream Plus VEA 100Mbps RA Standalone 0% QoS	30/10/2015		99.00
NGA Bitstream Plus VEA 100Mbps RA POTS Based 0% QoS	30/10/2015		85.00
NGA Bitstream Plus VEA 70Mbps FR Standalone 100% BE	30/10/2015		99.00
NGA Bitstream Plus VEA 70Mbps FR POTS Based 100% BE	30/10/2015		85.00

NGA Bitstream Plus VEA 70Mbps FR Standalone 100% EF	30/10/2015		204.00
NGA Bitstream Plus VEA 70Mbps FR POTS based 100% EF	30/10/2015		190.00
NGA Bitstream Plus VEA 70Mbps FR Standalone 50% AF	30/10/2015		159.00
NGA Bitstream Plus VEA 70Mbps FR POTS based 50% AF	30/10/2015		145.00
NGA Bitstream Plus VEA 70Mbps FR Standalone 10% AF	30/10/2015		132.00
NGA Bitstream Plus VEA 70Mbps FR POTS based 10% AF	30/10/2015		118.00
NGA Bitstream Plus VEA 70Mbps FR Standalone 5% AF	30/10/2015		119.00
NGA Bitstream Plus VEA 70Mbps FR POTS based 5% AF	30/10/2015		105.00
NGA Bitstream Plus VEA 70Mbps FR Standalone 100% AF	30/10/2015		189.00
NGA Bitstream Plus VEA 70Mbps FR POTS based 100% AF	30/10/2015		175.00
NGA Bitstream Plus VEA 70Mbps FR Standalone 10% EF 50% AF	30/10/2015		172.00
NGA Bitstream Plus VEA 70Mbps FR POTS based 10% EF 50% AF	30/10/2015		158.00
NGA Bitstream Plus VEA 70Mbps FR Standalone 5% EF 50% AF	30/10/2015		166.00
NGA Bitstream Plus VEA 70Mbps FR POTS based 5% EF 50% AF	30/10/2015		152.00
NGA Bitstream Plus VEA 70Mbps FR Standalone 50% AF	30/10/2015		159.00
NGA Bitstream Plus VEA 70Mbps FR POTS based 50% AF	30/10/2015		145.00
NGA Bitstream Plus VEA 70Mbps FR Standalone 10% EF 20% AF	30/10/2015		150.00
NGA Bitstream Plus VEA 70Mbps FR POTS based 10% EF 20% AF	30/10/2015		136.00
NGA Bitstream Plus VEA 70Mbps FR Standalone 5% EF 20% AF	30/10/2015		146.00
NGA Bitstream Plus VEA 70Mbps FR POTS based 5% EF 20% AF	30/10/2015		132.00
NGA Bitstream Plus VEA 70Mbps FR Standalone 20% AF	30/10/2015		142.00
NGA Bitstream Plus VEA 70Mbps FR POTS based 20% AF	30/10/2015		128.00

NGA Bitstream Plus VEA 70Mbps FR Standalone 10% EF	30/10/2015		136.00
NGA Bitstream Plus VEA 70Mbps FR POTS based 10% EF	30/10/2015		122.00
NGA Bitstream Plus VEA 70Mbps FR Standalone 5% EF	30/10/2015		122.00
NGA Bitstream Plus VEA 70Mbps FR POTS based 5% EF	30/10/2015		108.00
NGA Bitstream Plus VEA 50Mbps FR Standalone 100% BE	30/10/2015		99.00
NGA Bitstream Plus VEA 50Mbps FR POTS Based 100% BE	30/10/2015		85.00
NGA Bitstream Plus VEA 50Mbps FR Standalone 100% EF	30/10/2015		190.00
NGA Bitstream Plus VEA 50Mbps FR POTS based 100% EF	30/10/2015		176.00
NGA Bitstream Plus VEA 50Mbps FR Standalone 50% AF	30/10/2015		150.00
NGA Bitstream Plus VEA 50Mbps FR POTS based 50% AF	30/10/2015		136.00
NGA Bitstream Plus VEA 50Mbps FR Standalone 10% AF	30/10/2015		127.00
NGA Bitstream Plus VEA 50Mbps FR POTS based 10% AF	30/10/2015		113.00
NGA Bitstream Plus VEA 50Mbps FR Standalone 5% AF	30/10/2015		115.00
NGA Bitstream Plus VEA 50Mbps FR POTS based 5% AF	30/10/2015		101.00
NGA Bitstream Plus VEA 50Mbps FR Standalone 100% AF	30/10/2015		179.00
NGA Bitstream Plus VEA 50Mbps FR POTS based 100% AF	30/10/2015		165.00
NGA Bitstream Plus VEA 50Mbps FR Standalone 10% EF 50% AF	30/10/2015		161.00
NGA Bitstream Plus VEA 50Mbps FR POTS based 10% EF 50% AF	30/10/2015		147.00
NGA Bitstream Plus VEA 50Mbps FR Standalone 5% EF 50% AF	30/10/2015		156.00
NGA Bitstream Plus VEA 50Mbps FR POTS based 5% EF 50% AF	30/10/2015		142.00
NGA Bitstream Plus VEA 50Mbps FR Standalone 50% AF	30/10/2015		150.00
NGA Bitstream Plus VEA 50Mbps FR POTS based 50% AF	30/10/2015		136.00

NGA Bitstream Plus VEA 50Mbps FR Standalone 10% EF 20% AF	30/10/2015		142.00
NGA Bitstream Plus VEA 50Mbps FR POTS based 10% EF 20% AF	30/10/2015		128.00
NGA Bitstream Plus VEA 50Mbps FR Standalone 5% EF 20% AF	30/10/2015		138.00
NGA Bitstream Plus VEA 50Mbps FR POTS based 5% EF 20% AF	30/10/2015		124.00
NGA Bitstream Plus VEA 50Mbps FR Standalone 20% AF	30/10/2015		135.00
NGA Bitstream Plus VEA 50Mbps FR POTS based 20% AF	30/10/2015		121.00
NGA Bitstream Plus VEA 50Mbps FR Standalone 10% EF	30/10/2015		130.00
NGA Bitstream Plus VEA 50Mbps FR POTS based 10% EF	30/10/2015		116.00
NGA Bitstream Plus VEA 50Mbps FR Standalone 5% EF	30/10/2015		118.00
NGA Bitstream Plus VEA 50Mbps FR POTS based 5% EF	30/10/2015		104.00
NGA Bitstream Plus VEA 20Mbps FR Standalone 100% BE	30/10/2015		99.00
NGA Bitstream Plus VEA 20Mbps FR POTS Based 100% BE	30/10/2015		85.00
NGA Bitstream Plus VEA 20Mbps FR Standalone 100% EF	30/10/2015		164.00
NGA Bitstream Plus VEA 20Mbps FR POTS based 100% EF	30/10/2015		150.00
NGA Bitstream Plus VEA 20Mbps FR Standalone 50% AF	30/10/2015		134.00
NGA Bitstream Plus VEA 20Mbps FR POTS based 50% AF	30/10/2015		120.00
NGA Bitstream Plus VEA 20Mbps FR Standalone 10% AF	30/10/2015		117.00
NGA Bitstream Plus VEA 20Mbps FR POTS based 10% AF	30/10/2015		103.00
NGA Bitstream Plus VEA 20Mbps FR Standalone 5% AF	30/10/2015		109.00
NGA Bitstream Plus VEA 20Mbps FR POTS based 5% AF	30/10/2015		95.00
NGA Bitstream Plus VEA 20Mbps FR Standalone 100% AF	30/10/2015		159.00
NGA Bitstream Plus VEA 20Mbps FR POTS based 100% AF	30/10/2015		145.00

NGA Bitstream Plus VEA 20Mbps FR Standalone 10% EF 50% AF	30/10/2015		139.00
NGA Bitstream Plus VEA 20Mbps FR POTS based 10% EF 50% AF	30/10/2015		125.00
NGA Bitstream Plus VEA 20Mbps FR Standalone 5% EF 50% AF	30/10/2015		136.00
NGA Bitstream Plus VEA 20Mbps FR POTS based 5% EF 50% AF	30/10/2015		122.00
NGA Bitstream Plus VEA 20Mbps FR Standalone 50% AF	30/10/2015		134.00
NGA Bitstream Plus VEA 20Mbps FR POTS based 50% AF	30/10/2015		120.00
NGA Bitstream Plus VEA 20Mbps FR Standalone 10% EF 20% AF	30/10/2015		126.00
NGA Bitstream Plus VEA 20Mbps FR POTS based 10% EF 20% AF	30/10/2015		112.00
NGA Bitstream Plus VEA 20Mbps FR Standalone 5% EF 20% AF	30/10/2015		124.00
NGA Bitstream Plus VEA 20Mbps FR POTS based 5% EF 20% AF	30/10/2015		110.00
NGA Bitstream Plus VEA 20Mbps FR Standalone 20% AF	30/10/2015		122.00
NGA Bitstream Plus VEA 20Mbps FR POTS based 20% AF	30/10/2015		108.00
NGA Bitstream Plus VEA 20Mbps FR Standalone 10% EF	30/10/2015		118.00
NGA Bitstream Plus VEA 20Mbps FR POTS based 10% EF	30/10/2015		104.00
NGA Bitstream Plus VEA 20Mbps FR Standalone 5% EF	30/10/2015		110.00
NGA Bitstream Plus VEA 20Mbps FR POTS based 5% EF	30/10/2015		96.00

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

The Usage Charge is based on 95th Percentile Billing and is aggregated across all ports attached to Bitstream Plus product per Operator.

The traffic classes are Standard (ST), Assured Forwarding (AF) and Expedited Forwarding (EF).

Total NGA Usage = Monthly Port Usage Charge * Active NGA Ports

(1) Monthly Port Usage Charge = $0.9 * LN["Avg Port Usage" \text{ in kbps minus } 200]$

(2) Active NGA Ports - The number of "Active NGA Ports" that an Operator has. Note: The "Active NGA Ports" will be taken on the day, closest to the 95th percentile reading, on which the active ports are recorded. (The volume of active ports is recorded on 4 separate days a week.)

An outline of the usage model to derive the monthly usage charge is provided below:

1. The traffic is measured every 15 minutes over the course of a month.
2. The traffic measurements at each 15 minute interval on each BPU circuit are as follows:

Downstream ST Traffic	Upstream ST Traffic
Downstream AF Traffic	Upstream AF Traffic
Downstream EF Traffic	Upstream EF Traffic

3. For this set of values – the higher of the two ST readings, the higher of the two AF readings and the higher of the two EF readings are chosen e.g. HIGH ST value; HIGH AF value and HIGH EF value are identified (BPU set of values)
4. Therefore, over the course of a month each BPU circuit will have these 3 values recorded every 15 minutes.
5. The Factored 95th Percentile Usage can be calculated at the end of the month as follows:
 - a. The set of BPU Values at each 15 minutes interval are plugged into the formula:

$$\text{BPU Usage @ 15 interval} = [\text{HIGH ST} * 1 + \text{HIGH AF} * 1.25 + \text{HIGH EF} * 1.5]$$
 - b. The “BPU Usage @ 15 min interval” for all circuits is then added together to get the “BPU Aggregate Usage @ 15 interval”.
 - c. The values at each 15 minute interval for the “BPU Aggregate Usage @ 15 min interval” are then sorted from highest to lowest with the highest 5% of values removed to obtain the “Factored 95th Percentile Usage”
6. The date and time of the “BPU Aggregate Usage @ 15 min interval” that turns out to be the “Factored 95th Percentile Usage” is identified and recorded.
7. The number of “Active NGA Ports” that Operator has on the date and time of the “Factored 95th Percentile Usage” are identified.
8. The “Avg Port Usage” is calculated by dividing “Factored 95th Percentile Usage” by “Active NGA Ports” and rounded up to the nearest increment of 25kbps.
9. The “Monthly Port Usage Charge” is calculated using the following formula:

$$\text{Monthly Port Usage Charge} = 0.9 * \text{LN}[\text{“Avg Port Usage” in kbps minus 200}]$$
10. Therefore, Total NGA Usage = Monthly Port Usage Charge * Active NGA Ports

4.1.5.1 NGA Regional Handover Discount

This section outlines a mechanism for Operators to obtain a discount for traffic handled regionally, including details of the qualifying criteria that Operators must meet to avail of the discount.

Qualifying Criteria:

An Operator can avail of a Regional Handover discount if the following criteria are met:

- a. An Operator must have BPUs handed off via a qualifying WEIL. Qualifying WEILs are those co-located at the exchanges for each region listed in the table below or an Operator Edge Node Handover WEIL (ENH Node) within a region.
- b. A BPU from an exchange handed off via WEIL in the same area is designated a “Same Area BPU”.
- c. In order to qualify for the Regional Handover discount all Operator Same Area BPU traffic must be handed off on qualifying WEILs within the associated Region
- d. If the criteria above are not fulfilled by the Operator for any Region then the Operator will forfeit the Regional Handover discount in its entirety across all Regions for that month.
- e. An Operator must opt in to this offer in order to avail of the Regional Handover discount by notifying their designated Account Manager. Operators must specify at least 30 days prior to the commencement of a billing period for usage that they now wish to avail of the discount. The billing period for NGA Usage commences on the 1st of each month.

Summary of Regional Handover Calculation:

1. The Bitstream Plus Usage per user (in kbps) will be calculated as per the methodology defined in the prevailing Bitstream Price List. This value will be applied against the formula in the Bitstream Price list to obtain the port usage charge per month “Port Usage Charge”.
2. Operators that do qualify for a discount will have the discount applied against the “Port Usage Charge” as follows:
 - Discounted Port Usage Charge = Port Usage Charge * (1 - R * X)
 - where R is the ratio of all Operator Regional NGA Traffic to Total Operator NGA Traffic
 - where X = 31%

3. Therefore, the total usage charge for NGA Bitstream Plus for Operators that qualify for a discount is as follows:

- Monthly NGA Usage Bill = Discounted Port Usage Charge * Total of Active Ports

Note: Operators that do not qualify for a discount or do not handoff all BPU traffic as set out in the qualifying criteria will be charged as follows:

- Monthly NGA Usage Bill = Port Usage Charge * Total of Active Ports

Table: Qualifying Regions

The table below outlines the PE locations in the 16 Regions in the NGN Network.

Region	PE node 1	PE node 2
Urban A	BBH	PRP
Urban B	BDT	FNG
Urban C	BLP	SRL
Urban D	CLD	DBN
Urban E	CHF	QKR
Provincial J	CHF	QKR
Urban F	LMK	MLW
Provincial K	LMK	MLW
Provincial N	LMK	PGS
Urban G	MVW	SLA
Urban H	PRP	WTD
Provincial O	PRP	WTD
Provincial P	PRP	WTD
Provincial I	BGE	RTD
Provincial L	DBC	MGR
Provincial Z	RSL	RTD

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
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 (FTTC) Service Connection and Migration Charge ⁽¹⁾	20/05/2013		2.50
Standalone NGA (FTTC) Service Connection and Migration Charge ⁽²⁾	20/05/2013		2.50
Standalone NGA (FTTC) In situ Access connection ⁽³⁾	20/05/2013		17.75*
Standalone NGA (FTTC) Pre-cabled Access connection ⁽⁴⁾	20/05/2013		37.87*
Standalone NGA (FTTC) Non-Insitu Access connection ⁽⁵⁾	20/05/2013		92.39*
NTU (FTTC) Installed by open eir ⁽⁶⁾⁽⁷⁾⁽⁸⁾⁽⁹⁾	20/05/2013		27.50
ONT Installed by open eir ⁽⁶⁾	31/08/2015	31/01/2017	150.00
ONT Installed by open eir ⁽⁶⁾	01/02/2017	31/12/2018	270.00
POTS Based NGA (FTTH) Service Connection and Migration Charge ⁽¹⁰⁾	01/01/2019		170.00
Standalone NGA (FTTH) Service Connection and Migration Charge ⁽¹⁰⁾	01/01/2019		170.00
Standalone NGA (FTTH) Service Activation ⁽¹⁰⁾	01/01/2019		170.00
Upgrade or downgrade per port within NGA product set. (11)	20/05/2013		2.50

(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. For NTU installations 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 is installed by open eir for both POTS Based NGA services and Standalone NGA services. For NTU installations this charge is in addition to the charges referred to in Notes (1), (2), (3), (4) and (5) above.

(7) The NTU charge will not apply when a Non insitu SB-WLR line is installed as part of the same order. The NTU 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.

(8) In the scenario where an NGA order is completed that includes a request for the installation of an NTU and open eir's records show that an NTU had previously been installed and charged by open eir 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.

(9) In the scenario where an NGA order is completed that includes a request for the installation of an NTU and open eir's records show that an NTU had previously been installed by open eir 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.

(10) This charge applies when an FTTH ONT is installed by open eir for both POTS Based NGA services and Standalone NGA services. Service Connection is the installation of an ONT at the customer's premises to deliver a new FTTH Service. Migration is the transfer of an active FTTH service from one Operator to another. Service Activation applies where the customers' premises have previously had an ONT installed to deliver FTTH Service

but that service is not currently active. Service Activation may be electronically activated or may require an engineer visit to activate the service.

(11) This charge applies when an Operator changes a port within the same NGA product set and where the port is assigned to the same Operator before and after the change. This may be from one FTTC profile to another FTTC profile or from one FTTH product to another FTTH product. For the avoidance of doubt, changes between NGA product sets, e.g. FTTC to FTTH are not considered upgrades or downgrades. Where an Operator changes a port from FTTC to FTTH, this is considered a Service Connection, as described in note (10), and Service Connection charges will apply. Where an Operator changes a port from FTTH to FTTC, Connections charges, as described in Notes (1), (2), (3), (4) and (5) above, will apply.

Note 1: 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.

Note 2: No charge will be applied when an underground ducting blockage is discovered on the first visit to an end user's premises as part of an FTTH provision. However, if an Operator subsequently requests the order to be completed on the basis that the blockage has been cleared and it is discovered by open air that the blockage is still in place a €30 charge will apply.

4.2.2 NGA Virtual Unbundled Access – Monthly Rental Charges

Service - FTTC	Effective From	Effective to	Price €
NGA Virtual Unbundled Access Standalone	20/05/2013	30/06/2015	17.50
NGA Virtual Unbundled Access Standalone	01/07/2015	31/08/2016	19.50
NGA Virtual Unbundled Access Standalone	01/09/2016		23.00
NGA Virtual Unbundled Access POTS Based	20/05/2013	31/08/2016	5.98
NGA Virtual Unbundled Access POTS Based	01/09/2016		8.09

Service - FTTH	Effective	Effective	Price €
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	From	to	
NGA Virtual Unbundled Access Standalone 150Mbps	31/08/2015	31/08/2016	20.50
NGA Virtual Unbundled Access Standalone 150Mbps	01/09/2016		23.50
NGA Virtual Unbundled Access Standalone 300Mbps	31/08/2015	31/08/2016	25.50
NGA Virtual Unbundled Access Standalone 300Mbps	01/09/2016		28.50
NGA Virtual Unbundled Access Standalone 1000Mbps	31/08/2015	31/08/2016	35.50
NGA Virtual Unbundled Access Standalone 1000Mbps	01/09/2016		38.50
NGA Virtual Unbundled Access s POTS Based 150Mbps	31/08/2015	31/08/2016	6.98
NGA Virtual Unbundled Access s POTS Based 150Mbps	01/09/2016		9.09
NGA Virtual Unbundled Access POTS Based 300Mbps	31/08/2015	31/08/2016	11.98
NGA Virtual Unbundled Access POTS Based 300Mbps	01/09/2016		14.09
NGA Virtual Unbundled Access POTS Based 1000Mbps	31/08/2015	31/08/2016	21.98
NGA Virtual Unbundled Access POTS Based 1000Mbps	01/09/2016		24.09

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 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>open eir 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>Open eir 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.

- a) To be eligible for the Bitstream “Provide” order price promotion each telephone number/CLI must meet each of the following criteria:

The Promotion shall apply only to eligible Provide (PB) orders to one of the following product sets:

Bitstream IP Product Set (see section 2.3.2 for list of products)

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. Open eir 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.

- f) open eir 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 open eir 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.
- g). 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.
- h) 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.
- i) 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 open eir 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 open eir 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>Open eir 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: 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 open eir 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

Open eir 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>Open eir 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</p> <p>Open eir 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:

- 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

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. Open eir 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.

- f). open eir 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 open eir 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.
- g). 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.
- h) 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 open eir 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 open eir 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>Open eir 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 open eir 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> <table style="width: 100%; border: none;"> <tr> <td style="width: 80%;"></td> <td style="text-align: right;">15.00</td> </tr> <tr> <td></td> <td style="text-align: right;">15.00</td> </tr> <tr> <td></td> <td style="text-align: right;">15.00</td> </tr> <tr> <td></td> <td style="text-align: right;">15.00</td> </tr> <tr> <td></td> <td style="text-align: right;">15.00</td> </tr> <tr> <td></td> <td style="text-align: right;">15.00</td> </tr> <tr> <td></td> <td style="text-align: right;">15.00</td> </tr> </table>		15.00		15.00		15.00		15.00		15.00		15.00		15.00
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5.33 Bitstream Connection (Provide Bitstream) (PB)

Service	Promotion €
<p>Bitstream Connection Promotion 1st July 2015 – 31st December 2015 (inclusive) (the "Promotion").</p> <p>The period for the Promotion is 1st July 2015 until 31st December 2015 (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>The Conditions Applicable to the Bitstream Connection Promotion are outlined below;</p> <p>To be eligible for the Bitstream Connection Promotion each telephone number/CLI must meet each of the following criteria:</p> <p>(1) The Promotion shall apply only to all eligible:</p> <p>(a) Provide orders to Bitstream Connect IP, Expand IP, Rapid IP, Swift IP, Sprint IP, Turbo Plus IP and Bitstream MB Product Set.</p> <p>(2) Eligible Subscriber orders must be a provide orders only, as outlined in point 1 above, during the promotional period for Bitstream Connection Promotion. The promotional period is from 1st July 2015 to 31st December 2015 inclusive for Provide orders. open eir reserves the right to withdraw this promotion at any time prior to that date.</p> <p>(3) Upgrades, Downgrades or Transfer order types are not eligible for the promotion. The Access Seeker may still choose to offer that Subscriber a DSL service via a Transfer or Downgrade but will not avail of the Bitstream Connection Promotion.</p> <p>(4) An Access Seeker will be eligible to receive this Bitstream Connection Promotion for any Subscriber's telephone number/CLI irrespective of whether a promotion 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</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>

To be eligible for the Bitstream Connection Promotion each telephone number/CLI must meet each of the following criteria:

(1) The Promotion shall apply only to all eligible:

(a) Provide orders to Bitstream Connect IP, Expand IP, Rapid IP, Swift IP, Sprint IP, Turbo Plus IP and Bitstream MB Product Set.

(2) Eligible Subscriber orders must be a provide orders only, as outlined in point 1 above, during the promotional period for Bitstream Connection Promotion. The promotional period is from 1st January 2016 to 31st December 2016 inclusive for Provide orders. eircom reserves the right to withdraw this promotion at any time prior to that date.

(3) Upgrades, Downgrades or Transfer order types are not eligible for the promotion. The Access Seeker may still choose to offer that Subscriber a DSL service via a Transfer or Downgrade but will not avail of the Bitstream Connection Promotion.

(4) An Access Seeker will be eligible to receive this Bitstream Connection Promotion for any Subscriber's telephone number/CLI irrespective of whether a promotion 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.

(5) If the rate of end users that do not stay on Bitstream for 60 days increases above 7% of lines that the Bitstream Connection promotion was provided on, we reserve the right to recover €10 back from the Access Seeker provided that did not stay on for 60 days.

(6) It is the responsibility of the Access Seeker 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 the Promotion.

(7) The Access Seeker will be charged rental and other applicable charges for each Subscriber as published in the current ADSL 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.

(8) The Promotion Period for the Bitstream Connection Promotion is from 1st January 2016 to 31st December 2016 inclusive for Provide orders. eircom reserves the right to withdraw this promotion at any time prior to that date.



5.35 Bitstream Connection (Provide Bitstream) (PB)

Service	Promotion
<p>Bitstream Connection Promotion 1st January 2017 – 31st December 2017 (inclusive) (the “Promotion”).</p> <p>The period for the Promotion is 1st January 2017 until 31st December 2017 (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>The Conditions Applicable to the Bitstream Connection Promotion are outlined below;</p> <p>To be eligible for the Bitstream Connection Promotion each telephone number/CLI must meet each of the following criteria:</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> <p>15.00</p>

- (1) The Promotion shall apply only to all eligible:
- (a) Provide orders to Bitstream Connect IP, Expand IP, Rapid IP, Swift IP, Sprint IP, Turbo Plus IP and Bitstream MB Product Set.
- (2) Eligible Subscriber orders must be a provide orders only, as outlined in point 1 above, during the promotional period for Bitstream Connection Promotion. The promotional period is from 1st January 2017 to 31st December 2017 inclusive for Provide orders. eircom reserves the right to withdraw this promotion at any time prior to that date.
- (3) Upgrades, Downgrades or Transfer order types are not eligible for the promotion. The Access Seeker may still choose to offer that Subscriber a DSL service via a Transfer or Downgrade but will not avail of the Bitstream Connection Promotion.
- (4) An Access Seeker will be eligible to receive this Bitstream Connection Promotion for any Subscriber's telephone number/CLI irrespective of whether a promotion 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.
- (5) If the rate of end users that do not stay on Bitstream for 60 days increases above 7% of lines that the Bitstream Connection promotion was provided on, we reserve the right to recover €10 back from the Access Seeker provided that did not stay on for 60 days.
- (6) It is the responsibility of the Access Seeker 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 the Promotion.
- (7) The Access Seeker will be charged rental and other applicable charges for each Subscriber as published in the current ADSL 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.
- (8) The Promotion Period for the Bitstream Connection Promotion is from 1st January 2017 to 31st December 2016 inclusive for Provide orders. eircom reserves the right to withdraw this promotion at any time prior to that date.

5.36 ULMP migration to NGA / CGA Bitstream Promotion

Promotion

ULMP migration to NGA / CGA Bitstream and NGA VUA promotion (inclusive) (the “Promotion”).

The period for the Promotion is 1st January until 30th June 2018 (the “Promotional Period”). The Promotion applies to migration orders (the “Orders”) from ULMP to NGA or CGA Bitstream or NGA VUA products for orders completed within the period 1st January 2018 to 30th June 2018. The credit amount that will apply per line that is migrated is €100 plus the relevant connection / migration fee that is applicable at the time of the order:

The Orders must be completed during the Promotional Period.

The Conditions Applicable to the Promotion are outlined below;

To be eligible for the ULMP migration to NGA / CGA Bitstream or NGA VUA Promotion each telephone number/CLI must meet each of the following criteria:

- (1) The Promotion shall apply only to all eligible migration orders from ULMP to NGA or CGA or NGA VUA Bitstream.
- (2) Eligible Subscriber orders must be a migration orders only, as outlined in point 1 above, during the promotional period for ULMP migration Promotion. The promotional period is from 1st January 2018 to 30th June 2018 inclusive for migration orders. eircom reserves the right to withdraw this promotion at any time prior to that date.
- (3) An Access Seeker will be eligible to receive this Promotion for any Subscriber’s telephone number/CLI irrespective of whether a promotion 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.
- (4) It is the responsibility of the Access Seeker 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 the Promotion.
- (5) The Access Seeker will be charged rental and other applicable charges for each Subscriber as published in the 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.
- [6] The credits will be applied to all eligible orders in August 2018

5.37 Premium Appointments for Provisioning

Premium Appointments will allow operators to select an appointment on a Saturday or Evening (Workdays).

	Saturday Appointments	Evening Appointments
Operational dates	All Year – except for Christmas / Easter	Daylight saving time (April to September inclusive)
Operational hours	09:00 to 17:00	17:00 to 20:00 (Workdays)

A charge of €15 will apply to Premium Appointments and will only be available to those Operators who have opted in. Premium Appointments are only available on provisioning orders submitted via the UG.

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



Product	Upgrades to	Downgrades to
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
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 open eir 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	

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-eir 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 open eir Technician is already at a customer's premises on work related to scheduled work.

Version Control History

Version	Status	Update	Effective Date
7.0	Approved	<p>1.4 The addition of new 'Up to' 24Mb Bitstream MB</p> <p>1.4 The amendment of the speeds for Bitstream Swift IP and Bitstream Turbo IP Plus</p> <p>1.7.2 Addition of Upgrade Charge for 24Mb Bitstream Managed Backhaul</p>	29th November 2010
7.1	Approved	<p>1.8.7 The Addition of a new Bitstream Provide Promotion</p> <p>1.8.8 The Addition of a new Bitstream Upgrade Promotion</p> <p>1.8.9 The Addition of a new promotion - Bitstream Growth Promotion - New Bitstream Connections</p> <p>1.8.10 The Addition of a new promotion - Bitstream Retention Promotion - Reduction in Bitstream Ceases</p>	10th December 2010
7.2	Approved	<p>Removal of details for 1.8.3 as the promotion is finished.</p> <p>Removal of details for 1.8.4 as the promotion is finished.</p> <p>1.8.11 The addition of a new Bitstream In-Situ Provide Promotion</p>	21st February 2011
7.3	Approved	<p>1.3 Amendment of Connection Charge from 1st April 2011</p> <p>1.5 Amendment of Cessation Charge from 1st April 2011</p> <p>1.6 Amendment of Port Transfer Charge from 1st April 2011</p> <p>1.7.2 Amendment of Upgrade Charge for 24Mb Bitstream Managed Backhaul from 1st April 2011</p>	10th March 2011
7.4	Approved	<p>1.8.12 The Addition of a new Bitstream Provide Promotion for certain products</p> <p>1.8.13 The Addition of a new Bitstream Provide Promotion for certain products</p>	14th March 2011
7.5	Approved	1.8.14 The Addition of a new Bitstream Downgrade Bitstream (DB) Promotion	30th March 2011
7.6	Approved	1.4 Price Change Bitstream Sprint IP	1st April 2011

7.7	Approved	<p>1.4 Speed Change Bitstream Swift IP Removal of details for 1.8.5 as the promotion is finished. Removal of details for 1.8.6 as the promotion is finished.</p> <p>1.8.15 The Addition of a new Bitstream Provide Promotion for certain products</p> <p>1.8.16 The Addition of a new Bitstream Provide Promotion for certain products</p>	10th June 2011
7.8	Approved	<p>1.8.17 The Addition of a new Bitstream Provide Promotion for certain products</p> <p>1.8.18 The Addition of a new Bitstream Upgrade Promotion for certain products</p> <p>1.8.19 The Addition of a new Bitstream Upgrade Promotion for certain products</p>	29th July 2011
7.9	Approved	<p>1.3 Amendment of Connection Charge for Bitstream VC Products Only from 1st December 2011</p> <p>1.4 Amendment of Rental Charges for certain Bitstream VC Products from 1st December 2011.</p> <p>Removal of details for 1.8.7 as the promotion is finished.</p> <p>Removal of details for 1.8.8 as the promotion is finished</p>	05th September 2011
7.10	Approved	<p>1.8.20 The Addition of a new Bitstream Provide Promotion for certain products</p> <p>1.8.21 The Addition of a new Bitstream Upgrade Promotion for certain products</p> <p>1.8.22 The Addition of a new Bitstream Upgrade Promotion for certain products</p>	7th November 2011

7.11	Approved	<p>1.8.23 The Addition of a new Bitstream Provide Promotion for certain products</p> <p>Appendix B – Product Regrade Sequence</p> <p>Removal of details for 1.8.9 as the promotion is finished.</p> <p>Removal of details for 1.8.10 as the promotion is finished.</p> <p>Removal of details for 1.8.11 as the promotion is finished.</p> <p>Removal of details for 1.8.12 as the promotion is finished.</p> <p>Removal of details for 1.8.13 as the promotion is finished.</p> <p>Removal of details for 1.8.14 as the promotion is finished.</p> <p>Removal of details for 1.8.15 as the promotion is finished.</p>	1st February 2012
7.12	Approved	<p>1.4 Price Change for Rental of 24Mb Bitstream Managed Backhaul.</p> <p>1.4 Temporary introduction of Tiered Usage Pricing for Bitstream Managed Backhaul Product Set</p> <p>1.4 Price Change for Rental of Bitstream Turbo IP Plus, Bitstream Sprint IP, Bitstream Zoom IP</p> <p>1.4 Price Change for Usage for Bitstream Managed Backhaul Product Set.</p> <p>1.4 Removal of historic prices from Bitstream VC listing</p>	<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	<p>Reformatting Price list in line with eircom Wholesale rebranding.</p> <p>All sections renumbered.</p> <p>Archived closed rates added.</p> <p>3.24 The Addition of a new Bitstream Provide Promotion for certain products</p> <p>3.25 The Addition of a new Bitstream Upgrade Promotion for certain products</p> <p>Removal of details for previous section 1.8.16 now section 3.16 as the promotion is finished.</p> <p>Removal of details for previous section 1.8.17 now section 3.17 as the promotion is finished.</p> <p>Removal of details for previous section 1.8.18 now section 3.18 as the promotion is finished.</p>	6th August 2012

7.14	Approved	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	6th October 2012
7.15	Approved	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) 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)	1st January 2013
7.16	Approved	Addition of Bitstream Backhaul Pricing to Section 3. Renaming Promotions to Section 4 Addition of Appendix C.	1st January 2013
7.17	Approved	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.	4th February 2013
7.18	Approved	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	20th May 2013

7.18a	Approved	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.	20th May 2013
7.19	Approved	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	1st July 2013
7.20	Approved	Addition of Standalone Bitstream Managed Backhaul	15th July 2013
7.21	Approved	Price change to Bitstream Backhaul Pricing	1st September 2013
7.22	Approved	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	1st January 2014
7.23	Approved	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 section 2.1 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	1st February 2014

7.24	Approved	<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) open eir 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>	1st July 2014
7.25	Approved	<p>Section 2.3.4 - Bitstream Managed Backhaul Usage price reduction</p> <p>Section 4.1.5 - NGA Bitstream Plus Usage price reduction</p>	
7.26	Approved	Section 2.3.2 – Bitstream IP Product Zoom IP price change	1st February 2015
7.27	Approved	Section 3 ADSL Bitstream Backhaul Charges	5th May 2015
7.28	Approved	<p>Section 4.1.2 NGA Standalone Bitstream Plus Rental Price change</p> <p>Section 4.2.2 NGA Standalone VUA Rental Price change</p> <p>5.32 Bitstream Connection (Provide Bitstream) (PB) Promotion</p>	1st July 2015
7.29	Approved	<p>Section 4.1.1 NGA FTTH Bitstream Plus Connection Price change</p> <p>Section 4.1.2 NGA FTTH Bitstream Plus Rental Price change</p> <p>Section 4.2.1 NGA FTTH VUA Connection Price change</p> <p>Section 4.2.2 NGA FTTH VUA Rental Price change</p>	31st Aug 2015

7.30	Approved	Reformatting Price list in line with open eir rebranding. Connection Charge Bitstream Full Install NGA FTTC Bitstream Plus VEA Connection Price and Rental Charges	29th October 2015
7.31	Approved	Bitstream Connection Promotion 1st January 2016 – 31st December 2016 Reduction in BEC's Rental	1st January 2016
7.32	Approved	Updated Text to Notes in Sections 4.1.1 and 4.2.1.	14th March 2016
7.33	Approved	Bitstream ATM /VC Product Set are in the process of being withdrawn from 1st July 2016 - no new orders may be placed for ATM based products The ATM products will be removed from sale for upgrades and downgrades of existing customers from 1st January and the network retired. Bitstream Kronos is in the process of being withdrawn from sale from 1st September 2016 and the product retired The Bitstream Connection service & Bitstream Ethernet connection service Backhaul products are in the process of being withdrawn from sale 1st July 2016 & Upgrade and Downgrades of existing customers from 1st January 2017	1st July 2016
7.33	Approved	Standalone Bitstream Managed Backhaul Connection reduction	1st July 2016
7.34a	Approved	Update to Rental Charges in Sections 4.1.2 & 4.2.2 Update to NGA Bitstream Plus Usage model Section 4.1.5 from 1st September 2016 Addition of a Regional Handover Discount, commencing on the 1st September 2016, to section 4.1.5.1	1st September 2016
7.35	Approved	Bitstream Connection Promotion 1st January 2017 – 31st December 2017	1st January 2017

7.35	Approved	Update to Section 2.3.4 Bitstream Managed Backhaul (Bitstream MB) Usage Charges	1st January 2017
7.35	Approved	2.3.5 Bitstream Ethernet Access (Bitstream EA) Product Set -New Profile Bitstream EA - 8Mb/672kb-1Mb	1st January 2017
7.36	Approved	Update to Connection Fee In Section 4.1.1 and Section 4.2.1 from February 1st 2017	1st February 2017
V8.0	Final	This document is based on V7.36 Implementation of Standardised Change Control.	30/06/2017
V9.0	Final	Addition of new promotion: ULMP migration to NGA / CGA Bitstream and NGA VUA promotion	01/07/2017
V10.0	Final	Update to ULMP Migration to NGA / CGA Bitstream and NGA VUA Promotion.	01/01/2018
V11.0	Final	Addition of Premium Appointments for Provisioning – Section 5.37	01/05/2018
V11.3	Proposed	FTTH Connection and Migration charges	01/01/2019