



Credit Assessment Policy Statement

Version 1.3

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1. Objective

The objective of open eir's credit assessment policy is to achieve revenue assurance for open eir and those open eir customers who provide access to their services via open eir's national transit service. open eir has a responsibility to all its customers and shareholders to ensure that commercial interests are safeguarded.

2. Policy

Through its cross-functional credit assessment team, open eir seeks to ensure:

- ✓ Transparency
- ✓ Compliance with regulatory obligations
- ✓ Different risks associated with new and existing open eir customers will be recognised
- ✓ A comprehensive evaluation of a company's financial performance – this includes but is not limited to:
 - The results of a company's credit report from an established credit bureau
 - The type of services and the level of spend
 - Recent public available information on the company
 - For existing customers, payment history with open eir
- ✓ A sign-off process that ensures sufficient checks and balances
- ✓ Security will only be sought where credit vetting indicates a specific financial risk in the context of the Wholesale customer contract business value.
- ✓ A reasonable, proportionate and fair request if security is required - the level of security sought will be commensurate with the risk identified

- ✔ A request for security that is achievable
- ✔ A level of credit that is appropriate to an open eir customer's business
- ✔ Ongoing updates to reflect the any material fluctuation in the level of risk will occur quarterly
- ✔ Active monitoring of accounts to ensure best practice credit management

3. Credit Statement

open eir will implement its credit policy in a fair, reasonable and non-discriminatory manner. open eir recognises that open eir's customers' circumstances may vary and will operate its credit assessment activities in a sufficiently flexible manner.

In the event that a Credit Assessment results in a request for financial security or guarantees, open eir will on notification of the request offer to meet with the wholesale customer to explain how the credit assessment has been carried out and how any credit security or guarantee levels have been set. Where open eir has relied on internal information for the purposes of setting a wholesale customer credit security level, open eir will make this information available to the wholesale customer. Where open eir has relied on external information, open eir will identify external sources to the wholesale customer. Where the basis for, the level of and type of security/guarantee is challenged by the wholesale customer, it will be subject to negotiation between open eir and the wholesale customer in the first instance. If agreement is not reached, the dispute resolution processes as set out in the Reference Interconnect Offer will be invoked.

open eir will continue to monitor the wholesale customer's payment pattern, level of risk, and financial information and make necessary adjustments to ensure the level of credit or security is appropriate as circumstances evolve.

The intention is to achieve the objective in a commercially practicable manner. As a supplier of services, open eir needs to ensure that amounts due for services delivered are received in full and on time. The credit assessment is the means to achieve this and avoid disruption of services.