

## Customer Service Guarantee

	PROVISION	REPAIR	SERVICE CLAIM
<b>Commitment</b>	eir will provide service within 10 " <b>Working Days</b> "** from the date the order is received by the company where the order is deemed " <b>Standard Provision</b> "*** by the company.	2 Working Days from the date the fault was reported to eircom.	Failure to meet an appointment date or time (am/pm)
<b>Rebate for failure to meet the commitment</b>	Two months telephone exchange line rental credit.	Two months telephone exchange line rental credit.	One month's telephone exchange line rental credit
<b>Exclusions from the Customer Service Guarantee and any penalty payment</b>	<p>&gt; Where the order for provision is deemed by the company to be a "<b>Non-Standard Provision</b>" *** order.</p> <p>&gt; eir require a representative to be available to make an appointment and to be available at the premises for the installation of the service. If the customer is unavailable to make the appointment or for the telephone installation the order is excluded from the Customer Service Guarantee.</p> <p>&gt; eir require all elements of the customer premises/site to be ready for the installation of telephone service. If, for some reason, the customer or customer premises/site is not ready for service the order is excluded from the Customer Service Guarantee.</p>	<p>&gt; Extreme weather conditions (e.g. storm, lightning, flooding).</p> <p>&gt; Serious damage to telecommunications equipment caused by a third party.</p> <p>&gt; When a customer is unavailable to have their fault repaired in two working days.</p> <p>&gt; When the customer agrees to an appointment date in excess of two working days.</p> <p>&gt; If the fault is diagnosed as a non-fault (e.g. line working when tested, fault not in eircom's network).</p> <p>&gt; When the fault relates to a faulty telephone instrument either rented from eir or owned by the customer.</p> <p>&gt; Where a fault is caused by the internal wiring and/or telecommunications equipment within the customer premises or a third party's property.</p>	<p>&gt; If before the appointment time either party, giving at least one Working Day's notice seeks a new appointment date/time and the other party agrees to the amendment.</p> <p>&gt; If a rebate has already been made under the terms &amp; conditions of the Customer Service Guarantee for provision or repair in respect of the same incident.</p>

\* "**Working Day**" means 8.30 a.m. to 5.00 p.m. on Monday to Friday (excluding public and Bank Holidays that fall Monday to Friday)

\*\* "**Standard Provision**" is where the order is for the provision of telephone service can be delivered using existing network elements.

\*\*\* "**Non-standard Provision**" is where the order requires network elements to be built in order to provide telephone service.

**Notes:**

- 1 Where a credit is due to a customer the appropriate amount will be deducted from the customers next telephone account.
- 2 The credit rebate must be claimed by the customer within three calendar months of the claim arising.
- 3 The customer service guarantee applies between the hours of 8.30am and 5pm on Monday to Friday (excluding Public and Bank Holidays that fall Monday to Friday)
- 4 For customers availing of the Business Line 8 Hour Repair, a repair commitment of 8 working hours applies and this replaces the repair parameter of 2 working days within the Customer Service Guarantee. All other commitments contained within the Customer Service Guarantee are applicable to customers availing of the Business Line 8 Hour Repair. Customers are entitled to claim a credit based on failure to meet the repair commitment on either the Customer Service Guarantee or the Business Line 8 Hour Repair, but not for both for in respect of a single fault.