

eircom Policy Statement on the Provision of Access to the Public Telephone Network.

eircom is designated with responsibilities to provide connections to the public telephone network throughout Ireland.

We endeavour to provide service to all applicants who request it, and will meet all requests at the standard connection fee, except in cases that would result in an exceptional burden on prices for other customers.

eircom has introduced separate charging arrangements for cases where service cannot be provided at the standard connection fee and which require extensive network build to meet the customer request.

It is required of eircom to differentiate PSTN (Public Switch Telephone Network or Telephone Service) Order types into standard and non-standard.

Standard Orders

Standard are service orders, which can be delivered without extending the current networks (subject to certain agreed conditions).

The standard once-off connection fee is €121.93 (VAT inclusive). Where there is a line 'in-situ' or transfer with continuous service then lower charges may apply.

Non-standard

Non-standard refers to service that cannot be delivered without extending the existing access network. The standard connection charge (€121.93 inc. VAT) covers eircom's **network** expansion cost up to a threshold of €7,000. Where the cost of provision exceeds this threshold, the customer will be required to pay the additional cost.

The following is a brief overview of eircom's current provisioning Process:

- The order is received through one of the eircom **sales channels**.
- The systems are checked to determine if a "Complete cable path (Working line)" is existing in the specified location and there is a telephone line in the premises and if service can be provided for the customer.

Standard Order:

Complete cable path and line (Working line between your premises and the local telephone exchange) already exists; and can be connected electronically.

⇒ In-situ connection: Previous service in premises and linework still in place.

The order is captured as an "in-situ order" and the request for service is processed immediately. The customer is informed that service will be electronically enabled and connected on the same day of the request being made or the customer request by date.

⇒ Pre-cabled connection: No previous service in premises but linework is in place. The order is captured as a "Pre-cabled order" and the request for service is processed immediately. The customer is informed that service will be electronically enabled and connected on the same day of the request being made or the customer request by date.

In-complete cable path and line (line between your premises and the local telephone exchange) exists;

- ⇒ If a line already exists, but the cable path is incomplete, then the order is captured as a “standard order” and the request for service is processed immediately. The customer is advised at point of sale that service will be provisioned within 10 working days. This is detailed under the telecommunications scheme available at www.eircom.ie/pricing. When the necessary development work is complete and we are in a position to provide service the customer is contacted to make an appointment.

- ⇒ If a line is not readily available due to no full cable path existing, or a new development being built, or there is a requirement to carry out cable replacement to the path, then, a “site survey” is required to determine if an extension to eircom’s existing network is required in that location. Once the site survey is completed, an accurate forecast is available for the customer. The customer can contact eircom on freephone 1901 quoting their order reference number and will be given an update forecast on their order for provision through eircom’s **eVR** or speak to an eircom **sales agent**.

- ⇒ Where a network extension is not required, the order is captured as a “standard order” and provided using the technology available in that location, as indicated by the site survey. Orders of this type are processed immediately upon the receipt of the results of the site survey. The customer will be informed at point of sale of the agreed lead-time and connection fee for connection to the telephone network. The customer is also advised of the need to carry out a site survey. Once the site survey is completed, an accurate forecast date for delivery of their line is available for the customer. The customer can contact eircom on freephone 1901 quoting their order reference number and will be given an update forecast on their order for provision through eircom’s **eVR** or speak to an eircom **sales agent**. When all the necessary network development is complete, the customer is contacted to make an appointment. If eircom cannot meet the agreed appointment, the customer is contacted to re-schedule a new appointment.

Non-Standard Order

- ⇒ Where an extension to the existing network is required the order is captured as a ‘non- standard order’. The nature of the work required to fulfil this request for service is recorded and stored on the order handling system. This is reviewed regularly by the network design manager. The standard connection charges should cover network costs up to a Reasonable Access Threshold of €7,000. The customer will be contacted and advised they are liable to pay any costs that exceed eircom’s **network** costs, i.e. where the cost of providing access exceeds this threshold of €7,000.
There is a special ring-fenced team in place to deal with any reasonable access customer queries and can be contacted on 1800 211 445.
The customer is invited to make a down payment and on receipt of this, the customer is re-contacted and advised of a forecast date for provision of service to the telephone network. The customer can contact eircom on freephone 1901 quoting their order reference number and is given an update forecast on their order for provision through eircom’s **eVR** or speak to an eircom sales agent.

Charges for non-standard Orders:

The standard connection charge (€121.93 inc. VAT) covers eircom's **network** expansion cost up to a threshold of €7,000. Where the cost of provision exceeds this threshold, the customer will be required to pay the additional cost.

That is, where the cost of eircom providing the connection is less than €7,000, the connection is provided, charged at the standard connection rate of €121.93 (inc. VAT)

⇒ Where the cost of provision exceeds the threshold of €7,000, the customer is required to meet the excess cost. This being the difference of the total cost minus €7,000.

eircom will contact customers in writing regarding the excess cost of connection.

Customers will be required to advise if service is still required and excess cost is acceptable.

A 50% down payment on the connection fee is required from the customer before installation commences. The remaining cost will be applied to the customer first eircom **telephone bill**.

Logging a complaint

By Phone

The Customer Care team can be contacted directly on freephone 1800 200 481, 9am - 5.30 pm (Mon - Fri) where a customer care executive will register a complaint. The Customer Care Executive will provide his / her own name and a unique reference number and acknowledge the complaint on the phone.

In writing

eircom Customer Care Department,
5th Floor, Telephone House, Marlborough Street, Dublin 2.

By Fax

If you wish to send a letter of complaint by fax, you may fax us on 1800 200 480

By e-mail

Send your complaint to ccm@eircom.ie

To ensure your complaint is effectively resolved, please ensure you specify the cause of your complaint and provide your eircom **account number** (located at the top of your service agreement / bill).