

# eir Advantage Unified Hosted Services Schedule

## General Terms And Conditions

The supply of Goods/Services under this Schedule is subject to the provisions of the eircom Limited Master Terms and Conditions for the Supply of Goods and Services and all definitions not defined in this Schedule shall have the meaning ascribed to them in the eircom Limited Master Terms and Conditions for the Supply of Goods and Services at [www.eir.ie/business/masterterms](http://www.eir.ie/business/masterterms)

### 1. SERVICE DESCRIPTION

- 1.1.** eir Advantage Unified Hosted Voice (AU-HV) is a Hosted Voice Service (“the Service”) as set out in this Schedule. The Service is a cloud based SIP solution which allows eir Customers to connect their PBX, via an eir retail data link to eir’s SIP network. The connectivity to eir’s SIP network means that Customers can integrate all their voice and data connectivity onto a single network. The Service is available to customers who have an in-situ eir retail data link. The Service provides a range of PBX capabilities including inbound/outbound voice calling, voicemail, call routing and hunt groups. Customer can avail of a range of voice services from the entry level AU-HV Standard package to the AU-HV Premium package.
- 1.2.** AU-HV, which is the overriding service, can be combined with several products and sub-services listed in Section 4, Service Components below. These eir sub-services are subject to their own separate service terms and conditions. For the avoidance of doubt, all terms and conditions shall take the following order of precedence:
- (i) this schedule,
  - (ii) eir master terms and conditions.
- 1.3.** The basic Service consists of a hosted service which is charged per user per month (PUPM). User licences support a variety of voice features. The basic Service includes call control. Connection to eir’s public voice network is via eir’s Hosted Voice service – call charges are set out in the Order.

### 2. INTERPRETATION

“Advantage Manager”	is a secure self-service internet portal which contains information about the Service and provides Customers with the ability to carry out limited configurations of the Service.
“Agreement”	means this document and all other master and sub terms and conditions, and the Order for agreed services and Charges between eir and the Customer for the provision and installation of the Service.
“All Terms”	means the totality of all the terms and conditions necessary for the provision of the Service - that is, eircom Master Terms and Conditions, the AU-HV Services Schedule (this document) and all sub-service terms and conditions, required to complete all the Customer requirements.
“AU-HV Service”	means the eir provided Advantage Unified Hosted Voice service and all the sub-services as selected and specified in the Order, including all terms and conditions as set out in the Agreement.
“Connection Charge”	means a once-off non-recurring charge payable by the Customer for the initial installation and provisioning of the Service
“Change Order”	means the process by which an upgrade or downgrade of a chargeable element of the Service is made where no site visit is required or where no additional infrastructure needs to be provided at the Customer’s location.
“Class of Service” (CoS) or “Quality of Service” (QoS)	are techniques or methods used to classify and prioritise packets of Customer data traffic based on application type.
“Customer Software”	Software installed by the Customer which is not eir provided.
“Customer Edge (CE)”	Customer edge router that terminates the eir IP VPN service and connects to the customer LAN.
“Electronic Communications Network”	means electronic communications network as that term is defined in the Communications Regulation Acts 2002 to 2010, as amended and updated from time to time.

“LAN”	means the Customer’s Local Area Network.
“Minimum Period of Service”	is a period of not less than thirty six (36), months from the Operational Service Date with the exception of Orders for Minor Config Changes which may be of less than twelve (12) months duration.
“PBX”	A Private Branch Exchange business multiline telephone system;
“PUPM”	per user licence per month (pupm) - charging model for licences.
“Price Schedule”	is the setting out of the Charges at which eir agrees to provide the Service, which may be appended to, included in, or separate to, the Order.
“SIP”	the Session Initiation Protocol (SIP) is a signalling communications protocol, widely used for controlling multimedia communication sessions such as voice and video calls over Internet Protocol (IP) networks;
“Scheduled Outages”	means any downtime attributable to preventive or emergency maintenance or other routine maintenance including by way of example but not limited to software updates.
“SLA”	means the Service Level Agreement applicable to the Service as set out hereunder.
“VM”	Voicemail - the facility to keep and retrieve recorded messages from other callers.
“WAN”	means the Customer’s Wide Area Network connecting different Customer Sites.

### 3. SERVICE COMPONENTS

The Service includes the following sub-services and licences:

#### 3.1. eir Data IPVPN Service

An eir IP-VPN service is required for secure access to the Service. eir pre-sales consultants will advise the Customer on access circuit and data IPVPN requirements.

#### 3.2. Customer Premises Equipment (CPE)

On-premises local area network equipment routers, switches and SIP Phones with an annual maintenance agreement can be purchased from eir. Prior to placing an Order, Customer must ensure that all CPE connected to the Service is capable of supporting the relevant handsets chosen by the Customer. eir can provide a list of compatible CPE on request.

#### 3.3. Hosted Voice Connection to the Public Telephone Network

AU-HV access to the public telephone network is provided as part of the Service. Details of additional AU-HV call plans and add on bundles can be provided by the Customer’s Account Manager.

#### 3.4. Analog Devices

Analog modems/fax machines are designed to work with legacy PSTN networks and these devices are not supported on the Service, due to legacy system incompatibility with next generation IP services. Fax calls are similar to analog modem calls. Analog modems are found in items such as bank card verification machines, monitored alarm systems, Sky boxes and lift alarms. In these cases it may be necessary for the Customer to retain PSTN lines where appropriate.

### 4. OTHER SERVICE OPTIONS

**4.1.** Professional services: such as project management and testing can be provided on request at an additional cost.

**4.2.** Soft client voice telephony

**4.2.1.** Some of the license types for the Service include the ability to download the Advantage Communicator App for free from the Android and Apple App Stores or the desktop PC application provided by eir. The Customers installation and use of this software requires to be supported by the Customers in-house IT support team policy and its use is not supported nor guaranteed by eir.

**4.2.2.** The Customers use of the Customer Software is subject to the Customer's IT security policies and installation policies with respect to installing executable programmes. eir do not guarantee the Customer software will work with other software applications that may be installed nor is it supported by eir's customer service centre. eir do not offer a hardware or software, computer support service for devices utilising soft client software.

## **5. ACCESS AND LAN INTERCONNECT**

**5.1.** Direct access for the Service will only be provided via the eir IPVPN service.

**5.2.** The Service may run over the Customer's existing LAN, however the Customer IT team is responsible for the capabilities and support of the Customers own LAN, infrastructure. The customer must ensure its LAN and WAN environment is designed to incorporate sufficient Quality of Service (QoS) bandwidth to accommodate UC traffic with low packet delay, loss and jitter characteristics. Please note the Service employs the G.711 codec standard per voice call, with a nominal 100kbps of bandwidth dimensioned for each call. The ITU G.114 specification recommends appropriate packet delay, loss and jitter characteristics for high-quality real-time traffic such as voice.

**5.3.** For the avoidance of doubt, the demarcation point of eir support and service responsibility is the eir facing termination point of the CE Router. CPE devices provided as part of the service are covered by a one year return to base manufacturer warranty.

**5.4.** The Service may have the capability of running over wireless LANs or WANs, provided minimum QoS standards are maintained by the Customer. However due to the technical limitations of wireless, eir neither warrants that the Service can run over wireless LANs or WANS, nor that calls and data can seamlessly switch between methods of connection.

**5.5.** The Customer acknowledges that they are responsible for the management and security of their LAN and the devices attached to it, on the Customer side of the NTU.

**5.6.** The Customer is responsible for informing eir in writing of any internal changes to its LAN to ensure that such changes or alterations will not affect the performance of the Service and eir's ability to comply with its obligations hereunder.

**5.7.** For the avoidance of doubt internal cabling or wiring is not provided as part of the Service.

## **6. PAYMENT**

**6.1.** The Customer agrees, without prejudice to the Customer's right to terminate this Agreement under due notice, to pay on demand such Charges as may be fixed from time to time by eir in accordance with the Regulations in respect of the Service. For the avoidance of doubt, the Customer hereby acknowledges that the Charges for the Service are inclusive of Charges in respect of telephone or other service or any telecommunications lines, including leased lines, equipment, features or accessories rented by the Customer from eir for use directly or indirectly in connection with the Service.

**6.2.** Service pricing is available from eir Customers Representative Centre by contacting 1800 255 255 or through the Customer's Account Manager.

## **7. SYSTEM**

**7.1.** The Customer agrees that all connected systems are subject to the potential for unlawful breach or interception by persons unknown to us or by systems and/or software in existence, or not yet invented. eir operate as a responsible authorised operator or electronic communications services and will use our best efforts to secure the Customers communications from such unlawful breach or interception; however the Customer accept, at no liability to eir, that these breaches may occur. eir will make every effort to restore service, and to investigate, detect and prevent unlawful use in the event of such a breach. The Customer agrees that the Customer will facilitate eir in any such efforts to restore the Customers service or to prevent any such unlawful breaches.

## **8. PROVISION OF SERVICE**

**8.1.** It is technically impracticable to provide a fault-free Service and eir does not undertake to do so. eir does undertake certain obligations with regard to Maintenance and Support as set out in all Terms.

**8.2.** Except as may otherwise be provided for in any applicable SLA between eir and the Customer the Operational Service Date shall be an approximate date only and eir accepts no liability for failure to meet the Operational for Service Date.

- 8.3.** Where, at the request of the Customer, any work done by eir to provide the Service is done outside eir's normal working hours, the Customer shall be obliged to pay a Charge for such work calculated at eir's applicable hourly rate, in force for the time being.
- 8.4.** For operational reasons, eir may vary the technical specification of the Service.
- 8.5.** If the Customer wants to defer the Operational Service Date, a minimum of ten (10) Business Days' notice from the originally agreed Operational Service Date must be provided. The Customer may defer the Operational Service Date on one occasion only. The revised Operational Service Date may not be more than three (3) months from the originally agreed Operational Service Date.
- 8.6.** In the event of the provisions of clause 8.4. above not being adhered to by the Customer, eir reserves the right to cancel the Service and charge for abortive work done or money spent to meet the Customer's requirements or both.
- 8.7.** If the Customer wishes to cancel the Service, in whole or in part, prior to the provision of the Service by eir, eir agrees to accept such cancellation if addressed to eir in writing and the Customer agrees to pay the following Charges:
- (i) for cancellation less than five (5) Business Days after the receipt of a written request to provide the Service but before the actual Service is provided 50% of the Connection Charge;
  - (ii) for cancellation more than five (5) Business Days after the receipt of a written request to provide the Service but before the actual Service is provided an amount equivalent to the Connection Charge.
- 8.8.** This Service shall commence on the Operational Service Date as advised to the Customer by email and shall be for the Minimum Period of Service as selected by the Customer in the Order provided that neither this Service or the Master Agreement has not been terminated in accordance with its terms, this Service shall thereafter automatically renew for successive 12 month periods.
- 8.9.** The Customer is responsible for shaping their traffic to conform to the selected Class of Service profile and/or IP data connection bandwidth prior to presentation on ingress to the eir network. Failure to do so may result in packet delay and/or frame/packet loss, in such cases SLA penalties do not apply.

## **9. DEFERRING OPERATIONAL START DATE**

- 9.1.** The planned Operational Service Date will be jointly agreed with the customer and the relevant eir account manager/installation team. Customers wishing to defer the Operational Service Date must provide a minimum of ten (10) days' notice from the originally agreed Operational Service Date. The Customer may defer the Operational Service Date on one occasion only. The revised Operational Service Date may not be more than two (2) months from the originally agreed Operational Service Date.
- 9.2.** In the event of the provisions of clauses 1 above not being adhered to by the Customer, eir reserves the right to begin charging monthly rental for the Service and charge for abortive work done and rescheduling work required to meet the Customer's new requirements.

## **10. MINIMUM PERIOD OF SERVICE, RENEWAL AND TERMINATION**

- 10.1.** This Service shall commence on the Operational Ready for Service Date as advised to the Customer and shall be for the Minimum Period of Service of at least 12 months as set out in the Order. Provided that neither this Service nor the Master Agreement has been terminated in accordance with its terms, this Service shall thereafter automatically renew for successive 12 month periods.
- 10.2.** If the Customer wishes to cancel the Service, in whole or in part, prior to the provision of the Service by eir, eir agrees to accept such cancellation if addressed to eir in writing and the Customer agrees to pay the following Charges:
- 10.2.1.** for cancellation less than five (5) Business Days after the receipt of a written request to provide the Service but before the actual Service is provided, 50% of one full month of the agreed Order for monthly Charges, and any outstanding Charges for abortive work done and money spent to meet the Customer's requirements;
  - 10.2.2.** for cancellation more than five (5) Business Days after the receipt of a written request to provide the Service but before the actual Service is provided, an amount equivalent to of six (6) months of the agreed Order for monthly Charges, and any outstanding Charges for abortive work done and money spent to meet the Customer's requirements.

- 10.3. Without prejudice to the provisions of clause 10.1 above, this Service is terminable by either party giving to the other at least one month's notice in writing, expiring on the last Business Day of the calendar month following that in which notice was given.
- 10.4. If the Customer terminates this Service, whether during the Minimum Period of Service or thereafter, the Customer shall pay such sum as is equal to:
  - 10.4.1. Monthly Charges up to the last Business Day of the calendar year following that in which notice was given; and
  - 10.4.2. any outstanding amounts owed by the customer; and
  - 10.4.3. any outstanding Charges for abortive work done and money spent to meet the Customer's requirements.
- 10.5. Where, at the request of the Customer, any work done by eir to provide the Service is done outside eir's normal working hours, the Customer shall be obliged to pay a Charge for such work calculated at eir's applicable hourly rate, in force for the time being.

## 11. PROVISIONING OF ORDERS

- 11.1. The Order shall set out:
  - 11.1.1. The goods and equipment the customer is purchasing to avail of the Service, including but not limited to their associated warranty, maintenance and upgrade Charges;
  - 11.1.2. The services the customer is purchasing to avail of the Service, including but not limited to access services, user licenses and so forth;
  - 11.1.3. The Operational Service Date; as per agreed project plan.
  - 11.1.4. Service delivery, equipment installation, configuration and acceptance testing;
  - 11.1.5. Any design and integration requirements, including but not limited to bespoke requirements; and bespoke integration with other services
  - 11.1.6. Such other details as may be necessary to clearly detail the Service delivery tasks.

## 12. SERVICE CONFIGURATION

- 12.1. To enable an efficient provisioning of Service to the Customer, and to avoid repeat visits for service configuration which may incur additional Charges, a detailed design document must be completed by eir in conjunction with the Customer.
- 12.2. The detailed design will capture information on:
  - 12.2.1. Call pickup groups;
  - 12.2.2. List Groups, Hunt Lists and Hunt Pilots for call handling;
  - 12.2.3. Group VM repositories;
  - 12.2.4. User accounts and voicemail for the number of users; and
  - 12.2.5. Such other system configuration requirements as entered in the Customer Service Questionnaire.
- 12.3. Any requirements not in the detailed design document, nor listed in 12.2 above, may be considered as bespoke integration requirements for which additional Charges may be quoted and agreed with the customer.

## 13. ADVANTAGE MANAGER

- 13.1. Each Customer will be granted password protected access to Advantage Manager which includes:
  - 13.1.1. Statistics collated from the polling of the network and summary reports of network activity and events. The interface facilitates navigation to the required information and the information is represented via a summary screen dashboard that may include but is not limited to a map view of the Managed Devices, the status summary of the Managed Devices and event status;
  - 13.1.2. The presentation of data in table and graphical format allows the Customer to drill down further into the status of the Managed Devices as well as their interfaces and event history.

**13.1.3.** The ability to self-configure a number of CPE features such as hunt groups and speed dials (some of which are specific to individual CPE). Customers may be requested to use Advantage Manager by the eir Service Desk for Service features that are self-configurable via Advantage Manager. Assistance will be offered to ensure the Customer can use Advantage Manager to achieve their requests in the most efficient manner.

**14. SERVICE OPERATIONS AND SUPPORT**

**14.1.** Service desk support

End user support should be in the first instance filtered by the Customer’s in-house IT team to provide accurate Fault information capture. The Service is then supported via the relevant eir Service Desk, who are contactable via the contact details outlined in the Order. All Customer queries should be directed via the Service Desk.

**14.2.** Change request management

Any change requests will be managed via the existing eir change management process and logged via the Remedy system. The target completion for the implementation of standard change requests is within 10 Business days. Requests for change that require design authority or out of hour’s activity to complete are not within the scope of a standard change.

**15. SERVICE LEVEL TARGETS**

	eir Assist
Pricing	In Tariff
Fault Reporting	24*7
Fault repair hours	8:30 – 17:00 Mon-Fri (excl. Bank Holidays)
Service Availability	Not Applicable
Response Time	6 hours
Repair Time	6 hours
Customer Progress Report	Not offered
Resolution method	Remote

**16. FAULT INCIDENT PROCESS**

**16.1. FAULT INCIDENT DEFINITION**

A Fault Incident may be defined as a loss of some or all voice features or a loss of access to Advantage Manager.

**16.2. FAULT INCIDENT MANAGEMENT**

**16.2.1.** The Customer shall report a Fault Incident in the Service by telephoning the Service Desk number specified on the Order or such other number as eir may from time to time provide the Customer. The Customer shall at the time of the report provide eir with a contact telephone number to enable eir to advise on the progress being made to clear the Fault Incident.

**16.2.2.** To enable a Fault Incident to be logged quickly, persons reporting Fault Incidents should identify themselves as being a Customer representatives and provide the following information:

- (i) Site location (of the Fault)
- (ii) Circuit service reference
- (iii) Contact number
- (iv) Equipment located at the site
- (v) Fault Incident details

**16.2.3.** If the Customer reports a Fault Incident, eir will respond in accordance with the SLA by carrying out one or more of the following actions:

- (vi) Providing advice by telephone, including advice, where appropriate, as to tests and checks to be carried out by the Customer; or
- (vii) Where possible, carrying out diagnostic checks from eir premises.

**16.2.4.** An eir Fault Incident ticket reference number will be provided to Customer at the time of Fault Incident reporting. The ticket reference number allocated by eir should be used in all subsequent discussion or correspondence regarding the Fault Incident report.

**16.2.5.** The Service Desk will take all necessary steps to correct the Fault Incident, in accordance with the procedures and metrics outlined in the SLA.

**16.2.6.** The Service Desk will be responsible for the operation of the Fault Incident and problem management processes and will ensure that 2nd and 3rd level support teams are aware of their role in the correct operation of the processes.

**16.2.7.** eir reserves the right to implement Scheduled Outages. These will be used to carry out essential maintenance or alteration procedures, for instance upgrading network management software.

**16.2.8.** If eir carries out work to correct a reported Fault Incident of the Service and finds no Fault in the eir network, eir may charge the Customer for abortive work done or money spent to determine such an outcome.

### **16.3. EIR'S RESPONSIBILITIES**

**16.3.1.** Issue a Fault Incident ticket reference number for each Fault Incident to the Customer representative;

**16.3.2.** Respond to the Fault Incident report in line with the agreed response times;

**16.3.3.** Provide on-going updates during the Fault Incident based on the Fault Incident classification;

**16.3.4.** Follow the escalation procedure where required;

**16.3.5.** Report back to the designated Customer contact when the Fault Incident is resolved;

**16.3.6.** Agree with the Customer to close resolved Fault Incidents;

**16.3.7.** Provide the relevant written reports as required.

### **16.4. THE CUSTOMER'S RESPONSIBILITIES**

**16.4.1.** Ensure that end user support is in the first instance filtered by the Customer's in-house IT team to ensure accurate Fault information capture prior to the logging of a ticket;

**16.4.2.** Notify the Service Desk of Fault Incidents in a timely manner;

**16.4.3.** Report Fault Incidents via the Fault Incident Management process;

**16.4.4.** Provide appropriate contact and escalation points;

**16.4.5.** Grant eir reasonable access to the Site if required for Fault Incident repairs.

### **16.5. EXCLUSIONS**

The time taken to repair a Fault incident may be affected by any of the following circumstances:

**16.5.1.** a Fault Incident occurrence due to changes in Customer provided equipment;

**16.5.2.** a Fault Incident in Customer provided equipment;

- 16.5.3. a Fault Incident reported where there is no Fault Incident detected by eir when tested;
- 16.5.4. any period of Scheduled Outages;
- 16.5.5. a failure on the part of the Customer to allow access to Customer equipment, whether remotely or onsite;
- 16.5.6. the Customer failing to operate a service(s) in accordance with eir's Terms and Conditions for the provision of the service(s);
- 16.5.7. a failure on the part of the Customer to report the Fault Incident in accordance with the Fault Incident reporting procedure specified in clause 16.2;
- 16.5.8. a Fault Incident occurrence on another authorised carrier's network or third party equipment;
- 16.5.9. Fault Incidents caused by the Customer, its servants or agents;
- 16.5.10. a Customer request for eir to test an element of the Service even if no Fault Incident has been detected and/or reported.

**16.6. FAULT INCIDENT PRIORITY**

Fault Incident priority is defined through Impact and Urgency, the priority classification is outlined in below Impact and Urgency tables.

Impact Matrix		
Impact 1 (Extensive/Wide-spread)	Definition	Major Business Impact: Outage with no workaround resulting in complete loss of core business systems to customer.
	Example	<ul style="list-style-type: none"> <li>• Total Customer network unavailable</li> <li>• Service unavailable to all users</li> <li>• Total loss of connectivity</li> <li>• Core router unavailable</li> </ul>
Impact 2 (Significant/Large)	Definition	Potential Significant Business Impact: Outage resulting in significant loss or degraded system services to customer; however, operations can continue in a restricted mode.
	Example	<ul style="list-style-type: none"> <li>• Failure or significant system impairment in any of the following areas: failure with voice and voice mail system.</li> <li>• Significantly degraded response from critical applications and databases.</li> </ul>
Impact 3 (Moderate/Limited)	Definition	Problems resulting in minimal impact to system and system availability.
	Example	<ul style="list-style-type: none"> <li>• Single Minor site or non-business critical services affected by partial or full service outage.</li> <li>• Redundant components failure</li> </ul>
Impact 4 (Minor/Localised)	Definition	<ul style="list-style-type: none"> <li>• Single points of failure resulting in impact to:</li> <li>• Single end-user; Single devices; Non-critical peripherals.</li> </ul>
	Example	<ul style="list-style-type: none"> <li>• Telephone</li> <li>• End-user software (e.g. LAN access, password resets)</li> <li>• Network services warnings.</li> </ul>



## 16.7. REPORTING

A Service Level Report (“the Report”) from the Remedy ticketing system is available on a monthly basis by request from the Customer. The Report may be made up of the following:

- Summary of Events related to the Customer’s Network
- Summary of Tickets
  - o Automatic Tickets
  - o Tickets raised by the Customer
  - o Minimum, Maximum and Average time to alert or respond to Customer
  - o Minimum, Maximum and Average time to resolve ticket
  - o Out of SLA tickets with typical cause analysis
  - o Problem tickets to be addressed by the Customer

## 16.8. URGENCY MATRIX

Urgency Matrix		
Priority	Description	Definition
P1	Critical	<p>Business critical service down resulting in a complete loss of service. Work cannot reasonably continue and the operation is mission critical to the business. A Priority 1 Fault Incident has one or more of the following characteristics:</p> <ul style="list-style-type: none"> <li>• A critical function is not available.</li> <li>• Service cannot be accessed.</li> <li>• Service crashes repeatedly after restart attempts.</li> <li>• Service shows error messages and does not pass self-test.</li> </ul>
P2	High	<p>Causes a critical situation, however does not cause total failure of service. A Priority 2 Fault Incident has one or more of the following characteristics:</p> <ul style="list-style-type: none"> <li>• Degradation of service performance such that there is a serious impact to use</li> <li>• The system is usable but one or more functions are inoperable.</li> <li>• Operations can continue in a restricted fashion.</li> <li>• Redundant components fail, not impacting business services but introducing temporary single points of failure.</li> </ul>
P3	Medium	<p>Causes an inconvenient situation with minor impact on service. The impact is minor, which may require a workaround to restore functionality.</p>
P4	Low	<p>The Fault Incident causes no loss of service. General information and questions on live services. Requests for support of change (e.g. Scheduled Outages including installations and upgrades).</p>

## 17. ESCALATION MANAGEMENT

17.1. eir recommends that Customers consider the following conditions when triggering the escalation process:

17.1.1. Where a Fault Incident or change is jeopardising or has already breached SLA Service Level Targets (SLT);

17.1.2. If they believe that either the nature or impact of the issue is more serious than initially thought;

17.1.3. If they are dissatisfied with the progress of a particular Fault Incident or change.

17.2. Escalations relating to Service Operations can be initiated at any time by contacting the Service Desk and requesting escalation via the Duty Manager who will discuss the situation with the person requesting the escalation and take whatever action is agreed between them.

17.3. It is at the discretion of the customer to decide whether or not an issue requires escalation. Where the Customer has an eir assigned Customer Service Manager (CSM), the Customer may request their assistance at any time during the escalation process.

## 18. COMPLAINT MANAGEMENT

eir complaint definition is a grievance that a Customer has against eir in relation to a Service provided by eir that cannot be managed via the Escalation Management process. eir will record, investigate, process, provide progress updates on and agree formally the closure of a Customer complaint. To submit a complaint to eir, the Customer can use the following contact details:

Type	Phone	Email
All eir Business customers	1800 400281	ccm@eir.ie

## 19. COMPLIMENT MANAGEMENT

19.1. eir compliment is defined as – unsolicited positive feedback from a Customer regarding the quality of the services and the way the services were provided by eir. This is separate to the Customer satisfaction process.

19.2. The compliments will be recorded by eir, shared with the relevant team and the line management and formally acknowledged with the Customer.

19.3. To submit a compliment to eir, Customers can use the following contact details:

Type	Email
All eir Business customers	CRCescalations@eir.ie

## 20. CUSTOMER SATISFACTION

20.1. The eir representative will identify Customer representatives to participate in the Customer satisfaction process as part of the business relationship management process. eir run a number of work streams to measure Customer satisfaction which is measured to enable eir to compare performance with Customer satisfaction targets and previous surveys.

20.2. The main two procedures to capture Customer satisfaction are as follows:

20.2.1. Formal Customer satisfaction survey

The Formal Customer Satisfaction surveys are designed to enable Customers to provide the information easily and accurately. Significant variations in satisfaction levels will be investigated and the reasons analysed. The results and conclusions will be discussed and agreed with the Customer. The follow up actions will be agreed with the Customer and added to the Customer Continual Service Improvement (CSI) plan with progress reported back to the Customer as part of CSI process.

### 20.2.2. Customer satisfaction rating

During the service review meetings the CSM, BDM or RAM will request a rating in a number of areas from the Customer in relation their current satisfaction with eir. The follow up actions will be agreed with the Customer and added to the Customer CSI plan with progress reported back to the Customer as part of CSI process

## 21. PREREQUISITES, DEPENDENCIES AND RESTRICTIONS

The recommended Customer browser is the current version of Chrome, Internet Explorer or Firefox. The Customer user must have sufficient rights to download and run embedded Java applets. Access to the Customer Portal is via the public Internet. eir will provided a specific URL to access the Portal.