

Schedule 4

Commitments made by the Licensee prior to the Grant of the Original Licence.

Part 1

Licence Commencement Date

The Licence Commencement Date is the 16th day of May 2011.

Schedule 4

Part 2

The Licensed Mobile Services

1. The Licensed Mobile Services

1.1. The Licensed Mobile Services are GSM Mobile and Personal Communications Services having the characteristic of a pan-European, cellular, digital, land based, mobile telephony service;

- (a) Compatible with the GSM Standard, provided in the 900MHz band (“GSM900 Service”); and
- (b) With the international roaming capability referred to in Part 5 of this Schedule.

2 Additional services

2.1 The Licensee shall be required to provide the following services;

- (a) Fax and data,
- (b) Short message service,
- (c) Voicemail,
- (d) Call diversion,
- (e) Call waiting,
- (f) Itemised billing.

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Part 3

Access to The Emergency Services

1. **General**

The Licensee shall provide ready access for customers through the Licensed Mobile Services to the emergency services (within the meaning this of Part 3 of the Schedule).

2. **Calls to an Emergency Service**

In this Part an “emergency service” means the Gardá Síochána, the fire brigade services, the ambulance services, the boat and coastal rescue services (including the rescue services provided by the Air Corps) or the mountain and cave rescue services.

3. **Directions by the Commission**

The Commission may give directions in writing to the Licensee in relation to the handling of calls to and from customers relating to an emergency service (“emergency calls”), and the Licensee shall comply with any such directions.

4. **Acceptance of Emergency Calls**

Emergency access codes 999 and 112, and any other codes subsequently designated for use as emergency access codes, shall be open to all GSM terminal equipment equipped with a valid SIM Card, where technically necessary.

5. **Routeing of Emergency Calls**

The Licensee shall ensure that an emergency call is routed at the expense of the Licensee, to a collection centre for emergency calls. The Licensee shall provide not less than two routes with physical diversity between each mobile switching centre and a collection centre as described.

6. **Emergency Calls Free of Charge**

- (a) The Licensee shall not impose a charge on the customer in respect of an emergency call; and
- (b) The Licensee shall not list on a customer’s itemised bill any emergency call.

7. **Identification of Emergency Calls**

When an emergency call is made from terminal equipment of a customer of the Licensee, the Licensee shall, where technically possible, transmit the customer's number to a collection centre for emergency calls in the form of a calling line identification message.

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Part 4

Service Quality, Performance Standards and Obligations

1. General Obligations

For the purposes of carrying out service quality surveys, the Licensee shall provide, on request, to the Commission;

- (a) Maps showing coverage for, in the case of the GSM900 service, 2 Watt terminals,
- (b) An up to date list of the locations of the base transceiver stations,
- (c) A mechanism for identifying the base station that is handling a call at any given time; and
- (d) An adequate number of test numbers.

Furthermore, where requested to do so, the Licensee shall provide to members of the public, maps of the other GSM operators with whom it has roaming agreements showing the coverage provided by them.

2. Coverage

- 2.1. "**Coverage**" means the extent to which the strength of the radio signal is sufficient to provide an adequate service for a 2 Watt, GSM900 terminal.

An adequate service is achieved outdoors if the average field strength measured outdoors is at least 46dBuV/m for the GSM900 service at a height of 1.5 metres above ground level.

Coverage is expressed as a percentage of geographical area, or as a percentage of population, of the State.

2.2. Measurement Guidelines for coverage

The appropriate figures contained in the latest population census published by the Central Statistics Office will be used for calculating the base figure when calculating national population coverage.

Measurements to determine coverage shall be carried out using; a 2 Watt, GSM900 terminal;

Signal strength measuring equipment may also be used.

2.3. Mandatory Service Standards

The Licensee shall ensure that the national outdoor population coverage shall not fall below that given in the Original Licence and in any case the Licensee shall ensure that national geographic coverage shall not fall below 92%.

2.4. Other Obligations

The Licensee shall publish up to date maps showing coverage for 2 Watt, GSM900 mobile terminals operating outdoors.

3 Service Unavailability

3.1. "Service unavailability" means the average number of minutes per terminal for any six month period for which the service as defined in the Original Licence, is not available due to a network disturbance, failure or scheduled unavailability.

3.2. Measurement Guidelines for service unavailability

The calculation of service unavailability is subject to the following weighting factors which take account of traffic load variations.

Service Unavailability, Weighting Factors			
(divide duration of each network event by weighting factor)			
	Monday to Friday	Saturday	Sunday
For periods between 07.00 and 24.00	1	2	4
For periods between 00.00 and 07.00	4	8	16

3.3. Mandatory Service Standard

The Licensee shall ensure that service unavailability is less than 45 minutes

3.4. Other Obligations

(a) The Licensee shall keep a log (the "network log") for the purposes of recording and tracking all periods of system unavailability. The Licensee shall maintain this network log in a manner that will demonstrate, to the satisfaction of the Commission, that such a network log is an adequate means of assessing whether the Licensee is complying with its system availability obligations under this Licence.

- (b) The network log or, as may be appropriate, part thereof shall be made available on request to the Commission.
- (c) The Licensee shall calculate the service unavailability for the Licensed Mobile Services for any period specified by the Commission from the information recorded in the network log, and shall upon request and within such time as may be specified by the Commission, provide the Commission with the results of the calculation.

4. **Grade of Service**

4.1. **Blocking Rates**

(a) **Definitions:**

"Blocking rate" means the percentage of total call attempts made for the traffic case concerned, for the Licensed Mobile Service as defined in the Original Licence, during the time consistent busy hour and within coverage, which are unsuccessful.

"Time consistent busy hour" means the period of one hour starting at the same time each day for which the average traffic of the Licensee's Mobile and Personal Communications System concerned is greatest over the days under consideration. The time consistent busy hour shall be determined from an analysis of traffic data obtained from the Licensed Mobile Service as defined in the Original Licence and shall be subject to the approval of the Commission.

(b) **Mandatory Service Standards**

The Licensee shall ensure that the blocking rate shall not exceed the percentages in respect of each of the traffic cases specified in the following Table;

Maximum Permissible Blocking Rates		
Traffic Case	Blocking rate	
	Average	Worst Case
Terminal equipment (connected to the Licensee's Mobile and Personal Communications System) to Terminal equipment (connected to the Licensee's Mobile and Personal Communications System)	3.47%	10%
Terminal equipment (connected to the Licensee's Mobile and Personal Communications System) to Terminal equipment (connected to the Mobile and Personal Communications System of an Other Licensed Operator)	4%	10%
Terminal equipment (connected to the Licensee's Mobile and Personal Communications System) to Terminal equipment (connected to the Telecommunications Network of an Other Licensed Operator)	2%	8%

4.2. **Dropped Calls**

(a) **"Dropped call rate"**: the percentage of total established calls during any measurement period, for the Licensed Mobile Service as defined in the Original Licence, which are prematurely released by the Licensee's Mobile and Personal Communications System within three minutes.

(b) **Measurement Guidelines**

Measurements will be made in the case of the GSM900 service, with a 2 Watt terminal operating within claimed coverage areas.

(c) **Mandatory Service Standards**

The Licensee shall ensure that the dropped call rate shall not exceed 3% on average or 6% worst case.

4.3. **Transmission Quality**

The Licensee shall ensure that the speech transmission quality complies with the GSM Technical Specifications of ETSI and in particular, the Licensee shall ensure that appropriate echo treatment equipment is used in the provision of the Licensed Mobile Services and that it is properly configured.

4.4. **Other Obligations**

The Licensee shall provide to the Commission, on request, such grade of service measurement information as the Commission considers necessary to determine performance against mandatory service standards as specified to the Licensee.

5. **Billing**

5.1. **Mandatory Service Standards**

In relation to billing, the Licensee shall, unless agreed otherwise with individual customers, comply with the appropriate standard requirements specified in the following Table:-

Billing Aspects	Standard Requirements	Options and Alternatives
Billing Frequency	Monthly	Alternative frequency or flexible frequency subject to agreement with customer
Billing Itemisation	All billable calls and services	Customised bill layouts with or without summary itemisation subject to agreement with customer
Billing Medium	Paper	Delivery of bills on computer media or on-line subject to agreement with customer
Billing Method	Per Second Billing	

An itemised bill shall contain, at least, the following information in respect of each billable call;-

- (a) the date of the call,
- (b) the start time of the call,
- (c) the number called,
- (d) the duration of the call; and
- (e) the price of the call.

5.2. Billing Accuracy and Fraud Detection

The Licensee shall incorporate where possible in its billing system and otherwise shall adopt:

- (a) measures to ensure that each call record is an accurate record of the actual call and that the correct accumulated call records are applied to generate each customer's bill, and
- (b) measures to detect cases of possible fraud including measures to identify rapidly abnormal calling patterns.

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Part 5

Roaming

1. The Licensee shall not act on foot of any agreement providing for a national roaming capability made between the Licensee and any other provider of a GSM mobile telephony service in the State unless and until the Commission has approved the terms of the agreement.
2. The Licensee shall establish and maintain as part of the Licensed Mobile Services an international roaming capability for its customers that is as wide and comprehensive as is practicable.