

SCHEDULE

Part 1

LICENCE COMMENCEMENT DATE

The Licence Commencement Date is the 19th day of June 2000

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Part 2

THE LICENSED MOBILE SERVICES

1 The Licensed Mobile Service

1.1 The Licensed Mobile Service is a GSM Mobile and Personal Communications Service having the characteristic of a pan-European, cellular, digital, land based, mobile telephony service:-

- (i) provided in the 900MHz band (the "GSM900 service") and in the 1800MHz band (the "GSM1800 service") in accordance with the Wireless Telegraphy Acts 1926 - 1988, as amended, and conforming with the GSM technical specifications of the European Telecommunications Standards Institute ("ETSI"), as published by the National Standards Authority of Ireland ("NSAI"); and
- (ii) providing an international roaming capability referred to in Part 5 of the Schedule.

2 Additional services

The Licensee shall be required to provide the following additional services from the commencement of the provision of the Licensed Mobile Services:

- i) Voice mail account;
- ii) Call waiting;
- iii) Short Message Service;
- iv) Call barring;
- v) Display of calling number.

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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 Service to the emergency services (within the meaning of this 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 Director

The Director 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 and all emergency calls shall be accepted. In the case of mobile terminals not equipped with SIM cards or equipped with invalid SIM cards, all emergency calls using the access code "112" shall be accepted.

5. Routing 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.

- (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 to an emergency service from terminal equipment of a customer of the Licensee, the Licensee shall 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

1.1 For the purposes of carrying out service quality surveys, the Licensee shall provide, on request, to the Director the following:

- a) Maps showing coverage for:
 - i) in the case of the GSM 1800 mobile telephony service, 1 Watt terminals; and,
 - ii) in the case of the GSM 900 mobile telephony service, 2Watt 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;
- d) An adequate number of test numbers.

2. Coverage

2.1 "**Coverage**" is the extent to which the strength of the radio signal is sufficient to provide an adequate service for-

- i) in the case of the GSM 1800 mobile telephony service, a 1 Watt terminal operating outdoors, and;
- ii) in the case of the GSM 900 mobile telephony service, a 2 Watt terminal operating outdoors.

An adequate service is achieved outdoors if the average field strength measured outdoors is at least 46dBuV/m for GSM 900 and 54dBuV/m for GSM1800 at a height of 1.5 metres above ground level.

An adequate service is achieved indoors if the average field strength measured outdoors is 56 dBuV/m for GSM 900 and 64 dBuV/m for GSM1800 at a height of 1.5 metres above ground level.

Coverage is expressed as a percentage of population of the State.

2.2 **Measurement Guidelines:**

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

Measurements to determine coverage shall be carried out using;

- i) in the case of the GSM 1800 mobile telephony service, a 1 Watt terminal operating outdoors, and;
- ii) in the case of the GSM 900 mobile telephony service, a 2 Watt terminal operating outdoors.

Alternatively, signal strength measuring equipment may be used.

2.3 **Mandatory Service Standards:**

Subject to the requirements in part 6 of this schedule, the Licensee shall ensure that the coverage shall not fall below-

- i) in the case of the GSM 1800 mobile telephony service, at least 33.34%; and,
- ii) in the case of the combined GSM 900/GSM 1800 mobile telephony service, at least 80%.

2.4 **Other Obligations:**

2.4.1 The Licensee shall publish up to date maps showing coverage for-

- i) in the case of the GSM 1800 mobile telephony service, 1 Watt terminals; and,
- ii) in the case of the GSM 900 mobile telephony service, 2 Watt terminals.

2.4.2 The Licensee shall also provide, upon request, to members of the public, maps from other GSM 1800 and GSM 900 Mobile Telephony operators with whom it has roaming agreements showing the coverage provided by them.

3. **Service Unavailability**

3.1 "Service unavailability" means the average number of minutes per terminal per year for which the service is not available due to a network disturbance, failure or scheduled unavailability.

3.2 **Measurement Guidelines:**

The calculation of service unavailability is subject to the following weighting factors that 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 60 minutes.

3.4 **Other Obligations:**

3.4.1 The Licensee shall keep a log ("the network log") and, as soon as may be after the end of each period of 3 months, shall provide a copy of so much of the log as relates to that period to the Director. All events consisting of network disturbances, failures and periods of scheduled unavailability shall be recorded in the network log. The date, start time and duration of the event and the estimated number of terminals affected shall also be so recorded.

3.4.2 The Licensee shall, from the information recorded in the network log, calculate the service unavailability for any six-month period specified by the Director and shall, at the request of the Director, provide the Director with a copy of the results of the calculations.

4. **Grade of Service**

4.1 **Blocking Rates**

4.1.1 **Definitions:**

"**Blocking rate**" means the percentage of total call attempts made for the traffic case concerned, 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 network 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 service and be subject to the approval of the Director.

4.1.2 **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 connected to the licensee's mobile and personal communications system to terminal connected to the licensee's mobile and personal communications system	2%	4%
Terminal connected to the licensee's mobile and personal communications system to terminal connected to another mobile and personal communications system	4%	8%
Terminal connected to the licensee's mobile and personal communications system to terminal connected to the public telecommunications network	3.5 %	7%

4.2 **Dropped Calls**

4.2.1 **"Dropped call rate"** means the percentage of total established calls during any measurement period which are prematurely released by the network within three minutes.

4.2.2 **Measurement Guidelines:**

Measurements will be made -

- i) in the case of the GSM 1800 mobile telephony service, with a 1 Watt terminal operating within claimed coverage areas; and,
- ii) in the case of the GSM 900 mobile telephony service, a 2 Watt terminal operating within claimed coverage areas.

4.2.3 **Mandatory Service Standards:**

The Licensee shall ensure that the dropped call rate shall not exceed the percentages in respect of each of the traffic cases specified in the following Table:

Maximum Permissible Dropped Call Rates		
Traffic Case	Dropped Call Rate	
	Average	Worst Case
Terminal connected to the licensee's mobile and personal communications system to terminal connected to the licensee's mobile and personal communications system	2%	4%
Terminal connected to the licensee's mobile and personal communications system to terminal connected to another mobile and personal communications system	4%	8%
Terminal connected to the licensee's mobile and personal communications system to terminal connected to the public telecommunications network	2%	4%

4.3 **Transmission Quality**

The Licensee shall ensure that the speech transmission quality for the service complies with the Technical Specifications of ETSI for GSM 900 and GSM 1800.

In particular, the Licensee shall ensure that appropriate echo treatment equipment is used in the provision of the service and that it is properly configured.

4.4 **Other Obligations**

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

5. Billing

5.1 Mandatory Service Standards:

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

Billing Aspects	Standard Requirements
Billing Frequency	Monthly
Billing Itemisation	All billable calls and services
Billing Medium	Paper
Billing Method	Per second billing

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

- i) the date of the call;
- ii) the start time of the call;
- iii) the number called;
- iv) the duration of the call;
- v) the price of the call.

5.2 Billing Accuracy and Fraud Detection

The Licensee shall incorporate in its billing system:

- (i) 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;
- (ii) measures to detect cases of possible fraud including measures to identify rapidly abnormal calling patterns.

6. Performance Standards and Objectives

The Director may, by direction in writing given to the Licensee, specify performance standards and obligations with respect to service quality or modify existing performance standards and obligations and the Licensee shall comply with any such directions.

7. Customer Care Centre

The licensee shall establish a customer care centre to be made available to the customers of the Licensee at all times. The Licensee shall ensure that such a centre shall be operational no later than 8 (eight) months after the commencement of this licence.

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Part 5

Roaming

1. The Licensee shall establish and maintain as part of the Licensed Mobile Service an international roaming capability for its customers that is as wide and comprehensive as is practicable.
2. 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 mobile and personal communications system in the State unless and until the Director has approved the terms of the agreement.
3. Without prejudice to paragraph 1 herein, the Licensee shall, not later than the commencement of the provision of the Licensed Mobile Service, establish and maintain as part of that service an international roaming capability for its customers with a minimum of twenty mobile telephony operators outside the State.
4. Where requested to do so, the Licensee shall provide to members of the public, maps from other GSM operators with whom it has roaming agreements showing the coverage provided by them.

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Part 6

Roll-out and Coverage Requirements

Unless otherwise specified, the obligations herein shall apply to the Licensee's combined GSM900/GSM1800 network.

1 Initial Service Roll-out

- 1.1 Not later than 7 months after the commencement of this Licence, the Licensee shall have completed its switch acceptance testing.
- 1.2 Not later than 9 months after the commencement of this Licence, the Licensee shall commence the provision of Licensed Mobile Service.
- 1.3 On the commencement of the provision of Licensed Mobile Service the Licensee shall provide sufficient capacity on the network to provide coverage (as defined in Part 4 of the Schedule), measured in accordance with Part 4 of this Schedule, of not less than 33.34% of the population of the State.
- 1.4 Not later than 30 months after the commencement of this Licence, the Licensee shall provide sufficient capacity on the network to provide coverage (as defined in Part 4 of the Schedule), measured in accordance with Part 4 of the Schedule, of not less than 80% of the population of the State.

2 Minimum Roll-out and Coverage Requirements

- 2.1 Not later than 24 months after the commencement of this Licence, the Licensee shall provide and maintain, for the duration of this licence, sufficient capacity on the network to provide coverage (as defined in Part 4 of the Schedule), measured in accordance with Part 4 of the Schedule of not less than 33.34% of the population of the State using GSM 1800 technology.
- 2.2 Not later than 48 months after the commencement of this Licence, the Licensee shall provide and maintain, for the duration of this licence, sufficient capacity on the network to provide coverage (as defined in Part 4 of the Schedule), measured in accordance with Part 4 of the Schedule of not less than 80% of the population of the State.

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Part 7

Charges to Customers

The provisions of this Part 7 of the Schedule shall have effect in relation to calls originating and terminating in the State for each year after the commencement of the provision of the Licensed Mobile Service.

SUBSCRIPTION PLANS

1. The Licensee shall, for the first year following the commencement of the provision of Licensed Mobile Service, as a minimum, offer four subscription plans namely Bronze, Silver, Gold and Platinum (within the meaning, in each case, of the business plan¹). The maximum amount (excluding value-added tax) which may be charged by the Licensee in respect of the features of each of the subscription plans specified in the Table to this paragraph shall not exceed the appropriate amount specified in that Table.

FEATURE	SUBSCRIPTION PLAN			
	BRONZE	SILVER	GOLD	PLATINUM
Connection Fee	£0.00	£0.00	£0.00	£0.00
Monthly Subscription Fee	£9.00	£ 25.00 ²	£40.00 ³	£60.00 ⁴
Peak time call charges per minute ¹	£0.35	£0.20	£0.16	£0.12
Off-peak time call charges per minute	£0 17	£0.10	£0.08	£0.06
Meteor Mobile to Meteor Mobile	£0.17	£0.10	£0.08	£0.06

Notes:

¹Peak time is from 8.00 am to 6.00 pm on Monday to Friday inclusive (excluding public holidays); all other times are off-peak.

² The monthly subscription fee shall include 120 minutes of free use.

³ The monthly subscription fee shall include 240 minutes of free use.

⁴ The monthly subscription fee shall include 480 minutes of free use.

2. The Licensee shall, for the first year following the commencement of the provision of the Licensed Mobile Service, as a minimum, provide the following supplementary features and benefits as constituent parts of the service to any customer on any of the subscription plans in the above Table, without the addition of any amount in respect thereof to the amount of the monthly subscription fee specified, that is to say:

¹ "Business Plan" refers to the plan submitted by the Licensee as part of its application for the competition for the award of a third Mobile Telephony Licence (DCS 1800 & GSM) in Ireland, dated 6th April 1998 and any written replies received by the Director from the Licensee to questions posed on it's application by the Director.

- i) Voice mail account;
 - ii) Call waiting;
 - iii) 30 text messages (Short Message Service);
 - iv) Call barring;
 - v) Display of calling number.
3. The Licensee shall, for the first year following the commencement of the provision of the Licensed Mobile Service, as a minimum, provide the following benefits as constituent parts of the service to any customer on any of the subscription plan in the above Table, without the addition of any amount in respect thereof to the amount of the monthly subscription fee specified, that is to say:
- i) directory listing;
 - ii) free emergency calls;
 - iii) itemised billing;
 - iv) nearest second billing;
 - v) no charge for unsuccessful calls.
4. For each subsequent year, after the first year following the commencement of the provision of Licensed Mobile Service, the maximum amount (excluding value-added tax) which may be charged by the Licensee in respect of the Bronze subscription plan shall not exceed the appropriate amount specified in the Table to this paragraph, after adjustment with reference to January 1998 to take account of annual changes in the consumer price index as published by the Central Statistics Office.
- 5.

Feature	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8
Annual subscription charge	£107.00	£105.00	£104.00	£102.00	£100.00	£98.00	£96.00
Peak time* call charges per minute	£0.34	£0.33	£0.32	£0.31	£0.29	£0.28	£0.26
Off-peak call charges per minute	£0.17	£0.16	£0.15	£0.15	£0.14	£0.14	£0.13
Feature	Year 9	Year 10	Year 11	Year 12	Year 13	Year 14	Year 15
Annual subscription charge	£93.00	£85.00	£83.00	£81.00	£79.00	£76.00	£74.00
Peak time* call charges per minute	£0.25	£0.23	£0.22	£0.22	£0.21	£0.21	£0.20
Off-peak call charges per minute	£0.12	£0.11	£0.11	£0.11	£0.10	£0.10	£0.10

5. The Licensee shall offer a pre-paid subscription plan.

* ' Peak time is from 8.00 am to 6.00 PM on Monday to Friday inclusive (excluding public holidays); all other times are off-peak.

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Part 8

Performance Guarantees

1. In the event that the Licensee fails to meet any of the performance targets specified in Table 1 below, the amounts guaranteed, as shown in the Table, shall become and be payable on demand to the Director. These performance targets are in respect of the combined GSM900 and GSM1800 Network.

Table 1: Performance Targets and Financial Guarantees

Performance Target	Financial Guarantees	Maximum Financial Commitment
Switch Acceptance Testing: Completion of switch acceptance testing no later than 7 (seven) months after the commencement of this Licence.	A once off single payment of IR£685,000 (€869,744.50), to be paid no later than 8 (eight) months after the commencement of this Licence, in the event of non-compliance with the switch acceptance testing obligation.	IR£685,000 (€869,744.50)
Commencement of the Provision of Licensed Mobile Service: Commencement of the provision of Licensed Mobile Service, as set out in this Licence, no later than 9 (nine) months after the commencement of this Licence.	A once off single payment of IR£1,700,000 (€2,158,490), to be paid no later than 10 (ten) months after the commencement of this Licence, in the event of non-compliance with the commencement of the provision of Licensed Mobile Service obligation.	IR£1,700,000 (€2,158,490)
Coverage: 1. Coverage of not less than 33.34% population of the State upon commencement of provision of Licensed Mobile Service.	A once off single payment of IR£1,700,000 (€2,158,490) to be paid no later than 1 (one) month after the event of non-compliance with the coverage obligation relating to the date of commencement of the provision of Licensed Mobile Service.	IR£1,700,000 (€2,158,490)

<p>Coverage (Continued):</p> <p>2. Coverage of not less than 80% population of the State not later than 30 (thirty) months after the commencement of provision of Licensed Mobile Service.</p>	<p>A once off single payment of IR£1,700,000 (€2,158,490), to be paid no later than 1 (one) month after the event of non-compliance with the coverage obligation relating to 30 (thirty) months after the commencement of the provision of the Licensed Mobile Service (i.e. 31 (thirty-one) months from the date of the commencement of the provision of Licensed Mobile Service).</p>	<p>IR£1,700,000 (€2,158,490)</p>
<p>Roaming:</p> <p>Offer international roaming capability with a minimum of 20 (twenty) mobile telephony operators outside the State to customers as at date of launch of the provision of Licensed Mobile Service.</p>	<p>A once off single payment of IR£350,000 (€444,395), to be paid no later than 1 (one) month after the commencement of the provision of Licensed Mobile Service in the event of non-compliance with the obligation with regard to the obligations as to roaming as at commencement of provision of Licensed Mobile Service.</p>	<p>IR£350,000 (€444,395)</p>
<p>Customer Care Centre:</p> <p>Establish and operate within 8 (eight) months of the commencement of the licence a customer care centre to be made available to the customers of the Licence at all times.</p>	<p>A once off single payment of IR£685,000 (€869,744.50), to be paid no later than 9 (eight) months after the commencement of this Licence, in the event of non-compliance with the customer care centre obligation.</p>	<p>IR£685,000 (€869,744.50)</p>

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Part 9

Application of Schedule

This schedule, parts 1 through 9 inclusive, forms part of the licence and shall be construed and have effect accordingly.

/Ends