

Request for Information/Proposal (RFI/RFP)



**Infrastructure and solutions which can be used for
connectivity of the National Broadband Plan (NBP)
Broadband Community Points (BCPs)**

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Disclaimer

Please note that this is a Request for Information and Proposals (RFI/RFP) only. It does not constitute an offer to enter into a contract. Neither this document nor any information set out herein shall be regarded as a commitment or representation on the part of the contractor to develop the specification in a particular way, nor to enter into a contractual arrangement. No enforceable commitment of any kind, contractual or otherwise, will arise from this Request for Information/Proposal. Non-participation in the RFI/RFP process shall not prejudice, prevent or exclude any party from any future related procurement. All costs and expenses incurred by suppliers relating to their participation in this RFI/RFP including, but not being limited to, demonstrations and/or presentations shall be borne by and are a matter for discharge by the service providers exclusively. This RFI/RFP process is not subject to public procurement laws.

1. Introduction and Background

The DCCAIE has concluded a competitive dialogue procedure pursuant to which it has appointed NBI to build appropriate next generation access network infrastructure to facilitate the provision of wholesale high speed broadband in the parts of Ireland where it is not commercially viable for private operators to do so (the “NBP”).

enet is NBI wireless connectivity partner for the connectivity of the broadband community points (“BCPs”).

Nearly 300 BCPs will be provided in 2020, providing free Wi-Fi in local communities supporting digital work hubs in every county. The provision of the fibre network will take place in conjunction with these BCPs, with 115,000 premises covered by 2021, and 70,000-100,000 premises annually thereafter.

The DCCAIE will continue to have significant oversight of the project to monitor costs and progress, and to ensure efficient delivery of broadband services.

enet has been tasked by NBI to run an RFI/RFP which will highlight infrastructure available which could be used for connectivity for each BCP.

The vast majority of the BCPs are in rural locations throughout Ireland. enet will utilise infrastructure available to it on an open access basis subject to meeting the strict service level agreements NBI has with the government.

2. Purpose of this RFI/RFP

enet has been appointed NBI’s wireless access aggregator for the connectivity of the BCPs throughout Ireland.

enet currently has a substantial fibre/wireless network coverage in Ireland but as part of the BCPs connectivity programme enet will need to expand its coverage which will require gaining access to new high sites/towers/masts, rooftops controlled by operator for wireless equipment, ducts, fibre etc.

Part of enet’s role as wireless access aggregator is to procure the provision of certain of the services by seeking information relating to the provision of such services from reputable third-party contractors capable of providing such services in accordance with this RFI/RFP process.

In this regard, the purpose of this RFI/RFP is to gain an insight into the infrastructure that could be made available in the market to allow connectivity of the BCPs subject to commercial agreement.

enet would like to understand what infrastructure is available for use for the connectivity of each individual BCPs and also costs to deliver a managed service solution on a selection of BCPs as set out in Appendix A.

Depending on the information provided, enet will present a summary of the viable solutions to NBI who will in its discretion decide whether to appoint a third party contractor to deliver the

services directly or whether it will engage enet (who may choose to engage the third party to facilitate the delivery of its proposed solution).

NBI has final say and enet's role is to present options to it as to what solutions are available in the market that meet its requirements (as set out in more detail below).

The RFI/RFP is split into 3 categories:

- 2.1. Suppliers listing all owned (including exclusive arrangements in place to resell) infrastructure available e.g. towers/masts, rooftops controlled by operator for wireless equipment, ducts, subduct/microduct, fibre and poles which can be used for fibre or antenna;
- 2.2. Suppliers listing the BCPs that their current network is in close proximity to and will allow a new network build within the timelines below i.e. future plans/roadmap; and
- 2.3. Proposals to connect a selection of the BCPs in Appendix A to a Dublin Data centre. This process only covers part of NBI's total requirement for BCPs and enet is satisfying the remainder of the requirements via our own infrastructure.

3. Completing the RFI/RFP Response

Please respond to this RFI/RFP if:

You are a company/partnership/consortium/independent expert/professional that provides infrastructure to the carrier community to help support connectivity solutions via fibre or licensed microwave.

Please note that comments received will be treated in confidence by enet. Responses received will only be used for the purposes of summarising providers solutions for NBI review and will only be shared with NBI and the Department of Communications, Climate Action and Environment ("DCCA") in its capacity as Contracting Authority which is a public body and any information received by it can be subject to information requests under the Freedom of Information Act 2014. If a participant considers that any of the information supplied with its response should not be disclosed because of its commercial sensitivity, confidentiality or otherwise, they must, when providing this information, clearly identify the specific information they do not wish to be disclosed and clearly specify the reasons for its sensitivity.

RFI/RFP responses should address all of the sections of paragraph 5 "Content of RFI/RFP Response" below. Valid responses must meet the following key requirements:

- (i) Each BCP needs to have access to 160Mb symmetrical bandwidth with potential to upgrade to 320Mb symmetrical bandwidth with a maximum contention ratio of 5:1. The handoff will be in a Dublin data centre where enet will in turn handoff to NBI.
- (ii) Each provider needs to be able to meet the SLA at Appendix 2;

- (iii) Cost proposals must be within scope and acceptable to NBI. Please note that pricing proposals based on a bundle/multi-site deals are acceptable;
- (iv) Service providers must have suitable available infrastructure/equipment with the ability to deliver the services within the desired timeframe; and
- (v) Experience.

Any response that does not adhere to the above requirements shall be rejected and such rejection shall be noted by enet in its summary to NBI such that it shall not be possible for NBI to accept any such rejected response.

enet may seek clarifications from some organisations or individuals who submit responses to this RFI/RFP in writing or by way of a meeting with service providers depending on the extent of the clarifications required.

Please submit response on or before **20th of April 2020, 12:00**. Replies shall be submitted electronically via email to BCP-connectivity@enet.ie. Please note that the attachment size limit is 15MB.

4. RFI/RFP Process

The RFI/RFP process will be in accordance with following process:

	Action	Timeline
1	enet will issue RFI/RFP questionnaire and publish the RFI/RFP on its website as open for responses	23/03/2020
2	Any questions from providers that may require enet clarification to be submitted.	03/04/2020
3	enet will respond with answers to any clarification questions validly submitted	10/04/2020
4	Deadline for submission of responses to RFI/RFP questionnaire	20/04/2020
5	enet shall present a summary of the responses received to NBI together with a commercial overview and an outline of delivery options for its consideration	28/04/2020
6	enet may issue clarification requests/request meetings in certain cases to clarify elements of a submission	29/04/2020
7	NBI shall make decision on engagement on all viable sites	06/05/2020

As noted above, on receipt of a response enet may choose to invite particular service providers to a meeting to explain or clarify elements of their submission. One to one service provider meetings will not exceed 1.5 hours and may include presentation and demonstration by the service providers. An agenda will be issued to the supplier in advance of the meeting if required.

Whilst enet shall endeavour to meet all parties who request a meeting, due to time and resource constraints it may not be possible to meet all parties. Accordingly, care should be taken to ensure that all responses are clear regarding infrastructure capability and solution costs regarding the

specific BCPs. If enet are unable to meet service providers this shall not prejudice, prevent or exclude this party from any current or future procurement.

5. Content of RFI/RFP Response

RFI/RFP responses should complete all sections of the below table:

5.1. General company information

Contact details*	
Company name	
Contact person	
Position within the company	
Email address	
Telephone number	
Office address	
*If part of a partnership/consortium this must be completed by the lead partner	

Section 1: Company Profile Please tell us about your company/business*	
When was the company established?	
Number of employees?	
Identify your core business?	
Recent mergers/acquisitions relevant to the scope of services?	
Has your company formed partnership/consortia to deliver a large multisite connectivity programme?	
Where would a contract of this nature be delivered from both in terms of implementation and support? How is GDPR compliance met?	
*If part of a partnership/consortium this must be completed by the lead partner	

2. Provide photographs of structures proposed for antenna mounting
3. Confirm which are owned and managed by your company
4. Confirm which have an exclusivity arrangement in place where you are the sole management entity for resale of access of this infrastructure
5. What owned infrastructure would you highlight for consideration?
6. Can you describe how the relevant account management process for customers works?
7. List masts/towers, rooftops controlled by operator for wireless network connectivity which have open access fibre backhaul available

Answer each question separately in this box (type to expand):

Section 4.2: Accessibility

1. Describe the relevant customer support process you have in place to support delivery of infrastructure which will require access 24x7x365 including after hours/weekend arrangements

Answer each question separately in this box (type to expand):

Section 5: Future plans/roadmap

Please give as much detail as possible in relation to the areas/questions outlined below:

Section 5.1: Network roadmap

1. Based on the BCP list in Appendix A can you outline any network enhancements planned which enet needs to be aware which could be used for connectivity to these sites. Any future plans/network enhancements should be cognisant to the delivery timelines enet is working towards

Answer each question separately in this box (type to expand):

5.4. Cost Proposals

Section 6. RFP for 160Mb from BCPs

Please quote for any of the listed BCP locations in Appendix A based on the following criteria:-

- Bandwidth :- 160Mb symmetrical
- Max allowable contention:- 5:1
- Term :- 3 years
- B-end/Dublin data centre handoff:- Delivery to any of the following locations ie. Equinix DB1, Equinix DB2, Equinix DB3, Equinix DB4, Interxion Dub 1, or InterXion Dub 2.
- Only licensed wireless can be used
- Confirm if the solution can meet the SLA in Appendix B
- Confirm if the delivery will be done within timelines shown
- Annualised cost should only be shown and any setup costs need to be built into your annualised amount

BCP Site Name	BCP Eircode	Dublin Data Centre Handoff	Agree to SLA (Y/N)	Currently live on site (Y/N)	Delivery in 12 months (Y/N)	Annual costs (based on 3 year term)

Section 7. RFP for 320mb from BCPs

Please quote for any of the listed BCP locations in Appendix A based on the following criteria:-

- Bandwidth :- 320Mb symmetrical
- Max allowable contention :- 5:1

- Term :- 3 years
- B-end/Dublin data centre handoff:- Delivery to any of the following locations ie. Equinix DB1, Equinix DB2, Equinix DB3, Equinix DB4, Interxion Dub 1, or InterXion Dub 2.
- Only licensed wireless can be used
- Confirm if the solution can meet the SLA in Appendix C
- Confirm if the delivery will be done within 12 months
- Annualised cost should only be shown and any setup costs need to be built into your annualised amount

BCP Site Name	BCP Eircode	Dublin Data Centre Handoff	Agree to SLA (Y/N)	Currently live on site (Y/N)	Delivery in 12 months (Y/N)	Annual costs (based on 3 year term)

5.5. Additional Information

Section 8 Additional Information

Are there any other areas of interest that we have not addressed in this RFI/RFP that you wish to mention? Please provide any additional information or commentary you believe is relevant and of use in this process.

Answer each question separately in this box (type to expand):

6. Submission

All responses on or before **20th of April 2020, 12:00**. Replies shall be submitted electronically via email to BCP-connectivity@enet.ie.

7. Queries

All queries in relation to this RFI should submitted electronically to email address BCP-connectivity@enet.ie. Subject line should state “Query to BCP- connectivity (RFI/RFP)”

Appendix A: List of selected BCPs

<u>SCP NO</u>	<u>County</u>	<u>Name</u>	<u>Location</u>	<u>Eircode</u>	<u>Description (brief)</u>	<u>X_ITM</u>	<u>Y_ITM</u>
SCP1028	Carlow	Saint Lazerian's School	Kildavin	Y21EC60	School	688864.465	660090.098
SCP0007	CAVAN	Killenkere Leisure Centre		A82H9F6	Leisure Centre	662480.771	793360.9095
SCP0008	CAVAN	Castlerahan Community Centre		A82NP99	Community Centre	654192.786	785414.1728
SCP0012	CAVAN	Castle Saunderson Scout Centre		H14X650	Scouts' Centre	641634.976	820094.5443
SCP0015	CAVAN	Bunnoe Community Centre		H16P031	Community Centre	650676.645	813695.4139
SCP0016	CAVAN	Glengevlin Community Hall		N41Y661	Community Hall	606768.689	827550.5192
SCP0019	CLARE	CAHERCONNELL STONE FORT	KILFENORA	V95YK31	Tourism Location	523651.125	699642.9262
SCP0243	CLARE	Halla Eoin, Moneen, Kilbaha, Co Clare		V15W273	Access Hub	473397.635	649151.064
SCP1034	CLARE	Loughraney Kids Playschool, Flagmount, Co. Clare		V94YT52	School	556681.51	693104.499
SCP0028	CORK	GAGGIN COMMUNITY HALL	GAGGIN, BANDON	P72DP38	Community centre	544042.61	553525.2859
SCP0029	CORK	COURTBRACK COMMUNITY CENTRE	COURTBRACK, BLARNEY	T23NH22	Community centre	555620.005	579634.1091
SCP0033	CORK	Inch Community Centre	INCH, KILLEAGH	P36RC43	Public building	601492.627	581643.6687
SCP0037	CORK	GLASH COMMUNITY CENTRE,	GLASH BRIDGE, NEWMARKET	P51W024	Community centre	524227.13	606613.962
SCP0039	CORK	CLOGAGH COMMUNITY HALL	CLOGAGH NORTH, TIMOLEAGUE	P72KF65	Community centre	544865.078	547324.4857

SCP1073	DONEGAL	Malin Head, Ardmalin, Co. Donegal			N/A	Access Hub	639584.11	959447.86
SCP0068	GALWAY	KILCROAN NATIONAL SCHOOL	WILLIAMSTOWN		F45A099	School	566963.476	768918.1968
SCP1044	GALWAY	OIFIG PHOIST SHRAITH SALACH	LIOS UACHTAIR		H91HFV4	School	484549.351	484549.351
SCP0716	GALWAY	CAHERGAL NATIONAL SCHOOL	Tuam		H54C593	School	548354.707	747311.3673
SCP1040	GALWAY	Saint Colman's Nat School	Tierneevin, Gort		H91F8D2	School	540841.38	701768.574
SCP0070	KERRY	Cable Station	Farranreagh, Valentia		V23H685	Museum & Innovation Hub	442545.349	576907.0695
SCP0072	KERRY	Cillín Liath	Killarney		V23RK10	Community Centre	458152.686	574694.9487
SCP0075	KERRY	Killeenagh	Annascaul		V92HK31	Community Centre	469274.542	601755.0618
SCP0073	KERRY	Coars National School	Mastergeehy		V23Y597	School	454155.576	579258.4828
SCP0071	KERRY	Dunloe Upper	Beaufort		V93YN52	School	486903.778	582801.4795
SCP0078	KERRY	Boheeshil National School	Boheeshil, Glencar		V93EC56	School	471943.168	582004.8106
SCP1046	KILDARE	Saint David's National School	Kilashee, Naas		W91AE26	School	688637.593	716863.514
No SCP No.	KILDARE	Happy Steps Childcare, 1 Brayton Park, Commons West, Kilcock, Co. Kildare			W23 XK51			
SCP0090	KILKENNY	LISTERLIN NATIONAL SCHOOL	TULLOGHER		X91EA09	School	663039.895	629058.473
SCP1048	KILKENNY	Saint Aidan's National School	Kilmanagh		R95XN76	School	639084.999	652218.144
SCP0105	LEITRIM	GLENCAR WATERFALL	GLENCAR		F91PY6A	Public Space	575962.749	843429.4705
SCP0107	LEITRIM	DRUMEELA COMMUNITY CENTRE	CARRIGALLEN		H12DP84	Community Centre	622994.676	807182.3378
SCP0734	LEITRIM	DRUMLEA COMMUNITY CENTRE	CARRIGALLEN		H12H336	Community Centre	617823.935	807562.7901
SCP0111	LEITRIM	KILLENUMERY HALL	DROMAHAIR		F91AY28	Community Centre	580108.666	828160.9545

SCP1054	LEITRIM	AUGHAWILLAN GAA CENTRE	Ballinamore	N41E446		615847.111	815892.3293
SCP0760	LEITRIM	AUGHAVAS GAA Centre	Aughavas	H12AE26		618120.075	801221.4315
SCP1055	LEITRIM	Askill Community Centre	Gubbacreeeny	F94HH73		588415.683	856167.6619
SCP0114	LIMERICK	GLENMORE COMMUNITY CENTRE, STRAND		V42YK77	Community centre	524578.51	627862.7967
SCP0120	LIMERICK	MOUNTCOLLINS NATIONAL SCHOOL		V94K036	School	517654.092	619605.1625
SCP0121	LIMERICK	Limerick East Educate Together National School, Dromdarrig, Mungret, Co Limerick		V9427P3	School	553664.395	653701.688
SCP0123	LONGFORD	Moyne Latin School		N39X838	School	623858.356	795304.2912
SCP0122	LONGFORD	Abbeyshrule Airport		N39N8K5	Main community building with parking	623472.545	760129.9359
SCP0125	LONGFORD	Corlea Heritage Center		N39XT18	Heritage Centre	610226.947	762526.7944
SCP0127	LONGFORD	Colmcille GAA Club		N39Y392	Sports club	625393.195	786310.3407
SCP0129	LONGFORD	Saint Munis GAA Club		N39WY03	Sports club	618363.02	756408.8951
SCP1056	LOUTH	Saint Enda's National School	Killanny, Carrickmacross	A81E267	School	688644.071	801952.531
SCP0141	MAYO	BELDERRIG COMMUNITY & RESEARCH CENTRE	BÉAL DEIRG BEAG	F26KXV6	Community & Research Centre	498598.876	840829.032
SCP0147	MAYO	KILMOVEE COMMUNITY CENTRE	BALLAGHADEREEN	F45WY80	Community Centre	554788.749	793659.5073
SCP0145	MAYO	KEEL COMMUNITY CENTRE	ACHILL	F28XA33	Community Centre	463208.535	804746.5754
SCP0833	MAYO	Finny Community Centre	Finny, Claremorris	F12Y680		501130.869	758918.9401
SCP0156	MEATH	RATHKENNY HALL	TANKARDSTOWN	C15TV20	Community Centre	691104.393	777843.937

SCP0166	MONAGHAN	TULLYCORBET PARISH HALL	CORVOY	A75YW53	Community Centre	672279.664	824520.6995
SCP0947	MONAGHAN	GERALDINES GAA CLUB	DRUMHOWAN	A75YV81		677065.336	817992.2335
SCP1059	MONAGHAN	Drumgossatt National School	Drumgossatt, Carrickmacross	A81X827	School	680245.599	800976.976
SCP0173	OFFALY	COOLDERRY COMMUNITY HALL	BIRR	R42DH05	Community Centre	610519.643	695744.8211
SCP0174	OFFALY	CROGHAN COMMUNITY HALL	RHODE	R35VR66	Community Centre	647471.489	732855.1274
SCP0177	ROSCOMMON	CREEVE COMMUNITY CENTRE	DRUMMULLIN	F45HD89	Community Centre	591761.447	788994.5945
SCP0178	ROSCOMMON	TAWNYTASKIN COMMUNITY CENTRE	BOYLE	F52Y958	Community Centre	581698.668	805173.8562
SCP0182	ROSCOMMON	GORTAGANNY RESOURCE CENTRE	LOUGHLYNN	F45C951	Resource Centre	555485.691	784484.1204
SCP0190	SLIGO	CLOONLOO NATIONAL SCHOOL	BOYLE	F52E288	School	572952.613	802553.7464
SCP0194	SLIGO	KILLAVIL COMMUNITY CENTRE	PHALEESH	F56K153	Community centre	563817.068	810149.8051
SCP0052	SOUTH DUBLIN	Glenasmole Community Centre	Brittas	D24EC93	Community Centre	710870.288	720691.2606
SCP0199	TIPPERARY	ROSSMORE COMMUNITY HALL	ROSSMORE, CASHEL	E25D429	Community Centre	599412.556	651229.2703
SCP0218	WESTMEATH	MOYVOUGHLY COMMUNITY CENTRE	MOYVOUGHLY	N37FW50	Community Centre	619872.312	743550.0175
SCP0219	WESTMEATH	THE DOWNS NATIONAL SCHOOL	MULLINGAR	N91T229	School	650215.936	751074.1569
SCP0223	Wexford	BALLYROEBUCK HALL	BUNCLOUDY	Y21E942	Community Centre	698045.182	656529.3118
SCP0230	WICKLOW	CROSSBRIDGE COMMUNITY HALL	TINAHELY	Y14KP83	Community centre	701434.554	674936.93
SCP0235	WICKLOW	BALLINACOR GAA CLUB	GLENMALURE	A67WY83	Sports club	712050.318	689815.842
SCP0237	WICKLOW	DUNLAVIN GAA CLUB	DUNLAVIN	W91NV67	Sports club	687761.953	701602.9191
SCP0238	WICKLOW	SAINT KEVIN'S NATIONAL SCHOOL	GLENDALOUGH	A98TR96	School	713961.183	696850.097

Appendix B: SLA for connectivity

	Availability
Availability Target	Target 99.95%
Availability Hours	24x7x365
	TTR**
Event Based TTR*	Priority one (P1): Target fix Time 7 SLA hrs (KPI: 90%) Priority two (P2): Target fix Time 23 SLA hrs (KPI: 100%) Priority three (P3): Target fix Time 4.5 days <i>Each fault/issue will attain a Priority based on the priority definition in section 2.2</i> *TTR is generally broken into: <ul style="list-style-type: none"> • Max. 4 hr to site. Upon arrival at site a minimum of 4 consecutive daylight hours are required and if not available the fault time parked. Repair to re-commence at 8.30am • Typical 3hr 30 minutes repair from physical commencement of repair – subject to sufficient consecutive daylight hours
TTR Measurement Period	Per incident
	Features
Time to Advise Carrier of Service Affecting Fault	P1 or P2: Within 30 minutes of fault report receipt - KPI 90% P1 or P2: Within 90 minutes of fault report receipt - KPI 100%
Status Update Frequency	P1 or P2: Within 1 clock hrs of fault logged; Provide estimate of TTR - KPI 90% P1 or P2: Within 3 clock hrs of fault logged; Provide estimate of TTR - KPI 100% P1: Every 30 minutes thereafter or as agreed P2: Every 90 minutes thereafter or as agreed

enet Priority One (NBI: Severity One and Severity Two)

- Total Loss of two or more BCP's

Guaranteed Fault Response	30 minutes SLA (KPI 90%)
Target Time to Repair	8 hours SLA hours (KPI 90%)

enet Priority Two (NBI: Severity Three)

- Total Loss of one BCP
- Individual BCP exceeding packet loss thresholds
- Packet Loss > 5%

Guaranteed Fault Response	30 minutes SLA (KPI 90%)
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Target Time to Repair	23 SLA hours (KPI 100%)
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enet Priority Three

- Non service affecting
- Request for information
- Billing issues

Target Response	23 Hours
Target Resolution Time	4.5 Working Days
Carrier Updates	Every 48 Hours

For Priority 3 issues, the duration of an issue shall be calculated from the time that the issue is raised with enet until it is resolved to the reasonable satisfaction of both parties.

Network Performance SLA

The table below represents the target network performance of enet BCP services under normal conditions. Below is the target Network Performance for **managed services** and is measured over enet controlled network elements only.

Wireless

Wireless Targets	National*
Latency (Round Trip)	20ms
Jitter	3ms
Frame Loss**	0.5%

TABLE 1: WIRELESS PERFORMANCE PARAMETERS

Latency between two sites is tested by sending a frame to a destination for return back to the originating box. One-way delay is calculated as half the measured round-trip time.

The above figures only apply if the End User/Carrier has not caused congestion on their own access connection.

For all services, including internet services, delivered over this connection; this covers from the port on the enet NTU/CPE at the End-User site, the Access Network and the enet MPLS network up to the enet Network Edge/enet Border routers only.

**“ms” represents milliseconds target*

***Frame Loss above 5% can be deemed unavailable and can be logged as an incident/fault. This is when measured over a 15-minute period.*

Planned and Emergency work

Planned and Emergency works in the enet or its subcontractors’ networks can cause outages especially on unprotected products. While enet makes every effort to minimise the impact on its Carriers, such outages, when between the hours of 00.00 and 06.00 (see details below), are not included in the availability and TTR service credit calculations (Section 6).

Planned work: All service affecting planned works, apart from emergency planned works will be scheduled between the hours of 00.00 and 06.00. enet will notify the Carrier at least 15 Business Days (KPI: 95% of the time) and 10 business days (KPI: 100% of the time) in advance of any On-Net service affecting programmed maintenance. Any off-net notification periods may vary and are

dependent on the third-party providing adequate notice. Notice on any planned maintenance on third-party networks will be provided to the Carrier as soon as enet has been notified by the third-party.

Planned works involving outdoor wireless hardware changes/upgrades (Climbing) that require daylight hours will be scheduled to commence 'first light'. Such planned works windows should not be classified as an incident. (See Section 6.5, Item 11 Health and Safety.

In exceptional circumstances, an extension of up to two hours may be required to Planned Work. This can be treated as an incident but will not be included in the SLA availability / TTR calculation. If a planned maintenance period requires extension, beyond a further two hours, the maintenance will be classified as an incident (starting from the end of the further two hours) and enet will provide regular status information to the Carrier, as per the SLA or as otherwise agreed, until the incident is resolved.

enet shall consider any reasonable request from the Carrier for a deferral of any planned maintenance made within 5 Business Days of enet's notice and Enet shall respond to the deferral request within 5 Business Days of the request having been made. Enet will endeavour to reschedule to a time agreeable by both Parties.

Emergency work on enet's or enet's subcontractor networks may not allow for 15 Business Days' notice and so are exempt from this rule. enet will provide the Carrier with as much notice as possible.