



# SATURDAY

We also activate Saturday accesses for your customers

# Saturday

To allow your End Customer to also choose Saturday as the day for the intervention of our technician to activate the access service.

## Who is it for?

Operators purchasing regulated Wholesale Access services.

## Preliminary services

- SLU
- BITSTREAM NGA
- VULA
- EASY IP NGA
- ULL
- BITSTREAM
- EASY IP ADSL.

## Description of the service

**SATURDAY** is a new commercial service making it possible to activate, under the terms and conditions set out below, wholesale access services which envisage intervention at the EndCustomer's premises (LNA) even during the following hours:

**Saturday : 12:30pm - 6:30pm (excluding public holidays)**

### **Conditions of service provision**

- To purchase the SATURDAY service, the Operator must first sign an application form. By signing this, the Operator authorises FiberCop to accept appointments and consequent activations from the Contact Person (as defined in the Reference Offer, hereinafter referred to as 'EC') also on Saturdays from 12:30 pm to 6:30 pm: (excluding public holidays);
- Following completion of the application form, FiberCop will also propose Saturdays during the 'on call' appointment with the EC. However, the appointment will be agreed according to the needs of the EC and can be finalised on a standard day.
- It is the Operator's responsibility to inform its End-Customer that they will be contacted on behalf of the Operator and that they must allow access to their premises for the performance of activities necessary for provisioning. When agreeing the date and time of the appointment, to take into account any preferences and needs of the end-customer, FiberCop may agree appointments on Saturdays as well: 12:30pm - 6:30pm (excluding public holidays)

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- With the Saturday service, there are no changes to the SLA times, it being understood that activations performed on Saturdays are considered to have taken place the previous standard day.
- For interventions from 12:30pm to 6:30pm on Saturdays, the Operator shall ensure the availability of the 4 Field Representative.

## **COMPUTERISED MANAGEMENT OF DATES ON SYSTEMS**

(for Work Orders managed either by XML/XSD files or by online GUI)

### **OAO to FiberCop:**

DAC and/or DAD: dates falling on a Saturday may not be indicated in the Work Order; however, by signing the application form, the Operator allows the activation of the access line to also take place between 12:30pm and 6:30pm on Saturdays.

### **FiberCop to OAO:**

DAC (date of actual completion) notifications, DSN (date of system notification) notifications, REDD (rescheduling of expected delivery date) notifications are sent to the Operator with a date that can also fall on a Saturday.

Operators interested in the new SATURDAY service can ask their Account Manager for the application form.

Depending on market demand, FiberCop reserves the right to modify detailed aspects of the operational management of the Saturday service, subject to at least 30 days' notice through the publication of specific news on the Wholesale portal.

## **Prices**

When signing the application form to enable the SATURDAY service, the Operator will be charged a one-off fee of €350.00 (excluding VAT). For the new LNA access line, the economic conditions set out in the Reference Offer (RO) apply.

 FiberCop