

Service Level Agreement Annex Lawful Interception of Telecommunications

This service is only intended for Internet Service Providers that provides internet access to physical end-user locations through for example fiber to the business or fiber to the home. These service providers are obligated by Dutch law to be able to provide interception services upon request by local law enforcement agencies.

1. Service
- 1.1. Service applies only to internet feeds which are provided by NE's infrastructure. This can be either a switch port, router port or a virtual port.
- 1.2. NE will let NBIP (www.nbip.nl) check the legal and procedure correctness for each request, once approved NE will further handle this request.
- 1.3. Upon receipt of the interception/information request through NBIP, NE will initially take all required measures to facilitate the interception/information request. NE will notify customer of such request as soon as reasonably possible.
- 1.4. Customer will - at all times - provide up to date documentation and logging details of the IP end-user assignments at least once every 24 hours. In case of static assignments such updates are only required upon changes/additions in these assignments.

This information will include at least:

- 1.4.1. The start date/time when the IP was assigned to end-user.
- 1.4.2. End-user name and contact details.
- 1.4.3. Type of service provided to end-user.

Depending on the amount of updates NE may require customer to provide a (semi-) live service which is accessible by NE's tools/scripts. This service can be for example an API, CSV or MySQL service.

2. Responsibility
 - 2.1. NE will handle all requests with the utmost discretion.
 - 2.2. NE is not responsible for any damages or claims that comes from these interception/information requests.
 - 2.3. Customer is solely responsible for the network activities by its end-users.

3. Packages

- 3.1. Available packages:
 - 3.1.1. Minimal – business end-users only
< 50 active end-users

Includes:
0 interception request per month
0 information request per month

MRC: €75,-

- 3.1.2. Starter – business end-users only
< 500 active end-users

Includes:
1 interception request per month
1 information request per month

MRC: €250,-

- 3.1.3. Small – business end-users only
< 3000 active end-users

Includes:

1 interception request per month
5 information request per month

MRC: €500,-

**3.1.4. Medium – business & private end-users
< 25.000 active end-users**

Includes:

2 interception request per month
10 information request per month

MRC: €1.000,-

**3.1.5. Large – business & private end-users
< 250.000 active end-users**

Includes:

5 interception request per month
25 information request per month

MRC: €5.000,-

**3.1.6. Enterprise – business & private end-users
> 250.000 active end-users**

Includes:

10 interception request per month
50 information request per month

MRC: €10.000,-

3.2. Each interception request includes 60 minutes of support provided by the NOC department.

3.3. Each information request includes 15 minutes of work provided by the abuse department.

4. Additional fees

4.1. Whenever the amount of interception requests exceeds the by the package included amount, a fee of €75,- will be charged per additional interception request.

4.2. Whenever the amount of time required per request exceeds the by the package included amount, a fee of €25,- will be charge per additional 15 minutes.

- All prices mentioned in this document are excluding any applicable VAT.
- NRC = non recurring costs
- MRC = monthly recurring costs