

EFM Ethernet Order Process

Order Placement (Day 1)



Prerequisites

To enable Gamma to place an Ethernet order with the tail provider, the following must have been completed:

- 1) A quote must have been produced based upon Partner requirements, either via the Gamma online pricing tool or by the Sales team
- 2) A CRF completed in full by the Partner based upon a valid quote for an Ethernet service
- 3) An Ethernet Order Form outlining the contractual terms and conditions signed and returned by the Partner

Step	Who	Order Placement (Day 1)
1	Gamma	Assigned a Project Manager to Partner order The Project Manager will be the single point of contact for Partners during the lifecycle of an Ethernet Order. Contact details will be provided at the beginning of the order process
		Fast Start Insert information about Fast Start here SIM in two days - router in five days
2	Gamma	Order placed with tail provider Gamma will use the details provided in the CRF to place orders with the tail provider. Incorrect or missing information about the end customer site and contact details will introduce unnecessary delays. From this point forward standard order lead times and SLAs apply

3	Tail Provider	Provides order references to Gamma
4	Gamma	Provides order references to Partner via email
5	Partner	Receives order references These references should be quoted to your Project Manager when discussing an Ethernet order in progress

Planning & NTE dispatch (Day 2-6)



Step	Who	Planning & NTE dispatch (Day 2-6)
1	Tail Provider	Advise Gamma whether Excess Construction Charges (ECCs) will apply to the order
2	Gamma	Contact Partner to advise of ECCs Gamma Project Managers will contact Partners first by phone and / or email to advise of the ECCs and will ask for acceptance of these charges prior to issuing a revised order form for Partners to sign and return for formal confirmation
3	Partner	Confirm acceptance of ECCs First by phone and email, and then formally be signing and returning the revised order form
4	Gamma	Receive signed order form and confirm acceptance of ECCs with tail provider
5	Tail Provider	Advises Gamma of the Contractual Delivery Date (CDD) and the Customer Promised Date (CPD) The CDD is the date that the tail circuit will be delivered at the customer's site. On occasions the tail provider will be able to deliver the tail circuit early, before the standard lead time and this is known as the CPD.
5	Gamma	Advises Partner of the Contractual Delivery Date (CDD) and the Customer Promised Date (CPD) The CDD is the date that the tail circuit will be delivered at the customer's site. On occasions the tail provider will be able to deliver the tail circuit early, before the standard lead time and this is known as the CPD.
6	Partner	Must confirm the acceptance of the CPD within 2 working days If Partners don't confirm or confirm later than 2 working days, standard delivery lead times will apply and the we will deliver to the CDD.

7	Tail Provider	Advise Gamma of the NTE delivery date Unlike Fibre orders, the tail provider sends the NTE to the customer premises in advance of their engineer visit.
8	Gamma	Advise Partner of the NTE delivery date

The Customer Promised Date (CPD)

This is the date for the tail circuit installation where we can better the standard lead time - you will have 2 days to accept this date otherwise the delivery date will revert to the CDD.

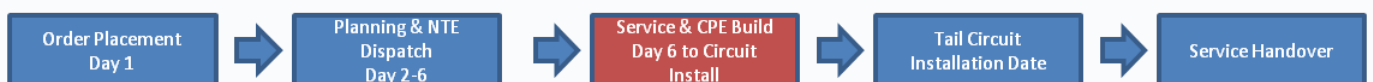
The Contractual Delivery Date (CDD)

Is the date Gamma is contractually obliged to deliver an Ethernet service to a Partner. Gamma may be able to complete an order and deliver a service earlier, but the CDD will remain unchanged

Delays can occur where:

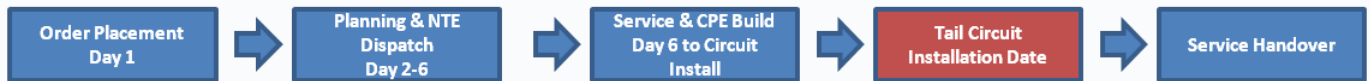
- Landlord consent is required for work, but not approved
- New appointments, following missed appointments will be 10 working days after the original appointment date
- ECCs are not quickly accepted

Service & CPE build (Day 6 to hand over)



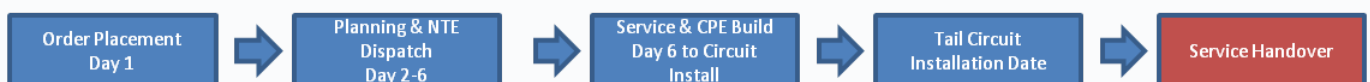
Step	Who	Service & CPE build (Day 6 to hand over)
1	Tail Provider	Advise Gamma of the Fit & Test appointment date This is the date for which the NTE is installed at the install site and the tail circuit is delivered.
2	Gamma	Contact Partner to advise the Fit & Test appointment
3	Partner	Ensure access to the end customer site is provided for the Fit & Test appointment
4	Gamma	Configure and ship the CPE to either the install site, or to the Partner (as specified by the Partner)
5	Partner	Receives CPE or confirms receipt of CPE at end install site Partners must ensure that environmental conditions e.g. Power supply, are considered in advance of CPE installation. Full details of the environmental requirements are available on the Academy Knowledgebase covering the range of Gamma kit
6	Partner	Confirms the NTE has been received at the install site

Tail Circuit Delivery



Step	Who	Tail Circuit Delivery
1	Partner	Need to provide access to termination points, comms rooms, risers
2	Tail Provider	Confirm the termination point and access path for the service
3	Tail Provider	Installs and tests the NTE at the install site

Service Handover



Step	Who	Service Handover
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1	Tail Provider	Connects the tail circuit to the Gamma network and hands over once tested
2	Gamma	Advises the Partner the tail circuit is connected and tested By phone and or email
3	Partner	Install the CPE following the guidelines provided & contact Gamma Project Manager to initiate service tests The CPE box will include installation guidelines. The Partner must ensure the CPE is installed by a suitably qualified person
4	Gamma	Perform service tests and setup the service monitoring Gamma will check the service is performing as expected and setup the customer monitoring (available for Partners to view via the portal)
5	Gamma	Formally hand the service over to the Partner and begin billing