

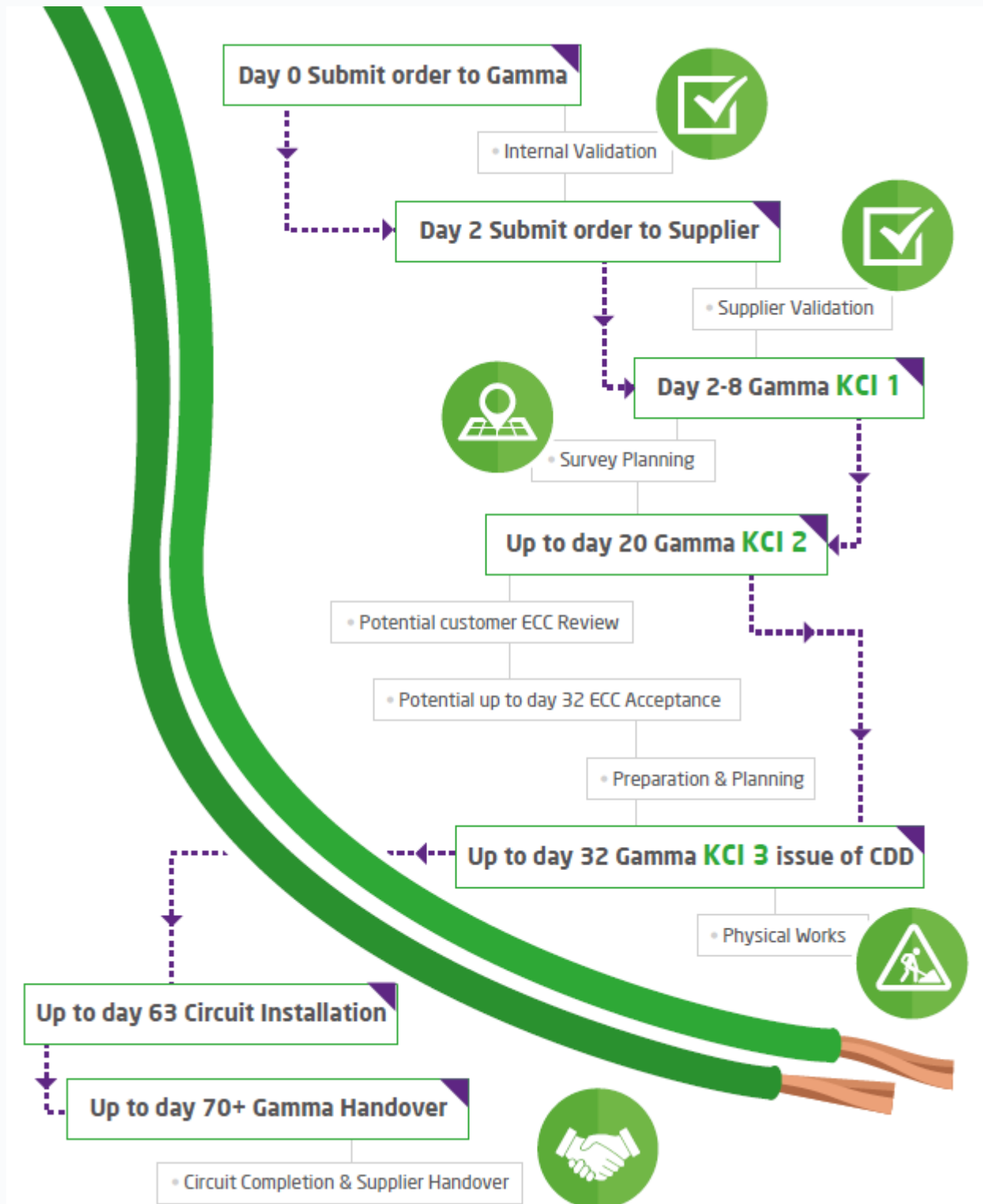
Fibre Ethernet Order Process

Order Timeline

Please note that our Ethernet timeline is based upon a dependency model (one task is reliant on the previous task's completion) and your circuit may be delivered prior to, or after the stated date which means the relevant stages outlined above may fall outside the given date range. Additionally this order timeline is not legally binding and is subject to change dependent on exceptions that could arise during the delivery of any Ethernet circuit however Gamma KCI 1, 2, 3 will be the marker for cancellation costs and a clear set status for order flow.

ECCs (Excess Construction Charges) - whilst ECCs should be accepted by day 32 please note customers have a 10 working day period to accept or reject ECCs.

Please note that "Quickwins" follow a different delivery process which will be drawn out soon.



Gamma KCI Demarcation and Explanation

What are KCIs? - KCI stands for Keeping Customer's Informed and these markers provide a clear indicator, during the life of an order, of where the order is up to and what outstanding works are left.

Gamma KCI 1

Order acceptance from our suppliers. This means the order has been validated and accepted and there should be no outstanding information required from the customer about their desired service.

Gamma KCI 2

Survey and Planning has been completed. This means our suppliers understand the necessary works required to deliver an Ethernet circuit to the customer's demarcation point and have planned the work accordingly.

Gamma KCI 3

At KCI 3 we will issue the Gamma CDD (Contractual Delivery Date). This is the date which all parties will aim to provision the circuit by, however this could be subject to change due to 3rd party or customer delay.

All KCIs provided by Gamma to our partners are Gamma's own milestones for an order and will be dependent on the order hitting progress points stipulated above with all parties involved (our supplier's, partner's and the end user).

Pre Sales Process

Quote

CP obtains quote from Pricing Tool or via quote@gamma.co.uk

Place Order

CP submits order via order portal or EthernetOrders@Gamma.co.uk using CAE reference.

Delivery timescales can be increased if order information is incomplete or changes.

Gamma Validation (Day 1-2)

- Internal validation of order installation and pricing details.
- Order assigned to dedicated Delivery Coordinator in Gamma Solution Delivery team (GSD).
- Delivery Coordinator introduction and confirmation of order acceptance.
- Order submitted on supplier system and enters delivery phase.

Supplier Validation (Up to day 8) - Gamma KCI 1

- Once submitted to a supplier they will review the details of the order.
- If there are any discrepancies this will be passed back to us to resolve internally or with you and your customer.
- Gamma KCI 1 should be received by day 8 and this signifies the order has been accepted and is being processed by our supplier.

Survey and Planning (Up to day 20) - Gamma KCI 2

Site survey determines any additional infrastructure and/or construction work required in order to deliver the service.

Once a survey has been completed (either onsite or desktop) Gamma KCI 2 will be issued and you will receive a category for your order and a breakdown of associated ECCs.

Combination of desktop and onsite survey performed to identify installation category:

Cat 1	35 WD. Dependent on blown fibre and splicing activities
Cat 2	35 to 55 WD. CAT 1 with additional cabling and fibre tubing activities
Cat 3	55+WD +. CAT 2 and dependent on delivery of additional fibre service from the exchange
Cat 4	55+WD +. CAT 2, possibly with CAT 3. Dependent on core cabling between exchanges

Chargeable Excess Construction Charges (ECC's) arise where category falls under Cat 2 - 4. These arise where additional infrastructure is required in order to deliver a service. Once accepted by the CP, work will begin and as such is considered to fall outside of the standard lead time of 60 days.

Delays can occur where:

- Landlord consent is required for work, but not approved
- Digging work is required with approval from the Highways Agency and local council
- ECCs are not quickly accepted
- Chargeable ECC acceptance - customers have 10 Working day period to accept ECCs from the point of issue.

Preparation & Planning (Up to day 32) Gamma KCI 3

Our suppliers will review all of the outstanding tasks associated with a circuit's delivery, whether this be external cable lay, civils, ducting, joining cables together at a node (also known as jointing or splicing), internal cabling and fit and test. They will review the amount of work required for each

phase of delivery and provide a CDD (Contractual Delivery Date), this is the date by which our suppliers are stating they can deliver a circuit.

Based on the outstanding tasks they will book the relevant stores and approach contractors to book in the first tasks necessary for the circuit's completion.

Physical works & Circuit Installation (Up to day 63)

Confirmation of expected completion date and appointments (subject to completion of external works)

Service delivery includes:

- Rod and rope test to identify proposed router is available
- Civils Work - Permission request for performing construction work
- Fibre installation appointment 1 (external work)
- Fit & test (appointment 2)
- Router build and shipment

Service Handover (Up to day 70+)

Handover of service to Gamma from supplier. Gamma configuration of core network and monitoring alerts. Final end to end (Gamma) handover to CP. Billing commences