

FTTC Ethernet Order Process

Order Placement (Day 1)



Prerequisites

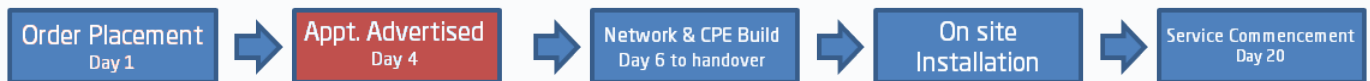
To enable Gamma to place an Ethernet order with the tail provider, the following must have been completed:

- 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 active standard WLR3 line clear of any other Broadband service must exist before an order is accepted
- 4) 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

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

Appointment Advertised (Day 4)



Step	Who	Appointment Advertised (Day 4)
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.

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.

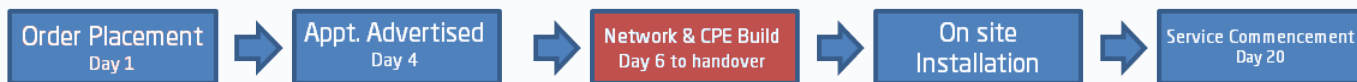
The Contractual Delivery Date (CDD)

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

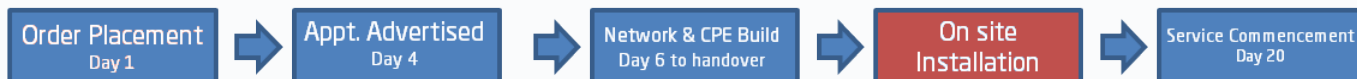
- Landlord consent is required for work, but not approved
- New appointments, following missed appointments will be 10 working days after the original appointment date.

Network & CPE build (Day 6 to hand over)



Step	Who	Network & CPE build (Day 6 to hand over)
1	Gamma	Begin building of your FTTC Ethernet service on our network
2	Partner	Confirm the address that you want the CPE shipped to.
3	Gamma	Configure and ship your managed CPE
4	Gamma	Provide you with the technical details of your service

On Site Installation

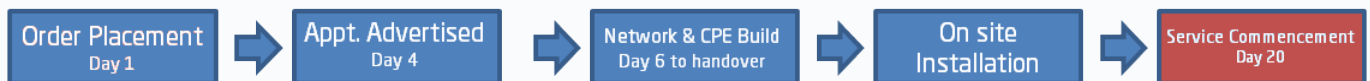


Step	Who	Tail Circuit Delivery
1	Partner	Need to provide access to termination points, comms rooms, risers
2	Tail Provider	Confirm the termination point and access path for the service
3	Tail Provider	Install the NTE and VSDL modem and tests them at the install site

Onsite installation does not include the installation of the CPE. This is the responsibility of the Channel Partner as per the service description.

The WLR3 line may become temporarily unavailable during the enablement of the service at the cabinet.

Service Commencement



Step	Who	Service Handover
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