

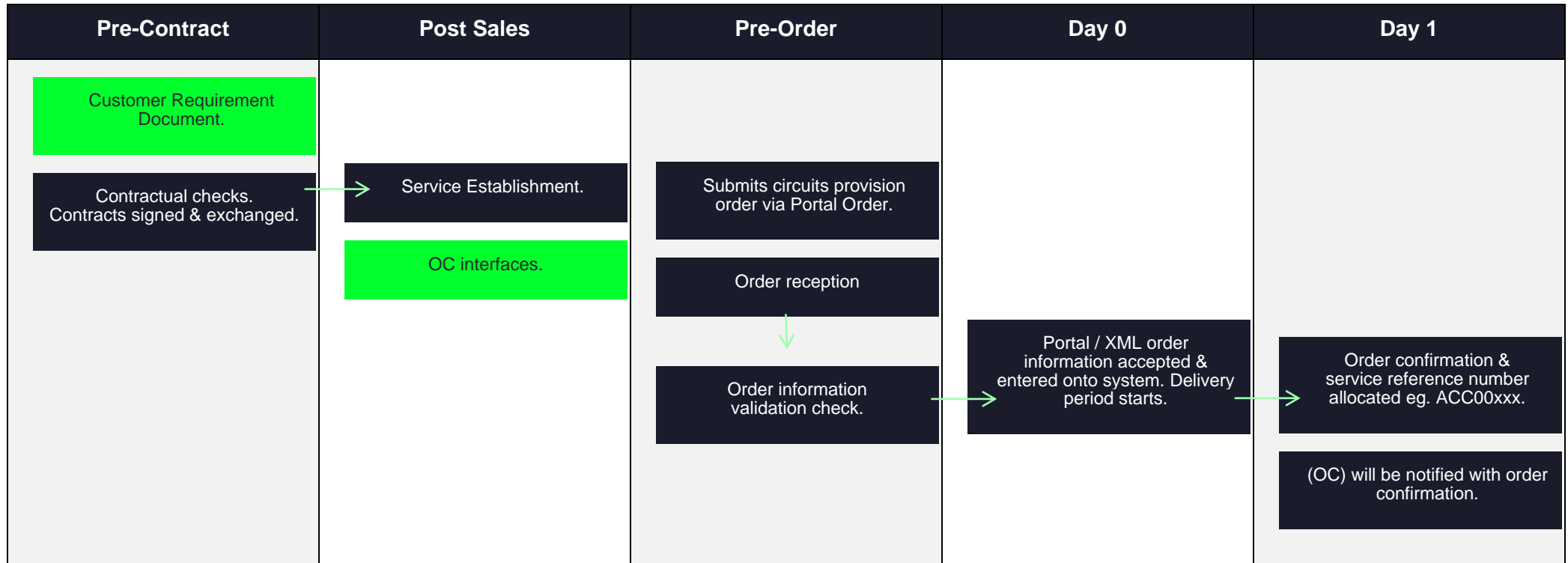
EXPO.e Provisioning Flowchart

This document is provided as a point of reference highlighting the EXPO.e and customer interaction during the provisioning of a solution.

Customer Activity

Supplier Activity

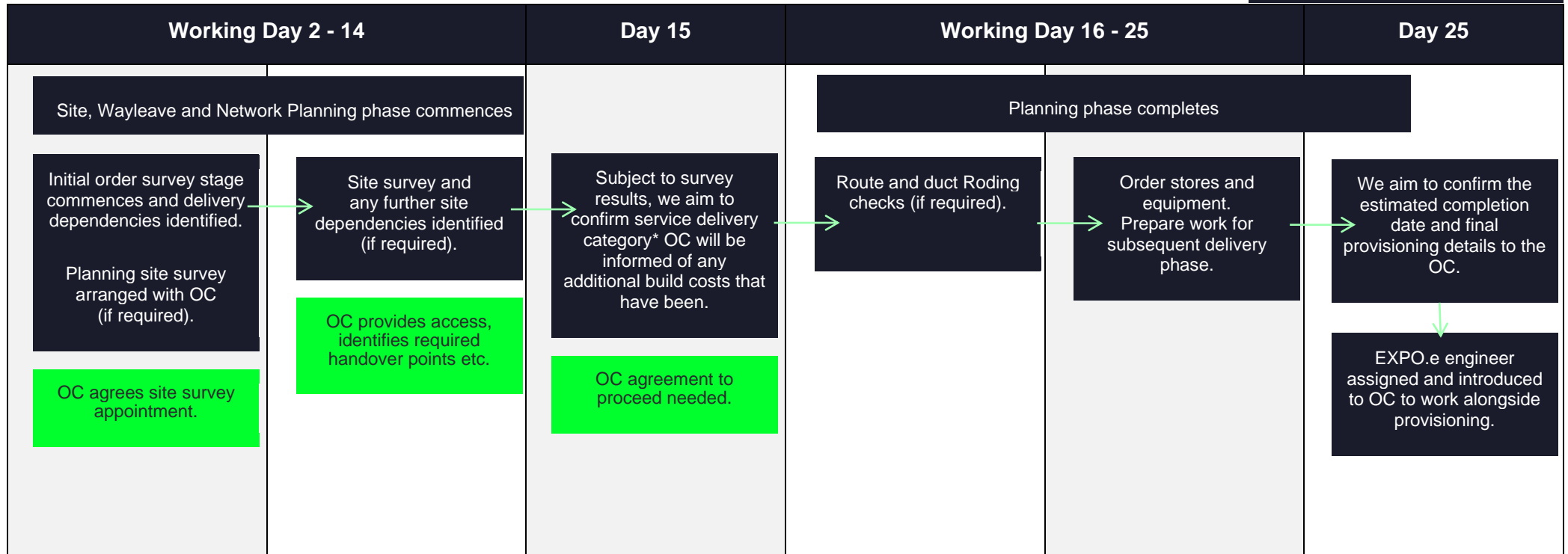
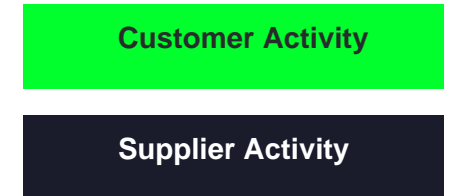
Provisioning Process - Customer Interactions 1



NOTES

Customer Account Manager Service Establishment	Solutions checked internally for approval by Finance, technical and Service delivery	Important: Incorrect or incomplete information may delay your order	OC = Order Contact CP = Comms Provider – EXPO.e	SUPPLIER UPDATE 1
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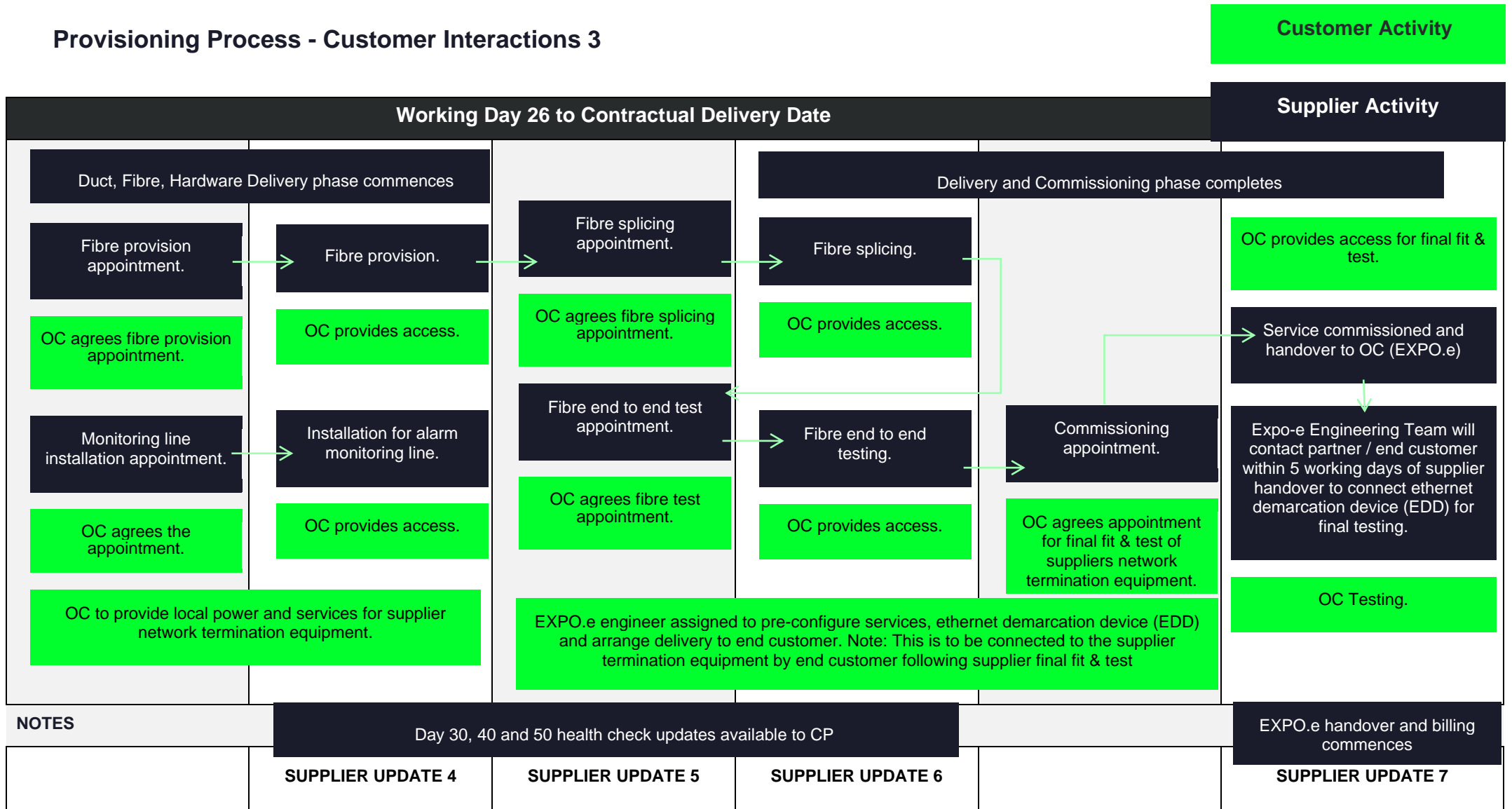
Provisioning Process - Customer Interactions 2



NOTES

If the OC's site representative is not contactable the order may be delayed.	If the OC's site representative is not available or a survey identifies issues, the order may be delayed.	* Refer to page 5. If the survey identifies issues, the order may need more than the standard 60 working day lead time. SUPPLIER UPDATE 2	Routing and duct "blockages" may result in the order needing more than the standard 60 day lead time.		SUPPLIER UPDATE 3
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Provisioning Process - Customer Interactions 3



Work Categories

Categories are applied during the initial planning stage on or before working day 15 in general:

- **Cat 1** is a reduced lead-time (RLT) order with an estimated completion date (ECD) of 30 working days.
- **Cat 2** is a RLT with an ECD between 30 and 57 working days
- **Cat 3** is awaiting core infrastructure such as spine cabling with an ECD usually greater than 57 days.
- **Cat 4** is awaiting core infrastructure with an ECD usually much greater than 57 days.

(Core infrastructure will often involve road or footpath closure regulated by local authorities and Transport for London - for this reason Cat 3 and 4 is unable to be expedited)

- **All of the above are subject to survey.**

Project Risks

WAYLEAVE

To avoid delay, please ensure that landlords and third parties affected by your installation are aware of the work you intend to have carried out in the building. Where possible please gain their agreement in advance of work commencing. We are unable to influence the negotiation process of a wayleave and ask that should this occur, you own the relationship and management of your landlord during this process.

ACCESS ISSUES

Please advise of any special requirements for access to your premises. If engineers are turned away or have any difficulty obtaining access to your premise, this will result in the lead time being extended by the length of the delay caused.

LOCAL AUTHORITY / TRAFFIC MANAGEMENT AND TRANSPORT FOR LONDON

If we are required to dig or carry out any work in an area that requires permission from the local authority, further delays may occur. If we are waiting for permission of road or footpath closures, we are unable to influence noticing periods or when the approving body will allow work to proceed.

SITE ISSUES

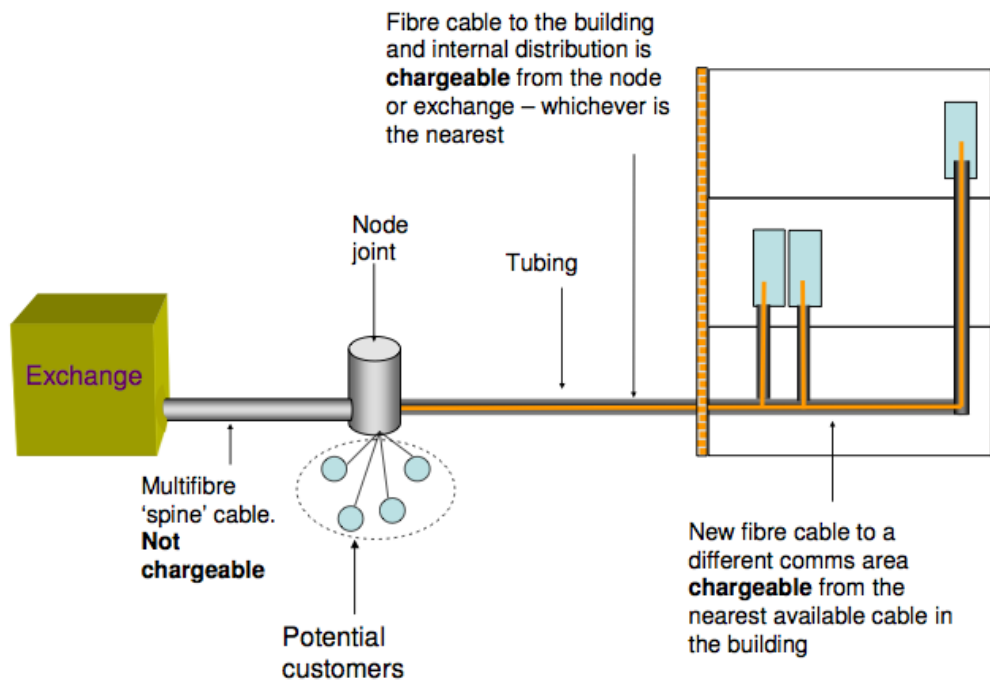
If your comms room is not ready, site is not built or the lease not signed, suppliers will not begin any physical work until this is ready. This includes power supply and racks for termination of network equipment.

EQUIPMENT CONNECTION

Following handover from our supplier we will require where applicable, our equipment to be installed and 1 hour of downtime to run an RFC2544 test. This test will ensure that your service has been successfully enabled. If you are unable to connect the equipment and allow for the RFC2544 test to be completed, whilst we will use all reasonable efforts to assist you EXPO.e will not accept any responsibility or liability (including service credits) for any issues related to the performance of the service. You will also be billed for the service 5 working days from our supplier handover date.

EXCESS CONSTRUCTION CHARGES

Where excess construction is applicable, additional charges apply. Whilst we await your agreement to the charges the order is placed on hold and the lead time will be adjusted accordingly upon your agreement. The diagram below gives an overview of what is, and is not chargeable.



NETWORK TO THE NODE

The network to the node is **not chargeable** because it can be used to serve other identified potential end users.

NODE TO THE END USER

The cable and tubing from the node, as well as the internal distribution **is chargeable**.

Subsequent orders for the same end user will be **chargeable** from the nearest available cable in the building.

CUSTOMER DELAY

Our suppliers allow the option to place an installation on hold for a maximum of 90 calendar days. These 90 days may be applied as a single delay period, or used cumulatively over the life of the installation. Once an order has exceeded the 90 day cumulative limit for customer

delay, it must be either progressed through to installation, or will be cancelled automatically by our supplier.

Customer delay reasons include, but are not limited to:

Order on hold at customer request.

Site not ready for install.

Refusal to allow access for our supplier.

Lack of response from Grantor/Landlord while in wayleave.

In the event that a customer delay triggers cancellation by our supplier, any 3rd party costs incurred by EXPO.e, will be invoiced to the customer.

Escalation Procedure

LEVEL	PERSON	CONTACT NUMBER	EMAIL
0 - Provisioning Team	Provisioning Team	0207 096 4020	provisioning@EXPO.e.com
1 - Provisioning Team Leaders	Rohesia Lester	020 7096 4085	rohesia.lester@EXPO.e.com
	Mark Pearson	0207 096 4147	mark.pearson@EXPO.e.com
2 - Provisioning Managers	Hayley Alison	0207 096 4131	hayely.alison@EXPO.e.com
	Rebecca Staples	0203 435 8535	rebecca.staples@EXPO.e.com
3- Head of Provisioning	Alex Allen	0207 096 4017	alexandra.allen@EXPO.e.com
4 - Head of Network & UC Provisioning	Rob Healy	0207 096 4027	rob.healy@EXPO.e.com
5 - Director of Service Delivery	Paul Brannon	0203 435 8867	paul.brannon@EXPO.e.com

All enquiries must begin from level 0, if you do not receive a satisfactory acknowledgement within 24 hours the next level may be invoked. All requests that do not follow this process will be referred back to level 0.

Version Control

VERSION N°.	DATE	CHANGE REASON	AMENDED BY
V2.0	25/11/14	Minor Amends and Version Control Added	Mark Pearson
V2.1	20/02/15	Minor Amends	Mark Pearson
V3.0	07/07/15	New Format	Mark Pearson
V3.1	20/10/15	Amendment to Escalation Path	Mark Pearson
V3.2	10/03/16	Amendment to Job Titles on Escalation Path	Mark Pearson
V3.3	04/05/16	Rebrand and add Team Leader	Mark Pearson
V3.4	15/05/16	Add Team Leader	Mark Pearson
V3.5	09/11/17	Add Provisioning Manager	Mark Pearson
V3.6	26/01/18	Add Customer Delay	Mark Pearson
V3.7	15/02/18	Removal of Customer Portal ref	Mark Pearson
V3.8	30/07/18	Amendment to Escalation Path	Mark Pearson
V3.9	08/08/18	Rebrand	Mark Pearson
V3.10	1/11/18	Formatting Correction	Mark Pearson
V4.0	12/12/19	Amendment to Escalation Path	Mark Pearson
V4.10	02/01/20	Amendment to Escalation Path	Mark Pearson
V4.2	16/10/20	Amendment to Escalation Path	Mark Pearson

V4.3	10/9/21	Amendment to Escalation Path	Mark Pearson
V4.4	29/11/22	Amendment to Escalation Path	Rebecca Staples
V4.5	22/06/23	Amendment to Escalation Path Correct Day 20 to Day 25 Prov Process Cust Interactions 2	Mark Pearson