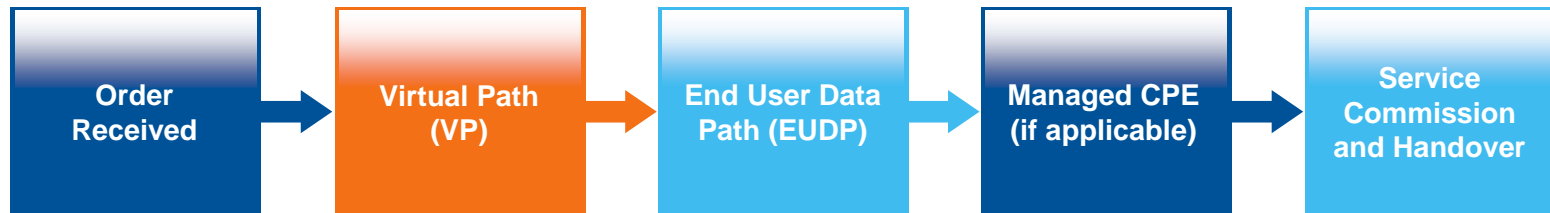


Provisioning Process Event Plan

This is an outline of the provision process aimed at making you aware of the stages we will follow in delivering your service. You will be kept informed of the progress at key points during the provisioning process.



Description

- Order validation
- Technical validation
- Check design (if attached)
- Order acceptance or rejection within 5 Business Days of clean order receipt
- Where order is accepted, Target Lead Time (TLT) will be advised in acknowledgement email

Description

- Capacity (to establish if new/upgrade is required)
- Network point selection
- VP circuit reference created
- BT order submission
- BT order completion
- Network configuration
- Circuit reference updated
- Report issued

Description

- EUDP circuit reference created
- Qualifying checks
- Automated email, initial check results
- BT order submission
- Automated email with BT commit date
- BT order completion
- Network configuration
- Email issued advising Target Commencement Date (TCD) of wires only service

Description

- Router ordered (upon BT commit date for EUDP)
- Router delivered to Customer Premises or specified address
- Install scheduled (upon router dispatch confirmation)
- Install carried out and tested
- Router placed under THUS management
- Email issued advising Target Commencement Date (TCD) of managed service

Description

- Delivery complete
- Email issued confirming Service Commencement Date (SCD)

*For all migrations and cease & re-provides please refer to your Standards of Service regarding interruption to service.