

# Wholesale Leased Line Process Manual

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Version Control

| Version | Status | Update  | Effective Date |
|---------|--------|---|----------------|
| 1.0     | Live   | 1 <sup>st</sup> AGREEMENT version. Cleaning all references etc. | 01/12/17       |

## 1. Preface

- 1.1 This document is without prejudice to any future position that may be adopted relative to the provision of Wholesale Leased Lines. It should be read in conjunction with the associated documents detailing processes, technical specifications and service level agreements published on Gibtelecom's website at [www.gibtele.com](http://www.gibtele.com). The documents may be updated and modified from time to time.
- 1.2 The purpose of this document is to define the joint operational & maintenance procedures relating to Wholesale Leased Line Services between Gibtelecom and the Operator, ensuring all parties have the appropriate understanding of their roles and responsibilities.
- 1.3 This document is designed as a component of the Wholesale Leased Lines documentation, which includes the "Reference Leased Lines Offer" ("RLLO"); "Wholesale Leased Lines Service Level Agreement" ("SLA"); "Wholesale Leased Lines Product Description"; "Wholesale Leased Lines Non-Disclosure Agreement" and other associated documentation.

## 2. Definitions and Abbreviations

- 2.1 For the purposes of this document the following definitions and abbreviations apply:

|                       |   |
|-----------------------|---|
| <b>Order</b>          | In the context of this document an order is a request from an Operator to Gibtelecom for delivery of the Wholesale Leased Lines Service, in accordance with the relevant documentation. |
| <b>Customer Delay</b> | Circumstances arising from Operator's, and/or End User's, lack of readiness to progress provisioning processes.   |
| <b>Faults</b>         | A fault is the inability to transfer data across the leased line at its nominal capacity in conformance with the relevant ITU recommendations.  |
| <b>Working Day</b>    | 09:00 – 17:00 Monday to Friday excluding Public Holidays.   |

## 3. Scope

- 3.1 This manual deals with the normal operations and maintenance activities that arise from the provision of the Wholesale Leased Lines Service.

The activities, which are covered by this manual, are divided into the following categories:

### Ordering Processes

These processes relate to the format and process for the placement of orders for the Wholesale Leased Lines Service.

### Provisioning Processes

These processes relate to the mechanism for the implementation of the Wholesale Leased Lines Service ordered using the processes described in the Ordering processes section.

### **Change and Cease Processes**

These processes relate to the mechanism for the alteration or cessation of the Wholesale Leased Lines Service using the processes described in the Change and Cease Wholesale Leased Line Services sections respectively.

### **Service Assurance Processes**

The Service Assurances Processes describe the mechanisms for dealing with the operational issues relating to the in-service Wholesale Leased Lines Service i.e. fault reporting & resolution, planned outages.

### **Miscellaneous Processes**

This section deals with various miscellaneous processes that do not fall within the above categories.

## **4. Ordering processes**

### **4.1 Introduction**

These processes relate to the mechanism for ordering the Wholesale Leased Lines Service and to the handling of subsequent interactions between Gibtelecom and the Operator in relation to the processing of such orders.

### **4.2 Ordering of Wholesale Leased Line Services**

Order Receipt (OR): the forwarding of a valid order to Gibtelecom on a standard order form. The Order Forms are found on the Gibtelecom website at [www.gibtele.com](http://www.gibtele.com)

Order Acknowledgement (OA): the acknowledgement by Gibtelecom to the Operator that the order has been received; the order form is correctly filled in and is being processed.

Order Validation (OV): confirmation, or otherwise, that an order is deliverable by Gibtelecom. Where appropriate this step shall include a site survey, the costs of which shall be borne by the Operator. At the end of the Order Validation Step, a delivery due date ("Delivery Due Date") is set. Should an Operator request a circuit to be delivered on a date after the calculated Delivery Due Date then this date shall become the due delivery date.

Ready for Service Notice (RFSN): the Notice given by Gibtelecom confirming the date of the Service handover and activation to the Operator.

Completion of order: An order is deemed to be completed on the date the Service is handed over to the Operator.

### **4.3 Order format**

All orders for Wholesale Leased Line Services or modifications to existing Wholesale Leased Line Services shall be placed using the Order form at Annex 1; Appendix 1, and using the order process as described below.

For the range of Wholesale Leased Line Services being requested all relevant sections of the order form must be completed.

Orders will be accepted by e-mail. Orders submitted by e-mail must be sent to the Gibtelecom order contact e-mail address, which is specified in Annex 2, Directory of Contact Points.

#### 4.4 Order Process

A single order process is described for all Wholesale Leased Line Services products.

The Wholesale Leased Line Services ordering process is as follows:

- The Operator will complete and send the Order Form to the Gibtelecom Order Contact Point. Gibtelecom will check the form for completeness, and if the order is complete and valid assign the order a reference number (Customer Order reference number) and provide an Order Acknowledgement (OA) within 10 working days of receipt by the Order Contact Point. The acknowledgement will be sent to the Operator contact point via e-mail using the OA form contained in Annex 1; Appendix 2. If required by the Operator, Gibtelecom will supply the Customer Order reference number along with Gibtelecom's circuit ID's, if available. This represents the Wholesale Leased Line Services Order Acknowledgement (OA) and the order will therefore have entered the Order Validation (OV) process.
- For the purposes of identifying the ordered service both parties in all subsequent communications will use the Gibtelecom Customer Order reference number.
- If the order form is incomplete it will be returned to the Operator Order Contact Point with the reason for incompleteness stated. The Operator may revise or amend the order and resubmit it.
- Once receipt of an order has been acknowledged, Gibtelecom will review the requirements and make an assessment of whether the order can be met. Following this assessment Gibtelecom will provide an Order Validation (OV). This Validation will be sent to the Operator order contact point on the form contained in Annex 1; Appendix 3.
- In the event that an order is validated, then the Order Validation will include a due delivery date.
- An order can be rejected either at OA or OV. The rejected order will be returned to the Operator stating the reason for rejection. If there is any dispute regarding the rejection of an order then in the first instance the issue shall be addressed via the specified Order Contact Points. If the issue cannot be resolved at this level then it shall be referred to operational dispute procedure, as per Section 9.

## 5. Provisioning processes

### 5.1 Introduction

These processes relate to the mechanism for the implementation of the various Wholesale Leased Line Services ordered using the processes described herein.

## 5.2 Provision of Wholesale Leased Line Services

### 5.2.1 General

The provisioning of Wholesale Leased Line Services includes the installation and testing of Customer Premises Equipment (CPE), implementation of necessary access network elements and the commissioning and bringing into service of the Service.

### 5.2.2 Provisioning Process

After the order has entered the provisioning process Gibtelecom will carry out such activities as are necessary to deliver the service. These may include site surveys, installation of CPE and the construction of any supporting infrastructure required. The Gibtelecom activities may require multiple site visits and these will co-ordinated with the Operator.

**Delivery of Service:** The provision of the purchased service by Gibtelecom. When testing is completed to the satisfaction of Gibtelecom, notification will be forwarded to the Operator that the testing of the Wholesale Leased Lines Service has been successfully completed in accordance with the specified test suite. At this point the service shall be deemed to be Ready for Service. Full billing of the Operator shall start at this point.

**Ready for Service Notice (RFSN):** the Notice given by Gibtelecom confirming the date of the Service handover and activation to the Operator. The delivery notification will be sent to the Operator contact point via e-mail using the RFSN contained in Annex 1; Appendix 4.

**Completion of order:** An order is deemed to be completed on the date the Service is handed over to the Operator.

## 5.3 Rejection Process

5.3.1 The Operator has 2 working days following the Completion of the order to reject the circuit as not completed as specified. The reasons for rejection should be provided by Operator who should ensure that CPE dependency checks are done before corrective action is taken by Gibtelecom i.e. power to the modem, CPE cable securely connected, the CPE configured and working correctly.

If the Operator does not inform Gibtelecom of its acceptance or otherwise of the circuit, it will be deemed to be accepted by the Operator.

If the fault is subsequently found to be in the Operator network or no fault is found the original date of the RFS shall apply to the order. Gibtelecom's standard terms and conditions regarding recovery of costs for reported faults that are found not to be in the Gibtelecom network shall apply.

## 5.4 Cancellation of Wholesale Leased Line Services

### 5.4.1 Cancellation Process

Should an Operator wish to cancel an order during the life cycle of a provisioning order the following process should be followed:

- The Operator must advise Gibtelecom of the order they wish to cancel in writing using the Gibtelecom Cancellation form (Annex 1; Appendix 5).
- The Operator must quote the relevant order number and the circuit number.

#### 5.4.2 Cancellation Charges

Cancellation fees will apply and will be dependent on the stage at which the order has reached prior to cancellation.

### 5.5 Customer Delay

#### 5.5.1 Customer Delay Process

- In the event that the Operator delays installation of the service for any reason, this will constitute a Customer Delay.
- In the event that Gibtelecom is refused right of entry when an appointment has been made, or delays installation of the circuit for any reason, the delivery date may be extended by the number of working days delay incurred as a result.
- Should the delay last more than 5 days, then the delivery dates shall reflect the requirement for Gibtelecom to reschedule its work for this delivery.

It is important to note that the Operator is the Gibtelecom customer and problems regarding Customer Delay are a matter for the Operator to resolve.

#### 5.5.2 Operator Activities to avoid Customer Delay

For timely connection of service the following requirements must be met by the Operator prior to requesting service.

- That a suitable place and conditions for Gibtelecom's apparatus are provided and ready when orders are placed with Gibtelecom. Suitable space and facilities includes power supply, lighting and appropriate electrical fittings at the customer's/Operator's premises to allow Gibtelecom to install and provide the Wholesale Leased Line(s).
- If service is to be provided to a 'Green field site' then the building should be near completion when orders are received by Gibtelecom.
- That the appropriate (including security personnel) on the sites are aware of a visit by Gibtelecom staff.
- That the end user contact person or a suitable substitute is available when Gibtelecom staff call at the site.

#### 5.5.3 Processes to rectify Customer Delay

- In the event that orders entered a 'Customer Delayed' state, discussions will be held with the relevant Operator on a bilateral arrangement. It will be expected that every effort will be made by the Operator to resolve the delay quickly. In the event that a quick resolution is not possible then a forecast of the resolution will be forthcoming within two days of the customer delay notification from the relevant Operator being received by Gibtelecom.

- Requests from Gibtelecom for information on the progress of the problem causing the customer delay must be given to Gibtelecom in a timely manner.

## 6. **Billing**

6.1 The effective commencement of billing will be applied as per the terms and conditions found in the Gibtelecom Reference Leased Lines offer and associated documentation, including the Process Manual.

## 7. **Change Order Processes**

### 7.1 **Change Orders**

#### 7.1.1 Changes to Service Definition

- Where the physical location of one terminating point is changed, within a specific site.

This shall not be deemed to be a change order, this order is commonly referred to as a RF-RT order, "remove from – remove to".

- Where the physical location of one terminating point is changed, from a specific site to another.

Where new infrastructure build is required to reach a site, this shall not be deemed to be a change order.

#### 7.1.2 Upgrade of Service Definition

Bandwidth changes will be deemed as a change order.

#### 7.1.3 Change Order Format

All orders for service changes to existing Wholesale Leased Line Services shall be placed using the Change Order form for Wholesale Leased Line Services as per Annex 1; Appendix 6, and using the order process as defined in section 7.1.4 below. All relevant sections of the order form must be completed.

Orders will be accepted by e-mail. Orders submitted by e-mail must be sent to the Gibtelecom order contact e-mail address.

#### 7.1.4 Change Order "Order" Processes

A single order process is described for all changes of Wholesale Leased Line Services. The changes of Wholesale Leased Line Services process follows the order process described in section 4 above.

#### 7.1.5 Change Order "Provisioning" Processes

The changes of Wholesale Leased Line Services process follows the provisioning process described in section 5 above.



## 8. Cease Order

### 8.1 Cease Order Format

All Cease Orders for Wholesale Leased Line Services shall be placed using the Order form for Wholesale Leased Line Services as per Annex 1; Appendix 7, and using the order process as defined in section 8.2 below. All relevant sections of the order form must be completed.

Orders will be accepted by e-mail. Orders submitted by e-mail must be sent to the Gibtelecom contact e-mail address, which are specified at Annex 2, Directory of Contact Points.

### 8.2 Cease Order Process

A single Cease Order process is described for all Wholesale Leased Line Services products.

The Wholesale Leased Line Services Cease process is as follows:

- The Operator will complete and send the Cease Order Form to Gibtelecom Order Contact Point. Gibtelecom will check the form for completeness, and if the Cease Order is complete & valid assign the order a reference number and provide a Cessation Order Acknowledgement within 2 working days of receipt by the Order Contact Point. If required by the Operator, Gibtelecom will supply the Customer Order reference number along with Gibtelecom's circuit ID's.
- For the purposes of identifying the Cease ordered service both parties in all subsequent communications will use the Gibtelecom Customer Order reference number.
- If the order form is incomplete it will be returned to the Operator Order Contact Point with the reason for incompleteness stated. The Operator may revise or amend the order and re-submit it.

### 8.3 Cessation of Wholesale Leased Line Services

#### 8.3.1 General

Cessation of Wholesale Leased Line Services shall be done in accordance with the requirements set out under the RLLO.

These processes relate to the mechanism for the cessation of the various Wholesale Leased Line Services using the processes described.

The cessation of Wholesale Leased Line Services includes the decommissioning of the service and the recovery of Gibtelecom equipment from the Operator and/or end user premises.

#### 8.3.2 Cessation Process

After the order has entered the Cessation process Gibtelecom will carry out such activities as are necessary to recover the service. The Gibtelecom activities may require multiple site visits and these will co-ordinated via the Order specific Operator contact point specified on the order form.

The cease may be cancelled on or before the “cease date”. This provides flexibility to the Operator to change their request e.g. if incorrect circuit ID was provided in error.

Gibtelecom will attempt to recover equipment after the “cease date”. The Operator is liable for equipment cost of Gibtelecom is unable to recover ceased equipment, having reasonably attempted (twice) to recover the equipment within 30 working days of the “cease date”. If Gibtelecom does not attempt to recover the equipment within 30 working days, then the Operator will not be liable for the equipment cost.

## 9. Service Assurance Processes

### 9.1 Introduction

The Service Assurance Processes describe the mechanisms set out in the Wholesale Leased Lines service Service Level Agreement (SLA) document for dealing with the operational issues relating to the in-service Wholesale Leased Line Services.

The period of non-availability will commence at the time a fault is accepted by Gibtelecom. The period of non-availability shall end from the time logged by Gibtelecom that the service is available to the end customer, as marked “confirmed clear permanent”.

Service shall be deemed to have been restored when the fault condition is resolved on the Gibtelecom Network and service availability restored to the end-user.

If the fault is subsequently found to be in the Operator network (including its CPE) Gibtelecom’s standard terms and conditions regarding recovery of costs for reported faults found not to be in the Gibtelecom Network shall apply.

Gibtelecom reserves the right to implement scheduled outages, as per section 9.3 below.

### 9.2 Fault Management

#### 9.2.1 Definitions

|                           |  |
|---------------------------|--|
| <b>CUSTOMER</b>           | The Operator making the contact  |
| <b>NETWORK OPERATIONS</b> | Gibtelecom’s Network Operation Centre is responsible for managing and proactively monitoring service 24/7/365. |
| <b>TTS</b>                | Trouble Ticket System. All incidents detected by the Network Operations team are recorded here.                |
| <b>TTN</b>                | Trouble Ticket Number as generated by the TTS  |

The nucleus of the Wholesale Leased Lines service operation and supervision is the handling of the anomalies and problems that appear in it.

The Network Operations Centre is ultimately responsible for all incidents occurring in the Wholesale Leased Lines service. This responsibility does not depend on who detects the

incident or who is involved in its resolution. For this reason, it will be the single point to provide information to the Customer.

### 9.2.2 Fault Reporting Principles

Each Party shall be responsible for correcting faults which occur in its own Network which affect or degrade any of the Wholesale Leased Line Services and Facilities of the Wholesale Leased Line Services or the performance of the other Parties network.

In the event that a fault is discovered by the Operator, and proven out of its own network, a fault report shall be raised and submitted to the point of contact as defined for the particular Wholesale Leased Line Service. All Faults must be logged within 2 working days of their occurrence.

Each Fault Report shall be closed when Gibtelecom has restored the service.

### 9.2.3 Out of Hours Charging Principles

If Gibtelecom initiates specific work to repair network faults which also affect multiple circuits, this work is not chargeable to the customer, if the fault is in the Gibtelecom Network.

If the Operator requests action outside of standard working hours specific to their service then the work is chargeable.

All specific requests will be subject to the availability of resources.

### 9.2.4 Procedure

#### 9.2.4.1 Fault Detection

Anomalies in the service can be detected in two ways:

- Proactive detection through the use of Service monitoring tools and mechanisms at the Network Operations Centre.
- Reactive detection by reporting the existence of an incident detected by the Customer to the Network Operations Centre.

The Customer will notify the Network Operations team of incidents through telephone or via email (see Escalation Contacts Table). The Network Operations team will open the corresponding ticket in TTS. Incidents detected proactively will also be registered in the Gibtelecom TTS.

#### 9.2.4.2 Incident Registration

The information available at this point permits an initial presentation of the problem: location and affected elements, critical level, and start time.

This record will be filled in as testing is carried out and more information becomes available.

From this point, the incident is recorded as open and its status may be consulted using the TTN assigned by the TTS during registration in the system, and provided to the Customer

If the incident is detected proactively by the Network Operations team, the incident will be opened in the TTS, and the Customer will be informed about the problem, and will be provided with the TTN assigned.

On the other hand, if the incident is detected by the Customer, two methods can be used to report the incident:

- Via Network Operations telephone (see Escalation Contacts Table)
- Via e-mail; sending an e-mail to the Network Operations Centre address (see Escalation Contacts Table).

9.2.4.3 Classification

Once the incident has been reported and received at the Network Operations, the next step is to classify it according to its severity and its impact on the service as designated in TABLE A

| PRIORITY  | Definition  | TTS Typology   |
|-----------|---|--|
| Very High | Incidents that generate customer’s service cut off.   | <ul style="list-style-type: none"> <li>• Total loss of service.</li> </ul>   |
| High      | The incident doesn’t involve a total service cut off.   | <ul style="list-style-type: none"> <li>• Slow response</li> <li>• Intermittent cut offs or frequent interruptions.</li> <li>• Partial service cut off</li> </ul> |
| Normal    | Loss of elements or processes that do not affect the service provided to customers and end users. | <ul style="list-style-type: none"> <li>• Any other not described earlier.</li> </ul>   |

TABLE A

All incidents detected in the service will be assigned to one of the previous categories. Classification in one category or another will determine the degree of urgency with which it will be handled and the speed with which it will be escalated, if necessary, to resolve it.

The initial classification will be done when the fault is detected, or when the incident notification is received by the Network Operations engineer.

This classification may have to be revised while the problem is being handled.

9.2.4.4 Incident Notification

If the incident is detected proactively by the Network Operations team, it will send an e-mail to the established customers contact with the information on the incident start time and the assigned TTN, with a delay of no more than 10 minutes. This will also be accompanied by a telephone call.

In incidents that have a significant impact on the service provided, the Customer and Gibtelecom management will always be kept informed.

This notification is done using the established telephone or e-mail contacts.

In cases in which minimum information is available, this notification may be delayed until the scope of the problem can be better determined.

Incident reporting will always include the TTN so that the recipients of the e-mail can check on its development.

#### 9.2.4.5 Tests and diagnosis

All of the necessary tests will be carried out in the Network Operations team, depending on the service element involved, with the available tools (tests, status display, process checks, statistics display, etc.) in order to diagnose the cause of the incident.

Tests may also reveal that an apparent service problem is actually located in customer equipment. In these cases, the Network Operations team will notify the Customer of this situation.

#### 9.2.4.6 Escalation

If necessary, the problem will be escalated to ensure that the different management levels are properly informed of the problems in order to take suitable action when accelerating the resolution.

The escalation contact list and procedure is available in the Escalation Contacts Table.

#### 9.2.4.7 Resolution

The steps to be followed to resolve an incident depend on the cause that results from the diagnosis. Different managers may be responsible for executing the necessary actions for each cause, but the Network Operations team will always be responsible for managing and supervising each and every incident until they are resolved and closed.

#### 9.2.4.8 Tracking and Recurrence

The Network Operations team shall monitor all critical incidents and provide e-mail updates to the Operator every 30 minutes, along with updating the record in the TTS with the information that is received: tests, estimated resolution time, notification time including the name of the person that provides the information as well as the engineer that records it.

#### 9.2.4.9 Closing the incident

Regardless of the path followed to resolve an incident, once it is resolved, the Network Operations engineer responsible for the incident will close it in the TTS, filling in all of the information still pending in the record.

If a contingency solution is adopted this will be noted in the TTS. The incident will remain open until the problem is finally resolved.

In the case of critical incidents, if the process to send notification to the established contacts is started, it will also be necessary to notify the contacts of the closing of the incident.

In this case, the closure notification must be done with a delay of no more than 30 minutes.

#### 9.2.4.10 Verification

The Network Operations team must carry out Incident Resolution Verification in conjunction with the Customer.

If it is discovered that the problem was not fully resolved, the incident will be re-opened, applying its respective level of severity. (TABLE A)

#### 9.2.4.11 Recurrent incidents

In the case of a recurring incident, the Network Operations Centre shall notify all parties so that the pertinent action can be taken.

The incident will remain open until a final solution that eliminates the problem is found.

#### 9.2.4.12 Registration and Filing

An electronic record will be kept of all incidents for later review if necessary.

### 9.2.5 Escalation Procedure

#### 9.2.5.1 Incident Escalation Procedure

This is carried out when the duration of an incident reaches the time thresholds as specified in TABLE B. The Operator shall request escalation by contacting the Network Operations team. This initiates the hierarchical escalation of the incident with subsequent internal escalations where SLA thresholds are exhausted.

This escalation is usually triggered in cases where the Operator:

- is in disagreement with the findings provided by the Network Operations team; or
- considers that appropriate information is not forthcoming; or
- feels the appropriate actions are not being carried out; or
- feels that the time limit to report an incident to a higher level is approaching, with the incident still unresolved.

In all of these cases, escalation must follow the time limits and contacts specified in this procedure.

The Operator's point of escalation will use the established contact at the same escalation level in Gibtelecom, and vice-versa, and both will escalate the problem to the point above them according to the escalation times established in this procedure. Once the incident has been resolved, all of the levels involved, both for the Customer and from Gibtelecom, will be notified.

This escalation procedure neither replaces nor modifies the normal operating procedures for incident notification.

9.2.5.2 Escalation Levels

Five responsibility levels have been defined for Gibtelecom.

The Escalation Contacts Table specifies the escalation procedure for each of the levels within Gibtelecom.

9.2.5.3 Incident Escalation Times

A series of different times have been defined for each type of incident, so that incidents with the highest level are escalated with priority.

These escalation times are guidelines. They are really maximum time limits that can pass without an incident being reported to one of the established responsibility levels. They are total times, calculated from the detection of the incident, and do not refer to the communication between levels.

TABLE B shows the escalation time values for each level and type of incident:

| ESCALATION LEVEL ACCORDING TO INCIDENT SEVERITY |             |            |         |         |
|---|-------------|------------|---------|---------|
| Severity  | Level 1     | Level 2    | Level 3 | Level 4 |
| VERY High                                       | Immediately | 30 minutes | 1 hour  | 2 hours |
| High  | Immediately | 1 hour     | 2 hours | 4 hours |
| Normal  | Immediately | Next day   | 2 days  | 1 week  |

TABLE B

9.2.5.4 Escalation Contacts Table

| Escalation Level | Contact  | Notes   |
|------------------|--|---|
| 1st Level        | Network Operations Centre<br>+350 200 52612<br><a href="mailto:net-ops@gibtele.com">net-ops@gibtele.com</a>      | The Network Operation Representative (Net-Ops)  |
| 2nd Level        | Networks Operations Supervisor<br>+350 200 52612<br><a href="mailto:net-ops@gibtele.com">net-ops@gibtele.com</a> | The Net-Ops Representative handling your call at level 1 will assist in escalating to this level in the event of the contact being unreachable. |

|           |   |  |
|-----------|---|--|
| 3rd Level | John Pressey Network Operations Manager<br>+350 56000771<br><a href="mailto:john.pressey@gibtele.com">john.pressey@gibtele.com</a>      | The Engineer handling your call at level 2 will be able to assist in escalating to this level in the event of the contact being unreachable. |
| 4th Level | Dwayne Etherington VP Technology<br>+350 58926000<br><a href="mailto:dwayne.etherington@gibtele.com">dwayne.etherington@gibtele.com</a> | The Manager handling your call at level 3 will be able to assist in escalating to this level in the event of the contact being unreachable.  |
| 5th Level | Adrian Moreno, Chief Operations Officer<br>+350 56359000<br><a href="mailto:adrian.moreno@gibtele.com">adrian.moreno@gibtele.com</a>    | The Manager handling your call at level 3 will be able to assist in escalating to this level in the event of the contact being unreachable.  |

You can request escalation from the Network Operations Centre:

- for failure to respond to a problem within an acceptable timeframe
- if you receive an unacceptable or inadequate response
- if the prospect for resolution of the problem is unsatisfactory

#### 9.2.6 Exclusions

The circuit will be deemed available to the Operator if the non-availability arises from or is otherwise caused or contributed to by the following circumstances:

- Where continuous access to the customer premises is not available to Gibtelecom on request from the time the fault is reported.
- Where the fault is caused by third party activities such as cable damage.
- Where the fault is caused by severe weather conditions such as storms, flooding or lightning
- Where a fault occurrence is due to changes in Operator-provided apparatus, or due to the malfunction of any element which is owned or maintained by the Operator.
- Where the fault is not in the Gibtelecom Network
- Where the Operator or its agents are not available to Gibtelecom, at reasonable notice, for the purpose of conducting diagnostic tests between the Gibtelecom network and the customer CPE
- Where a fault is reported and no fault is detected when the service is tested from end-to-end.
- Any period of scheduled outages notified to the Operator in accordance with the planned works procedure
- A failure of the Operator to allow access to premises or equipment when requested
- The Operator failing to operate the service in accordance with Gibtelecom terms



and conditions for the provision of the service

- A failure of the Operator to report the fault in accordance with the fault reporting procedures specified herein
- Faults relating to the use of non-type approved or CE certified equipment by the Operator.

### 9.2.7 Fault Resolution Definition

Service shall be deemed to have been restored when the fault condition is resolved on the Gibtelecom Network and service availability restored to the end-customer, notification will be provided to Gibtelecom via the Operator. Gibtelecom reserves the right to put in place 'Temporary Patching' to restore service (e.g. fibre/radio link re-route) while repairs to network fault are undertaken. Restoration may also mean that service is restored through diverse routing until the network fault is fully cleared

## 9.3 Maintenance Management

### 9.3.1 Maintenance Definition

The act of maintaining or the state of being maintained, reducing the occurrence of fault conditions.

### 9.3.2 Maintenance Principles

The Operator agrees that from time to time it may be necessary for Gibtelecom to temporarily suspend service on the Wholesale Leased Line(s) during periods of repair, essential maintenance or alteration or improvement to Gibtelecom's Network. Where possible Gibtelecom will give the Operator notice prior to such suspension and Gibtelecom will restore service as soon as possible after such suspension.

### 9.3.3 Planned Maintenance Notification Procedure

Gibtelecom reserves the right to implement scheduled maintenance activities. These will be used to carry out essential network maintenance. These will be excluded from availability calculations. Gibtelecom shall endeavour to provide no less than 5 working days written notice to the Operator of any such activity.

The planned maintenance notification will be sent to the Operator's contact point via e-mail using the planned maintenance notification form contained in Appendix 8.

### 9.3.4 Planned Maintenance Procedures

This section describes procedures, which are designed to minimise the effect of Planned Maintenance work on the Wholesale Leased Line Services.

Both Parties must observe safety precautions at all times.

When it is not practicable and for certain categories of planned work e.g. for urgent fault investigations, relaxation of the Preferred Hours may apply. This shall be decided on a per case basis.

### 9.3.5 Unplanned Maintenance Procedures

It is recognised that unplanned maintenance work is an unfortunate occurrence, and that this section refers only to unplanned maintenance work, which directly affects Wholesale Leased Line Services. Any unplanned maintenance work, which may result in the temporary interruption of any of the Wholesale Leased Line Services, offered by the Gibtelecom network or the temporary unavailability of a network element will result in Gibtelecom's carrying out its best endeavour to supply the Operator with as much notification prior to the work.

### 9.3.6 Notification Process and Time-scale Escalation

If the date or timing of the Planned Maintenance work is unsuitable then the receiving Party must contact the relevant inter-company escalation point so that a suitable date and time can be agreed. If the Planned Maintenance work is critical and essential to the operation of either party's network then one party cannot veto the other party's work.

A reduction of notification time-scale will be allowed only under exceptional circumstances. Each occurrence will be treated as urgent planned work and the reason for the urgency should be stated.

### 9.3.7 Resolution of operational disputes and issues

This process shall be used to resolve serious service affecting operational disputes and serious issues that arise between the two parties. This procedure shall only be used for disputes, which are not related to specific faults. Disputes relating to specific faults shall be handled via the Fault Escalation Process described under this section.

## Annex 1

### Order Forms

- Appendix 1 - Order Form for Wholesale Leased Lines Service
- Appendix 2 - Order Acknowledgement Form
- Appendix 3 – Order Validation Form
- Appendix 4 – Ready For Service Notice
- Appendix 5 – In-process Cancellation Order Form
- Appendix 6 - Change Order Form for Wholesale Leased Lines Service
- Appendix 7 - Cessation Request Form for Wholesale Leased Lines Service
- Appendix 8 – Notification of Planned Maintenance

## Appendix 1

### Order Form for Wholesale Leased Lines Service

|               |                   |
|---------------|-------------------|
| Operator:     | Order Date:       |
| Your Ref. No. | OrderPlacedBy:    |
| Your Tel. No. | Your Acc. Number: |

Quote Ref. No.

Your email address:

| Service  | Selection                | Quantity | Date required |
|----------|--------------------------|----------|---------------|
| 10Mbps   | <input type="checkbox"/> |          |               |
| 100Mbps  | <input type="checkbox"/> |          |               |
| 1000Mbps | <input type="checkbox"/> |          |               |

#### Circuit Connection Information

|  |  |
|--|--|
| <p style="text-align: center;"><u>A End Information</u></p> <p>Contact: Tele: Fax: Address:-</p> | <p style="text-align: center;"><u>B End Information</u></p> <p>Contact: Tele: Fax: Address:-</p> |
|--|--|

| Operator BillingAddress   |
|---|
| <p>Contact:</p> <p>Address:</p>   |
| <p>Please send your order to</p> <p><a href="mailto:dwayne.lara@gibtele.com">dwayne.lara@gibtele.com</a></p> <p>with Subject header</p> <p>ORDER – Operator NAME – CIRCUIT TYPE – YOUR REF – DATE</p> |

## Appendix 2

### Order Acknowledgement Form

|  |  |
|--|--|
| <b>Operator</b>                        |  |
| <b>Customer order reference number</b> |  |
| <b>Service Description</b>             |  |
| <b>Gibtelecom service order number</b> |  |
| <b>Gibtelecom circuit reference</b>    |  |
| <b>Date of receipt of order form</b>   |  |
| <b>Date of acknowledgment</b>          |  |
| <b>Monthly rental(s)</b>               |  |
| <b>Connection fee(s)</b>               |  |

# Appendix 3

## Order Validation Form

|  |  |
|--|--|
| <b>Operator</b>                        |  |
| <b>Gibtelecom service order number</b> |  |
| <b>Gibtelecom circuit reference</b>    |  |
| <b>Estimated delivery date</b>         |  |
| <b>Date of validation</b>              |  |

## Appendix 4 Ready for Service Notice

|  |  |
|--|--|
| <b>Operator</b>                        |  |
| <b>Gibtelecom service order number</b> |  |
| <b>Gibtelecom circuit reference</b>    |  |
| <b>Description/type</b>                |  |
| <b>Bandwidth</b>                       |  |
| <b>Configuration details</b>           |  |
| <b>A end address and details</b>       |  |
| <b>B end address and details</b>       |  |
| <b>Service handover date</b>           |  |
| <b>Billing start date</b>              |  |



## Appendix 5 In-process Cancellation Order Form

|  |  |
|--|--|
| <b>Operator</b>                        |  |
| <b>Gibtelecom service order number</b> |  |
| <b>Gibtelecom circuit reference</b>    |  |
| <b>Date of Order Form</b>              |  |
| <b>Date of Order Acknowledgment</b>    |  |
| <b>Date of Order Validation</b>        |  |
| <b>Estimated delivery date</b>         |  |
| <b>Date of requested cancellation</b>  |  |
| <b>Date of cancellation order</b>      |  |

## Appendix 6 Change Order Form

|  |  |
|--|--|
| <b>Operator</b>                        |  |
| <b>Gibtelecom service order number</b> |  |
| <b>Gibtelecom circuit reference</b>    |  |
| <b>Date of change request</b>          |  |
| <b>Upgrade/downgrade?</b>              |  |
| <b>New bandwidth</b>                   |  |
| <b>Requested date of delivery</b>      |  |

# Appendix 7

## Cessation Request Form

|  |  |
|--|--|
| <b>Operator</b>                        |  |
| <b>Gibtelecom service order number</b> |  |
| <b>Gibtelecom circuit reference</b>    |  |
| <b>Date of cessation request</b>       |  |
| <b>Requested date of cessation</b>     |  |

# Appendix 8

## Notification of Planned Maintenance

|   |
|---|
| <b>Notification of maintenance activity</b> |
|---|

|                                     |  |
|-------------------------------------|--|
| <b>Gibtelecom date of issue</b>     |  |
| <b>Gibtelecom reference</b>         |  |
| <b>Sent to</b>                      |  |
| <b>Time of maintenance activity</b> |  |
| <b>Details</b>                      |  |

## Annex 2 Directory of Contact points

**Document controllers**

| Gibtelecom Document Controller        | OPERATOR Document Controller |
|---------------------------------------|------------------------------|
| Name: Dwayne Lara                     | Name                         |
| Title: Corporate & Regulatory Manager | Title                        |
| Address                               | Address                      |
| Phone                                 | Phone                        |
| E-mail                                | E-mail                       |

**Order Contact Points**

The following contacts relate to the ordering of a Service:

|  |   |
|--|---|
| Gibtelecom Order Contact Point   | Account Manager for Operator  |
| Gibtelecom<br>Attn: Dwayne Lara<br>15/21 John Mackintosh Square<br>Gibraltar | Gibtelecom<br>Attn: Dwayne Lara<br>15/21 John Mackintosh Square<br>Gibraltar  |
| E-mail: <a href="mailto:dwayne.lara@gibtele.com">dwayne.lara@gibtele.com</a> | E-mail: <a href="mailto:dwayne.lara@gibtele.com">dwayne.lara@gibtele.com</a>  |
| Operator Order Contact Point   | Gibtelecom, Wholesale Services E-mail address<br><a href="mailto:dwayne.lara@gibtele.com">dwayne.lara@gibtele.com</a> |

**Provisioning Contact Points**

The following provisioning contacts relate to the provisioning of Carrier Service.

|   |  |
|---|--|
| <p>Gibtelecom Provisioning Contact Point</p> <p>Gibtelecom<br/>Attn: Dwayne Lara<br/>15/21 John Mackintosh Square<br/>Gibraltar</p> <p>E-mail: <a href="mailto:dwayne.lara@gibtele.com">dwayne.lara@gibtele.com</a></p> | <p>Account Manager for Operator</p> <p>Gibtelecom<br/>Attn: Dwayne Lara<br/>15/21 John Mackintosh Square<br/>Gibraltar</p> <p>E-mail: <a href="mailto:dwayne.lara@gibtele.com">dwayne.lara@gibtele.com</a></p> |
| <p>Operator Provisioning Contact Point</p>  | <p>Gibtelecom, Wholesale Services E-mail address<br/>E-mail : <a href="mailto:dwayne.lara@gibtele.com">dwayne.lara@gibtele.com</a></p>   |