

Reference Offer Wholesale FibreLine Local Access

Service Operations Manual

1 Background

This document is concerned with KCOM's Reference Offer for Wholesale FibreLine Local Access Services and those Services listed in that Agreement. Service Operations Manuals for other KCOM products and services are set according to established processes for the products and services, which continue to develop to suit changing conditions in those markets.

The purpose of the Service Operations Manual is to document the processes and procedures involved in service provision and support for Wholesale FibreLine Local Access Services.

The Service Operations Manual is the statement of agreed working practices between the parties and has no authority to vary the terms and conditions of the Reference Offer for Wholesale FibreLine Local Access Services.

The purpose of the Service Operations Manual is to:

- a. describe the processes and procedures involved in the delivery of Wholesale FibreLine Local Access Service Orders
- b. detail the escalation and complaints procedures for incident management and service delivery
- c. document the Customer Service Plan

2. Service Request Process

2.1. Clean Order Process

The CP shall request any new provide order, in-life change or cessation of Service on the relevant Order Form to KCOM. The Order Form is mandatory and the Order will not be accepted by KCOM in any other format. KCOM will specify the Order Form to be used for each service element and all Orders must be submitted using the specified Order Form. The Order Form must be sent via the customer portal, where available, or by email to the KCOM Wholesale Desk, the details of which are specified in the Customer Service Plan.

On receipt of the Order Form, KCOM will review the Order Form for any errors or missing information. If any discrepancies are identified on the submitted Order Form, KCOM will reject the Order Form by return email, advising the CP of the reason(s) for rejection. In order to proceed with the Order, the CP will need to resubmit the Order Form to KCOM with the errors corrected and/or omissions inserted. The returned Order Form will be treated as a new Order and will restart the Clean Order Process. The Order Form must include full and accurate written details of the Exchange Site or End User and End User Site to which the Order relates and as specified on the Order Form. Upon KCOM's acceptance of the Order, KCOM shall use its reasonable endeavours to provide the Services by the Proposed Start Date. The Proposed Start Date for each type of Order is set out in Table 1 below. It is the CP's responsibility to ensure the Order Form includes all information necessary for successful completion of the Order.

Table 1

Service Element	Order Type	Proposed Start Date
Virtual Cable Connect Local Access Backhaul Service	New Provide	42 Working Days from KCOM's acceptance of the Order Form
Virtual Cable Connect Local Access Backhaul Service	Upgrades	21 Working Days
End User Access	New Provide	<p>Category 1 [fibre already in place and functioning but may need installation of ONT]: 8 Working Days</p> <p>Category 2 [Fibre needs jointing to service property]: 15 Working Days</p> <p>Category 3 [Cabling work required – fibre requires installing in/on existing infrastructure] : 20 Working Days</p> <p>Category 4 [New infrastructure required e.g. ducts, poles, dig downs]: 20 Working Days; from KCOM's acceptance of the Order Form*</p>
End User Access Migration	In Life Request	15 Working Days dependent on work required. The KCOM Wholesale Desk will advise of Proposed Start Date after KCOM has accepted the Order Form
End User Access	Cease	2 Working Days or the End User required cease date, whichever is greater subject to any minimum period of notice the CP is required to provide when terminating any given Service.

2.2. Order Delivery Process

Once KCOM has accepted the Order pursuant to the Clean Order Process, the KCOM Wholesale Desk will email the CP Order Correspondence Contact as specified on the Order Form, confirming its acceptance of the Order. At this point the Order will also be passed for processing.

Once the processing of the Order is complete a second email will be sent to the CP Order Correspondence Contact confirming the KCOM order number, Site address and where applicable the circuit reference and the Proposed Start Date.

During the life cycle of the Order the KCOM Wholesale Desk will advise of any Order exceptions, engineer visit dates, installation issues and changes to the Proposed Start Date if / when such instances occur. For any additional Order updates required, the CP Operational Contact may contact the KCOM Wholesale Desk, the details of which are specified within the Customer Service Plan.

Upon completion of the Order KCOM will provide the CP with confirmation that the Order has been fully completed and that the Service, if necessary, has been end-to-end tested. The Services will be chargeable from, and shall accrue from, the Service Start Date.

2.3. Suspended Orders

The CP is entitled to suspend delivery of an Order for up to 90 cumulative calendar days. To suspend an Order the CP must send an email to the KCOM Wholesale Desk, to the email address specified within the Customer Service Plan, and ensure that such email specifies the order number, Site address and where applicable the circuit reference of the Order to be placed on hold. Once KCOM has placed the Order on hold KCOM shall send a confirmation email to the CP.

Where KCOM is awaiting information from the CP in order to continue delivery of the Order, KCOM may suspend the Order on the CPs behalf. In such instances KCOM will send an email to the CP Order Correspondence Contact advising that the Order has been placed on hold.

2.4. Cancelled Orders

KCOM may cancel a suspended Order when the Order has been suspended for a period of more than 90 cumulative calendar days. If KCOM cancels the request for work at a Site in accordance with this paragraph, the CP must pay the cancellation fees specified in the Price List.

Should the CP wish to cancel an Order they must send an email to the KCOM Wholesale Desk, to the email address specified within the Customer Service Plan, and ensure that such email specifies the order number, Site address and where applicable the circuit reference of the Order to be cancelled. The KCOM Wholesale Desk will then send an email to the CP Order Correspondence Contact, confirming the Order has been cancelled and advising of any cancellation fee that is payable. Cancellation Charges are as set out in the Price List.

2.5 Circuit Cancellation Charges

This outlines the termination costs associated with cancelling Orders for Virtual Cable Connects and Local Access Backhaul Services where such termination is prior to the Proposed Start Date.

KCOM reserves the right to claim costs incurred as a result of the CP cancelling any Orders for central services prior to the Proposed Start Date, including Local Access Backhaul Services per Clause 2.8 in Schedule 6 and Virtual Cable Connects per Clause 2.8 in Schedule 2. For the avoidance of doubt such costs incurred shall include any Excess Construction Charges to the extent that KCOM has incurred such costs.

2.6. Resumed Orders

In order to resume an Order currently on hold, the CP must email the KCOM Wholesale Desk requesting that work recommences on the Order. Within the email the CP must advise the KCOM Wholesale Desk of the associated Order number, Site address and where applicable the

circuit reference. The CP must also provide any additional information KCOM requires in order to recommence delivery of the Order.

Once delivery of the Order has resumed, KCOM will advise the CP Order Correspondence Contact of the new Proposed Start Date. The new Proposed Start Date will be the old Proposed Start Date plus the number of Working Days the Order has been on hold. The new Proposed Start Date will replace the former Proposed Start Date.

3. Incident Management Procedure

Should the CP identify a problem with the Services, the CP must contact the KCOM Technical Support Team, the contact details of which can be found in the Customer Service Plan. The KCOM Technical Support Team will first undertake a series of first line diagnostic tests. If at this stage the problem is resolved, the KCOM Technical Support Team will close the incident ticket and confirm that the incident is resolved. It is the CP's responsibility to confirm to the End User that any incident affecting their service is resolved.

If first line diagnostics do not resolve the incident, a ticket will be raised for an engineer to conduct further investigations on the incident and attend the Exchange Site and/or End User Site and/or CP Site as required to resolve the problem if deemed necessary. Following successful engineer investigation, the KCOM Technical Support Team will inform the CP that the incident is resolved. The CP will then be responsible for informing End Users that any incident affecting their service is resolved.

The Time to Resolve (TTR) period shall begin once the CP notifies the KCOM Technical Support Team of the incident. The TTR incident shall cease upon notice to the CP by the KCOM Technical Support Team of an incident resolution. KCOM will record the duration of the TTR period in order to be able to comply with KCOM's obligations set out in the Service Standard Schedules to KCOM's Reference Offer for Wholesale FibreLine Local Access Services.

If KCOM is prevented from resolving an incident within the TTR as a result of not being able to gain access to an End User Site (subject to KCOM providing prior notice wherever possible), the time period until KCOM physically gains access shall be deducted from the TTR calculations for the purpose of calculating any Service Credits that may be payable.

To diagnose and resolve any suspected incidents rapidly and effectively, the CP should endeavour to ensure the CP is in possession of the following information when contacting the KCOM Technical Support Team:

- a. the CP's organisation name and address;
- b. where the incident affects an End User, the End User's organisation name and address
- c. details of the Service provided by KCOM to the CP and/or End User as applicable;
- d. the address of the Exchange Site and/or End User Site and/or CP Site which is affected by the incident and the details of a contact at the End User Site where applicable;
- e. any affected circuit reference numbers;
- f. nature of the incident;
- g. details of any tests the CP may have carried out in attempting to localise the problem;

- h. where needed details of availability of access to the End User Site for KCOM's engineering staff;
- i. confirmation as to whether any affected circuits can be taken out of service, if necessary for testing.

4. Planned Outages Notification Procedure

Planned Outages may be necessary for KCOM to carry out essential maintenance or upgrades to the KCOM Network ; these will be kept to a minimum. Except in Emergency or when circumstances are beyond KCOM's control, KCOM will use reasonable endeavours to provide at least 10 Working Days' notice of any Planned Outages which will affect the availability of the Services.

The CP can contact the KCOM Wholesale Desk from time to time to request an alternative outage time, which KCOM will use its reasonable endeavours to implement. KCOM will give notice of Planned Outages to the CP Operational Contact(s).

5. Charge Change Notification Procedure

KCOM will advise the CP of any changes to Charges through the Charge Change Notification Procedure detailed in the Reference Offer for Wholesale FibreLine Local Access. KCOM will send a Charge Change Notice via email to the CP Billing Contact(s) listed within the Customer Service Plan. Within the Charge Change Notice KCOM will provide:

- a. details of the Services affected
- b. confirmation of the new Charges
- c. confirmation of the effective date of the Charge change

For any disputes with a Charge Change Notice please refer to the dispute process specified within the Reference Offer for Wholesale FibreLine Local Access Services.

6. Escalation & Complaints Procedure

Complaints and escalations in the first instance should be presented to the relevant KCOM Tier 1 contact within the Customer Service Plan. KCOM endeavour to manage all complaints through to resolution and always represent CP's interests at a senior level within KCOM.

However, should the CP consider that an issue with a Service requires further representation, the CP should escalate the issue through the remaining Customer Service Plan tiers as the CP deems necessary.

7. Customer Service Plan

7.1. Billing Contacts

Company: KCOM	
Tier 1	
Name	KCOM Wholesale Desk
Telephone Number	0800 7022000
Email Address	wholesalepartners@kcom.com
Tier 2	
Name	KCOM Wholesale Desk Team Manager
Telephone Number	0800 7022000
Email Address	wholesalepartners@kcom.com
Tier 3	
Name	KCOM Wholesale Account Manager
Telephone Number	
Email Address	wholesalesales@kcom.com

Company: [CP Name]	
Tier 1	
Name	[Name]
Telephone Number	[Telephone Number]
Email Address	[Email Address]
Tier 2	
Name	[Name]
Telephone Number	[Telephone Number]
Email Address	[Email Address]
Tier 3	
Name	[Name]
Telephone Number	[Telephone Number]
Email Address	[Email Address]

7.2. Operational Contacts

Company: KCOM	
Tier 1	
Name	KCOM Wholesale Desk
Telephone Number	0800 7022000
Email Address	wholesalepartners@kcom.com
Tier 2	
Name	Head of Customer Service Operations
Telephone Number	0800 7022000
Email Address	TBC
Tier 3	
Name	Head of Wholesale
Telephone Number	0800 7022000
Email Address	TBC

Company: [CP Name]	
Tier 1	
Name	[Name]
Telephone Number	[Telephone Number]
Email Address	[Email Address]
Tier 2	
Name	[Name]
Telephone Number	[Telephone Number]
Email Address	[Email Address]
Tier 3	
Name	[Name]
Telephone Number	[Telephone Number]
Email Address	[Email Address]

7.3. Technical Support Contacts

Company: KCOM	
Tier 1	
Name	Operations Support
Telephone Number	0800 7022000
Email Address	wholesalepartners@kcom.com
Tier 2	
Name	Operations Support Manager
Telephone Number	0800 7022000
Email Address	TBC
Tier 3	
Name	TBC
Telephone Number	TBC
Email Address	TBC

Company: [CP Name]	
Tier 1	
Name	[Name]
Telephone Number	[Telephone Number]
Email Address	[Email Address]
Tier 2	
Name	[Name]
Telephone Number	[Telephone Number]
Email Address	[Email Address]
Tier 3	
Name	[Name]
Telephone Number	[Telephone Number]
Email Address	[Email Address]