



Conditions for Generic Ethernet Access Service

Schedule 3 – Forecasting

1 PROVISION OF FORECAST

- 1.1 The Communications Provider shall monitor the level of provision Orders that require an engineering visit and calculate whether the level will reach, or exceed the forecast threshold level based on criteria defined in the GEA Forecasting Manual. The Communications Provider shall notify BT when it calculates that its level of provision Orders will reach or exceed the forecast threshold level in accordance with the GEA Forecasting Manual. BT shall confirm to the Communications Provider whether it is required to provide a Forecast. BT shall allow the Communications Provider 3 calendar months to prepare and deliver its initial Forecast(s).
- 1.2 During the term of this Contract the Communications Provider, where required to provide a Forecast under paragraph 1.1 above, will provide its Openreach Sales and Relationship Manager (SRM) with a quarterly in advance Committed Forecast of the number of Forecasted Orders it will make during the relevant Forecast Period under this Contract. The Forecast shall detail the anticipated Forecasted Orders on a regional basis as defined in the GEA Forecasting Manual.
- 1.3 The Forecast shall be provided in the form and at the specified times prescribed in the Handbook and in accordance with the provisions of the GEA Forecasting Manual.
- 1.4 After a Forecast has been submitted, the Communications Provider can only amend the Forecast in accordance with the GEA Forecasting Manual.
- 1.5 The parties agree that a Forecast is not a commitment to make a minimum number of Orders during any Forecast Period.
- 1.6 No later than each subsequent April following confirmation from BT under paragraph 1.1 that the Communications Provider must provide a Forecast, BT shall confirm to the Communications Provider either that its obligation shall continue in accordance with this Schedule for a further 12 calendar months, or that the Communications Provider is not required to provide a Forecast until the Communications Provider's level of provision Orders has once again exceeded the forecast threshold and the terms of paragraph 1.1 apply.

2 EFFECT OF INACCURATE FORECASTS

- 2.1 For each Order in excess of the last updated Forecast, both parties shall agree a Contractual Delivery Date. If the parties are unable to agree a Contractual Delivery Date, BT may provide a Contractual Delivery Date.
- 2.2 In respect of each variant of the Service, if the Communications Provider submits a total number of Orders during any Forecast Period that exceeds the forecasted number of Orders for that period by more than the margin for error set out in the GEA Forecasting Manual, then the service guarantees for provision of the Service in Schedule 4 may not apply to those Orders in excess of the forecast submitted during the periods set out in the GEA Forecasting Manual.
- 2.3 This Schedule 3 shall not affect any of the service guarantees for repair of the Service set out in Schedule 4.
- 2.4 If BT has confirmed that the Communications Provider is obliged to provide a Forecast in accordance with paragraph 1.1 of this Schedule, in the event that the Communications Provider submits a total number of Orders in a Region during any Forecast Period that is above or below the forecasted number of Orders for a Region, for that Forecast Period by more than the margin of error of 10% then the service level guarantees for appointment availability set out in Schedule 4 paragraph 4.5 will not apply for that Region for that Forecast Period.