



1. GEA CABLELINK AVAILABILITY

- 1.1 GEA Cablelink is available at those locations as notified by BT on the BT Website from time to time.
- 1.2 The GEA Cablelink product description and the GEA Cablelink business process document referred to in this Schedule 2A is an Ancillary Document and is available on the Openreach Website at:

<http://www.openreach.co.uk/orpg/home/products/super-fastfibreach/cablelink/cablelink.do>

2. GEA CABLELINK PROVISION

- 2.1 GEA Cablelink provides a fibre connection between an NGA Layer 2 Switch at a BT exchange and the CP's equipment located at a point of handover within the same exchange. GEA Cablelink will be provided and maintained by BT as set out in the GEA Cablelink product description and the GEA Cablelink business process document.
- 2.2 BT will be responsible for providing the Communications Provider with a fault reporting facility as set out in the GEA Cablelink product description and the GEA Cablelink business process document.
- 2.3 The Communications Provider is responsible for:
- (a) compliance with any instructions set out in the GEA Cablelink product description and the GEA Cablelink business process document and the terms of this Contract;
 - (b) the acts and omissions of its employees and agents in connection with the repair and/or any other alternative process set out in the GEA Cablelink product description and the GEA Cablelink business process document. ;
 - (c) managing the traffic capacity and 'shaping' on the GEA Cablelink; and
 - (d) unless otherwise agreed by the parties, connection of the GEA Cablelink to the Communications Provider's equipment.
- 2.4 GEA Cablelink offers the bandwidth variants set out in the GEA Cablelink product description.

3. ORDER HANDLING

3.1 ORDER HANDLING AND PROVISION

- (a) The Communications Provider must place Orders using the Gateway and following the process as set out in the GEA Cablelink product description and the GEA Cablelink business process document..
- (b) An Order may be rejected if any information is illegible, inaccurate, incomplete or incorrect or if it is a duplicate Order.
- (c) All orders received will be processed by BT in the order in which they are received.
- (d) Orders will be completed by BT within the periods set out in the GEA Cablelink product description and the GEA Cablelink business process document, or such longer period as agreed with or notified to the Communications Provider.
- (e) If through an omission or default of the Communications Provider on the Customer Confirmed Date BT is unable to complete the provision, the provision will be suspended and the Communications Provider shall be liable to reimburse BT its reasonable costs. The parties shall agree a new CCD for completion of the provision.

- (f) BT will terminate and commission the GEA Cablelink on the CP equipment in accordance with the GEA Cablelink business process document.;
- (g) If the Communications Provider notifies BT that the CP equipment is not available for connection, BT will leave a coiled cable to which the Communications Provider will connect its equipment in accordance with the following:
 - (i) BT will perform a test of the (looped) fibre by passing light through the fibre (i.e. a “light test”) proving connectivity on the GEA Cablelink from the Layer 2 Switch;
 - (ii) if BT is unable to perform the end to end light test with the CP, BT will activate the GEA Cablelink to a loop and leave the fibres coiled at CP’s equipment or patch panel; and
 - (iii) the Communications Provider will inform BT when it has connected the cable and BT will re-activate the GEA Cablelink and regularise the alarms.

3.2 CANCELLATION

If the Communications Provider cancels an Order before the GEA Cablelink CCD, the Communications Provider shall reimburse BT to the extent of the costs of any work done and for money spent in preparing to provide the GEA Cablelink. BT will take reasonable steps to mitigate the amount of such costs and expense.

3.3 CESSATIONS

The Communications Provider may place orders for cessation by following the process set out in paragraph 3.1 above.

4. SERVICE ASSURANCE AND PROBLEM MANAGEMENT

- 4.1 BT will only accept fault reports directly from the Communications Provider. If the fault is not attributable to the BT Network BT will charge Time Related Charges as set out in the Openreach Price List for any Site visit.
- 4.2 The Communications Provider will report all faults in accordance with the appropriate Service schedule for GEA-FTTC or GEA-FTTP.