

Supplier Engagement Information

Brief: There may be instances during the progression of a support case where a customer opts to engage one of our suppliers to investigate further. The purpose of this document is to highlight the information we will require in order to progress a supplier investigation / Trouble Report as well as provide important information relevant to three specific scenarios:

- Where a supplier investigation can progress without an appointment booking being required.
- Where it is necessary for an appointment to be booked in order for the supplier investigation to progress.
- Confirmation of when a supplier engineer appointment has been booked.

By returning the requested information, the customer is agreeing to the applicable Terms and Conditions for the supplier investigation as detailed within these three scenarios.

Customers are reminded that any service-affecting issue should be reported to Spitfire Support as normal via support@spitfire.co.uk or 020 7501 3030.

Supplier Trouble Report (no appointment required)

To report your issue to our supplier we require the following site access information and the consent of a recognized customer contact. Please complete and confirm the following required information:

SITE ACCESS INFORMATION & AGREEMENT

By supplying the below information I confirm that I am either (i) an employee with the authority to accept potential charges incurred due to a trouble report, or (ii) have the express consent of the customer to act as their agent when dealing with Spitfire, including for the purposes of accepting potential charges on their behalf (and to demonstrate such authenticity I include a customer employee in copy).

Site Contact Name:

Site Contact Number:

Site Access Times:

Site Access Instructions (e.g. use intercom at blue door):

I have read and accept the conditions outlined in this email and I agree to proceed subject to potential charges (Yes/No):

A confirmation of the above will enable us to proceed in line with the conditions outlined in this email. Please note that if a specific appointment slot is later deemed to be required by the supplier then we will need to confirm similar details with you again.

IMPORTANT INFORMATION:



Important information relating to SARS-CoV-2 and Coronavirus Disease 2019 (COVID-19).

Openreach have issued engineer advice on visiting end customer premises. This could impact fault investigations that require Openreach engineers to visit end customer premises.

Advice from other wholesale providers in relation to their own engineers is expected to be broadly in line with Openreach's advice. And Spitfire will be applying Openreach's policy for visits to end customer premises by Spitfire engineers.

Please see "Important information relating to engineer visits to end customer premises during the 2019-20 coronavirus pandemic" via <https://www.spitfire.co.uk/support/> for more information.



SITE ACCESS:

Supplier engineers may be dispatched to investigate your issue without notice. Full access to the site should be made available during the Site Access Times agreed above. Engineers should be allowed unimpeded access to investigate including but not limited to the Distribution Point (DP), Network Termination Equipment (NTE) and Customer Premises Equipment (CPE). Spitfire recommends that customers confirm with their IT personnel and/or facilities management that full and unimpeded access will be available before proceeding. A supplier engineer may not always deem it necessary to attend site and may progress the case remotely but access should still be made available.

Spitfire recommends using a mobile number as a single and accountable customer contact and ensuring that voicemail and/or call waiting is in place to enable the Site Contact to receive any inbound calls from a supplier engineer. Furthermore, if the contact is expected to be outside of normal mobile reception during the agreed Site Access Times then Spitfire recommends setting up appropriate call forwarding from the mobile phone to enable the Site Contact to receive any inbound calls from a supplier engineer.

SERVICE LEVEL AGREEMENT:

Please be reminded that for some Service Levels, a failure to provide 24 hour access may result in postponement of the Target Clearance SLA or the revision to a lower service level and a protracted repair time.

SUPPLIER ENGINEERS:

Our suppliers include Openreach, BT Wholesale, TalkTalk Business and others. Engineering work on behalf of all Spitfire-supplied services is normally carried out by Openreach. Openreach engineers work on behalf of all Communications Providers in maintaining the UK's physical access network. Openreach is a British Telecommunications plc (BT) business. Engineers will normally introduce themselves as being from "Openreach" or occasionally "BT". Please note that Openreach may also employ the services of Kelly Communications Ltd and others. All engineers are able to provide formal identification.

LINE IMPROVEMENT WORK:

It is the nature of DSL services that there can, on occasion, be intermittent connectivity and/or fluctuations in speed. Where the customer chooses to engage an Openreach engineer to investigate DSL connectivity issues, the engineer may perform access network improvements in an attempt to increase speed or stability. Irrespective of indicative diagnostic results, if an Openreach engineer's investigation finds that the analogue bearer (telephone line) meets the specification defined as SIN349 by BT Group Plc, then Time Related Charges will normally apply. It is not always possible for engineers to carry out access network improvements. If service resumes without any intervention by the Openreach engineer then Time Related Charges will still normally be applied. Even where an access network improvement has been made, this does not constitute a fault and remains chargeable.

CHARGES:

Time Related Charges (TRC) may be raised to recover the cost incurred when supplier engineers repair faults, provide or rearrange services, where this work is not covered under the terms of the service. Examples of chargeable work may include but are not limited to damage caused on the Openreach or other supplier's network and equipment by someone at or factors emanating from within the End Customer's premises (or wider building or complex), the requirement to repair cabling within the Customer's domain regardless of the location of the Network Termination Equipment (NTE) or Distribution Point (DP), the theft, loss or removal of Openreach or other supplier's equipment within the End Customer's premises (or wider building or complex), including the NTE or DP or other Network Termination Point or where no fault is found. Abortive Visit Charges (AVC) may be raised to recover the cost incurred when supplier engineers fail to progress a trouble report due to the inability to access the customer site and/or where the access to investigate is impeded, including but not limited to the Distribution Point (DP), Network Termination Equipment (NTE) and Customer Premises Equipment (CPE). Appointment cancellations may incur an Abortive Visit Charge. Fault conditions can and do change. It is the Customer's responsibility to report any change in fault condition that may mean they wish to cancel an appointment. The Customer must do so via phone call into Spitfire Support by 17:00 the work day prior to the appointment booking. Please note Spitfire cannot guarantee to be able to successfully reschedule or cancel an appointment. A TRC or AVC may be incurred in the event the fault condition has changed, for example if the service starts working, by the time the supplier engineer investigates. For some products, a Diagnostic Testing Charge may be incurred where a Diagnostic Testing Officer is engaged and there is no fault found. By proceeding you agree that we will recharge these costs to you. For details of current typical TRC and AVC charges please visit <http://www.spitfire.co.uk/support/>

Supplier Trouble Report (appointment required)

To book an appointment for a supplier site visit we require the following site access information and the consent of a recognized customer contact. Please complete and confirm the following required information:

SITE ACCESS INFORMATION & AGREEMENT

By supplying the below information I confirm that I am either (i) an employee with the authority to accept potential charges incurred due to a trouble report, or (ii) have the express consent of the customer to act as their agent when dealing with Spitfire, including for the purposes of accepting potential charges on their behalf (and to demonstrate such authenticity I include a customer employee in copy).

Site Contact Name:

Site Contact Number:

Appointment Slot (AM 08:00-12:59 or PM 13:00-18:00):

Site Access Instructions (e.g. use intercom at blue door):

I have read and accept the conditions outlined in this email and I agree to proceed subject to potential charges (Yes/No):

A confirmation of the above will enable us to proceed with a supplier site visit appointment booking in line with the conditions outlined in this email. Please note that if another supplier appointment is later requested for any reason then we will need to confirm these details with you again.

IMPORTANT INFORMATION:



Important information relating to SARS-CoV-2 and Coronavirus Disease 2019 (COVID-19).

Openreach have issued engineer advice on visiting end customer premises. This could impact fault investigations that require Openreach engineers to visit end customer premises.

Advice from other wholesale providers in relation to their own engineers is expected to be broadly in line with Openreach's advice. And Spitfire will be applying Openreach's policy for visits to end customer premises by Spitfire engineers.

Please see "Important information relating to engineer visits to end customer premises during the 2019-20 coronavirus pandemic" via <https://www.spitfire.co.uk/support/> for more information.



SITE ACCESS:

Supplier engineers should be dispatched to investigate your issue during the Appointment Slot chosen. AM appointments are 08:00-13:00 and PM appointments are 13:00-18:00. It is not possible to deviate from these appointment slots. Full access to the site should be made available during the Appointment Slot agreed above. Engineers should be allowed unimpeded access to investigate including but not limited to the Distribution Point (DP), Network Termination Equipment (NTE) and Customer Premises Equipment (CPE). Spitfire recommends that customers confirm with their IT personnel and/or facilities management that full and unimpeded access will be available before proceeding. A supplier engineer may not always deem it necessary to attend site and may progress the case remotely but access should still be made available.

Spitfire recommends using a mobile number as a single and accountable customer contact and ensuring that voicemail and/or call waiting is in place to enable the Site Contact to receive any inbound calls from a supplier engineer. Furthermore, if the contact is expected to be outside of normal mobile reception during the agreed Site Access Times then Spitfire recommends setting up appropriate call forwarding from the mobile phone to enable the Site Contact to receive any inbound calls from a supplier engineer.

APPOINTMENT CONFIRMATION:

Spitfire will endeavour to book the Appointment Slot agreed above and where possible Spitfire will confirm the appointment has been secured. Please note that in order to avoid a delay in the progression of your support case it may not always be possible for us to confirm the chosen appointment has been secured before its commencement.

APPOINTMENT RESCHEDULING OR CANCELLING:

Customers should work on the basis that appointment bookings are final. Spitfire cannot guarantee to be able to successfully reschedule or cancel an appointment. All requests to reschedule or cancel an appointment should be made via phone call into Spitfire Support by 17:00 the work day prior to the appointment booking. Requests to cancel or reschedule an appointment on the day of the appointment will not normally be able to be fulfilled and may result in a charge being incurred.

SUPPLIER ENGINEERS:

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Supplier Appointment Confirmation

A supplier site visit appointment booking has been made as requested. Please be reminded of the following conditions.

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