Further Competition Order Form Template

CALL-OFF REFERENCE:	FS900226 – Network Circuit Provision
THE BUYER:	The Food Standards Agency
BUYER ADDRESS	Clive House, 70 Petty France, London, SW1H 9EX United Kingdom
SUPPLIER REFERENCE	0066900001XwnT0
THE SUPPLIER:	Exponential-e Limited
SUPPLIER ADDRESS:	100 Leman Street, London, E1 8EU
REGISTRATION NUMBER:	04499567
DUNS NUMBER:	64-096-1145
SID4GOV ID:	Not Applicable

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 28 June 2022.

It's issued under the Framework Contract with the reference number RM3808 for the provision of Network Services.

CALL-OFF LOT(S):
Lot 1

CALL-OFF INCORPORATED TERMS
The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

1. This Order Form including the Call-Off Special Terms and Call-Off special Schedules.
2. Joint Schedule 1(Definitions and Interpretation) RM3808
3. The following Schedules in equal order of precedence:

    - Joint Schedules for framework reference number RM3808

        - Joint Schedule 2 (Variation Form)
        - Joint Schedule 3 (Insurance Requirements)
        - Joint Schedule 4 (Commercially Sensitive Information)
        - Joint Schedule 6 (Key Subcontractors)
        - Joint Schedule 7 (Financial Difficulties)

- Joint Schedule 10 (Rectification Plan)
- Joint Schedule 12 (Supply Chain Visibility)

Call-Off Schedules for FS900226 – Network Circuit Provision

- Call-Off Schedule 1 (Transparency Reports)
- Call-Off Schedule 3 (Continuous Improvement)
- Call-Off Schedule 6 (ICT Services)
- Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
- Call-Off Schedule 9 (Security)
- Call-Off Schedule 10 (Exit Management)
- Call-Off Schedule 11 (Installation Works)
- Call-Off Schedule 14 (Service Levels)
- Call-Off Schedule 15 (Call-Off Contract Management)
- Call-Off Schedule 18 (Background Checks)
- Call-Off Schedule 20 (Call-Off Specification)

4. CCS Core Terms (version 3.0.5)
5. Joint Schedule 5 (Corporate Social Responsibility)
6. Call-Off Schedule 4 (Call-Off Tender) as long as any part or parts of the Call-Off Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above.

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

CALL-OFF SPECIAL TERMS

Joint Schedule 7:

The Monitored Company shall be only the Supplier.

The Ratings Agencies shall be Dun and Bradstreet (D&B) and Graydon.

The table for Part 1 of Annex 2 to this Joint Schedule shall be as follows:

Entity	**Credit rating (long term)**	**Credit Rating Threshold**
Exponential-e Limited	D&B – 3A Graydon – AAA	D&B Risk Indicator 2 – Lower than average risk Graydon Rating - BB

Call-Off Schedule 1:

The list of Transparency Reports for Annex of this Call-Off Schedule are as follows:

Title	**Content**	**Format**	**Frequency**
Performance	Performance against SLA, Incident, Change, Net Promoter Score,	pdf	monthly

Title	Content	Format	Frequency
	Capacity, Finance, In-flight projects, minutes and actions		
Call-Off Contract Charges	Summary of contract charges and any subsequent variations	pdf	6 monthly.
Technical	Text summary of solution and any associated technical diagrams	Word or Pdf	6 monthly or following any material change to the design

Call-Off Schedule 4:
The tender is attached as Appendix D to this Order Form.

Call-Off Schedule 10:
The definition of “Exclusive Assets” and “Non-Exclusive Assets” shall only refer to the Supplier and not Key Subcontractor.

Clause 4.4.1 of this Call-Off Schedule shall be as follows:
maintain and update the Exit Plan (and risk management plan) no less frequently than:

a) every six (6) months throughout the Contract Period; and

b) no later than twenty (20) Working Days after a request from the Buyer for an up-to-date copy of the Exit Plan;

c) as soon as reasonably possible following a Termination Assistance Notice, and in any event no later than ten (10) Working Days after the date of the Termination Assistance Notice;

d) as soon as reasonably possible following, and in any event no later than twenty (20) Working Days following, any material change to the Deliverables (including all changes under the Variation Procedure); and

Call-Off Schedule 14:
The amended version of Part B of this Call-Off Schedule contained at Appendix E to this Order Form shall apply.

Call-Off Schedule 15:
No Operational /Contract Boards shall apply.

Call-Off Schedule 18:
"Relevant Convictions" for the Annex 1 of this Call-Off Schedule shall be as follows:

- Murder
- Sexual offences including any offences which involve sexual activity or sexual motivation and any offences which relate to images or videos involving child sexual abuse
- Human trafficking
- Slavery, servitude and forced or compulsory labour
- Extortion
- Hate crime
- Blackmail
- Manslaughter
- Kidnapping
- Causing an explosion likely to endanger life or property
- Serious offences under the Firearms Act 1968
- Causing death by dangerous driving
- Hostage taking
- Torture
- Serious drug related offences
- Hijacking offences
- Offences that relate to:
    - Serious harm to the security of the state or to public order
    - Serious interference with the administration of justice or with the investigation of offences
    - The death or serious injury of any person, or a substantial financial gain or serious financial loss to any person

Call-Off Schedule 20:
This is attached as Appendix C to this Order Form.

Call-Off Schedule 23:
A new Call-Off Schedule 23 (Post Tender Clarification Questions and Answers) shall apply as set out in Appendix A to this Order Form.

CALL-OFF START DATE	28 June 2022
CALL-OFF EXPIRY DATE	28 June 2025

CALL-OFF INITIAL PERIOD 3 years

CALL-OFF OPTIONAL EXTENSION PERIOD 2 x 12 month Extension options

MINIMUM PERIOD OF NOTICE FOR WITHOUT REASON TERMINATION

90 days' notice in line with Core Terms Clause 10.3

CALL-OFF DELIVERABLES
See details in Call-Off Schedule 20 (Call-Off Specification) (Appendix C to this Order Form)

MAXIMUM LIABILITY
The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is £267,630.00 (Ex VAT).

CALL-OFF CHARGES

Site	Product Title	One Off Charge	Annual Charge
Non-Site	Service Manager - Professional Services: Service Management 2 Days per Month	[redacted]	[redacted]
Non-Site	ServiceNow ITSM - Fully Managed Integration*	[redacted]	[redacted]
Non-Site	One Manage Platform Including Install**	[redacted]	[redacted]
Non-Site	Insight for Broadband	[redacted]	[redacted]
Non-Site	Professional Services - PS - Senior Solutions Consultant – 5 Man Days	[redacted]	[redacted]
B11 4AA	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
B11 4AA	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
B11 4AA	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
B11 4AA	Upgrade Care Level 1->4	[redacted]	[redacted]
B120SJ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
B120SJ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
B120SJ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
B120SJ	Upgrade Care Level 1->4	[redacted]	[redacted]
B151TR	Smart Wires EoF - Smart Wires EoF - BT Openreach	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
B151TR	Smart Wires CPE: Managed Router - SRX340	[redacted]	[redacted]
B151TR	Insight	[redacted]	[redacted]
B151TR	Smart Wires - WAN QoS - Standard	[redacted]	[redacted]
B57EJ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
B57EJ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
B57EJ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
B57EJ	Upgrade Care Level 1->4	[redacted]	[redacted]
B610BN	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
B610BN	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
B610BN	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
B610BN	Upgrade Care Level 1->4	[redacted]	[redacted]
B945AH	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
B945AH	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
B945AH	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
B945AH	Upgrade Care Level 1->4	[redacted]	[redacted]
BA35UF	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
BA35UF	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
BA35UF	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
BA35UF	Upgrade Care Level 1->4	[redacted]	[redacted]
BB115PP	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
BB115PP	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
BB115PP	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
BB115PP	Upgrade Care Level 1->4	[redacted]	[redacted]
BB74LH	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
BB74LH	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
BB74LH	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
BB74LH	Upgrade Care Level 1->4	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
BB88LH	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
BB88LH	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
BB88LH	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
BB88LH	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
BB88LH	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
BB88LH	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
BB88LH	Upgrade Care Level 1->4	[redacted]	[redacted]
BB88LH	Upgrade Care Level 1->4	[redacted]	[redacted]
BD135HP	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
BD135HP	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
BD135HP	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
BD135HP	Upgrade Care Level 1->4	[redacted]	[redacted]
BD39RD	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
BD39RD	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
BD39RD	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
BD39RD	Upgrade Care Level 1->4	[redacted]	[redacted]
BN59BB	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
BN59BB	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
BN59BB	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
BN59BB	Upgrade Care Level 1->4	[redacted]	[redacted]
BS309TN	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
BS309TN	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
BS309TN	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
BS309TN	Upgrade Care Level 1->4	[redacted]	[redacted]
BS378QZ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
BS378QZ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
BS378QZ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
BS378QZ	Upgrade Care Level 1->4	[redacted]	[redacted]
BS484DD	Smart Wires Broadband (PSTN not included) - ADSL	[redacted]	[redacted]
BS484DD	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
BS484DD	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
BS484DD	Upgrade Care Level 1->4	[redacted]	[redacted]
BT13BG	Smart Wires EoF - Smart Wires EoF - BT Openreach	[redacted]	[redacted]
BT13BG	Smart Wires CPE: Managed Router - SRX340	[redacted]	[redacted]
BT13BG	Insight	[redacted]	[redacted]
BT13BG	Smart Wires - WAN QoS - Standard	[redacted]	[redacted]
CA101NB	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
CA101NB	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
CA101NB	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
CA101NB	Upgrade Care Level 1->4	[redacted]	[redacted]
CA30EH	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
CA30EH	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
CA30EH	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
CA30EH	Upgrade Care Level 1->4	[redacted]	[redacted]
CA70JT	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
CA70JT	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
CA70JT	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
CA70JT	Upgrade Care Level 1->4	[redacted]	[redacted]
CF101EW	Insight	[redacted]	[redacted]
CF101EW	Smart Wires EoF - Smart Wires EoF - BT Openreach	[redacted]	[redacted]
CF101EW	Smart Wires CPE: Managed Router - SRX340	[redacted]	[redacted]
CF101EW	Smart Wires - WAN QoS - Standard	[redacted]	[redacted]
CF340AJ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
CF340AJ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
CF340AJ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
CF340AJ	Upgrade Care Level 1->4	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
CF482TA	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
CF482TA	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
CF482TA	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
CF482TA	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
CF482TA	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
CF482TA	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
CF482TA	Upgrade Care Level 1->4	[redacted]	[redacted]
CF482TA	Upgrade Care Level 1->4	[redacted]	[redacted]
CF831NF	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
CF831NF	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
CF831NF	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
CF831NF	Upgrade Care Level 1->4	[redacted]	[redacted]
CH39BH	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
CH39BH	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
CH39BH	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
CH39BH	Upgrade Care Level 1->4	[redacted]	[redacted]
CH52QP	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
CH52QP	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
CH52QP	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
CH52QP	Upgrade Care Level 1->4	[redacted]	[redacted]
CM08NA	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
CM08NA	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
CM08NA	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
CM08NA	Upgrade Care Level 1->4	[redacted]	[redacted]
CM133EN	Smart Wires Broadband (PSTN not included) - ADSL	[redacted]	[redacted]
CM133EN	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
CM133EN	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
CM133EN	Smart Wires Broadband (PSTN not included) - ADSL	[redacted]	[redacted]
CM133EN	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
CM133EN	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
CM133EN	Upgrade Care Level 1->4	[redacted]	[redacted]
CM133EN	Upgrade Care Level 1->4	[redacted]	[redacted]
CM133EN	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
CM133EN	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
CM133EN	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
CM133EN	Upgrade Care Level 1->4	[redacted]	[redacted]
CM32BH	Smart Wires Broadband (PSTN not included) - ADSL	[redacted]	[redacted]
CM32BH	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
CM32BH	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
CM32BH	Upgrade Care Level 1->4	[redacted]	[redacted]
CM75BA	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
CM75BA	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
CM75BA	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
CM75BA	Upgrade Care Level 1->4	[redacted]	[redacted]
CO169QE	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
CO169QE	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
CO169QE	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
CO169QE	Upgrade Care Level 1->4	[redacted]	[redacted]
CV357HZ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
CV357HZ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
CV357HZ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
CV357HZ	Upgrade Care Level 1->4	[redacted]	[redacted]
CV365JJ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
CV365JJ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
CV365JJ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
CV365JJ	Upgrade Care Level 1->4	[redacted]	[redacted]
CV81NN	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
CV81NN	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
CV81NN	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
CV81NN	Upgrade Care Level 1->4	[redacted]	[redacted]
CW15QF	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
CW15QF	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
CW15QF	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
CW15QF	Upgrade Care Level 1->4	[redacted]	[redacted]
CW15RQ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
CW15RQ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
CW15RQ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
CW15RQ	Upgrade Care Level 1->4	[redacted]	[redacted]
DE61HA	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
DE61HA	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
DE61HA	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
DE61HA	Upgrade Care Level 1->4	[redacted]	[redacted]
DE655PS	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
DE655PS	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
DE655PS	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
DE655PS	Upgrade Care Level 1->4	[redacted]	[redacted]
DE655PW	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
DE655PW	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
DE655PW	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
DE655PW	Upgrade Care Level 1->4	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
DJ67JU	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
DJ67JU	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
DJ67JU	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
DJ67JU	Upgrade Care Level 1->4	[redacted]	[redacted]
DL107SN	Smart Wires Broadband (PSTN not included) - ADSL	[redacted]	[redacted]
DL107SN	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
DL107SN	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
DL107SN	Upgrade Care Level 1->4	[redacted]	[redacted]
DL140AQ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
DL140AQ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
DL140AQ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
DL140AQ	Upgrade Care Level 1->4	[redacted]	[redacted]
DL167QD	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
DL167QD	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
DL167QD	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
DL167QD	Upgrade Care Level 1->4	[redacted]	[redacted]
DL83EP	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
DL83EP	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
DL83EP	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
DL83EP	Upgrade Care Level 1->4	[redacted]	[redacted]
DN119AS	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
DN119AS	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
DN119AS	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
DN119AS	Upgrade Care Level 1->4	[redacted]	[redacted]
DN158QW	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
DN158QW	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
DN158QW	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
DN158QW	Upgrade Care Level 1->4	[redacted]	[redacted]
DN211QH	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
DN211QH	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
DN211QH	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
DN211QH	Upgrade Care Level 1->4	[redacted]	[redacted]
DT101BQ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
DT101BQ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
DT101BQ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
DT101BQ	Upgrade Care Level 1->4	[redacted]	[redacted]
DT63HY	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
DT63HY	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
DT63HY	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
DT63HY	Upgrade Care Level 1->4	[redacted]	[redacted]
DT96HX	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
DT96HX	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
DT96HX	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
DT96HX	Upgrade Care Level 1->4	[redacted]	[redacted]
E32NR	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
E32NR	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
E32NR	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
E32NR	Upgrade Care Level 1->4	[redacted]	[redacted]
EC1A9PQ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
EC1A9PQ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
EC1A9PQ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
EC1A9PQ	Upgrade Care Level 1->4	[redacted]	[redacted]
EX111PQ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
EX111PQ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
EX111PQ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
EX111PQ	Upgrade Care Level 1->4	[redacted]	[redacted]
EX119QD	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
EX119QD	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
EX119QD	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
EX119QD	Upgrade Care Level 1->4	[redacted]	[redacted]
EX151QQ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
EX151QQ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
EX151QQ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
EX151QQ	Upgrade Care Level 1->4	[redacted]	[redacted]
EX174AF	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
EX174AF	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
EX174AF	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
EX174AF	Upgrade Care Level 1->4	[redacted]	[redacted]
EX175PB	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
EX175PB	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
EX175PB	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
EX175PB	Upgrade Care Level 1->4	[redacted]	[redacted]
EX203HT	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
EX203HT	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
EX203HT	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
EX203HT	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
EX203HT	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
EX203HT	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
EX203HT	Upgrade Care Level 1->4	[redacted]	[redacted]
EX203HT	Upgrade Care Level 1->4	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
EX226LE	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
EX226LE	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
EX226LE	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
EX226LE	Upgrade Care Level 1->4	[redacted]	[redacted]
EX26RL	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
EX26RL	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
EX26RL	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
EX26RL	Upgrade Care Level 1->4	[redacted]	[redacted]
EX340NS	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
EX340NS	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
EX340NS	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
EX340NS	Upgrade Care Level 1->4	[redacted]	[redacted]
GL142PH	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
GL142PH	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
GL142PH	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
GL142PH	Upgrade Care Level 1->4	[redacted]	[redacted]
GL181HP	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
GL181HP	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
GL181HP	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
GL181HP	Upgrade Care Level 1->4	[redacted]	[redacted]
GL28JX	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
GL28JX	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
GL28JX	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
GL28JX	Upgrade Care Level 1->4	[redacted]	[redacted]
GU11RP	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
GU11RP	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
GU11RP	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
GU11RP	Upgrade Care Level 1->4	[redacted]	[redacted]
GU146JS	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
GU146JS	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
GU146JS	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
GU146JS	Upgrade Care Level 1->4	[redacted]	[redacted]
HK49BH	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
HK49BH	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
HK49BH	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
HK49BH	Upgrade Care Level 1->4	[redacted]	[redacted]
HP30NQ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
HP30NQ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
HP30NQ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
HP30NQ	Upgrade Care Level 1->4	[redacted]	[redacted]
HR49PB	Smart Wires Broadband (PSTN not included) - ADSL	[redacted]	[redacted]
HR49PB	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
HR49PB	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
HR49PB	Smart Wires Broadband (PSTN not included) - ADSL	[redacted]	[redacted]
HR49PB	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
HR49PB	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
HR49PB	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
HR49PB	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
HR49PB	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
HR49PB	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
HR49PB	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
HR49PB	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
HR49PB	Upgrade Care Level 1->4	[redacted]	[redacted]
HR49PB	Upgrade Care Level 1->4	[redacted]	[redacted]
HR49PB	Upgrade Care Level 1->4	[redacted]	[redacted]
HR49PB	Upgrade Care Level 1->4	[redacted]	[redacted]
HU128TB	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
HU128TB	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
HU128TB	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
HU128TB	Upgrade Care Level 1->4	[redacted]	[redacted]
HX49BH	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
HX49BH	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
HX49BH	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
HX49BH	Upgrade Care Level 1->4	[redacted]	[redacted]
IP143JN	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
IP143JN	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
IP143JN	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
IP143JN	Upgrade Care Level 1->4	[redacted]	[redacted]
IP198NJ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
IP198NJ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
IP198NJ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
IP198NJ	Upgrade Care Level 1->4	[redacted]	[redacted]
IP215TL	Smart Wires Broadband (PSTN not included) - ADSL	[redacted]	[redacted]
IP215TL	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
IP215TL	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
IP215TL	Upgrade Care Level 1->4	[redacted]	[redacted]
IP221SA	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
IP221SA	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
IP221SA	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
IP221SA	Upgrade Care Level 1->4	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
IP237AJ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
IP237AJ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
IP237AJ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
IP237AJ	Upgrade Care Level 1->4	[redacted]	[redacted]
IP237HE	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
IP237HE	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
IP237HE	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
IP237HE	Upgrade Care Level 1->4	[redacted]	[redacted]
IP256LW	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
IP256LW	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
IP256LW	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
IP256LW	Upgrade Care Level 1->4	[redacted]	[redacted]
IP60HX	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
IP60HX	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
IP60HX	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
IP60HX	Upgrade Care Level 1->4	[redacted]	[redacted]
LA116JE	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
LA116JE	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
LA116JE	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
LA116JE	Upgrade Care Level 1->4	[redacted]	[redacted]
LA120LT	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
LA120LT	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
LA120LT	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
LA120LT	Upgrade Care Level 1->4	[redacted]	[redacted]
LA13AJ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
LA13AJ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
LA13AJ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
LA13AJ	Upgrade Care Level 1->4	[redacted]	[redacted]
LE142QN	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
LE142QN	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
LE142QN	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
LE142QN	Upgrade Care Level 1->4	[redacted]	[redacted]
LE143PR	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
LE143PR	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
LE143PR	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
LE143PR	Upgrade Care Level 1->4	[redacted]	[redacted]
LE176EG	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
LE176EG	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
LE176EG	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
LE176EG	Upgrade Care Level 1->4	[redacted]	[redacted]
LL114YF	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
LL114YF	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
LL114YF	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
LL114YF	Upgrade Care Level 1->4	[redacted]	[redacted]
LL130TS	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
LL130TS	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
LL130TS	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
LL130TS	Upgrade Care Level 1->4	[redacted]	[redacted]
LL141AF	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
LL141AF	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
LL141AF	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
LL141AF	Upgrade Care Level 1->4	[redacted]	[redacted]
LL219BU	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
LL219BU	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
LL219BU	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
LL219BU	Upgrade Care Level 1->4	[redacted]	[redacted]
LL777UX	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
LL777UX	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
LL777UX	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
LL777UX	Upgrade Care Level 1->4	[redacted]	[redacted]
LN34NL	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
LN34NL	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
LN34NL	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
LN34NL	Upgrade Care Level 1->4	[redacted]	[redacted]
LN76SH	Smart Wires Broadband (PSTN not included) - ADSL	[redacted]	[redacted]
LN76SH	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
LN76SH	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
LN76SH	Upgrade Care Level 1->4	[redacted]	[redacted]
LS196NU	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
LS196NU	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
LS196NU	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
LS196NU	Upgrade Care Level 1->4	[redacted]	[redacted]
YO1 7PR	Insight	[redacted]	[redacted]
YO1 7PR	Smart Wires EoF - Smart Wires EoF - BT Openreach	[redacted]	[redacted]
YO1 7PR	Smart Wires CPE: Managed Router - SRX340	[redacted]	[redacted]
M88RQ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
M88RQ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
M88RQ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
M88RQ	Upgrade Care Level 1->4	[redacted]	[redacted]
MK443SB	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
MK443SB	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
MK443SB	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
MK443SB	Upgrade Care Level 1->4	[redacted]	[redacted]
MK452NX	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
MK452NX	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
MK452NX	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
MK452NX	Upgrade Care Level 1->4	[redacted]	[redacted]
NE237NE	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
NE237NE	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
NE237NE	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
NE237NE	Upgrade Care Level 1->4	[redacted]	[redacted]
NG317DA	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
NG317DA	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
NG317DA	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
NG317DA	Upgrade Care Level 1->4	[redacted]	[redacted]
NG349SL	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
NG349SL	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
NG349SL	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
NG349SL	Upgrade Care Level 1->4	[redacted]	[redacted]
NN135HB	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
NN135HB	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
NN135HB	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
NN135HB	Upgrade Care Level 1->4	[redacted]	[redacted]
NP152EB	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
NP152EB	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
NP152EB	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
NP152EB	Upgrade Care Level 1->4	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
NR104DU	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
NR104DU	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
NR104DU	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
NR104DU	Upgrade Care Level 1->4	[redacted]	[redacted]
NR161AB	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
NR161AB	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
NR161AB	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
NR161AB	Upgrade Care Level 1->4	[redacted]	[redacted]
NR171DS	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
NR171DS	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
NR171DS	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
NR171DS	Upgrade Care Level 1->4	[redacted]	[redacted]
NR172AT	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
NR172AT	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
NR172AT	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
NR172AT	Upgrade Care Level 1->4	[redacted]	[redacted]
NR351NT	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
NR351NT	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
NR351NT	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
NR351NT	Upgrade Care Level 1->4	[redacted]	[redacted]
OL138NJ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
OL138NJ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
OL138NJ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
OL138NJ	Upgrade Care Level 1->4	[redacted]	[redacted]
OL148RE	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
OL148RE	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
OL148RE	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
OL148RE	Upgrade Care Level 1->4	[redacted]	[redacted]
OL26HQ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
OL26HQ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
OL26HQ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
OL26HQ	Upgrade Care Level 1->4	[redacted]	[redacted]
OL27BX	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
OL27BX	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
OL27BX	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
OL27BX	Upgrade Care Level 1->4	[redacted]	[redacted]
OL50JL	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
OL50JL	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
OL50JL	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
OL50JL	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
OL50JL	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
OL50JL	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
OL50JL	Upgrade Care Level 1->4	[redacted]	[redacted]
OL50JL	Upgrade Care Level 1->4	[redacted]	[redacted]
OX297GX	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
OX297GX	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
OX297GX	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
OX297GX	Upgrade Care Level 1->4	[redacted]	[redacted]
PE113YY	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
PE113YY	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
PE113YY	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
PE113YY	Upgrade Care Level 1->4	[redacted]	[redacted]
PE126EP	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
PE126EP	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
PE126EP	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
PE126EP	Upgrade Care Level 1->4	[redacted]	[redacted]
PE217TN	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
PE217TN	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
PE217TN	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
PE217TN	Upgrade Care Level 1->4	[redacted]	[redacted]
PE343PP	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
PE343PP	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
PE343PP	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
PE343PP	Upgrade Care Level 1->4	[redacted]	[redacted]
PL312QB	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
PL312QB	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
PL312QB	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
PL312QB	Upgrade Care Level 1->4	[redacted]	[redacted]
PR15AJ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
PR15AJ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
PR15AJ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
PR15AJ	Upgrade Care Level 1->4	[redacted]	[redacted]
PR56AJ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
PR56AJ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
PR56AJ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
PR56AJ	Upgrade Care Level 1->4	[redacted]	[redacted]
PR56EH	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
PR56EH	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
PR56EH	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
PR56EH	Upgrade Care Level 1->4	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
RM141TH	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
RM141TH	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
RM141TH	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
RM141TH	Upgrade Care Level 1->4	[redacted]	[redacted]
S203RW	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
S203RW	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
S203RW	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
S203RW	Upgrade Care Level 1->4	[redacted]	[redacted]
S368YB	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
S368YB	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
S368YB	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
S368YB	Upgrade Care Level 1->4	[redacted]	[redacted]
S445UN	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
S445UN	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
S445UN	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
S445UN	Upgrade Care Level 1->4	[redacted]	[redacted]
SA146RX	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
SA146RX	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
SA146RX	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
SA146RX	Upgrade Care Level 1->4	[redacted]	[redacted]
SA409QE	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
SA409QE	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
SA409QE	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
SA409QE	Upgrade Care Level 1->4	[redacted]	[redacted]
SG86JP	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
SG86JP	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
SG86JP	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
SG86JP	Upgrade Care Level 1->4	[redacted]	[redacted]
SK165HY	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
SK165HY	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
SK165HY	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
SK165HY	Upgrade Care Level 1->4	[redacted]	[redacted]
SK179HT	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
SK179HT	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
SK179HT	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
SK179HT	Upgrade Care Level 1->4	[redacted]	[redacted]
SK41BJ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
SK41BJ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
SK41BJ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
SK41BJ	Upgrade Care Level 1->4	[redacted]	[redacted]
SN152ED	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
SN152ED	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
SN152ED	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
SN152ED	Upgrade Care Level 1->4	[redacted]	[redacted]
ST103BZ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
ST103BZ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
ST103BZ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
ST103BZ	Upgrade Care Level 1->4	[redacted]	[redacted]
ST145BG	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
ST145BG	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
ST145BG	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
ST145BG	Upgrade Care Level 1->4	[redacted]	[redacted]
ST29DL	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
ST29DL	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
ST29DL	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
ST29DL	Upgrade Care Level 1->4	[redacted]	[redacted]
ST64QH	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
ST64QH	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
ST64QH	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
ST64QH	Upgrade Care Level 1->4	[redacted]	[redacted]
SW1H9EX	Insight	[redacted]	[redacted]
SW1H9EX	Smart Wires EoF - Smart Wires EoF - BT Openreach	[redacted]	[redacted]
SW1H9EX	Smart Wires CPE: Managed Router - SRX340	[redacted]	[redacted]
SW1H9EX	Smart Wires - WAN QoS - Standard	[redacted]	[redacted]
SY132HJ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
SY132HJ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
SY132HJ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
SY132HJ	Upgrade Care Level 1->4	[redacted]	[redacted]
SY14AH	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
SY14AH	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
SY14AH	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
SY14AH	Upgrade Care Level 1->4	[redacted]	[redacted]
SY256NJ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
SY256NJ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
SY256NJ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
SY256NJ	Upgrade Care Level 1->4	[redacted]	[redacted]
SY70LB	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
SY70LB	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
SY70LB	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
SY70LB	Upgrade Care Level 1->4	[redacted]	[redacted]
SY79PA	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
SY79PA	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
SY79PA	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
SY79PA	Upgrade Care Level 1->4	[redacted]	[redacted]
TA109HG	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
TA109HG	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
TA109HG	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
TA109HG	Upgrade Care Level 1->4	[redacted]	[redacted]
TA26PX	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
TA26PX	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
TA26PX	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
TA26PX	Upgrade Care Level 1->4	[redacted]	[redacted]
TA26PX	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
TA26PX	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
TA26PX	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
TA26PX	Upgrade Care Level 1->4	[redacted]	[redacted]
TA35PN	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
TA35PN	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
TA35PN	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
TA35PN	Upgrade Care Level 1->4	[redacted]	[redacted]
TF17FA	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
TF17FA	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
TF17FA	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
TF17FA	Upgrade Care Level 1->4	[redacted]	[redacted]
TN129HZ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
TN129HZ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
TN129HZ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
TN129HZ	Upgrade Care Level 1->4	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
TN218TH	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
TN218TH	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
TN218TH	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
TN218TH	Upgrade Care Level 1->4	[redacted]	[redacted]
TN270JL	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
TN270JL	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
TN270JL	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
TN270JL	Upgrade Care Level 1->4	[redacted]	[redacted]
TN49EG	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
TN49EG	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
TN49EG	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
TN49EG	Upgrade Care Level 1->4	[redacted]	[redacted]
TN86NE	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
TN86NE	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
TN86NE	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
TN86NE	Upgrade Care Level 1->4	[redacted]	[redacted]
TQ137JW	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
TQ137JW	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
TQ137JW	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
TQ137JW	Upgrade Care Level 1->4	[redacted]	[redacted]
TR109AP	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
TR109AP	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
TR109AP	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
TR109AP	Upgrade Care Level 1->4	[redacted]	[redacted]
TR37PJ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
TR37PJ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
TR37PJ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
TR37PJ	Upgrade Care Level 1->4	[redacted]	[redacted]
TS213EE	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
TS213EE	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
TS213EE	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
TS213EE	Upgrade Care Level 1->4	[redacted]	[redacted]
WA160JA	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
WA160JA	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
WA160JA	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
WA160JA	Upgrade Care Level 1->4	[redacted]	[redacted]
WA160PN	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
WA160PN	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
WA160PN	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
WA160PN	Upgrade Care Level 1->4	[redacted]	[redacted]
WA85PP	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
WA85PP	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
WA85PP	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
WA85PP	Upgrade Care Level 1->4	[redacted]	[redacted]
WF156PR	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
WF156PR	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
WF156PR	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
WF156PR	Upgrade Care Level 1->4	[redacted]	[redacted]
WF59AQ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
WF59AQ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
WF59AQ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
WF59AQ	Upgrade Care Level 1->4	[redacted]	[redacted]
WF83DD	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
WF83DD	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
WF83DD	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
WF83DD	Upgrade Care Level 1->4	[redacted]	[redacted]
WN36PH	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
WN36PH	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
WN36PH	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
WN36PH	Upgrade Care Level 1->4	[redacted]	[redacted]
WS66AY	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
WS66AY	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
WS66AY	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
WS66AY	Upgrade Care Level 1->4	[redacted]	[redacted]
WS71JL	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
WS71JL	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
WS71JL	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
WS71JL	Upgrade Care Level 1->4	[redacted]	[redacted]
WV46EH	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
WV46EH	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
WV46EH	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
WV46EH	Upgrade Care Level 1->4	[redacted]	[redacted]
YO139DL	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
YO139DL	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
YO139DL	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
YO139DL	Upgrade Care Level 1->4	[redacted]	[redacted]
YO153QY	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
YO153QY	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
YO153QY	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
YO153QY	Upgrade Care Level 1->4	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
YO195GH	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
YO195GH	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
YO195GH	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
YO195GH	Upgrade Care Level 1->4	[redacted]	[redacted]
YO211TZ	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
YO211TZ	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
YO211TZ	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
YO211TZ	Upgrade Care Level 1->4	[redacted]	[redacted]
YO259UG	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
YO259UG	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
YO259UG	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
YO259UG	Upgrade Care Level 1->4	[redacted]	[redacted]
YO86LS	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
YO86LS	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
YO86LS	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
YO86LS	Upgrade Care Level 1->4	[redacted]	[redacted]
YO86LS	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
YO86LS	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
YO86LS	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
YO86LS	Upgrade Care Level 1->4	[redacted]	[redacted]
HD33FW	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
HD33FW	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
HD33FW	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
HD33FW	Upgrade Care Level 1->4	[redacted]	[redacted]
LS298HX	Smart Wires Broadband (PSTN not included) - ADSL	[redacted]	[redacted]
LS298HX	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
LS298HX	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
LS298HX	Upgrade Care Level 1->4	[redacted]	[redacted]
NR162BX	Smart Wires Broadband (PSTN not included) - ADSL	[redacted]	[redacted]
NR162BX	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
NR162BX	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
NR162BX	Upgrade Care Level 1->4	[redacted]	[redacted]
NR95QD	Smart Wires Broadband (PSTN not included) - ADSL	[redacted]	[redacted]
NR95QD	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
NR95QD	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
NR95QD	Upgrade Care Level 1->4	[redacted]	[redacted]
PL125HN	Smart Wires Broadband (PSTN not included) - ADSL	[redacted]	[redacted]
PL125HN	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
PL125HN	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
PL125HN	Upgrade Care Level 1->4	[redacted]	[redacted]
PL159PU	Smart Wires Broadband (PSTN not included) - ADSL	[redacted]	[redacted]
PL159PU	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
PL159PU	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
PL159PU	Upgrade Care Level 1->4	[redacted]	[redacted]
PL157JL	Smart Wires Broadband (PSTN not included) - ADSL	[redacted]	[redacted]
PL157JL	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
PL157JL	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
PL157JL	Upgrade Care Level 1->4	[redacted]	[redacted]
S729BG	Smart Wires Broadband (PSTN not included) - ADSL	[redacted]	[redacted]
S729BG	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
S729BG	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
S729BG	Upgrade Care Level 1->4	[redacted]	[redacted]
SN47PF	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
SN47PF	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
SN47PF	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
SN47PF	Upgrade Care Level 1->4	[redacted]	[redacted]
ST119EG	Smart Wires Broadband (PSTN not included) - ADSL	[redacted]	[redacted]
ST119EG	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
ST119EG	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
ST119EG	Upgrade Care Level 1->4	[redacted]	[redacted]
ST137TD	Smart Wires Broadband (PSTN not included) - ADSL	[redacted]	[redacted]
ST137TD	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
ST137TD	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
ST137TD	Upgrade Care Level 1->4	[redacted]	[redacted]
SY186LX	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
SY186LX	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
SY186LX	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
SY186LX	Upgrade Care Level 1->4	[redacted]	[redacted]
YO179HG	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
YO179HG	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
YO179HG	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
YO179HG	Upgrade Care Level 1->4	[redacted]	[redacted]
YO179HG	Smart Wires Broadband (PSTN not included) - ADSL	[redacted]	[redacted]
YO179HG	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
YO179HG	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
YO179HG	Upgrade Care Level 1->4	[redacted]	[redacted]
SY132HY	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
SY132HY	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
SY132HY	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
SY132HY	Upgrade Care Level 1->4	[redacted]	[redacted]

Site	Product Title	One Off Charge	Annual Charge
SY95EA	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
SY95EA	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
SY95EA	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
SY95EA	Upgrade Care Level 1->4	[redacted]	[redacted]
TA202NY	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
TA202NY	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
TA202NY	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
TA202NY	Upgrade Care Level 1->4	[redacted]	[redacted]
LE17 6JD	Smart Wires Broadband (PSTN not included) - FTTC	[redacted]	[redacted]
LE17 6JD	Smart Wires CPE: Managed Broadband Router - Wired	[redacted]	[redacted]
LE17 6JD	PSTN Line - Transfer PSTN Line - Care Level 1	[redacted]	[redacted]
LE17 6JD	Upgrade Care Level 1->4	[redacted]	[redacted]

For confirmation as to what the above listed service are please see the relevant service descriptions as follows or asterix notes below:
Smart Wires: https://www.exponential-e.com/images/Customer_Terms/Connectivity/Schedule-A.pdf
PSTN: https://www.exponential-e.com/images/Customer_Terms/Connectivity/Schedule-I.pdf
Insight: https://www.exponential-e.com/images/Customer_Terms/Connectivity/Schedule-F.pdf

** The process of e-bonding (or connecting) the Buyer and Supplier ServiceNow instances to allow integration of change and incident flows between the parties.*

*** a centralised platform that allows the supplier to apply patch management processes to supplier provided customer premises equipment*

Summary:

Organisation	Annual Costs	VAT Code*	Total (£)
Exponential-e Limited	*Year 1*	Standard	£ 267,630.00
	Year 2	Standard	£ 241,296.00
	Year 3	Standard	£ 241,296.00

Total Cost for the initial 3 year contract (excluding VAT)	**£ 750,222.00**

All changes to the Charges must use procedures that are equivalent to those in Paragraphs 4 and 5 in Framework Schedule 3 (Framework Prices).

The Charges will not be impacted by any change to the Framework Prices.

REIMBURSABLE EXPENSES
Not recoverable

PAYMENT METHOD
Payment will be Via BACS. All invoices must be sent, quoting a valid purchase order number (PO Number:

Accounts-Payable.fsa@gov.sscl.com and a copy sent to ODD.Contracts@food.gov.uk

Within 10 Working Days of receipt of your countersigned copy of this letter, we will send you a unique PO Number. You must be in receipt of a valid PO Number before submitting an invoice.

To avoid delay in payment it is important that the invoice is compliant and that it includes a valid PO Number, PO Number item number (if applicable), a full breakdown of the invoice and the details (name and telephone number) of your Buyer contact (i.e. Contract Manager). Non-compliant invoices will be sent back to you, which may lead to a delay in payment.

If you have a query regarding an outstanding payment please contact our Accounts Payable section by email to Accounts-payable.fsa@gov.sscl.com between 09:00-17:00 Monday to Friday.

BUYER'S INVOICE ADDRESS:
The Food Standards Agency
IT Department
ODD.Contracts@food.gov.uk
Clive House
70 Petty France,
London,
SW1H 9,
United Kingdom

BUYER'S AUTHORISED REPRESENTATIVE
[redacted]
Commercial Business Partner
[redacted]
Fosse House
Peasholme Green,
York,
YO1 7PR,
United Kingdom

BUYER'S AUTHORISED PROJECT MANAGER
[redacted]
[redacted]

Clive House
70 Petty France,
London,
SW1H 9,
United Kingdom

ADDITIONAL INSURANCES
Not applicable

GUARANTEE
Not applicable

SOCIAL VALUE COMMITMENT
The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, that it will comply with the social value commitments in Call-Off Schedule 4 (Call-Off Tender).

QUALITY PLAN
Not Applicable

MAINTENANCE OF ICT ENVIRONMENT
Not Applicable

BUSINESS CONTINUITY AND DISASTER RECOVERY
In accordance with Call-Off Schedule 8 (Business Continuity and Disaster Recovery) Part A, the Supplier's BCDR Plan at Annex 1 (as per Appendix B to this Order Form) will apply

SECURITY REQUIREMENTS
In accordance with Call-Off Schedule 9, Part A (Short Form Security Requirements) applies

BUYER'S SECURITY POLICY
Not Applicable

INFORMATION SECURITY MANAGEMENT SYSTEM (ISMS)
Not Applicable

CLUSTERING
Not Applicable

SERVICE LEVELS AND SERVICE CREDITS
Schedule 14 Part B Applies as amended under the Call-Off Special Terms and set out in Appendix E to this Order Form.

PERFORMANCE MONITORING
As per Schedule 14

SUPPLIER'S AUTHORISED REPRESENTATIVE
[redacted]

Account Director
[redacted]
100 Leman Street. London, E1 8EU

SUPPLIER'S CONTRACT MANAGER
[redacted]
Head of Bid – Public Sector
k[redacted]
100 Leman Street, London, E1 8EU

PROGRESS REPORT FREQUENCY
Not Applicable

PROGRESS MEETING FREQUENCY
Not Applicable

OPERATIONAL BOARD
Not Applicable

KEY STAFF
Not Applicable

KEY SUBCONTRACTOR(S)
BT
Virgin Media Business

COMMERCIALLY SENSITIVE INFORMATION
1. "Revised Circuit Provision_Commercial Requirements_Tender Response Template Revised 04052022"
2. Invoicing
3. Full copy of contract including any variations to contract
4. Exit Plan
5. Asset List
6. Network or Solution Diagrams
7. Service Reports and any associated minutes

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:	[redacted]	Signature:	[redacted]
Name:	[redacted]	Name:	[redacted]
Role:	Director – Public Sector	Role:	Commercial Officer
Date:	27th May 2022	Date:	27th May 2022

Clarification #	Section/Envelope	Question #	Question	Supplier Response
1	Functional	1.1	Regarding both contingency support for routers and for complex site installations, are you able to provide on-site support if required and what would be the cost for doing so?	Yes, we have included On-Site Installation for the 5 main Fibre sites in our commercial submission under Row 15 of the Transition Cost Tab. This pricing includes the install of 4 new pieces of equipment per site, and up to 90 minutes on site, within working hours (0900 - 1730) Monday to Friday. The engineers will be supported by our Service Delivery Team remotely during installation and will ensure successful testing and handover. For Plant sites, we are re-using existing routers and therefore site installation is not required. Outside of this, visits to site for installation or replacement are possible at a charge of [redacted] (excl VAT), which includes 90 minutes on-site within working hours Monday – Friday. We're happy to discuss a particular scenario and provide specific pricing should you wish us to.
2	Functional	2.1	Please could you confirm the maintenance tasks and schedule for the office routers?	• Exponential-e will update software and firmware proactively using the Planned Maintenance Notification activity, should an update need implementing. • Notice of maintenance will be provided with at least 2 weeks' notice, excluding emergency patching needs.

				• An update will only be considered if one or more of the benefits below have been identified o Extra security and closing of vulnerabilities. o Bug fixes, stability and performance improvements. o New functionality, of benefit. o An incident has occurred on a device and standard troubleshooting involves an upgrade to the device. This activity may also trigger the problem management process if needed. All patching is scheduled and undertaken for key infrastructure in line with N-1. We will utilise management tools such as OneManage to upgrade the Broadband devices and planned maintenance schedule for the Cisco devices.
3	Functional	2.2	Please can you confirm that the N-1 patching commitment applies to both plant and office sites?. What is the proposed patching schedule for plants and is this included in the standard monthly charges?	Confirmed – all patching of managed devices is included within the monthly management fee. This is in line with N-1. Our CSOC & Service Desk are constantly engaged with vendors to ensure devices are always operating on a stable, secure firmware version. A schedule cannot be released as the vendors will make new releases available as and when required. Your CSDM will monitor and track any new firmware versions that have been released and discuss any benefits. If the release is to fix a

<table>
<tr><td></td><td></td><td></td><td></td><td>security vulnerability it will be carried out under emergency planned works in conjunction with FSA.</td></tr>
<tr><td>4</td><td>Functional</td><td>5.1</td><td>Please can you provide a quote for the optional DDOS protection referred to in this answer?</td><td>We've included a separate document which describes our DDoS mitigation service options in detail. However, to summarise high level including costs please see below.

Each option includes a single OKTA MFA licence for access to the DDoS portal. For the avoidance of doubt, the service is provided on a per internet service basis, i.e. per plant or office site.

<table>
<tr><th>Tier</th><th>Description</th><th>One Off Charge</th><th>Annual Charge</th></tr>
<tr><td>Bronze Package</td><td>Blackholing & Reporting</td><td>[redacted]</td><td>[redacted]</td></tr>
<tr><td>Silver Package</td><td>Volumetric Mitigation & Reporting</td><td>[redacted]</td><td>[redacted]</td></tr>
<tr><td>Gold Package</td><td>Scrubbing Service & Reporting (5Gbps)</td><td>[redacted]</td><td>[redacted]</td></tr>
</table>

We welcome a discussion around this offering should you wish to explore further.</td></tr>
</table>

7	Commercial	1	Please can you confirm whether the transition costs for routers is for installation only or for the purchase/leasing of the routers plus installation? Please can you confirm that, as the incumbent, the costs provided for router replacement are project costs (to be agreed as a separate piece of work by FSA) rather than transition costs that will be billed as part of the baseline?	Row 17 of the transition Costs tab shows Cisco Hardware – this line item is purely for the hardware, licencing and manufacturer support. Row 15 of the transition costs tab shows On-Site Installation for the Cisco hardware. Row 13 of the Initial Fixed Monthly Costs tab shows the ongoing management/support charge for Cisco Hardware. For the avoidance of doubt, we have only proposed to replace routers at Office sites. Our proposal includes costs for: 1. On-Site Replacement of old to new routers 2. Management & Support 3. Solution Design 4. Project Management Any additional replacements needed at plant sites can be agreed separately as required.
8	Commercial	2	The assumptions tab lists the Service Management resource as 2 days per month but the fixed monthly costs show 1 day Service Management. Can you confirm which is correct?	Our apologies. Although the quantity within the fixed monthly costs shows “1”, the costs are correct, as are the allowable assumptions which state we are including 2 days of Service Management per month.

9			Zine agreed to provide costs for e-bonding the FSA owned ServiceNow to the Expo-E ticketing system for incidents. FSA had asked for clarity as costs were provided in the bid but an assumption was made around the potential for additional costs. FSA need to understand the full costs for budgeting purposes.	We included costs for ServiceNow E-Bonding within the "Circuit Provision Commercial Requirements Tender Response Template". The Capital costs can be found under Row 16 of the "Transitional Cost" tab. For clarity, this includes 10.6 days for implementation. The Operational Costs can be found under Row 11 of the "Initial Fixed Monthly Costs" tab. For clarity, this includes 3.5 days per annum for management and support. Our proposal and the costs include integration for both "Incident" and "Change". In our experience, the proposed costs should be sufficient to cover integration of both areas. However, in the case that particularly complex or bespoke additional work is required, this would be scoped and presented to FSA for approval with additional works charged at a day rate of [redacted] ex VAT.

10			Zine to clarify if there is a limit to how many lines we can expedite in any given period?	We can support a maximum of 4 plant expedites running concurrently at any given time.
11			Zine to provide clarification on whether expediting lines is 'best' or 'reasonable' endeavours from BT	Expedites are best endeavours.
12			Please can you confirm that, as the incumbent, the costs provided for router replacement are project costs (to be agreed as a separate piece of work by FSA) rather than transition costs that will be billed as part of the baseline? For clarity, please could you highlight which costs refer to project work and which refer to contract transition?	Exponential-e Response: Row 17 of the transition Costs tab shows Cisco Hardware – this line item is purely for the hardware, licencing and manufacturer support. Row 15 of the transition costs tab shows On-Site Installation for the Cisco hardware. Row 13 of the Initial Fixed Monthly Costs tab shows the ongoing management/support charge for Cisco Hardware. For the avoidance of doubt, we have only proposed to replace routers at Office sites. Our proposal includes costs for: • On-Site Replacement of old to new routers • Management & Support • Solution Design

				• Project Management Any additional replacements needed at plant sites can be agreed separately as required.
13			Can you confirm whether or not the costs for this are included in the fixed monthly costs or if there are additional charges for this work? If there are additional charges to configure existing circuits for DIA please could you provide a breakdown of those costs?	Yes, we are pleased to confirm that all costs have been included, and that there are no additional costs to be associated with reconfiguration of plant routers

PART A: ANNEX 1 Supplier BCDR Plan

Business Continuity Plan for Customers

Date: Monday, 23 August 2021
Revision: v2.1
Author: [redacted]

Contents

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Scope 1
Our Business Continuity Plan 1
Benefits 2
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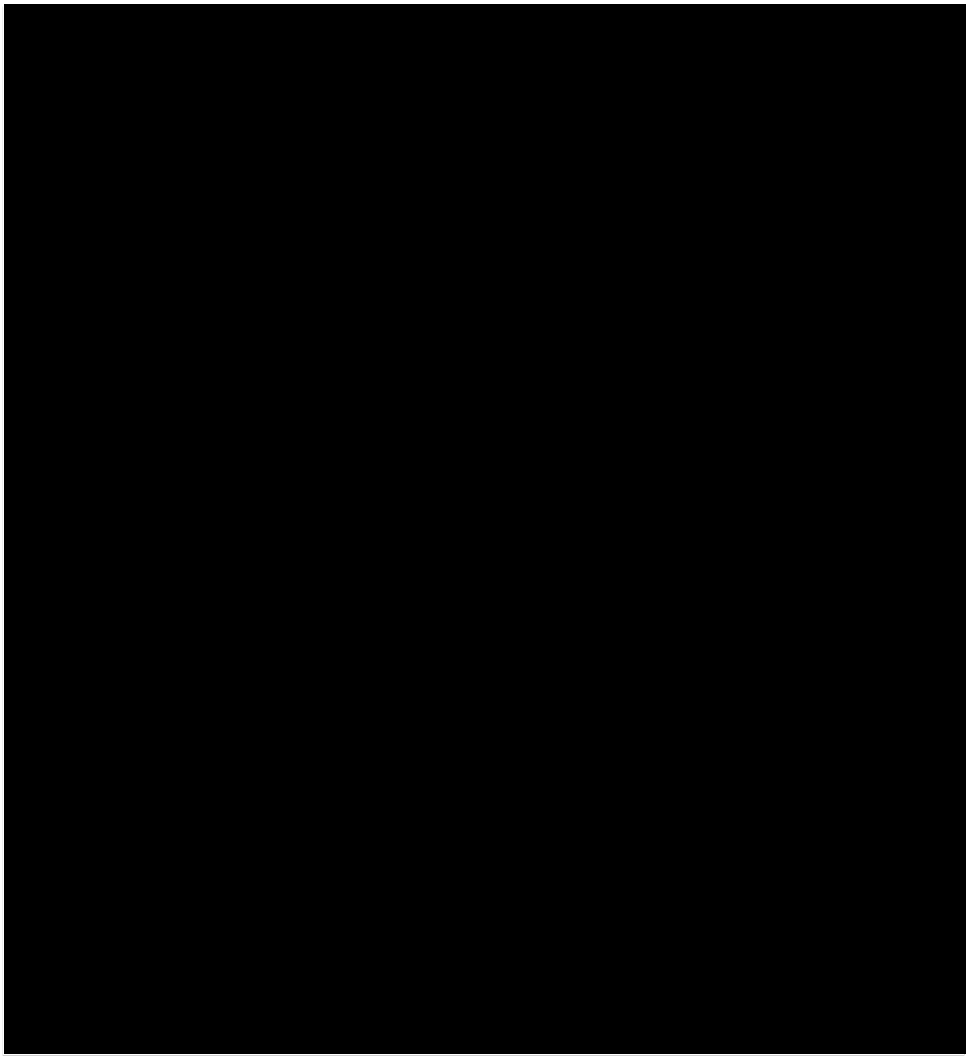
Confidentiality Statement

The information in this document is confidential and contains Confidential Information. It has been supplied to you solely for the purpose of evaluating whether to select Exponential-e Ltd as a supplier/partner.

You may not use, copy, adapt, or publicise any Confidential Information without our express written consent.



Document Control Information

Network Circuit Provision

Statement of Requirements

Proposed Contract Start Date: 20/04/2022

Contract Duration: 3 years with optional 2x 1-year extensions.

Contents

1Statement of Requirements Purpose 1
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3Commercial Approach 2
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Statement of Requirements Purpose

This document details the requirements for the provision and support of Network Circuits to the FSA's five core offices and to c200 offices located in food business operator premises across England, Wales and Northern Ireland.

We are looking to move away from a traditional corporate LAN/WAN model to a Network Connectivity Architecture that supports our Work from Anywhere strategy, enabling a predominantly home and mobile based workforce to access cloud hosted services, located mainly in Microsoft 365 and Azure.

We are looking for a Network Circuit provider who will work with us and with our Network Connectivity Management (NCM) partner to deliver the infrastructure for our Future Network.

Please note that the Network Circuit provider will be responsible for the installation of circuits to core offices and to remote locations and the ongoing support and maintenance of the circuits, but overall responsibility for configuration and support of the FSA's network as a whole sits with our Network Connectivity Management partner.

FSA operates in an environment where 24/7 management is necessary to ensure availability of services across the full extent of FSA working. We cannot rely on in-hours manual detection of service failures as this has a significant impact on FSA productivity.

Background

The Food Standards Agency is a non-ministerial government department of over 1300 people, with a big vision – to drive change in the food system so that it delivers "food we can trust". As the country has now left the EU, the scale of this challenge cannot be underestimated. More than 90% of food and feed law in the UK currently comes from Europe and our primary goal is to continue to protect public health and UK consumers' wider interest in food.

The context in which we operate has transformed and continues to change at an unprecedented rate. Digital is the primary way we carry out our work, it is key to achieving our ambitions and transforming the way we do business, and we continually strive to provide better online services to external stakeholders and internal customers to achieve faster and more effective models of delivery at optimal cost.

Our Digital services are supported by several specialist delivery partners providing Data Centre Hosting, End User Compute, Service Desk, Network Connectivity Management, Application Support, Telephony and Videoconferencing. At the heart of that arrangement is an internal team with the knowledge of our business, our systems, and our obligations to enable them to integrate and manage the quality of our services. Key to the success of this multi-vendor model is Support Partner willingness and commitment to work in partnership, collaborating autonomously with other third-party suppliers within a culture of trust and shared goals.

The current disaggregated contract model has been in place since 2017 and as the composite contracts are approaching their maximum term, the FSA has taken the opportunity to review and reconfigure the structure of our contracts and ensure our specifications align with business needs. The output of this review can be found in the FSA's Evergreen IT Roadmap document which sets out our revised service groupings and our core principles for future digital service development, delivery, and support.

Our goal is to be 'evergreen,' perpetually updating and improving our services, continuing to adapt to business and political change and adopting modern technologies as they emerge. We look to our support partners to be equally flexible and innovative in their approach to delivery, with a strong focus on continuous improvement and quality of service. One of the key benefits of a multi-vendor model is the opportunity to work with specialist suppliers, we want to be guided by expert advice and encourage our support partners to make recommendations based on their experience and a shared desire to improve and evolve.

FSA Transparency

The Agency is committed to openness, transparency, and equality of treatment to all support partners. As well as these principles, for science projects the final project report will be published on the Food Standards Agency website (**www.food.gov.uk**).

In line with the Government's Transparency Agenda which aims to encourage more direct access to data held by government, the Agency is developing a policy on the release of underpinning data from all its science- and evidence-gathering projects. Underpinning data should also be published in an open, accessible, and re-usable format, such that the data can be made available to future researchers and the maximum benefit is derived from it. The Agency has established the key principles for release of underpinning data that will be applied to all new science- and evidence-gathering projects which we would expect support partners to comply with. These can be found at **http://www.food.gov.uk/about-us/data-and-policies/underpinning-data**.

Commercial Approach

FSA are looking, under the Crown Commercial Framework Network Services 2 Lot 1 to award a contract term for 3 years with 2 separate 1-year optional extensions (i.e., 3+1+1), subject to satisfactory performance. The maximum contract duration is 5 years.

As part of this tender process FSA will not publish finances relating to existing actuals of the incumbent supplier or approved budget. FSA will require the Circuit Provider to develop monthly costs for the supporting information that will be provided with the Tender.

Scope

1. Provision of network circuits to 5 FSA Offices in London, York, Birmingham, Cardiff and Belfast
2. Provision of broadband circuits to c200 FSA offices in Meat Plants across England, Wales and Northern Ireland. *Details of plant locations are provided in the ITT supporting documentation*
3. Internet Service Provision for users of all the above circuits

Out of Scope

1. Management of Corporate WAN, SD-WAN and Office LANs, which will be the responsibility of the Network Connectivity Management supplier
2. Provision of circuits to home based users. (Note: home based staff use their own broadband, with access to the Internet directed via a client script to the FSA's web gateway service)
3. Provision of a Mobile 4G/5G network, which is covered by a separate contract.

Business Requirements

Users in the 5 FSA offices will require access to cloud services (primarily hosted in Microsoft Azure) and there is no requirement for branch-to-branch connectivity. Cloud services are currently predominantly text and static image HTML; however, increased use is being made of interactive audio and video services for hybrid working with potential requirements for business use of IOT, gaming and virtual reality technologies.

Network and ISP capacity will need to be sized to meet current and future requirements and circuits must be scalable and burstable without requiring further physical installations.

Plant broadband currently connects to our MPLS backbone, but we expect to replace this with Broadband to Internet. There is a strong preference for the incoming circuit provider to take over, migrate and re-direct the current physical circuits, not to install new ones.

Plant circuits should use fibre broadband wherever possible, and FSA expects to be made aware at the earliest opportunity of locations where copper to fibre upgrades become possible.

Suppliers should note that:

1. Meat plants are not owned by FSA and are subject to both opening, closure and building lay-out changes at very short notice.
2. The FSA's Operations Transformation programme is expected to include a reduction the requirement for fixed broadband lines to meat plants. Suppliers should assume that the number of circuits to plants will reduce significantly over the contract lifecycle and should provide a pricing model that recognises this.

FSA is a cloud first organisation and users will require resilient Internet access from all locations on a 24/7/365 basis.

Functional Specification

Description	Requirement
1. **Office Circuit Capacity**	Required capacities for each of the 5 FSA offices are: 5 Gbps burstable on 10 Gbps bearers
2. **Office Circuit Resilience**	Circuits should be resilient from the office to the exchange wherever possible. Where building constraints prevent this, router resilience is acceptable.
3. Office Circuit Routers	Office routers must be owned and configured by the supplier. However, FSA would expect the minimum specification to be:

Description	Requirement
	• 8 CPU cores • 32 GB RAM • SD-WAN throughput (5G throughput preferred) • Gigabit LTE All routers must be patched and maintained throughout the contract lifecycle (see Non-Functional Specification, **Support and Maintenance** below) Routers must be configured for automated failover in the event of device or circuit outage, without a dependency on a physical change to connections or to power and must be remotely managed with the ability to deal with planned and unplanned power outages without additional intervention. Each branch office LAN is configured with an internal DMZ between the LAN and the router(s). The handover point between the Circuit Provider and the Network Connectivity Management Provider will be the connection port on the router device. Suppliers should note that FSA's Network Connectivity Management partner does not have a permanent on-site presence in any of our offices, so all circuits and routers must be configured for remote monitoring, management and troubleshooting.
4. Plant Broadband Circuits	The circuit provider is required to take over and maintain the broadband connection to c 200 meat plants and migrate the onward connection from the FSA's MPLS network to Internet Service Provision From take-over, the Circuit Provider must provide broadband connections to new FSA plant offices, decommission those at closed plants and re-locate current lines within the plant when required. Suppliers should note that flexibility is required to manage such changes as these are often beyond FSA's control and take place at very short notice. To facilitate the swift commission/ decommission of broadband lines, FSA would prefer to place requests and orders through an online portal Where the local infrastructure allows, fibre broadband should be installed to plant, with FTTP preferred over FTTC where possible. Irrespective of the physical connection type, bandwidth must be uncapped and the best achievable capacity available at the endpoint. The Circuit Provider must monitor the performance and usage of the broadband connections and proactively alert FSA and the Network Connectivity Management partner of line faults, outages and capacity issues. The supplier will be responsible for informing FSA of opportunities for line upgrades as these become available.

Description	Requirement
	Please note Business Requirements re FSA's Operations Transformation programme above
5. Plant Broadband Routers	FSA expects that broadband routers in plants will be owned and configured by the supplier, with the following minimum specification: • Speed: 80Mbps • Ports: 1 x ADSL/VDSL/g.fast (RJ-11), 4 x Gigabit Ethernet LAN (RJ45), 1 x Gigabit Ethernet WAN (RJ45) • Wi-Fi: 2.4Ghz BG & N, 5GHz 4×4 / 11n Wi-Fi 6 Compatible (Wi-Fi 7 compatibility preferred) • Memory: 512 MB DDR3 • Port Security (802.1x desirable) • SD-WAN throughput (optional) Although provision of mobile networking is not in scope, routers with the ability to connect to a 4G/5G network would be preferred (this does not include SIM card provision) Suppliers should note that there is no on-site technical support in meat plants and routers must be configured for plug and play set up with minimal end user setup required. As part of the Invitation to Tender, Suppliers will be asked to describe their approach to rolling out equipment to plants.
6. Internet Service Provision	The supplier must provide resilient scalable access to the Internet from all FSA locations on a 24/7/365 basis. Internet access from all locations must be operable with the FSA's preferred DNS and Internet Gateway services All FSA internet traffic will potentially be directed through a Secure Access Service Edge (SASE) solution. While this will be provided through the NCM partner, the circuit provider must ensure that Internet traffic can be forwarded through the service and that ISP points of ingress and egress are protected against malicious use and other threat actors.

Non-Functional Specification

Description	Purpose
1. Service Availability	Circuits and the ISP service must be available on a 24/7/365 basis. Availability of services, and the support partner support *provision*, should be on a 24/7/365 basis, including core or 'working' hours 7:00am to 8:00pm Monday to Friday, and non-core 8:00pm to 7:00am Monday to Friday plus weekends and bank holidays
2. Data Security	The supplier must adhere to the NCSC 14 Cloud Security Principles

Description	Purpose
3. Support and Maintenance	The Circuit Provider must retain ownership of both Office and Plant Routers. However, the following must be included as part of the core service: 1. Provide equipment that meets the specification and is fit for purpose throughout the Contract Lifecycle. 2. Ensure that all equipment that connects directly to FSA LANs is continually patched to a target of N with a tolerance of N-1. In the event of a critical security update this must be deployed immediately, subject to FSA emergency change procedures.
4. Service Management	The Circuit Provider must work in partnership with the Network Connectivity Management supplier and with the FSA's other service delivery partners and must work to the respective FSA processes for Acceptance into Service, Change management, Incident Management, Request Management, Knowledge Management, Problem Management, Service Asset and Configuration Management, and contribute as required for their areas of responsibility The Circuit Provider must contribute to the review of services, evaluation, definition, execution and monitoring of CSI initiatives, ensuring these are appropriately recorded and reported against The Circuit Provider should work on the FSA ServiceNow instance with respect to all service management processes The Circuit Provider must participate in a regular service review and must report on their own performance, including but not limited to incident, request, change, problem, asset management, Continual Service Improvements, Risk, Security, monitoring, SLA performance, patching and endpoint compliance, social value and any ongoing projects for their areas of responsibility. The Connectivity Management provider must also report on the performance of all connections and lines regardless of the separate nature of the circuit provision. The Circuit Provider must work to Service Level Agreements as specified in the contract
5. GDPR	The supplier must comply with their responsibilities under GDPR.
6. Security Alerting	Any breach or suspected breach relating to the client data, or the client environment must be notified to the FSA as soon as practicable, but in any case, within 8 hours.
7. Collaboration	The supplier must agree to collaborate with the FSA's other third-party suppliers via a collaboration agreement.
8. Documentation	The Circuit Provider must provide high- and low-level design documents for all services and solutions. These must be reviewed and updated on at least an annual basis and following the successful implementation of Changes, in line with the FSA knowledge management process

Description	Purpose
9. ITIL principles	ITIL principles must be followed.
10. Onboard	The service must be onboarded in line with the FSA standard approach.
11. Accessibility	The Circuit Provider shall ensure that all services and documentation meet current WCAG accessibility standards for their area of responsibility
12. Assistive Technology	The Circuit Provider must be responsible of the full management of the assistive hardware and software
13. Ways of working	The Circuit Provider shall collaborate with the relevant FSA groups and other third-party Circuit Providers in line with the FSA collaboration charter, as well as participate in any testing and training as required
14. Support Provider's End User Devices	The Circuit Provider shall ensure that: • FSA Data which resides on a device owned or provided by the Circuit Provider device is stored encrypted through a process agreed with the FSA • Any Device used for FSA data is compliant with NCSC End User Devices Platform Security Guidance
15. Networking	The Circuit Provider must ensure that any FSA Data which it causes to be transmitted over any public network (including the Internet, mobile networks or un-protected enterprise network) or to a mobile device shall be encrypted when transmitted
16. Personnel Security	The Circuit Provider shall ensure that all personnel are subject to the appropriate pre-employment checks and any additional vetting / national security vetting clearance as required
17. Hosting and Location of FSA Data	The Circuit Provider shall ensure that they and none of their Sub-contractors Process FSA Data outside the EEA (including backups) without the prior written consent of the FSA
18. Social Value	Rural connectivity – environment – sustainability

9. Evaluation Criteria

EVALUATION OF TENDERS

Qualification Envelope:

The qualification envelope will consist of a number of Yes/No questions that are key requirements of the Service. Any supplier unable to respond yes to all of these questions is asked not to respond to this Invitation to Tender.

Technical and Commercial Envelopes:

- The FSA will undertake the Technical Evaluation and combine this with the Commercial Evaluation, to determine the successful tenderer.
- The Tenderers Application consists of the:
- Technical envelope (70% of overall value),
- Commercial envelope (30% of overall value),
- The overall Evaluation Weighting is summarised as follows:

Evaluation Weightings			
Level 1 Criteria	Level 2 *	Level 3 Criteria*	Notes
Technical Envelope: 70%	Functional Requirements - 70%	Office Circuit Capacity and Resilience – 20%	Questions have been asked under each level 3 criteria. These can be found in the Functional requirement response form, with the weightings for each question given as a percentage of the section they sit under.
		Office Circuit Routers – 20%	
		Plant Broadband Circuits – 20%	
		Plant Broadband Routers – 15%	
		Internet Service Provision – 20%	
		Service Monitoring– 5%	
	Non-Functional Requirements – 20%	Service Management – 50%	Questions have been asked under each level 3 criteria. These can be found in the Non-Functional requirement response form, with the weightings for each question given as a percentage of the section they sit under.
		Collaboration – 10%	
		Documentation – 10%	
		On-board – 10%	
		Ways of working – 10%	
		Hosting – 10%	
	Social Value – 10%	Social Value – 100%	Questions have been asked under each level 3 criteria. These can be found in the Social Value response form, with the weightings for

			each question given as a percentage of the section they sit under.
Commercial Envelope: 30%	Commercial Requirements – 100%	Transition Cost – 30%	Questions have been asked under each level 3 criteria. These can be found in the Commercial Requirement response form, with the weightings for each question given as a percentage of the section they sit under.
		Initial Fixed Monthly Cost – 50%	
		Change Management and Project Activity – 10%	
		Termination of Circuits – 10%	
		Rate Card (Non-Scoring Criteria)	

* Weightings at Level 2 are given as a percentage of the Level 1 Weighting.

* Weightings at Level 3 are given as percentage of the Level 2 weighting (for example Corporate Wide Area Networks Weightings are given as a percentage of the Operational requirements score of 30%)

The Technical Envelope

The Technical Envelope is split in to 3 sections for evaluation. Guidance on how to complete each section is provided within the 3 response forms (Functional requirements, Non-Functional requirements and Social Value requirements).

The scores awarded will be subject to the weightings given in Table 3.

All technical criteria will be evaluated as follows:

Table 3 Technical Scoring Criteria	
SCORE	DESCRIPTION FOR SCORE OF EACH CRITERIA
100	Tender fully meets the criteria set
80	Tender would require minor modification but almost fully meets the criteria with only a few gaps remaining

60	Tender would require some modification but addresses most of the criteria, but may not be detailed enough and/or has several gaps remaining
30	Tender would require significant modification due to significant gaps
0	Tender does not meet the specification or policy

The FSA will eliminate a Tenderer from the process, due to serious concerns over their ability to deliver the service, if the tenderer does not reach a minimum overall score of 60% in the technical evaluation.

The Commercial Envelope

Please complete the Commercial Requirement Response Form, answering requested questions including the rate card within the submission. Costs should be quoted excluding VAT for the purpose of comparison of tenders.

The information provided in the Commercial responses will be used by the Agency in the calculations below in order to evaluate the tender bids.

The Commercial envelope will be evaluated in line with the scoring matrix below (Table 4).

Table 4 - Commercial Scoring Matrix	
Score	Description For Score of The Criteria
100	There is full justification for the costs and the overall resources are appropriate. The tender is the best value for money for the work proposed to meet the specific requirement advertised
80	There is some justification for the costs and the overall resources requested. The tender is reasonable value for money for the work proposed to meet the specific requirement advertised.
60	Limited rational is given for the resources requested and/or the tender does not offer very good value for money, but is not poor value
30	The tender is relatively poor value for money with little/no justification for costs or resources requested.

0	The tender costs are not considered value for money and the applicant provided no rationale for costs or resources requested

Timescales

The agency is working towards the following estimated timescales:

PROJECT TIMETABLE	
EXPECTED DATE	**STAGE**
11/02/2022	Clarification & Tender period opens
25/02/2022	Clarification question period closes 11:59am
07/03/2022	Tender closes – 11:59am
09/03/2022 - 16/03/2022	Evaluation of Suppliers service offering (including clarification responses) opens
28/03/2022	Appraisal panel meeting held
30/03/2022	Preferred Supplier Notified
20/04/2022	Contract awarded and signed

TENDER REFERENCE	CIRCUIT PROVISION SERVICE

Please Note: Please read all the guidance found under each section before answering the question below.

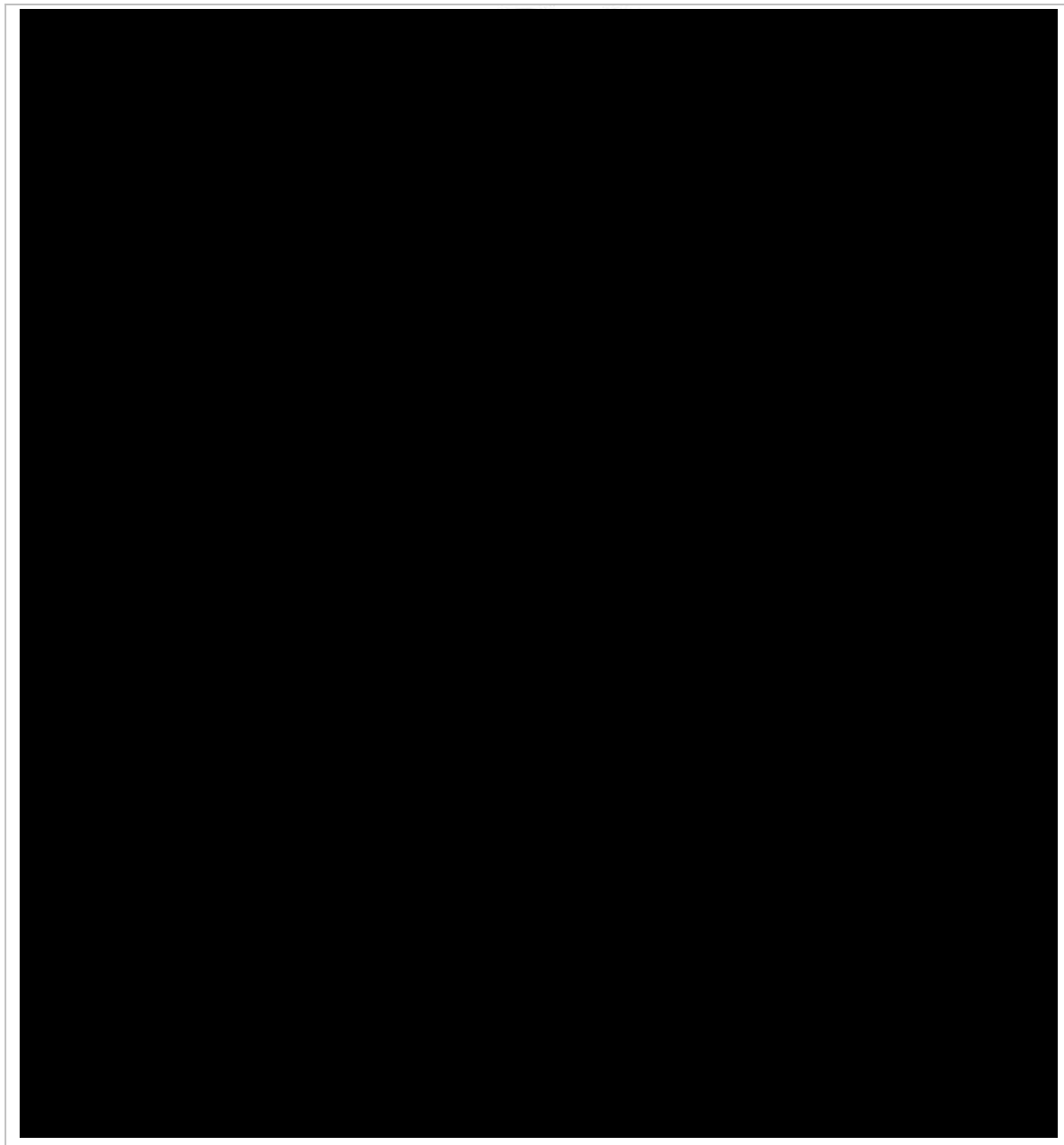
1: Office Circuit Capacity and Resilience (Service Weighting 20%)

Circuits should be resilient from the office to the exchange wherever possible. Where building constraints prevent this, resilience from the office to the router is acceptable.

Routers must be configured for automated failover in the event of device or circuit outage, without a dependency on a physical change to connections or to power and must be remotely managed with the ability to deal with planned and unplanned power outages without additional intervention.

Q1.1 Please describe how you will ensure circuit resilience and failover at each of the 5 main offices (location details provided) (Question Weighting 100%)

[redacted]



[redacted]

492 WORDS

2: Office Circuit Routers (Service Weighting 20%)

(Q2.1) Office routers will be owned and configured by the supplier. However, FSA would expect the minimum specification to be:

- 8 CPU cores
- 32 GB RAM
- 5G SD-WAN throughput
- Gigabit LTE

(Q2.2) All routers must be patched and maintained throughout the contract lifecycle (see Non-Functional Specification, Support and Maintenance below)

Q2.1 Please describe your approach to the installation, ownership and maintenance of office routers (FSA's expectation is that routers will be owned by the Circuit Provider) (Question Weighting 66%)

[redacted]

[redacted]

[redacted]

494 WORDS

Q2.2 Describe your patching schedule for routers and how you will ensure that all equipment connecting to FSA internal LANs is patched to at least N-1 compliance (Question Weight 34%)

[redacted]

[redacted]

483 WORDS

3: Plant Broadband Circuits (Service Weighting 20%)

From take-over, the Circuit Provider will provide broadband connections to new FSA plant offices, decommission those at closed plants and re-locate current lines within the plant when required. Suppliers should note that flexibility is required to manage such changes as these are often beyond FSA's control and take place at very short notice.

To facilitate the swift commission/ decommission of broadband lines, FSA would prefer to place requests and orders through an online portal

Where the local infrastructure allows, fibre broadband should be installed to plant, with FTTP preferred over FTTC where possible.

The supplier will be responsible for informing FSA of opportunities for line upgrades as these become available.

Irrespective of the physical connection type, bandwidth should be uncapped and the best achievable capacity available at the endpoint.

Q3.1 What are your lead times for installation, relocation and removal of broadband circuits and how will your service respond to short notice changes to local requirements? (Question Weighting (Question Weight 40%)

[redacted]

[redacted]

Thank you for [redacted] *support, our system is now back online. Customer is happy."*

500 WORDS

Q3.2 What services will you provide to enable FSA to place orders for the addition and removal of broadband connections and monitor the status of orders placed? (Please note that an online portal is the preferred solution) (Question Weight 20%)

[redacted]

[redacted]

[redacted]

Q3.3 How will you ensure that FSA endpoints receive the best available broadband service, and, in particular, how will ensure we receive regular and frequent information on opportunities to upgrade both the line types and capacities? (Question Weight 40%)

[redacted]

[redacted]

326 WORDS

4: Plant Broadband Routers (Service Weighting 15%)

As part of the Invitation to Tender, Suppliers will be asked to describe their approach to rolling out equipment to plants.

Suppliers should note that there is no on-site technical support in meat plants and routers should be configured for plug and play setup with minimal end user setup required.

Q4.1 Please describe how you will roll out circuits and equipment to plants, noting that the premises are not owned by FSA and there is no on-site technical support (Question Weighting 100%)

[redacted]

[redacted]

[redacted]

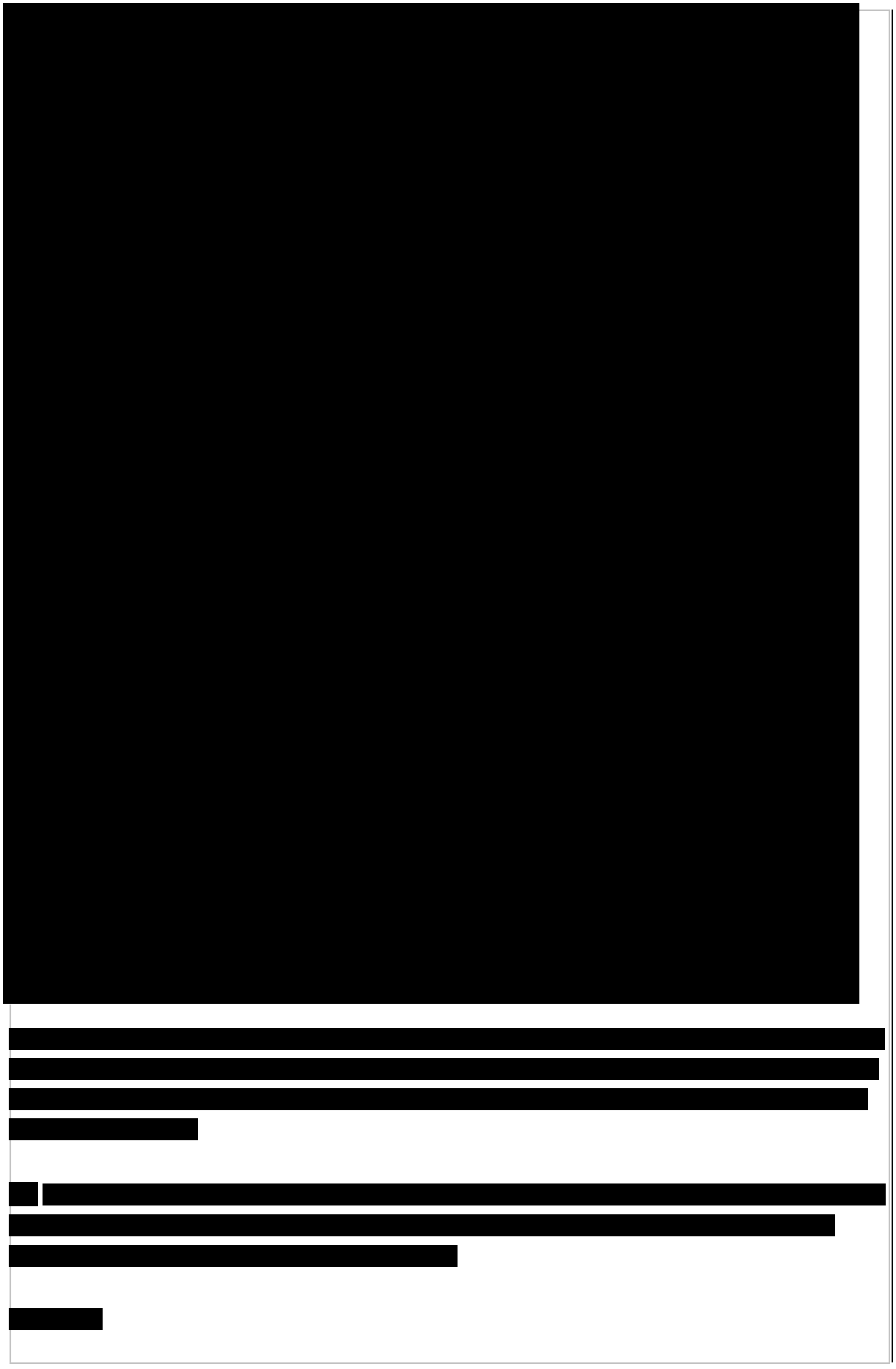
492 WORDS

5. Internet Service Provision (Service Weighting 20%)

All FSA internet traffic will be directed through a Secure Access Service Edge (SASE) solution. While this will be provided through the NCM partner, the circuit provider must ensure that Internet traffic can be forwarded through the service and that ISP points of ingress and egress are protected against malicious use and other threat actors.

Q5.1 Please describe your Internet Service Provision and how you will work with our Connectivity Management partner to enable secure access to Internet and Cloud services and protection against malicious use or cyber-attack. (Question Weighting 100%)

[redacted]



[redacted]

424 WORDS

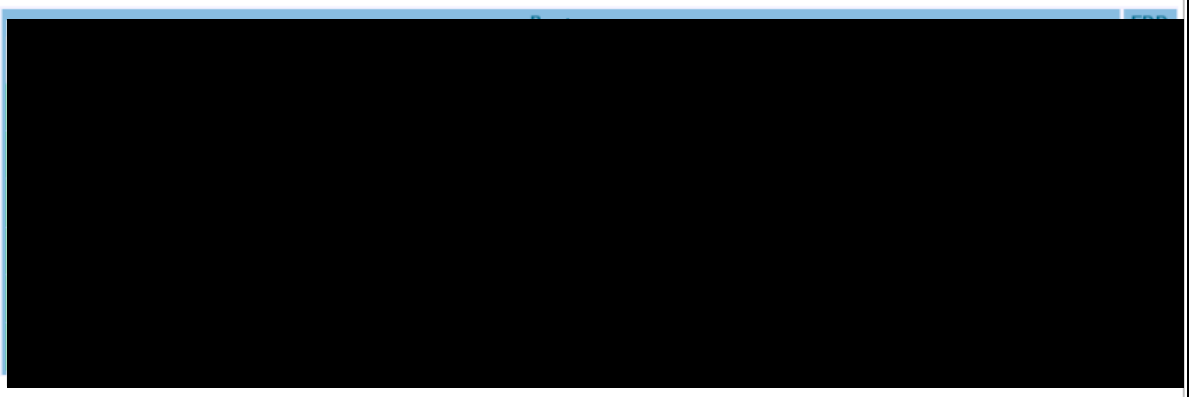
6. Service Monitoring (Service Weighting 5%)

The Circuit Provider will be responsible for monitoring the performance and usage of all provided services and for proactively alerting FSA and the Network Connectivity Management partner of faults, outages and capacity issues. This includes proactive notification of any new or emerging vulnerabilities effecting services

Q6.1 How will you monitor circuit performance and ensure that FSA and its delivery partners are alerted to any faults, outages and capacity issues and of new or emerging vulnerabilities? (Question Weighting 100%)

Monitoring Circuit Performance

[redacted]



[redacted]

Incident Management process:

[redacted]

498 WORDS

TENDER REFERENCE	**CIRCUIT PROVISION SERVICE**						

Please Note: Please read all the guidance found under each section before answering the question below.

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Circuits should be resilient from the office to the exchange wherever possible. Where building constraints prevent this, resilience from the office to the router is acceptable.

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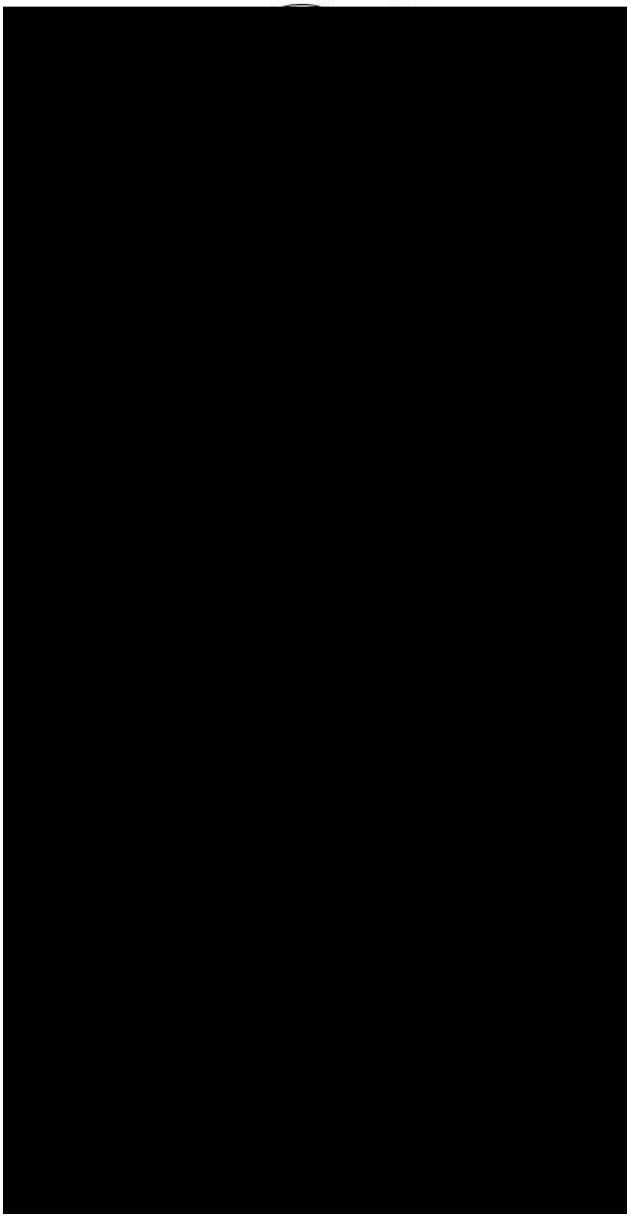
Q1.1 Please describe how you will ensure circuit resilience and failover at each of the 5 main offices (location details provided) (Question Weighting 100%)

[redacted]

[redacted]



[redacted]

492 WORDS

2: Office Circuit Routers (Service Weighting 20%)

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- 8 CPU cores
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- Gigabit LTE

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Q2.1 Please describe your approach to the installation, ownership and maintenance of office routers (FSA's expectation is that routers will be owned by the Circuit Provider) (Question Weighting 66%)

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[redacted]

494 WORDS

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Where the local infrastructure allows, fibre broadband should be installed to plant, with FTTP preferred over FTTC where possible.

The supplier will be responsible for informing FSA of opportunities for line upgrades as these become available.

Irrespective of the physical connection type, bandwidth should be uncapped and the best achievable capacity available at the endpoint.

Q3.1 What are your lead times for installation, relocation and removal of broadband circuits and how will your service respond to short notice changes to local requirements? (Question Weighting (Question Weight 40%)

[redacted]

[redacted]

[redacted]

500 WORDS

Q3.2 What services will you provide to enable FSA to place orders for the addition and removal of broadband connections and monitor the status of orders placed? (Please note that an online portal is the preferred solution) (Question Weight 20%)

[redacted]

[redacted]

Q3.3 How will you ensure that FSA endpoints receive the best available broadband service, and, in particular, how will ensure we receive regular and frequent information on opportunities to upgrade both the line types and capacities? (Question Weight 40%)

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

492 WORDS

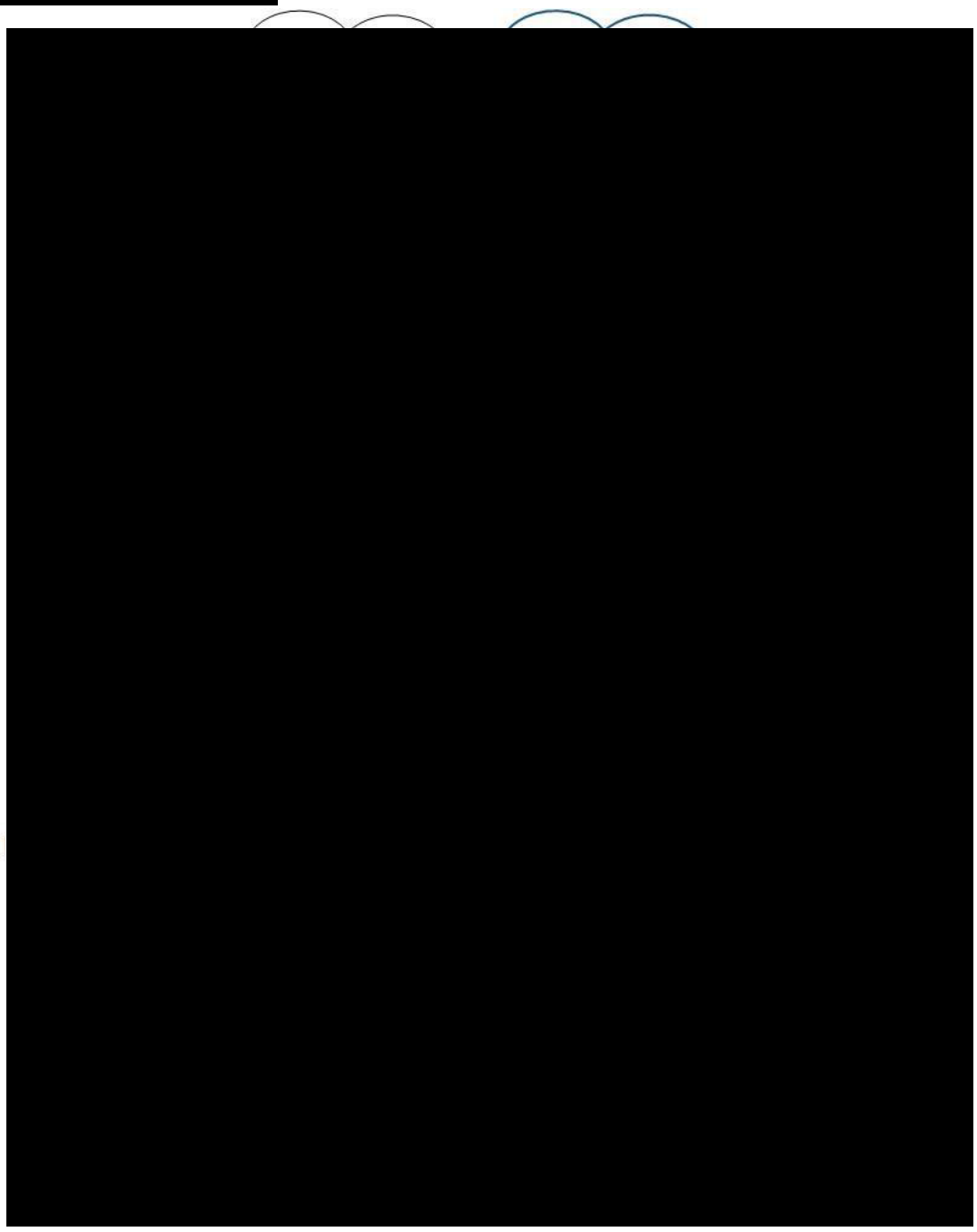
5. Internet Service Provision (Service Weighting 20%)

All FSA internet traffic will be directed through a Secure Access Service Edge (SASE) solution. While this will be provided through the NCM partner, the circuit provider must ensure that Internet traffic can be forwarded through the service and that ISP points of ingress and egress are protected against malicious use and other threat actors.

Q5.1 Please describe your Internet Service Provision and how you will work with our Connectivity Management partner to enable secure access to Internet and Cloud services and protection against malicious use or cyber-attack. (Question Weighting 100%)

[redacted]

[redacted]



[redacted]

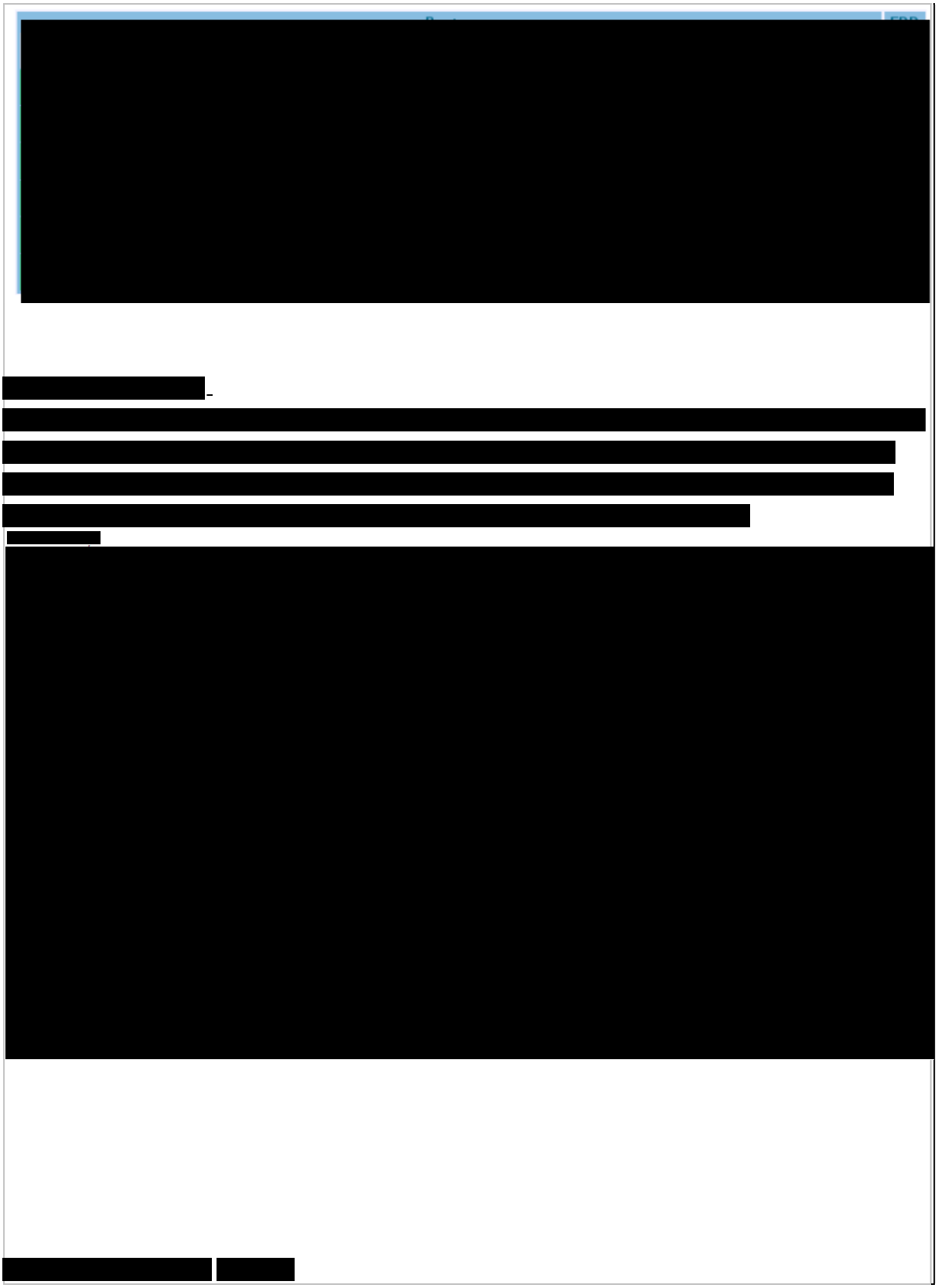
424 WORDS

6. Service Monitoring (Service Weighting 5%)

The Circuit Provider will be responsible for monitoring the performance and usage of all provided services and for proactively alerting FSA and the Network Connectivity Management partner of faults, outages and capacity issues. This includes proactive notification of any new or emerging vulnerabilities effecting services

Q6.1 How will you monitor circuit performance and ensure that FSA and its delivery partners are alerted to any faults, outages and capacity issues and of new or emerging vulnerabilities? (Question Weighting 100%)

[redacted]



[redacted]

[redacted]

[redacted]

[redacted]

498 WORDS

Additional References:

Functional Response Q3.3 Ultrafast Full Fibre Broadband Build Programme

Non-Functional Response Q1.7 FSA Service Report January 2022

TENDER REFERENCE	NETWORK CIRCUIT PROVISION

Please find below the Social Value criteria for the network circuit provision requirement, for further guidance on the Social Value Act please see the link below:

Social Value Act: information and resources - GOV.UK (www.gov.uk)

And More information on each of the model award criteria's chosen below:

Social-Value-Model-Quick-Reference-Table-Edn-1.1-3-Dec-20.pdf (publishing.service.gov.uk)

1: Effective stewardship of the environment (5%)

Using a maximum of 500 words to describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Model Award Criteria 4.1 Deliver additional environmental benefits in the performance of the contract including working towards net zero greenhouse gas emissions. Please include:

● Your 'Method Statement', stating how you will achieve this and how your commitment meets the Award Criteria, and

● Your processes, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to:

- use of metrics
- tools/processes used to gather data
- reporting
- feedback and improvement
- transparency
- A timed project plan (desirable)

RESPONSE:

[redacted]

[redacted]

(500 words)

2: Increase supply chain resilience and capacity (5%)

Using a maximum of 500 words to describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Award Criteria 3.2: Support innovation and disruptive technologies throughout the supply chain to deliver lower cost and/or higher quality goods and services. Please include:

● Your 'Method Statement', stating how you will achieve this and how your commitment meets the Award Criteria, and

● Your processes, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to:

- ○ use of metrics
- ○ tools/processes used to gather data
- ○ reporting
- ○ feedback and improvement
- ○ transparency
- ○ A timed project plan (desirable)

RESPONSE:

[redacted]

[redacted]

(495 Words)

Appendix E: Revised Part B of Call-Off Schedule 14

PART B: Long Form Service Levels and Service Credits

1. General provisions

1.1. The Supplier shall provide support and advice, when required by the Buyer, on matters relating to:

1.1.1. Availability of the Services;

1.1.2. quality of the Services;

1.1.3. provisioning;

1.1.4. essential downtime

1.1.5. Buyer support;

1.1.6. complaints handling; and

1.1.7. accurate and timely invoices.

1.2. The Supplier accepts and acknowledges that failure to meet the Service Level Threshold set out in this Part B of this Call-Off Schedule will result in Service Credits being due to the Buyer.

2. Principal points

2.1. The objectives of the Service Levels and Service Credits are to:

2.1.1. incentivise the Supplier to meet the Service Levels and to remedy any failure to meet the Service Levels expeditiously;

2.1.2. ensure that the Services are of a consistently high quality and meet the requirements of the Buyer;

2.1.3. provide a mechanism whereby the Buyer can attain meaningful recognition of inconvenience and/or loss resulting from the Supplier's failure to deliver the level of service for which it has contracted to deliver; and

2.1.4. provide an incentive to the Supplier to comply with and to expeditiously remedy any failure to comply with the Service Levels.

2.2. The Parties acknowledge that:

2.2.1. The Buyer will, in all cases, prefer to receive the Services within the Service Levels in preference to receiving the Service Credits; and

2.2.2. the Supplier shall, in all cases, seek to deliver the Services within the Service Levels in preference to accepting a liability for Service Credits.

3. Service Levels

3.1. The Supplier shall monitor its performance under this Call-Off Contract by reference to the relevant Service Level Performance Criteria for achieving the Service Levels and shall send the Buyer a Performance Monitoring Report detailing the level of service which was achieved in accordance with the provisions of Part C (Performance Monitoring) of this Call-Off Schedule.

3.2. The Supplier shall, at all times, provide the Services in such a manner that the Service Level Thresholds are achieved.

3.3. If the level of performance of the Supplier of any element of the provision by it of the Services during the Call-Off Contract period:

3.3.1. is likely to or fails to meet any Service Level Threshold; or

3.3.2. is likely to cause or causes a Critical Service Level Failure to occur, the Supplier shall immediately notify the Buyer in writing and the Buyer, in its absolute discretion and without prejudice to any other of its rights howsoever arising may:

a) Require the Supplier to immediately take all remedial action that is reasonable to mitigate the impact on the Buyer and to rectify or prevent a Service Level Failure or Critical Service Level Failure from taking place or recurring; and

b) If the action taken under paragraph Require the Supplier to immediately take all remedial action that is reasonable to mitigate the impact on the Buyer and to rectify or prevent a Service Level Failure or Critical Service Level Failure from taking place or recurring; and above has not already prevented or remedied the Service Level Failure or Critical Service Level Failure , the Buyer shall be entitled to instruct the Supplier to comply with the Rectification Plan Process; or

c) If a Service Level Failure has occurred, deduct from the Call-Off Contract Charges the applicable Service Credits payable by the Supplier to the Buyer in accordance with the calculation formula set out in Annex 1 of this Part B of this Call-Off Schedule; or

d) If a Critical Service Level Failure has occurred, exercise its right to compensation for such non-availability of Services via this Call-Off Contract.

3.4. Approval and implementation by the Buyer of any Rectification Plan shall not relieve the Supplier of any continuing responsibility to achieve the Service Levels, or remedy any failure to do so, and no estoppels or waiver shall arise from any such Approval and/or implementation by the Buyer.

3.5. The Buyer may enhance or otherwise modify the Service Levels required during a Further Competition Procedure.

3.6. The Services are subject to the following four Service Level Performance Criteria as set out in paragraph 6 of this Part B of Call-Off Schedule 14:

3.6.1. Availability;

3.6.2. Incident Resolution;

3.6.3. Quality; and

3.6.4. Provisioning.

4. Agreed Service Time

4.1. The Services will be made Available by the Supplier to the Buyer during the Agreed Service Time.

4.2. The Agreed Service Time applied to the Services will be determined by the Service Maintenance Level selected by the Buyer on the Order Form.

4.3. The Service Maintenance Levels and associated Agreed Service Times is set out in the following table:

4.4.

Service Maintenance Level	**Agreed Service Time**
Level 1	Monday – Friday (excluding Bank Holidays) 08:00-18:00
Level 2	Monday – Saturday (excluding Bank Holidays) 08:00-18:00
Level 3	Monday – Sunday (including Bank Holidays) 07:00-21:00
Level 4	Monday – Sunday (including Bank Holidays); 00:00-23:59 (24 hours per day, 7 days per week)

5. Incidents

5.1. If the Services become Unavailable, the Buyer must report the Unavailability as an Incident to the Service Desk.

5.2. Incidents must be classified to one of the following four severity levels:

Severity Level	**Description of impact of Incident**
Severity 1	The Services are Unavailable across the entire Buyer's estate
Severity 2	The Services are Unavailable at one of the Buyer's sites
Severity 3	The Services are Unavailable to an individual user
Severity 4	All other Incidents, including any Incidents raised initially ata higher Severity Level that were subsequently deemed to be attributable to the Buyer or in any other way not attributable to the Supplier.

5.2.1. The Supplier shall manage the Incident to resolution in accordance with this Call-Off Schedule, whilst keeping the Buyer appropriately informed of progress.

6. Service Level Performance Criteria

6.1. Availability

6.1.1. The Supplier shall ensure that the Services are Available during the Agreed Service Time.

6.1.2. Achieved Availability is calculated as a percentage of the total time in a Service Period that the Services should have otherwise been Available to the Buyer using the following formula:

$$\text{Achieved Availability \%} = \frac{(MP - SD) \times 100}{MP}$$

Where:

MP means total time within the Agreed Service Time (excluding Planned Downtime, Imposed Carrier Downtime and any Unavailability attributable to Severity 3 or Severity 4 Incidents) within the relevant Service Period; and

SD means total service downtime within the Agreed Service Time within the relevant Service Period during which a Service and/or part thereof is Unavailable (excluding Planned Downtime, Imposed Carrier Downtime and any Unavailability attributable to Severity 3 or Severity 4 Incidents) within the relevant Service Period.

6.2. Incident Resolution

6.2.1. The Supplier shall ensure that Incidents are resolved within the Maximum Incident Resolution Time.

6.2.2. Maximum Incident Resolution Times are determined by the Severity Levels and Service Maintenance Levels as set out in the following table:

Service Maintenance Level	**Severity 1; and** **Severity 2**	**Severity 3**	**Severity 4 (Indicative Only)**
Level 1	End of next Working Day	5 Working Days	1 Month
Level 2	End of next Working Day	5 Working Days	1 Month
Level 3	Incident reported by 13:00, resolved same day; reported after 13:00, resolved by 13:00 next Working Day	End of next Working Day	15 Working Days
Level 4	5 hours	End of next Working Day	10 Working Days

6.2.3. For the avoidance of doubt, ADSL and FTTC services are excluded from any Incident Resolution times and subsequent Service Credits, noting they are "best endeavours" fix from BT.

6.2.4. Each Incident will either be Resolved within the Maximum Incident Resolution Time, or it will not; and will be reported as such by the Supplier. The time taken to resolve the Incident is not material to this Service Level Performance Criteria.

6.2.5. Achieved Incident Resolution is calculated as a percentage of the total number of Incidents in a Service Period that should have been resolved within the Maximum Incident Resolution Time using the following formula:

$$\text{Achieved Incident Resolution \%} = \frac{(TI-FI) \times 100}{TI}$$

Where:

TI means the total number of Incidents raised by the Buyer during the Service Period (excluding Severity 4 Incidents); and

FI means the total number of Incidents raised by the Buyer during the Service Period that were not resolved within the Maximum Incident Resolution Time (excluding Severity 4 Incidents).

6.2.6. Where an Incident is reported outside the Agreed Service Time, the Incident will be treated as if it has been reported at the beginning of the next Working Day.

6.2.7. The Incident will only be deemed to be Resolved once the Services are Available. However, the Supplier shall not formally close any Incident until the Buyer has confirmed that the Services are Available.

6.3. Quality

6.3.1. The Supplier shall ensure that the Services are delivered of a sufficient quality to meet the provisions of this Call-Off Schedule.

6.3.2. Measurement of answer and response times of the Service Desk will be based on the time taken for the Supplier to respond to the Buyer's call or email. Calls and emails receiving an automated response or calls placed into a queuing system shall be deemed not to have been answered.

6.4. Provisioning

6.4.1. The Services will be provisioned at the outset in accordance with any Implementation Plan and any failure to meet Milestones will be dealt with in accordance with the terms of this Call-Off Contract.

6.4.2. Any delivery of Services or part thereof subsequent to the successful conclusion of the Implementation Plan will be subject to the Service Levels identified in the Variation to this Contract that incorporates those changes; or failing any other agreed Service Level, in accordance with the Supplier's standard provisioning Service Levels.

7. Service Credits

7.1. This section sets out the basic agreed formula used to calculate a Service Credit payable to the Buyer as a result of a Service Level Failure in a given Service Period.

7.2. Service Credit payments are subject to the Service Credit Cap.

7.3. Annex 1 to this Part B of this Call-Off Schedule details the Service Credits available for each Service Level Performance Criterion in the event that the applicable Service Level Threshold is not met by the Supplier.

7.4. The Buyer shall use the Performance Monitoring Reports supplied by the Supplier under Part C (Performance Monitoring) of this Call-Off Schedule to verify the calculation and accuracy of any Service Credits applicable to each Service Period.

7.5. Service Credits are a reduction of the amounts payable in respect of the Services and do not include VAT. The Supplier shall set-off the value of any Service Credits against the appropriate invoice in accordance with calculation formula in Annex 1 of Part B of this Call-Off Schedule.

7.6. The amount of Service Credit is determined by the tables in Annex 1 of this Part B of Call-Off Schedule 14, using the calculated Achieved Service Level Performance Criteria (e.g. Achieved Availability), the Service Level Threshold and the Service Failure Threshold and is calculated by using the straight line formula below:

Service Credit % = (m*(a-x) + c), where

a is the Service Level Threshold (%) below which Service Credits become payable;

b is the Service Failure Threshold (%);

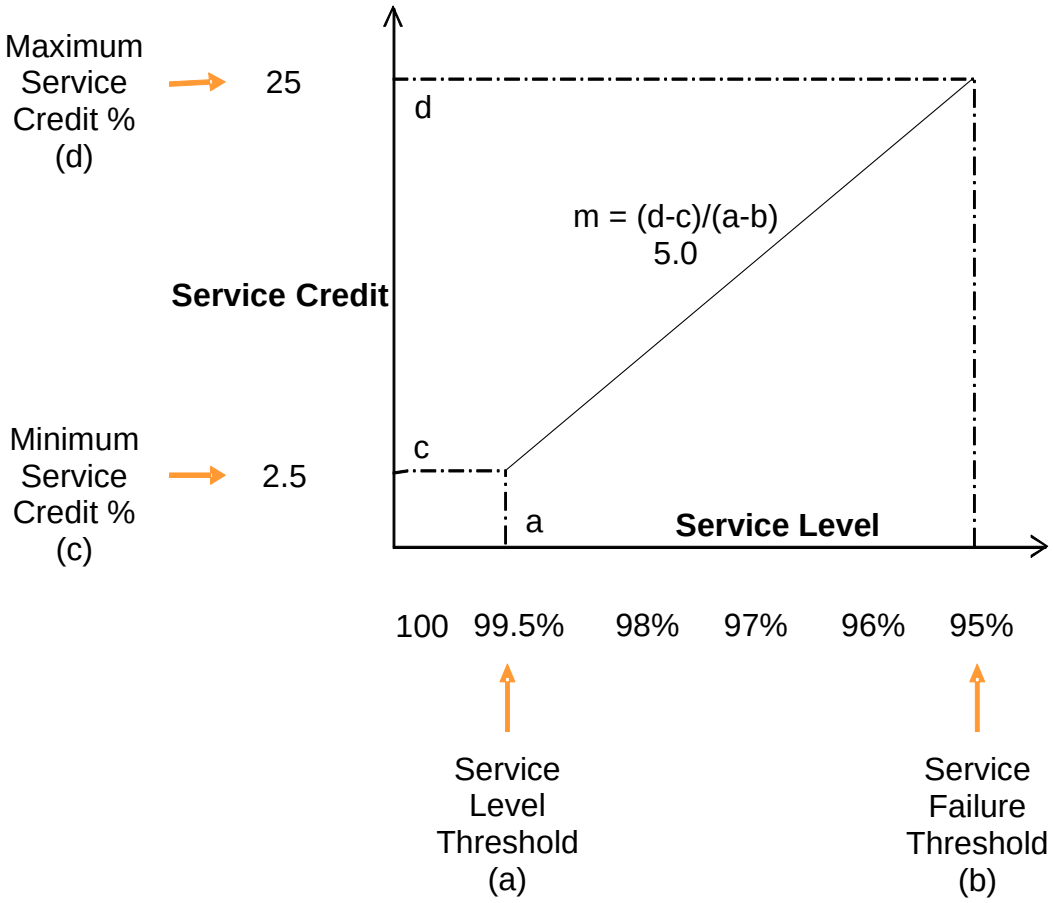
x is the Achieved Service Level Performance Criteria (%) for a Service Period;

c is the minimum Service Credit (%) payable if the Achieved Service Level falls below the Service Level Threshold;

d is the maximum Service Credit (%) payable if the Achieved Service Level Reaches the Service Failure Threshold;

m is a coefficient defined for the services, which is calculated from the Formula m = (d-c)/(a-b), that is the slope of the straight line;

7.7. Consequently, the Service Credit regime is shown diagrammatically as follows:



7.8. The Service Credit (£) is subsequently derived as follows:

Service Credit (£) = contract charges x Service Credit (%)

7.9. An example Service Credit calculation for the Availability of a service, (offered herein for illustrative purposes only), is as follows:

Criteria	Coefficient (m)	Service Level Threshold % (a)	Service Failure Threshold % (b)	Minimum Service Credit % (c)	Maximum Service Credit % (d)
Availability	5.0	99.5%	95.00%	2.5%	25%

7.9.1. The Achieved Availability of a service was recorded as 97% for a Service Period. For this service, the Service Level Threshold is 99.5% and the Service Failure Threshold is 95%. The contract charges for the service for the Service Period are £3,000. Previous performance had exceeded the Service Level Threshold for Availability.

7.9.2. In this illustration example:

Service Credit % = 5.0 x (99.5-97.0) + 2.5 = 15%;

therefore the Service Credit calculation is:

Service Credit (£) = £3,000 x 15% = £450.

7.10. An example Service Credit calculation for Incident Resolution is as follows:

Criteria	**Coefficient (m)**	**Service Level Threshold % (a)**	**Service Failure Threshold % (b)**	**Minimum Service Credit % (c)**	**Maximum Service Credit % (d)**
Incident Resolution	0.25	95.0%	85.00%	2.5%	5%

7.10.1. The Service Level Threshold is 95% of all incidents to be resolved within a specified time with the Service Failure Threshold being 85%. Assume that the Buyer has 80 Incidents within a Service Period, 10 of which were not resolved within the specified time. Therefore, the Achieved Incident Resolution is 87.5% for the Service Period. The contract charges for all the services that the Buyer is consuming are £50,000 per Service Period. Previous performance had exceeded the Service Level Threshold for Incident Resolution Times.

7.10.2. In this illustration example:

Service Credit % = 0.25 x (95-87.5) + 2.5 = 4.375%

Consequently, the illustrated Service Credit calculation is:

Service Credit (£) = £50,000 x 4.375% = £2,187.50.

PART B Annex 1: Long Form Services Levels and Service Credits Table

1. Availability

1.1. Services (excluding the Service Desk)

Service Maintenance Level	Coefficient (m)	Service Level Threshold % (a)	Service Failure Threshold % (b)	Minimum Service Credit % (c)	Maximum Service Credit % (d)
1	N/A	N/A	N/A	N/A	N/A
2	1.3	95%	80%	5%	25%
3	2.86	97%	90%	5%	25%
4	5	99%	95%	5%	25%

1.2. Service Desk

Service Maintenance Level	Coefficient (m)	Service Level Threshold % (a)	Service Failure Threshold % (b)	Minimum Service Credit % (c)	Maximum Service Credit % (d)
All	5	99%	95%	5%	25%

2. Incident Resolution

Number of Incidents per Service Period	Coefficient (m)	Service Level Threshold %(a)	Service Failure Threshold % (b)	Minimum Service Credit % (c)	Maximum Service Credit % (d)
39 or fewer	Not applicable	No more than 2 Incidents are Resolved in excess of the max Incident Resolution Times	5 or more Incidents are Resolved in excess of the max Incident Resolution Times	2.5% (payable when 3 Incidents breach the Service Level Threshold in any Service Period)	5% (payable when 4+ Incidents breach the Service Level Threshold in any Service Period)
40 and more	0.25	95%	85%	2.5%	5%

3. Quality

3.1. Service Desk:

Criteria	Coefficient	Service Level Threshold	Service Failure Threshold	Minimum Service Credit	Maximum Service Credit
Calls Answered within 60 seconds	0.25	90%	80%	2.5%	5%
Email Responded to within one (1) Working Day	0.083	90%	60%	2.5%	5%
Abandoned Calls	0.25	95%	85%	2.5%	5%

3.2. Data Service

3.2.1. Where the Buyer has procured Services that include data services, the following provisions will apply:

(a) The Services will only be deemed to have been Delivered once the Buyer has tested and accepted the quality of the data service;

(b) Subsequent to Services commencement, where the Buyer believes the quality of the data service is not acceptable:

(i) an Incident will be raised with the Service Desk;

(ii) the Supplier shall investigate the Incident;

(iii) Subsequent to the investigation, if:

A. a fault is found, the Incident is Resolved as any other Incident;

B. a fault is not found and the Buyer still believes the quality of the data service is unacceptable, the Supplier shall evidence to the Buyer that the data service complies with relevant Standards.

(iv) In the event that a fault is not found and the Supplier cannot evidence to the satisfaction of the Buyer that the data service complies with relevant Standards, the Service will be deemed Unavailable from the time that the Incident was first raised with the Service Desk and the Incident Resolution Time will be accordingly measured from that time.

3.3. Voice Service

3.3.1. Where the Buyer has procured Services that include voice services, the following provisions will apply:

(a) The Services will only be deemed to have been Delivered once the Buyer has tested and accepted the quality of the voice service;

(b) Subsequent to Services commencement, where the Buyer believes the quality of the voice service is not acceptable:

(i) an Incident will be raised with the Service Desk;

(ii) the Supplier shall investigate the Incident;

(iii) Subsequent to the investigation, if:

A. a fault is found, the Incident is Resolved as any other Incident;

B. a fault is not found and the Buyer still believes the quality of the voice service is unacceptable, the Supplier shall evidence to the Buyer that the voice service complies with relevant Standards.

(iv) In the event that a fault is not found and the Supplier cannot evidence to the satisfaction of the Buyer that the voice service complies with relevant Standards, the Service will be deemed Unavailable from the time that the Incident was first raised with the Service Desk and the Incident Resolution Time will be accordingly measured from that time.

PART B Annex 2: Critical Service Level Failure

1. CRITICAL SERVICE LEVEL FAILURE

1.1. A Critical Service Level Failure will be deemed to have occurred if the performance of the Services falls below the same Service Failure Threshold on three (3) occasions in any six (6) consecutive Service Periods.

1.2. In the event of a Critical Service Level Failure, the Buyer shall be entitled to terminate this Call-Off Contract for material Default.