

IUS CONSOLIDATED CONTRACT SCHEDULE

CONSOLIDATED SCHEDULE 8  
CUSTOMER AUTHORITY DEPENDENCIES

for Contract Number DCNS/119

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**CONSOLIDATED SCHEDULE 8**  
**CUSTOMER AUTHORITY DEPENDENCIES**

Capitalised terms used but not defined in this Consolidated Schedule are defined in Consolidated Schedule 1 (*Definitions*).

**1 INTRODUCTION**

- 1.1** This Consolidated Schedule contains an exhaustive list of the Customer Authority Dependencies.
- 1.2** The Contractor shall take the steps described in the column entitled “non-exhaustive description of mitigating steps to be taken by the Contractor, including if Customer Authority Dependency is, or is anticipated to be, delayed or not fulfilled”.

**2 CUSTOMER AUTHORITY DEPENDENCIES**

| ID  | Customer Authority Dependency   | Impact of Customer Authority Dependency being delayed or not fulfilled   | Non-exhaustive description of mitigating steps to be taken by the Contractor, including if Customer Authority Dependency is, or is anticipated to be, delayed or not fulfilled   |
|-----|---|--|--|
| D1. | <p>In respect of each Customer Authority Site, the Customer Authority is to provide access for the Named Personnel to that Customer Authority Site on the date on which the Contractor is due to attend the Customer Authority Site in order to commence work at that Customer Authority Site, <i>provided that</i>:</p> <p>(a) the Contractor has first correctly provided the details required to be specified in the Forward Work Schedule pursuant to Clause 25.1 of this Consolidated Contract;</p> <p>(b) such Named Personnel comply with the requirements of Clause 26 (<i>Contractor Personnel</i>) of this Consolidated Contract; and</p> <p>(c) the Customer Authority is not entitled to deny such Named Personnel access to, or remove such Named Personnel from, the Customer Authority Site pursuant to Clause 26.1 of this Consolidated Contract.</p> | <p>To the extent that this Customer Authority Dependency has been delayed or not fulfilled in respect of a Customer Authority Site, the Contractor may be prevented or delayed from commencing the relevant work described in the Forward Work Schedule at that Customer Authority Site.</p> | <p>The Contractor shall:</p> <p>(a) proactively throughout the Term, inform the Customer Authority (acting reasonably) of the names of the Contractor Personnel who are likely to require regular access to each of the Customer Authority Sites to carry out work during specified periods and request that such Contractor Personnel are added to relevant access lists for Customer Authority Sites for those periods;</p> <p>(b) within one (1) Working Day of the Effective Date, request that the Customer Authority provides it with a list of persons nominated by the Customer Authority to be contacted in case business-as-usual operational issues are encountered day-to-day (such list to be known as the “<b>Customer Authority Call List</b>”);</p> <p>(c) promptly after being denied access to a Customer Authority Site, identify opportunities to commence alternative work or work on other Customer Authority Sites, including by taking the</p> |

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|    |                               |  | <p>steps referred to below and, if appropriate, by: (i) submitting an Ad Hoc Access Request in order to gain expedited (including same-day) access to an alternative Customer Authority Site at which the Contractor can commence work; and (ii) seeking an expedited approval under Clause 25.2 of this Consolidated Contract for work to be carried out without the Forward Work Schedule having been first updated in accordance with Clause 25.1 of this Consolidated Contract;</p> <p>(d) promptly after being denied access to a Customer Authority Site, contact the persons named on the Customer Authority Call List by telephone until either: (i) it is able to inform the Customer Authority that it has been denied access; or (ii) there are no further contacts on the Customer Authority Call List that it has not called and it has left a voicemail or email with each of the individuals on the Customer Authority Call List to notify the Customer Authority of the denial of site access. The Contractor shall also comply</p> |

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|------------|--|--|--|
|            |  |  | <p>with the Customer Authority's reasonable instructions for gaining access to the relevant Customer Authority Site on the date on which the Contractor was due to attend the Customer Authority Site; and</p> <p>(e) where the Contractor has been unable to arrange access to the relevant Customer Authority Site on the date on which the Contractor was due to attend the Customer Authority Site, the Contractor shall propose Emergency Forward Work Schedule Amendments.</p> |
| <b>D2.</b> | <p>In respect of each Customer Authority Site, the Customer Authority is to provide access for the Named Personnel to the room(s) used to host Equipment that the Contractor needs to carry out work on in order to deliver the Services, such access to be provided on the date (as shown in the Forward Work Schedule) on which the Contractor is due to attend the Customer Authority Site in order to commence work at that Customer Authority Site, <i>provided that</i>:</p> <p>(a) the Contractor has first correctly</p> | <p>To the extent that this Customer Authority Dependency has been delayed or not fulfilled in respect of a Customer Authority Site, the Contractor may be prevented or delayed from commencing the relevant work within the relevant room(s), as described in the Forward Work Schedule at that Customer Authority Site.</p> | <p>The Contractor shall:</p> <p>(a) proactively throughout the Term, inform the Customer Authority (acting reasonably) of the names of the Contractor Personnel who are likely to require regular access to each of the Customer Authority Sites to carry out work during specified periods and request that such Contractor Personnel are added to relevant access lists for Customer Authority Sites for those periods;</p> <p>(b) within one (1) Working Day of the</p>           |

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|    | <p>provided the details required to be specified in the Forward Work Schedule pursuant to Clause 25.1 of this Consolidated Contract;</p> <p>(b) such Named Personnel comply with the requirements of Clause 26 (<i>Contractor Personnel</i>) of this Consolidated Contract; and</p> <p>(c) the Customer Authority is not entitled to deny such Named Personnel access to, or remove such Named Personnel from, the Customer Authority Site pursuant to Clause 26.1 of this Consolidated Contract.</p> |  | <p>Effective Date, request that the Customer Authority provides it with the Customer Authority Call List;</p> <p>(c) promptly after being denied access to a Customer Authority Site, identify opportunities to commence alternative work or work on other Customer Authority Sites, including by taking the steps referred to below and, if appropriate, by (i) submitting an Ad Hoc Access Request in order to gain expedited (including same-day) access to an alternative Customer Authority Site at which the Contractor can commence work; and (ii) seeking an expedited approval under Clause 25.2 of this Consolidated Contract for work to be carried out without the Forward Work Schedule having been first updated in accordance with Clause 25.1 of this Consolidated Contract;</p> <p>(d) promptly after being denied access to a Customer Authority Site, contact the persons named on the Customer Authority Call List by telephone until</p> |

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|            |  |  | <p>either: (i) it is able to inform the Customer Authority that it has been denied access; or (ii) there are no further contacts on the Customer Authority Call List that it has not called and it has left a voicemail or email with each of the individuals on the Customer Authority Call List to notify the Customer Authority of the denial of site access. The Contractor shall also comply with the Customer Authority's reasonable instructions for gaining access to the relevant Customer Authority Site on the date on which the Contractor was due to attend the Customer Authority Site; and</p> <p>(e) where the Contractor has been unable to arrange access to the relevant Customer Authority Site on the date on which the Contractor was due to attend the Customer Authority Site, the Contractor shall propose Emergency Forward Work Schedule Amendments.</p> |
| <b>D3.</b> | In respect of each Customer Authority Site, the Customer Authority is to provide the physically secure accommodation and | To the extent that this Customer Authority Dependency has been delayed or not fulfilled in respect of a Customer Authority Site, the | <p>The Contractor shall:</p> <p>(a) within one (1) Working Day of the Effective Date, request that the</p>  |



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|    | rack space described in Paragraph (i) of the Additional Information, from the date on which the Implementation Plan shows that such accommodation and rack space is required at that Customer Authority Site until the date on which the Contractor notifies the Customer Authority that it no longer requires such accommodation and rack space. | Contractor may be prevented or delayed from delivering some or all of the Services that rely on the provision of the relevant accommodation and rack space. | <p>Customer Authority provides it with the Customer Authority Call List;</p> <p>(b) promptly after discovering that the physically secure accommodation and rack space described in Paragraph (i) of the Additional Information has not been provided at a Customer Authority Site, identify opportunities to commence alternative work or work on other Customer Authority Sites, including by taking the steps referred to below and, if appropriate, by (i) submitting an Ad Hoc Access Request in order to gain expedited (including same-day) access to an alternative Customer Authority Site at which the Contractor can commence work; and (ii) seeking an expedited approval under Clause 25.2 of this Consolidated Contract for work to be carried out without the Forward Work Schedule having been first updated in accordance with Clause 25.1 of this Consolidated Contract;</p> <p>(c) promptly after discovering that the physically secure accommodation and</p> |

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|----|-------------------------------|--|---|
|    |                               |  | <p>rack space described in Paragraph (i) of the Additional Information has not been provided at a Customer Authority Site, contact the persons named on the Customer Authority Call List by telephone until either: (i) it is able to inform the Customer Authority that it has not provided the physically secure accommodation and rack space described in Paragraph (i) of the Additional Information at the relevant Customer Authority Site; or (ii) there are no further contacts on the Customer Authority Call List that it has not called and it has left a voicemail or email with each of the individuals on the Customer Authority Call List to notify the Customer Authority of the failure to provide such physically secure accommodation and rack space;</p> <p>(d) where the Contractor has been unable to arrange for the physically secure accommodation and rack space described in Paragraph (i) of the Additional Information to be provided at the relevant Customer Authority Site on</p> |

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|            |   |  | <p>the date on which the Contractor was due to attend the Customer Authority Site, the Contractor shall propose Emergency Forward Work Schedule Amendments; and</p> <p>(e) at least twenty (20) Working Days prior to the Contractor accessing the relevant Customer Authority Site on which it is due to commence work, check with the Customer Authority that the Customer Authority has made arrangements to procure that the physically secure accommodation and rack space described in Paragraph (i) of the Additional Information is to be provided on time, and if not, make proactive suggestions as to potential workarounds and undertake any re-planning activities that may be reasonably requested by the Customer Authority.</p> |
| <b>D4.</b> | In respect of each Customer Authority Site, the Customer Authority is to provide the Contractor with standard Institution of Engineering and Technology certification for power installation testing for that | To the extent that this Customer Authority Dependency has been delayed or not fulfilled in respect of a Customer Authority Site, the Contractor may be prevented or delayed from commencing the relevant work described in | <p>The Contractor shall:</p> <p>(a) identify and commence any work on the relevant Customer Authority Site that can be carried out reasonably and safely in the absence of a standard Institution</p>   |

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|            | Customer Authority Site at least five (5) Working Days prior to the date on which the Forward Work Schedule shows that work requiring such certification is due to take place at that Customer Authority Site, <i>provided that</i> the Contractor has first correctly provided the details required to be specified in the Forward Work Schedule pursuant to Clause 25.1 of this Consolidated Contract.   | the Forward Work Schedule at that Customer Authority Site.   | <p>of Engineering and Technology certification for power installation testing, including design work;</p> <p>(b) proactively liaise with the Customer Authority to identify workarounds; and</p> <p>(c) ask the Customer Authority whether it wishes the Contractor to provide the standard Institution of Engineering and Technology certification for power installation testing at that Customer Authority Site as a Professional Service.</p>  |
| <b>D5.</b> | <p>In respect of each Customer Authority Site, the Customer Authority is to provide the Contractor with information about the relevant cabling, network rooms, network cabinets and cable runs for that Customer Authority Site, to the extent such information:</p> <p>(a) is necessary for the Contractor to know in order to carry out the work specified in the Forward Work Schedule pursuant to Clause 25.1 of this Consolidated Contract; and</p> | To the extent that this Customer Authority Dependency has been delayed or not fulfilled in respect of a Customer Authority Site, the Contractor may be prevented or delayed from commencing the relevant work described in the relevant Work Proposal at that Customer Authority Site. | <p>The Contractor shall:</p> <p>(a) identify, and commence, work on the relevant Customer Authority Site that can be carried out reasonably and safely in the absence of the relevant information;</p> <p>(b) if the Contractor does not know who owns a network cabinet or the equipment or technology within that cabinet, contact Other Tower Service Providers or Customer Authority Third Parties to try to understand relevant ownership and to obtain any required approvals from Other</p> |

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|            | (b) exists.   |   | <p>Tower Service Providers or Customer Authority Third Parties;</p> <p>(c) proactively liaise with the Customer Authority to identify workarounds; and</p> <p>(d) ask the Customer Authority whether it wishes the Contractor to provide the information about the relevant cabling, network rooms, network cabinets and cable runs for a particular Customer Authority Site to the Customer Authority as a Professional Service.</p>  |
| <b>D6.</b> | In respect of each Customer Authority Site, the Customer Authority is to provide the Contractor with health and safety information for that Customer Authority Site on the date on which the Contractor is due to first attend the Customer Authority Site in order to commence work on that Customer Authority Site, but only to the extent such information is necessary for the Contractor to know in order to commence work at that Customer Authority Site, and <i>provided that</i> the Contractor has first correctly provided the details required to be specified in the | To the extent that this Customer Authority Dependency has been delayed or not fulfilled in respect of a Customer Authority Site, the Contractor may be prevented or delayed from commencing work at that Customer Authority Site. | <p>The Contractor shall:</p> <p>(a) within one (1) Working Day of the Effective Date, request that the Customer Authority provides it with the Customer Authority Call List;</p> <p>(b) promptly after discovering that the health and safety information for a Customer Authority Site has not been provided at that Customer Authority Site, identify opportunities to commence alternative work or work on other Customer Authority Sites, including by taking the steps referred to below and, if appropriate, by (i) submitting an Ad Hoc</p> |

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|    | Forward Work Schedule pursuant to Clause 25.1 of this Consolidated Contract. |  | <p>Access Request in order to gain expedited (including same-day) access to an alternative Customer Authority Site at which the Contractor can commence work; and (ii) seeking an expedited approval under Clause 25.2 of this Consolidated Contract for work to be carried out without the Forward Work Schedule having been first updated in accordance with Clause 25.1 of this Consolidated Contract;</p> <p>(c) promptly after discovering that the health and safety information for a Customer Authority Site has not been provided at that Customer Authority Site, contact the persons named on the Customer Authority Call List by telephone until either: (i) it is able to inform the Customer Authority that it has not provided the relevant health and safety information at that Customer Authority Site; or (ii) there are no further contacts on the Customer Authority Call List that it has not called and it has left a voicemail or email with each of the individuals on the Customer Authority</p> |

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|            |  |  | <p>Call List to notify the Customer Authority of the failure to provide such health and safety information; and</p> <p>(d) where the Contractor has been unable to arrange for the provision of the relevant health and safety information at the relevant Customer Authority Site on the date on which the Contractor was due to attend the Customer Authority Site, the Contractor shall propose Emergency Forward Work Schedule Amendments.</p>   |
| <b>D7.</b> | <p>In respect of each Customer Authority Site, the Customer Authority is to provide to the Contractor an induction (and an escort, where the Customer Authority deems it necessary) for that Customer Authority Site, on the date on which the Contractor is due to first attend the Customer Authority Site in order to commence work, such induction to include such information about any key relevant and known: (i) hazards (including asbestos and confined spaces); and (ii) constraints and other infrastructure specific to that Customer Authority Site,</p> | <p>To the extent that this Customer Authority Dependency has been delayed or not fulfilled in respect of a Customer Authority Site, the Contractor may be prevented or delayed from commencing work at that Customer Authority Site.</p> | <p>The Contractor shall:</p> <p>(a) within one (1) Working Day of the Effective Date, request that the Customer Authority provides it with the Customer Authority Call List;</p> <p>(b) promptly after discovering that an induction (and an escort, where deemed necessary by the Customer Authority) for a Customer Authority Site has not been provided at that Customer Authority Site, identify opportunities to commence alternative work or work on other Customer Authority Sites, including by taking the steps referred to below and, if</p> |

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|    | <p>as is necessary for the Contractor to commence work at that Customer Authority Site, <i>provided that</i>:</p> <p>(a) the Contractor has first correctly provided the details required to be specified in the Forward Work Schedule pursuant to Clause 25.1 of this Consolidated Contract; and</p> <p>(b) the Contractor (acting reasonably) and in accordance with Good Industry Practice) has previously advised the Customer Authority of the types of hazards, constraints and infrastructure that it wishes the Customer Authority to provide information about during the induction.</p> |  | <p>appropriate, by (i) submitting an Ad Hoc Access Request in order to gain expedited (including same-day) access to an alternative Customer Authority Site at which the Contractor can commence work; and (ii) seeking an expedited approval under Clause 25.2 of this Consolidated Contract for work to be carried out without the Forward Work Schedule having been first updated in accordance with Clause 25.1 of this Consolidated Contract;</p> <p>(c) promptly after discovering that an induction (and an escort, where deemed necessary by the Customer Authority) for a Customer Authority Site has not been provided at that Customer Authority Site, contact the persons named on the Customer Authority Call List by telephone until either: (i) it is able to inform the Customer Authority that it has not provided an induction (and an escort, where deemed necessary by the Customer Authority) at the relevant Customer Authority Site; or (ii) there are no further contacts on the Customer</p> |



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|            |   |  | <p>Authority Call List that it has not called and it has left a voicemail or email with each of the individuals on the Customer Authority Call List to notify the Customer Authority of the failure to provide such induction (and an escort, where deemed necessary by the Customer Authority); and</p> <p>(d) where the Contractor has been unable to arrange for an induction (and an escort, where deemed necessary by the Customer Authority) at the relevant Customer Authority Site on the date on which the Contractor was due to attend the Customer Authority Site, the Contractor shall propose Emergency Forward Work Schedule Amendments.</p> |
| <b>D8.</b> | In respect of each Ad Hoc Access Request, the Customer Authority is to use reasonable endeavours to arrange appropriate access for the Named Personnel to the relevant Customer Authority Site for the purposes specified in the Ad Hoc Access Request, <i>provided that:</i> | To the extent that this Customer Authority Dependency has been delayed or not fulfilled in respect of a Customer Authority Site, the Contractor may be prevented or delayed from undertaking some or all of the work described in the Ad Hoc Access Request at that Customer Authority Site. | <p>The Contractor shall:</p> <p>(a) proactively throughout the Term, inform the Customer Authority (acting reasonably) of the names of the Contractor Personnel who are likely to require regular access to each of the Customer Authority Sites to carry out work during specified periods and</p>  |

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|----|--|--|--|
|    | <p>(a) the Contractor has correctly provided the details required to be specified in the Ad Hoc Access Request pursuant to Clause 25.4 of this Consolidated Contract;</p> <p>(b) such Named Personnel comply with the requirements of Clause 26 (<i>Contractor Personnel</i>) of this Consolidated Contract; and</p> <p>(c) the Customer Authority is not entitled to deny such Named Personnel access to, or remove such Named Personnel from, the Customer Authority Site pursuant to Clause 26.1 of this Consolidated Contract.</p> |  | <p>request that such Contractor Personnel are added to relevant access lists for Customer Authority Sites for those periods;</p> <p>(b) within one (1) Working Day of the Effective Date, request that the Customer Authority provides it with the Customer Authority Call List;</p> <p>(c) promptly after being denied access to a Customer Authority Site, identify opportunities to commence alternative work or work on other Customer Authority Sites, including by taking the steps referred to below and, if appropriate, by (i) submitting an Ad Hoc Access Request in order to gain expedited (including same-day) access to an alternative Customer Authority Site at which the Contractor can commence work; and (ii) seeking an expedited approval under Clause 25.2 of this Consolidated Contract for work to be carried out without the Forward Work Schedule having been first updated in accordance with Clause 25.1 of this</p> |

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|----|-------------------------------|--|--|
|    |                               |  | <p>Consolidated Contract;</p> <p>(d) promptly after being denied access to a Customer Authority Site, contact the persons named on the Customer Authority Call List by telephone until either: (i) it is able to inform the Customer Authority that it has been denied access; or (ii) there are no further contacts on the Customer Authority Call List that it has not called and it has left a voicemail or email with each of the individuals on the Customer Authority Call List to notify the Customer Authority of the denial of site access. The Contractor shall also comply with the Customer Authority's reasonable instructions for gaining access to the relevant Customer Authority Site on the date on which the Contractor was due to attend the Customer Authority Site; and where the Contractor has been unable to arrange access to the relevant Customer Authority Site on the date on which the Contractor was due to attend the Customer Authority Site, the Contractor</p> |

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|-----|--|--|--|
|     |  |  | shall propose Emergency Forward Work Schedule Amendments   |
| D9. | Subject to the Contractor having fulfilled any obligations set out in Consolidated Schedule 3 ( <i>Service Requirements and Contractor Service Descriptions</i> ) or pursuant to a Professional Service to assist the Customer Authority with power, light, water, air conditioning, ventilation and cooling, the Customer Authority is to provide (in respect of each Customer Authority Site) the power, light, water, air conditioning, ventilation and cooling described in Paragraph (ii) of the Additional Information, from the date on which the Implementation Plan shows that such power, light, water, air conditioning, ventilation and cooling is required at that Customer Authority Site until the date on which the Contractor notifies the Customer Authority that it no longer requires such power, light, water, air conditioning, ventilation and cooling. | To the extent that this Customer Authority Dependency has been delayed or not fulfilled in respect of a Customer Authority Site, the Contractor may be prevented or delayed from delivering some or all of the Services that rely on the provision of the relevant power, light, water, air conditioning, ventilation and cooling at that Customer Authority Site. | <p>The Contractor shall:</p> <ul style="list-style-type: none"> <li>(a) within one (1) Working Day of the Effective Date, request that the Customer Authority provides it with the Customer Authority Call List;</li> <li>(b) promptly after discovering that the power, light, water, air conditioning, ventilation and cooling described in Paragraph (ii) of the Additional Information has not been provided at a Customer Authority Site, identify opportunities to commence alternative work or work on other Customer Authority Sites, including by taking the steps referred to below and, if appropriate, by (i) submitting an Ad Hoc Access Request in order to gain expedited (including same-day) access to an alternative Customer Authority Site at which the Contractor can commence work; and (ii) seeking an expedited approval under Clause 25.2 of this Consolidated Contract for work to be</li> </ul> |

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|    |                               |  | <p>carried out without the Forward Work Schedule having been first updated in accordance with Clause 25.1 of this Consolidated Contract;</p> <p>(c) promptly after discovering that the power, light, water, air conditioning, ventilation and cooling described in Paragraph (ii) of the Additional Information has not been provided at a Customer Authority Site, contact the persons named on the Customer Authority Call List by telephone until either: (i) it is able to inform the Customer Authority that it has not provided the power, light, water, air conditioning, ventilation and cooling described in Paragraph (ii) of the Additional Information at the relevant Customer Authority Site; or (ii) there are no further contacts on the Customer Authority Call List that it has not called and it has left a voicemail or email with each of the individuals on the Customer Authority Call List to notify the Customer Authority of the failure to provide such power, light, water, air conditioning,</p> |

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|             |   |  | <p>ventilation and cooling described in Paragraph (ii) of the Additional Information; and</p> <p>(d) where the Contractor has been unable to arrange for the provision of the power, light, water, air conditioning, ventilation and cooling described in Paragraph (ii) of the Additional Information at the relevant Customer Authority Site on the date on which the Contractor was due to attend the Customer Authority Site, the Contractor shall propose Emergency Forward Work Schedule Amendments.</p> |
| <b>D10.</b> | The Customer Authority is to provide the Customer Authority OSM, such Customer Authority OSM to have implemented Customer Authority OSM Service Management Tooling. | <p>To the extent that this Customer Authority Dependency has been delayed or not fulfilled, the Contractor may not have full visibility of:</p> <p>(a) service failures outside of its own Service Management responsibilities; or</p> <p>(b) Incidents that would ordinarily have been raised by End Users with the Customer Authority OSM.</p> | <p>The Contractor shall:</p> <p>(a) raise Incidents with the Customer Authority OSM through the GOSCC; and</p> <p>(b) continue to deliver the Services and respond to Incidents and faults identified by (and to) the Contractor, including liaising directly with the Customer Authority through the GOSCC as required.</p>   |
| <b>D11.</b> | The Customer Authority is to provide the WAN services referred to in Paragraph (i)  | To the extent that this Customer Authority Dependency has been delayed or not fulfilled  | The Contractor shall raise Incidents with the Customer Authority OSM.  |

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|             | of the Connectivity Requirements Appendix for the completion of the physical connection between each Customer Authority Site and the Integrated User Services (the “ <b>WAN Services</b> ”). Such WAN Services are to be provided at the relevant bandwidth and QoS class for the Security Classification specified in in Paragraph (i) of the Connectivity Requirements Appendix and support the PSN 6 class QoS model. | in respect of a Customer Authority Site, the Contractor may be prevented or delayed from delivering any of the Services that rely on the WAN Services to End Users located at that Customer Authority Site.   | The Contractor shall continue to deliver the Services and respond to Incidents and faults identified by (and to) the Contractor, including liaising directly with the Customer Authority through the OSM as required.  |
| <b>D12.</b> | The Customer Authority is to provide LAN services and voice cabling for the completion of the physical connection between each Customer Authority Site and the Integrated User Services (the “ <b>LAN Services</b> ”). Such LAN Services and voice cabling are to be provided at each Security Classification and to support the PSN 6 class QoS model applied to the WAN Services.                                      | To the extent that this Customer Authority Dependency has been delayed or not fulfilled in respect of a Customer Authority Site, the Contractor may be prevented or delayed from delivering any of the Services that rely on the LAN Services and voice cabling to End Users located at that Customer Authority Site. | The Contractor shall raise Incidents with the Customer Authority OSM.<br><br>The Contractor shall continue to deliver the Services and respond to Incidents and faults identified by (and to) the Contractor, including liaising directly with the Customer Authority through the OSM as required. |
| <b>D13.</b> | In respect of the HMNB Clyde Emergency Alert Capability, the Customer Authority is to provide contact details for the intended recipients of communications from the   | To the extent that this Customer Authority Dependency has been delayed or not fulfilled, the Contractor may be prevented from delivering some or all of the HMNB  | The Contractor shall notify the Customer Authority if the Customer Authority specified intended recipient information is unavailable on the date falling ten (10) Working Days prior   |

| ID          | Customer Authority Dependency  | Impact of Customer Authority Dependency being delayed or not fulfilled  | Non-exhaustive description of mitigating steps to be taken by the Contractor, including if Customer Authority Dependency is, or is anticipated to be, delayed or not fulfilled   |
|-------------|--|---|--|
|             | HMNB Clyde Emergency Alert Capability.   | Clyde Emergency Alert Capability.   | to the relevant Operational Service Commencement Date.   |
| <b>D14.</b> | The Customer Authority is to make available a gateway for the ingress and regress of OFFICAL traffic for the Mobile Voice and Data Service.  | To the extent that this Customer Authority Dependency has been delayed or not fulfilled in respect of a Customer Authority Site, the Contractor may be prevented or delayed from delivering any of the Services that rely on the gateways to End Users located at that Customer Authority Site. | The Contractor shall raise Incidents with the Customer Authority OSM.<br><br>The Contractor shall continue to deliver the Services and respond to Incidents and faults identified by (and to) the Contractor, including liaising directly with the Customer Authority through the OSM as required. |
| <b>D15.</b> | The Customer Authority is to ensure that the Connectivity Tower provides IP addresses, and IP address management and DNS/DHCP services in respect of relevant IP addresses notified to the Customer Authority by the Contractor (" <b>IP Address Services</b> "), <i>provided that</i> the Contractor notifies the Customer Authority of its requirement for IP Address Services (including details of the number and type of IP addresses required) at least ten (10) Working Days in advance of the date that such IP Address Services are required by the Contractor. | To the extent that this Customer Authority Dependency has been delayed or not fulfilled at a Customer Authority Site, the Contractor may be prevented or delayed from delivering any of the Services that rely on the IP Address Services to End Users located at that Customer Authority Site. | The Contractor shall raise Incidents with the Customer Authority OSM.<br><br>The Contractor shall continue to deliver the Services and respond to Incidents and faults identified by (and to) the Contractor, including liaising directly with the Customer Authority through the OSM as required. |
| <b>D16.</b> | The Customer Authority is to ensure that   | To the extent that this Customer Authority  | The Contractor shall raise Incidents with the  |



| ID          | Customer Authority Dependency  | Impact of Customer Authority Dependency being delayed or not fulfilled   | Non-exhaustive description of mitigating steps to be taken by the Contractor, including if Customer Authority Dependency is, or is anticipated to be, delayed or not fulfilled   |
|-------------|--|--|--|
|             | the Connectivity Tower provides VLAN addresses, and VLAN address management services in respect of relevant VLAN addresses notified to the Customer Authority by the Contractor (" <b>VLAN Address Services</b> "), <i>provided that</i> the Contractor notifies the Customer Authority of its requirement for VLAN Address Services at least ten (10) Working Days in advance of the date that such VLAN Address Services are required by the Contractor. | Dependency has been delayed or not fulfilled at a Customer Authority Site, the Contractor may be prevented or delayed from delivering any of the Services that rely on the VLAN Address Services to End Users located at that Customer Authority Site. | Customer Authority OSM.<br><br>The Contractor shall continue to deliver the Services and respond to Incidents and faults identified by (and to) the Contractor, including liaising directly with the Customer Authority through the OSM as required.     |
| <b>D20.</b> | The Customer Authority is to arrange for representatives of Defence Systems Assurance Services (DSAS) or any successor to it (including security assurance co-ordinators) to process and review the Contractor's application(s) for Certification of the Services, <i>provided that</i> :<br><br>(a) during the Implementation Programme:<br><br>(i) the Contractor submits its application(s) for Certification in accordance with Consolidated           | To the extent that this Customer Authority Dependency has been delayed or not fulfilled, the Contractor may be prevented or delayed from delivering some or all of the Services.   | The Contractor shall liaise proactively with the Customer Authority in order to propose, design and implement workarounds (including, the Contractor submitting its application(s) for Certification to the Customer Authority as early as practicable). |

| ID          | Customer Authority Dependency   | Impact of Customer Authority Dependency being delayed or not fulfilled  | Non-exhaustive description of mitigating steps to be taken by the Contractor, including if Customer Authority Dependency is, or is anticipated to be, delayed or not fulfilled   |
|-------------|---|---|--|
|             | <p>Schedule 7 (<i>Security Requirements</i>); and</p> <p>(ii) the Detailed Implementation Plan sets out the dates during which such application(s) for Certification will be made by the Contractor and the Contractor adheres to such dates, and</p> <p>(b) following Achievement of Milestone number 19: <i>Overall Implementation Acceptance Date</i>, the Contractor complies with relevant Standards, including the capability introduction processes described in the ISS ITIL Processes.</p> |   |  |
| <b>D21.</b> | <p>In respect of the Encryption Service, the Customer Authority is to provide the crypto key material required by the Contractor to deliver the Encryption Service, <i>provided that</i>:</p> <p>(a) the Customer Authority has received the crypto key material from CESG;</p> <p>(b) the Contractor has given the Customer Authority reasonable</p>   | <p>To the extent that this Customer Authority Dependency has been delayed or not fulfilled in respect of the Encryption Service, the Contractor may be prevented or delayed from delivering some or all of the Encryption Service and any other Service reliant on such Encryption Service.</p> | <p>The Contractor shall commence any work (including in respect of the Encryption Service and any other Service reliant on such Encryption Service) that it is able to commence despite the delay or non-fulfilment of this Customer Authority Dependency.</p> |

| ID          | Customer Authority Dependency   | Impact of Customer Authority Dependency being delayed or not fulfilled  | Non-exhaustive description of mitigating steps to be taken by the Contractor, including if Customer Authority Dependency is, or is anticipated to be, delayed or not fulfilled   |
|-------------|---|---|--|
|             | <p>notice of the type and extent of crypto key material required (such notice to be given no less than one hundred and twenty (120) Working Days prior to the date on which the Customer Authority is to provide it;</p> <p>(c) the location at which the crypto key material is to be held meets the minimum standards set out in the Security Requirements; and</p> <p>(d) there are two (2) appropriately trained Contractor Personnel at such location who are able to receive such crypto key material in accordance with the Standards.</p> |   |  |
| <b>D23.</b> | In respect of Equipment or Assets used to provide SECRET Services Overseas and TOP SECRET Services worldwide, the Customer Authority is to make available to the Contractor any existing defence courier services that the Customer Authority then has in place and which are reasonably required by the Contractor to deliver any Equipment or Assets used to  | To the extent that this Customer Authority Dependency has been delayed or not fulfilled in respect of the Equipment or Assets used to provide SECRET Services Overseas and TOP SECRET Services worldwide, the Contractor may be prevented or delayed from delivering relevant SECRET Services Overseas and TOP SECRET Services worldwide. | The Contractor shall commence any work (including in respect of SECRET Services Overseas and TOP SECRET Services worldwide) that it is able to commence despite the delay or non-fulfilment of this Customer Authority Dependency. |

| ID   | Customer Authority Dependency   | Impact of Customer Authority Dependency being delayed or not fulfilled  | Non-exhaustive description of mitigating steps to be taken by the Contractor, including if Customer Authority Dependency is, or is anticipated to be, delayed or not fulfilled                  |
|------|---|---|---|
|      | provide SECRET Services Overseas and TOP SECRET Services worldwide, <i>provided that</i> the Contractor has first given the Customer Authority reasonable written notice of the type, extent and duration of defence courier services reasonably required.  |   |   |
| D24. | Within seven (7) Working Days of the Effective Date and in respect of TOP SECRET Services, the Customer Authority is to provide the information about the TOP SECRET Services described in Paragraph (iii) of the Additional Information.   | To the extent that this Customer Authority Dependency has been delayed or not fulfilled in respect of the TOP SECRET Services, the Contractor may be prevented or delayed from delivering the TOP SECRET Services that rely on the provision of the information about the TOP SECRET Services that is described in Paragraph (iii) of the Additional Information. | The Contractor shall commence any work (including in respect of the TOP SECRET Services) that it is able to commence despite the delay or non-fulfilment of this Customer Authority Dependency. |
| D25. | The Customer Authority is to ensure that the physical location(s) designated by the Customer Authority for the installation and operation of Conference Terminals are suitable to host the Conferencing Service at the Security Classification required by the Customer Authority at that location. | To the extent that this Customer Authority Dependency has been delayed or not fulfilled the Contractor may be prevented or delayed from delivering to the Implementation Plan and delivering the Services.  | The Contractor shall commence any work (including in respect of the Conferencing Service) that it is able to commence in spite of the delay or non-fulfilment.                                  |

| ID          | Customer Authority Dependency   | Impact of Customer Authority Dependency being delayed or not fulfilled   | Non-exhaustive description of mitigating steps to be taken by the Contractor, including if Customer Authority Dependency is, or is anticipated to be, delayed or not fulfilled  |
|-------------|---|--|---|
| <b>D26.</b> | <p>Within five (5) Working Days of receiving written notice from the Contractor requesting acceptance of a Milestone, the Customer Authority is to respond to the Contractor with</p> <ul style="list-style-type: none"> <li>(a) questions relating to the performance of the relevant Milestone (including requests for evidence or clarification);</li> <li>(b) a Milestone Achievement Certificate; or</li> <li>(c) a notice that the relevant Milestone is not accepted and requiring re-submission or further Testing of the Milestone,</li> </ul> <p><i>provided that</i>, prior to the Contractor issuing a notice requesting acceptance of a Milestone:</p> <ul style="list-style-type: none"> <li>(a) the Customer Authority has issued Test Certificates for all Tests relating to the relevant Milestone; and</li> <li>(b) the Contractor has complied with the dates to complete all Tests relating to</li> </ul> | <p>To the extent that this Customer Authority Dependency has been delayed or not fulfilled, the Contractor may be delayed in complying with the Implementation Plan in relation to: (i) the date for Achievement of the relevant Milestone; and/or (ii) the date for Achievement of any Milestone which depends upon the Achievement of such relevant Milestone.</p> | <p>The Contractor shall:</p> <ul style="list-style-type: none"> <li>(a) commence any work that it is able to commence despite the delay or non-fulfilment of this Customer Authority Dependency; and.</li> <li>(b) liaise proactively with the Customer Authority in order to minimise any delay or non-fulfilment of this Customer Authority Dependency, including by proposing possible amendments to the Test Plans in relation to the relevant Milestone and dependant Milestones.</li> </ul> |

| ID   | Customer Authority Dependency   | Impact of Customer Authority Dependency being delayed or not fulfilled  | Non-exhaustive description of mitigating steps to be taken by the Contractor, including if Customer Authority Dependency is, or is anticipated to be, delayed or not fulfilled   |
|------|---|---|--|
|      | the Milestone set out in the Test Plan and complied with the date to complete the Milestone set out in the Implementation Plan.   |   |  |
| D27. | <p>In respect of any final Test Report delivered to the Customer Authority by the Contractor in accordance with Paragraph 8.5 of Consolidated Schedule 19 (<i>Testing Procedures</i>), the Customer Authority is to respond to the Contractor within ten (10) Working Days from receipt of such final Test Report with either:</p> <ul style="list-style-type: none"> <li>(a) questions relating to the relevant Test (including requests for evidence or clarification);</li> <li>(b) a Test Certificate; or</li> <li>(c) a notice that the relevant Deliverable, Service or Service Element must be re-submitted or re-Tested.</li> </ul> | To the extent that this Customer Authority Dependency has been delayed or not fulfilled, the Contractor may be delayed in: (i) complying with the Test Plan and/or (ii) the date for completion of any related Milestone to which the relevant Testing relates. | <p>The Contractor shall:</p> <ul style="list-style-type: none"> <li>(a) commence any work that it is able to commence despite the delay or non-fulfilment of this Customer Authority Dependency; and.</li> <li>(b) liaise proactively with the Customer Authority in order to minimise any delays, including by proposing possible amendments to the Test Plans to which the Test Report Relates.</li> </ul> |

| ID   | Customer Authority Dependency   | Impact of Customer Authority Dependency being delayed or not fulfilled   | Non-exhaustive description of mitigating steps to be taken by the Contractor, including if Customer Authority Dependency is, or is anticipated to be, delayed or not fulfilled  |
|------|---|--|---|
| D28. | In respect of the Services, the Customer Authority is to enter into the Code of Connection.   | To the extent that this Customer Authority Dependency has been delayed or not fulfilled, the Contractor may be prevented or delayed from providing PSN Compliant Services.   | The Contractor shall liaise pro-actively with the Customer Authority in order to propose, design and implement workarounds (including, the Contractor notifying the Customer Authority as soon as it becomes aware of any delay or non-fulfilment of this Customer Authority Dependency).   |
| D29. | <p>In respect of the Encryption Service, the Customer Authority is to provide the Contractor with suitable accommodation, as described in Paragraph (iv) of the Additional Information, at Customer Authority Sites to which the Contractor is providing encryption material for the delivery of SECRET or TOP SECRET Services from the date on which the Implementation Plan shows that such encryption material is required at that Customer Authority Site until the date on which the Contractor notifies the Customer Authority that it no longer requires such accommodation, <i>provided that</i>:</p> <p>(a) the Contractor has in place a crypto holder (as defined by JSP 490) in</p> | To the extent that this Customer Authority Dependency has been delayed or not fulfilled in respect of the Encryption Service, the Contractor may be prevented from delivering some or all of the Encryption Service and any other Service that is reliant on the Encryption Service. | <p>The Contractor shall:</p> <p>(a) proactively liaise with the Customer Authority to identify workarounds; and</p> <p>(b) ask the Customer Authority whether it wishes the Contractor to provide the crypto custodian at that Customer Authority Site by the Customer Authority calling-off the Crypto Custodian Service described in Consolidated Schedule 3 (<i>Service Requirements and Contractor Service Descriptions</i>).</p> |

| ID          | Customer Authority Dependency  | Impact of Customer Authority Dependency being delayed or not fulfilled  | Non-exhaustive description of mitigating steps to be taken by the Contractor, including if Customer Authority Dependency is, or is anticipated to be, delayed or not fulfilled |
|-------------|--|---|--|
|             | <p>accordance with the Standards; and</p> <p>(b) the Contractor has an Approved PCP in place detailing where encryption material is required to be held.</p>   |   |  |
| <b>D30.</b> | <p>In respect of the Encryption Service, the Customer Authority is to provide a crypto custodian (as defined by JSP 490) in accordance with the Standards at Customer Authority Sites to which the Contractor is providing encryption material for the delivery of SECRET or TOP SECRET Services from the date on which the Implementation Plan shows that such encryption material is required at that Customer Authority Site until the date on which the Contractor notifies the Customer Authority that it no longer requires the crypto custodian at that Customer Authority Site, <i>provided that</i>:</p> <p>(a) the Contractor has in place a crypto holder (as defined by JSP 490) in accordance with the Standards;</p> <p>(b) the Contractor has an Approved PCP in place detailing where encryption</p> | <p>To the extent that this Customer Authority Dependency has been delayed or not fulfilled in respect of the Encryption Service, the Contractor may be prevented from delivering some or all of the Encryption Service and any other Service that is reliant on the Encryption Service.</p> | <p>The Contractor shall proactively liaise with the Customer Authority to identify workarounds.</p>  |



| ID          | Customer Authority Dependency  | Impact of Customer Authority Dependency being delayed or not fulfilled   | Non-exhaustive description of mitigating steps to be taken by the Contractor, including if Customer Authority Dependency is, or is anticipated to be, delayed or not fulfilled  |
|-------------|--|--|---|
|             | <p>material is required to be held; and</p> <p>(c) the Contractor has an Approved KMP in place.</p>  |  |   |
| <b>D31.</b> | <p>The Customer Authority is to arrange for the Desk Space described in Paragraph (v) of the Additional Information to be made available to Named Personnel identified by the Contractor <i>provided that</i>:</p> <p>(a) the Contractor has correctly provided the details of the relevant Named Personnel to the Customer Authority at least twenty (20) Working Days before such Named Personnel require access to the relevant Desk Space;</p> <p>(b) such Named Personnel comply with the requirements of Clause 26 (<i>Contractor Personnel</i>) of the Consolidated Contract; and</p> <p>(c) the Customer Authority is not entitled to deny such Named Personnel access to, or remove such Named Personnel from, the Customer</p> | <p>To the extent that this Customer Authority Dependency has been delayed or not fulfilled, the benefits associated with having Contractor personnel co-located with Customer Authority staff may not be realised, so that communications between the Contractor and the Customer Authority may not be as swift and it may take longer for the Contractor to plan, seek approval for, and implement, resolution actions should issues arise.</p> | <p>The Contractor shall liaise proactively with the Customer Authority in order to propose, design and implement workarounds (including, the Contractor notifying the Customer Authority as soon as it becomes aware of any delay or non-fulfilment of this Customer Authority Dependency).</p> |

| ID  | Customer Authority Dependency  | Impact of Customer Authority Dependency being delayed or not fulfilled   | Non-exhaustive description of mitigating steps to be taken by the Contractor, including if Customer Authority Dependency is, or is anticipated to be, delayed or not fulfilled |
|-----|--|--|--|
|     | Authority Site pursuant to Clause 26.1 of the Consolidated Contract.   |  |  |
| D33 | In respect of Contractor Personnel required to provide on-site support at Customer Authority Premises at Overseas locations that do not, in the Customer Authority's opinion, benefit from appropriate commercial transport routes (e.g. Diego Garcia and the Falklands), the Customer Authority is to make available to the Contractor any existing transport services that the Customer Authority then has in place and which are reasonably required by the Contractor to transport Contractor Personnel to such Customer Authority Premises, provided that the Contractor has first given the Customer Authority reasonable written notice of the type, extent and duration of the transport services reasonably required and that all necessary authorisations and documentation are in place for such Contractor Personnel (including passports and any necessary travel visas). | To the extent that this Customer Authority Dependency has been delayed or not fulfilled, the Contractor may be prevented or delayed from delivering on-site support for the Services at the relevant Customer Authority Premises at the Overseas location. | The Contractor shall commence any work that it is able to commence despite the delay or non-fulfilment of this Customer Authority Dependency.                                  |

| ID           | Customer Authority Dependency  | Impact of Customer Authority Dependency being delayed or not fulfilled   | Non-exhaustive description of mitigating steps to be taken by the Contractor, including if Customer Authority Dependency is, or is anticipated to be, delayed or not fulfilled |
|--------------|--|--|--|
| <b>D34</b>   | In respect of Equipment (other than the Equipment described in Customer Authority Dependency D23) required to be transported to Customer Authority Premises at Overseas locations that do not, in the Customer Authority's opinion, benefit from appropriate commercial transport routes (e.g. Diego Garcia and the Falklands), the Customer Authority is to make available to the Contractor any existing transport services that the Customer Authority then has in place and which are reasonably required by the Contractor to transport any Equipment to such Customer Authority Premises, provided that: (i) the Contractor has first given the Customer Authority reasonable written notice of the type, extent and duration of the transport services reasonably required; and (ii) any such Equipment has been packaged by the Contractor in accordance with the Standards. | To the extent that this Customer Authority Dependency has been delayed or not fulfilled, the Contractor may be prevented or delayed from delivering the Services at the relevant Customer Authority Premises at the Overseas location. | The Contractor shall commence any work that it is able to commence despite the delay or non-fulfilment of this Customer Authority Dependency.                                  |
| <b>BT001</b> | The Customer Authority is to:<br>(a) procure that the Customer   | To the extent that this Customer Authority Dependency has been delayed or not  | The Contractor shall:<br>(a) raise Incidents with the Customer   |

| ID           | Customer Authority Dependency   | Impact of Customer Authority Dependency being delayed or not fulfilled   | Non-exhaustive description of mitigating steps to be taken by the Contractor, including if Customer Authority Dependency is, or is anticipated to be, delayed or not fulfilled  |
|--------------|---|--|---|
|              | <p>Authority Third Party responsible for the provision of the Customer Authority OSM provides access for the Contractor to the Customer Authority OSM Service Management Tooling, for incident management, problem management, change management and service request fulfilment; and</p> <p>(b) provide training in respect of the Customer Authority OSM Service Management Tooling using e-learning packages, provided that the Contractor notifies the Customer Authority of its training requirements at least twenty (20) Working Days prior to the date on which the Contractor notifies the Customer Authority that it requires such training.</p> | <p>fulfilled, the Contractor may be prevented or delayed from electronically interfacing with the Customer Authority OSM to fulfil Service Requests and resolve Incidents.</p> | <p>Authority OSM through the GOSCC; and</p> <p>(b) continue to deliver the Services and respond to Incidents and faults identified by (and to) the Contractor, including liaising directly with the Customer Authority through the GOSCC as required.</p> |
| <b>BT002</b> | <p>Within sixty (60) Working Days of the Effective Date, the Customer Authority is to procure that the Customer Authority Third Party responsible for the provision</p>   | <p>To the extent that this Customer Authority Dependency has been delayed or not fulfilled, the Contractor may be prevented or delayed from integrating the Contractor's</p>   | <p>The Contractor shall:</p> <p>(a) raise Incidents with the Customer Authority OSM through the GOSCC;</p>  |

| ID | Customer Authority Dependency   | Impact of Customer Authority Dependency being delayed or not fulfilled | Non-exhaustive description of mitigating steps to be taken by the Contractor, including if Customer Authority Dependency is, or is anticipated to be, delayed or not fulfilled                                |
|----|---|--|---|
|    | of the Customer Authority OSM provides for the Contractor access to the interface of the Customer Authority OSM Service Management Tooling. | solution with the Customer Authority OSM.                              | and<br>(b) continue to deliver the Services and respond to Incidents and faults identified by (and to) the Contractor, including liaising directly with the Customer Authority through the GOSCC as required. |

## APPENDIX 1 CONNECTIVITY REQUIREMENTS

(i) **D11 (WAN Services)**

**Fixed Voice Service**

| Site size  | Number of Fixed Voice extensions | Security Classification | Bandwidth     | QoS class |
|------------|----------------------------------|-------------------------|---------------|-----------|
| very small | 1-32 371                         | OFFICIAL                | 2Mb per Site  | QoS1      |
|            | 1-32 110 sites                   | SECRET                  | 2Mb per Site  | QoS 1     |
|            | 1-32 120 sites                   | TOP SECRET              | 2Mb per Site  | QoS 1     |
| small      | 33-120 181                       | OFFICIAL                | 2Mb per Site  | QoS1      |
|            | 33-120 25 sites                  | SECRET                  | 2Mb per Site  | QoS1      |
|            | 0                                | TOP SECRET              | 0             |           |
| medium     | 121-250 63                       | OFFICIAL                | 4Mb per Site  | QoS1      |
|            | 121-250 11 sites                 | SECRET                  | 4Mb per Site  | QoS 1     |
|            | 0                                | TOP SECRET              | 0             |           |
| large      | 251-400 44                       | OFFICIAL                | 10Mb per Site | QoS1      |
|            | 251-400 5 sites                  | SECRET                  | 10Mb per Site | QoS1      |
|            | 0                                | TOP SECRET              | 0             |           |
| very large | Over 400 139                     | OFFICIAL                | 20Mb per Site | QoS1      |
|            | Over 400 4 sites                 | SECRET                  | 20Mb per Site | QoS1      |
|            | 0                                | TOP SECRET              | 0             |           |

**Conferencing Service**

| Customer Authority Site size                    | Number of Conference Instances | Security Classification | Bandwidth          | QoS class |
|---|--------------------------------|-------------------------|--------------------|-----------|
| Instance of Service not determined by Site size | 270 terminals                  | OFFICIAL                | 512Kb per terminal | QoS 1     |
|   | 451 terminals                  | SECRET                  | 512Kb per terminal | QoS 1     |
|   | 345 terminals                  | TOP SECRET              | 512Kb per terminal | QoS 1     |

**Operator Assistance Service**

| Customer Authority Site size | Security Classification | Bandwidth | QoS class |
|------------------------------|-------------------------|-----------|-----------|
| OAS Whitehall                | OFFICIAL                | 2Mb       | QoS1      |
|                              | SECRET                  | 2Mb       | QoS1      |
| OAS Location                 | OFFICIAL                | 10Mb      | QoS1      |
|                              | SECRET                  | 0         |           |
| OAS Location                 | OFFICIAL                | 10Mb      | QoS1      |
|                              | SECRET                  | 0         |           |

## APPENDIX 2

### ADDITIONAL INFORMATION

(i) **D3 (accommodation and rack space)**

| Number of Sites | Description / Categorisation                                   | Quantity Per site | Rack U Size | Power Consumption (W) / Unit | Heat Output (BTU) / Unit | Duration Required (months)<br>[assume 60 if for the entire Term] | Comments   |
|-----------------|--|-------------------|-------------|------------------------------|--------------------------|--|--|
| 2 (CY)          | OFFICIAL voice (CY) core node                                  | 1                 | 8U          | 2100                         | 5000                     | 54   |  |
| 2 (CY)          | SECRET voice (CY) core node                                    | 1                 | 8U          | 2100                         | 5000                     | 54   |  |
| 34              | OFFICIAL legacy voice (GE)                                     | 1                 |             |                              |                          | 54   | Retain legacy PABXs which are not rack mounted (free standing within Customer Authority Sites) |
| 39              | OFFICIAL voice site (UK) legacy Very Small                     | 1                 | 2U          | 800                          | 2000                     | 18   |  |
| 195             | OFFICIAL voice site (UK) Very Small                            | 1                 | 2U          | 800                          | 2000                     | 54   |  |
| 15              | OFFICIAL voice site (UK) Legacy Small                          | 1                 | 2U          | 800                          | 2000                     | 18   |  |
| 76              | OFFICIAL voice site (UK) Small                                 | 1                 | 2U          | 800                          | 2000                     | 54   |  |
| 770             | OFFICIAL voice legacy site (UK)<br>(Medium, Large, Very Large) | see comments      |             |                              |                          | 18   | Retain legacy PABXs which are not rack mounted (free standing within Customer Authority Sites) |
| 22              | OFFICIAL voice legacy site (CY)<br>(Medium, Large, Very Large) | see comments      |             |                              |                          | 18   | Retain legacy PABXs which are not rack mounted (free standing within Customer Authority Sites) |
| 30              | OFFICIAL voice site (UK) Medium                                | 1                 | 2U          | 800                          | 2000                     | 54   |  |
| 22              | OFFICIAL voice site (UK) Large                                 | 1                 | 3.5U        | 1000                         | 2200                     | 54   |  |
| 68              | OFFICIAL voice site (UK) Very Large                            | 1                 | 3.5U        | 1000                         | 2200                     | 54   |  |
| 73              | SECRET voice site (UK)   | 1                 | 3.5U        | 1000                         | 2200                     | 54   |  |
| 15              | OFFICIAL voice site (CY)                                       | 1                 | 3.5U        | 1000                         | 2200                     | 54   |  |
| 5               | SECRET voice site (CY)   | 1                 | 3.5U        | 1000                         | 2200                     | 54   |  |
| 2               | TS Voice and Conferencing core node                            | 3                 | 47U         | 7200                         | 22000                    | 54   |  |



(ii) **D9 (power, light, water, air conditioning, ventilation and cooling)**

The Contractor's requirements are as described in D3 Additional Information.

(iii) **D24 (TOP SECRET Services information)**

The following information about the TOP SECRET Services shall be provided to the Contractor:

- Service volume requirement per Site;
- Site locations;
- Geographical regions for example UK, Germany, Cyprus;
- Current deployed technology;
- Initial instantiation date of current technology;
- Useful economic life of current technology;
- Transferability of existing solution for example any software licensing constraints;
- Accreditation status of current solution;
- Operating constraints for example procedural/personnel;
- Performance requirement;
- Communities of Interest limitations or constraints.

**D29 (Encryption Service accommodation)**

N/A

**D31 (Desk Space)**

| <b>Customer Authority Site(s)<br/>(or location within Customer Authority Site, for example, Building 405 GOSCC)</b> | <b>Desks Space required</b> | <b>Start date</b>                                | <b>Number of months for which Desk Space is required</b> |
|---|-----------------------------|--|--|
| Building 405 GOSCC  | 7                           | Operational Service Commencement Date - 3 months | 57 months  |
| Building 405 office space (Key Personnel)   | 4                           | Effective Date                                   | 60 months  |
| Building 405 office space (PMO)   | 4                           | Effective Date                                   | 24 months  |
| Building 405 office space (PMO)   | 2                           | Effective Date +24 months                        | 36 months  |
| Building 405 office space (SIAM liaison)  | 1                           | Effective Date                                   | 60 months  |
| Building 405 office space (Model Office)  | 4                           | Effective Date                                   | 6 months   |
| Cyprus  | 2                           | Operational Service Commencement Date            | 54 months  |
| Erskine   | 5                           | Effective Date                                   | 24 months  |
| Erskine   | 1                           | Effective Date +24 months                        | 36 months  |
| Falkland Islands  | 1                           | Operational Service Commencement Date            | 54 months  |
| Germany   | 1                           | Operational Service Commencement Date            | 54 months  |
| Gibraltar   | 1                           | Operational Service                              | 54 months  |

|                 |    |  |           |
|-----------------|----|--|-----------|
|                 |    | Commencement Date                        |           |
| Sealand         | 2  | Operational Service<br>Commencement Date | 54 months |
| Whitehall (OAC) | 15 | Operational Service<br>Commencement Date | 54 months |