

CONNECTIVITY CONSOLIDATED CONTRACT SCHEDULE

CONSOLIDATED SCHEDULE 8
CUSTOMER AUTHORITY DEPENDENCIES

for Contract Number DCNS/080

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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 “Customer Authority Call List”);</p> <p>(c) promptly after being denied access to a Customer Authority Site,</p>

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			<p>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 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</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>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>
D2.	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	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	<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</p>

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	<p>work at that Customer Authority Site, <i>provided that</i>:</p> <ul style="list-style-type: none"> (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; (b) such Named Personnel comply with the requirements of Clause 26 (<i>Contractor Personnel</i>) of this Consolidated Contract; and (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>at that Customer Authority Site.</p>	<p>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> <ul style="list-style-type: none"> (b) within one (1) Working Day of the Effective Date, request that the Customer Authority provides it with the Customer Authority Call List; (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

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			<p>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 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</p>

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			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.
D3.	In respect of each Customer Authority Site, the Customer Authority is to provide the physically secure accommodation and 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.	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 accommodation and rack space.	The Contractor shall: (a) within one (1) Working Day of the Effective Date, request that the Customer Authority provides it with the Customer Authority Call List; (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

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			<p>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 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</p>

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			<p>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 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</p>

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			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.
D4.	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 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.	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.	The Contractor shall: (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 of Engineering and Technology certification for power installation testing, including design work; (b) proactively liaise with the Customer Authority to identify workarounds; and (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.
D5.	In respect of each Customer Authority Site, the Customer	To the extent that this Customer Authority	The Contractor shall:

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	<p>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> <p>(b) exists.</p>	<p>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>	<p>(a) shall 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 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>

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D6.	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 Forward Work Schedule pursuant to Clause 25.1 of this Consolidated Contract.	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> <ul style="list-style-type: none"> (a) within one (1) Working Day of the Effective Date, request that the Customer Authority provides it with the Customer Authority Call List; (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 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;

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			<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 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</p>

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			Emergency Forward Work Schedule Amendments.
D7.	<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, 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>	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 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 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</p>

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			<p>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 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</p>

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			<p>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>
D8.	<p>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>:</p> <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</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 undertaking some or all of the work described in the Ad Hoc Access Request 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</p>

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	to Clause 26.1 of this Consolidated Contract.		<p>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 either: (i) it is able to</p>

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			<p>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>
D9.	Subject to the Contractor having fulfilled any obligations set out in Consolidated Schedule 3 (<i>Service Requirements</i>	To the extent that this Customer Authority Dependency has been delayed or not	<p>The Contractor shall:</p> <p>(a) within one (1) Working Day of the</p>

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	<p>and Contractor Service Descriptions) 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.</p>	<p>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>	<p>Effective Date, request that the Customer Authority provides it with the Customer Authority Call List;</p> <p>(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 carried out without the Forward Work Schedule having been first updated in accordance with Clause 25.1 of this Consolidated Contract;</p>

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			<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, 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</p>

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			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.
D10.	The Customer Authority is to provide the Customer Authority OSM, such Customer Authority OSM to have implemented Customer Authority OSM Service Management Tooling.	To the extent that this Customer Authority Dependency has been delayed or not fulfilled, the Contractor may not have full visibility of: (a) service failures outside of its own Service Management responsibilities; or (b) Incidents that would ordinarily have been raised by End Users with the Customer Authority OSM.	The Contractor shall: (a) raise Incidents with the Customer Authority OSM through the GOSCC; and (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.
D11.	In respect of each Customer Authority Site, the Customer Authority is to provide relevant access for the Contractor to any existing ducting and wiring, such access to be provided on the date (as shown in the Forward Work Schedule) on which the Contractor is to first attend that Customer Authority Site in order to commence work at 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 from undertaking some or all of the relevant work described in the Forward	The Contractor shall: (a) within one (1) Working Day of the Effective Date, request that the Customer Authority provides it with the Customer Authority Call List; (b) promptly after discovering that the

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	Customer Authority Site, provided that 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.	Work Schedule at that Customer Authority Site.	<p>relevant access to any existing ducting and wiring 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 relevant access to any existing ducting and wiring 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</p>

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			<p>inform the Customer Authority that it has not provided the relevant access to any existing ducting and wiring to the Contractor at the relevant Customer Authority Site; or</p> <p>(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 relevant access to any existing ducting and wiring;</p> <p>(d) where the Contractor has been unable to arrange access to any existing ducting and wiring 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; 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</p>

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			<p>Authority that the Customer Authority has made arrangements to procure the access to any existing ducting and wiring at the relevant Customer Authority Site, 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>
D12.	<p>In respect of each Customer Authority Site, the Customer Authority is to ensure that the existing ducting and cable runs described in Paragraph (iii) of the Additional Information have the capacity described in Paragraph (iii) of such Additional Information.</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 delivering some or all of the Services that rely on the availability of the capacity in the relevant existing ducting and cable runs at that Customer Authority Site.</p>	<p>The Contractor shall:</p> <ul style="list-style-type: none"> (a) within one (1) Working Day of the Effective Date, request that the Customer Authority provides it with the Customer Authority Call List; (b) promptly after discovering that the existing ducting and cable runs described in Paragraph (iii) of the Additional Information do not have the capacity described in Paragraph (iii) of such Additional Information 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

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>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 existing ducting and cable runs described in Paragraph (iii) of the Additional Information do not have the capacity described in Paragraph (iii) of such Additional Information 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 existing ducting and cable runs described in Paragraph (iii) of the Additional Information with the capacity described in Paragraph</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>(iii) of such 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 existing ducting and cable runs described in Paragraph (iii) of the Additional Information with the capacity described in Paragraph (iii) of such Additional Information;</p> <p>(d) where the Contractor has been unable to arrange for the existing ducting and cable runs described in Paragraph (iii) of the Additional Information to have the capacity described in Paragraph (iii) of such 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; and</p> <p>(e) at least twenty (20) Working Days</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>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 existing ducting and cable runs described in Paragraph (iii) of the Additional Information have the capacity described in Paragraph (iii) of such Additional Information at the relevant Customer Authority Site, 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>
D13.	<p>In respect of the Connectivity Service, the Customer Authority is to provide access bearers for Connections:</p> <ul style="list-style-type: none"> (a) with both ends within the Overseas (Type B) Connectivity Subscriber Domain; and (b) with one end in any of the Overseas (Type A), Overseas (Type B) or Overseas (Type C) Connectivity Subscriber Domains and the other end in the UK. 	<p>To the extent that this Customer Authority Dependency has been delayed or not fulfilled in respect of a Connection, the Contractor may be prevented or delayed from delivering Connectivity to that Connection.</p>	<p>The Contractor shall:</p> <ul style="list-style-type: none"> (a) commence any work (including in respect of the Connectivity Service) that it is able to commence despite the delay or non-fulfilment of this Customer Authority Dependency; and (b) liaise proactively with the Customer Authority in order to propose,

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
			design and implement workarounds (including the use of alternative access bearers).
D14.	<p>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>:</p> <p>(a) during the Implementation Programme:</p> <ul style="list-style-type: none"> (i) the Contractor submits its application(s) for Certification in accordance with Consolidated Schedule 7 (<i>Security Requirements</i>); and (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>(b) following Achievement of Milestone number 20: <i>Overall Implementation Acceptance Date</i>, the Contractor complies with relevant Standards, including the capability introduction processes described in the ISS ITIL Processes.</p>	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).
D15.	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> :	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	The Contractor shall commence any work (including in respect of the Encryption Service and any other Service reliant on such Encryption

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>(a) the Customer Authority has received the crypto key material from CESG;</p> <p>(b) the Contractor has given the Customer Authority reasonable 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>	or delayed from delivering some or all of the Encryption Service and any other Service reliant on such Encryption Service.	Service) that it is able to commence despite the delay or non-fulfilment of this Customer Authority Dependency.
D16.	In respect of the Encryption Service, the Customer Authority is to provide its standard crypto training to the Contractor Personnel nominated as crypto custodian(s) in the Approved PCP at such time and location(s) as directed by the Customer Authority.	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 reliant on such Encryption Service.	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.
D17.	In respect of each Customer Authority Site, the Customer Authority is to grant the wayleaves described in Paragraph (iv) of the Additional Information.	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	The Contractor shall: (a) within one (1) Working Day of the Effective Date, request that the Customer Authority provides it with

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>delayed from delivering some or all of the Services that rely on the provision of the relevant wayleaves at that Customer Authority Site.</p>	<p>the Customer Authority Call List;</p> <p>(b) promptly after discovering that the wayleaves described in Paragraph (iv) of the Additional Information have 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 wayleaves described in Paragraph (iv) of the Additional Information</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>have 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 wayleaves described in Paragraph (iv) 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 wayleaves described in Paragraph (iv) of the Additional Information;</p> <p>(d) where the Contractor has been unable to arrange for the wayleaves described in Paragraph (iv) of the Additional Information to be provided at the relevant Customer Authority Site on the date on which the Contractor was due to attend the Customer Authority Site, the</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>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 wayleaves described in Paragraph (iv) of the Additional Information are provided at the relevant Customer Authority Site, 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>
D18.	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 provide the SECRET	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	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
	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.	relevant SECRET Services Overseas and TOP SECRET Services worldwide.	
D19.	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 (v) 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 (v) 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.
D20.	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: (a) questions relating to the performance of the relevant Milestone (including requests for evidence or clarification); (b) a Milestone Achievement Certificate; or (c) a notice that the relevant Milestone is not accepted and requiring re-submission or further Testing of the Milestone, <i>provided that</i> , prior to the Contractor issuing a notice	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.	The Contractor shall (a) commence any work that it is able to commence despite the delay or non-fulfilment of this Customer Authority Dependency; and (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

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>requesting acceptance of a Milestone:</p> <ul style="list-style-type: none"> (a) the Customer Authority has issued Test Certificates for all Tests relating to the relevant Milestone; and (b) the Contractor has complied with the dates to complete all Tests relating to the Milestone set out in the Test Plan and complied with the date to complete the Milestone set out in the Implementation Plan. 		and dependant Milestones.
D21.	<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"> (a) questions relating to the relevant Test (including requests for evidence or clarification); (b) a Test Certificate; or (c) a notice that the relevant Deliverable, Service or Service Element must be re-submitted or re-Tested. 	<p>To the extent that this Customer Authority Dependency has been delayed or not fulfilled, the Contractor may be delayed in:</p> <ul style="list-style-type: none"> (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"> (a) commence any work that it is able to commence despite the delay or non-fulfilment of this Customer Authority Dependency; and (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.
D22.	<p>The Customer Authority is to:</p> <ul style="list-style-type: none"> (a) provide encryption devices for each SECRET Community of Interest provided by the Contractor as part of a Multi-national Connection; and (b) provide its standard training on installation and maintenance support for the relevant encryption devices. 	<p>To the extent that this Customer Authority Dependency has been delayed or not fulfilled in respect of a Connection, the Contractor may be delayed or prevented from delivering the specific Community of Interest to which that Multi-national Connection (and the encryption devices and encryption key material to be provided</p>	<p>The Contractor shall commence any work that it is able to commence in respect of delivering the associated Community of Interest.</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
		by the Customer Authority) relates.	
D23.	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).
D24.	<p>In respect of the Encryption Service, the Customer Authority is to provide the Contractor with suitable accommodation, as described in Paragraph (vi) 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, in respect of the Customer Authority Sites to which it is required to provide encryption material for the delivery of SECRET or TOP SECRET Services, has in place at the relevant time a crypto custodian or in all other cases a crypto holder (both as defined by JSP 490) in accordance with the</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 relevant accommodation, as described in Paragraph (vi) of the Additional Information, at that Customer Authority Site as a Professional Service.</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
	Standards; and (b) the Contractor has an Approved PCP in place detailing where encryption material is required to be held.		
D25.	In respect of the Encryption Service, and unless otherwise specified, 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, provided that: (a) the Contractor has an Approved PCP in place detailing where encryption material is required to be held; and (b) the Contractor has an Approved KMP in place.	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.	The Contractor shall: (a) proactively liaise with the Customer Authority to identify workarounds; and (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>).
D26.	The Customer Authority is to arrange for the Desk Space described in Paragraph (vii) of the Additional Information to be made available to Named Personnel identified by the Contractor <i>provided that</i> : (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 (as the case may be);	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	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).

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>(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 Authority Site pursuant to Clause 26.1 of the Consolidated Contract.</p>	for, and implement, resolution actions should issues arise.	
D27.	In respect of each Customer Authority Site the Customer Authority is to provide the Outgoing Services described in Paragraph (viii) of the Additional Information from the start date shown in Paragraph (viii) of the Additional Information until the cease date shown in Paragraph (viii) of the Additional Information.	To the extent that this Customer Authority Dependency has been delayed or not fulfilled, the Contractor may be prevented or delayed from completing Transition of some or all of the Outgoing Services which are the subject of such delay or non-fulfilment.	<p>The Contractor shall:</p> <p>(a) commence any work that it is able to commence despite the delay or non-fulfilment of this Customer Authority Dependency; and</p> <p>(b) liaise proactively with the Customer Authority in order to propose, design and implement workarounds.</p>
FJ-D9	The Customer Authority is to procure that the Outgoing Service Provider performs the changes to the configuration of its systems described in Paragraph (ix) of the Additional Information in relation to its arrangements with the Outgoing Service Providers.	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 LAN Service, BPS and Service Management (and any services reliant on such Services).	<p>The Contractor shall:</p> <p>(a) commence any work (including in respect of the LAN Service, PPS and Service Management) that it is able to commence despite the delay or non-fulfilment of this Customer Authority Dependency; and</p> <p>(b) liaise proactively with the Customer Authority in order to propose, design and implement 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
FJ-D11	From the Effective Date until Transition has been completed, the Customer Authority is to procure that the Outgoing Service Provider provides the technical administration access details, including usernames, passwords, TACACS and management IP addresses, required by the Contractor to access the Outgoing Service Provider's network management system.	To the extent that this Customer Authority Dependency has been delayed or not fulfilled, the Contractor may be prevented or delayed from completing Transition of the Outgoing Services that are equivalent to Service Management.	The Contractor shall: (a) commence any work that it is able to commence despite the delay or non-fulfilment of this Customer Authority Dependency; and (b) liaise proactively with the Customer Authority in order to propose, design and implement workarounds.
FJ-D12	During Transition, the Customer Authority is to procure that the Outgoing Service Provider connects the 10Gb access bearers, and provides the information, hosting, cabling, patching and encryptors, described in Paragraph (x) of the Additional Information to specific elements of the Outgoing Services, namely, the elements known as the "restricted LAN interconnect service", the "SECRET LAN interconnect service" and the "common core platform", including out-of-band management networks, at the Customer Authority Sites located at Whitehall, London and Corsham.	To the extent that this Customer Authority Dependency has been delayed or not fulfilled, the Contractor may be prevented or delayed from completing Transition.	The Contractor shall: (a) commence any work that it is able to commence despite the delay or non-fulfilment of this Customer Authority Dependency; and (b) liaise proactively with the Customer Authority in order to propose, design and implement workarounds.
FJ-D16	The Customer Authority is to procure that the Outgoing Service Providers provide the configuration and management data described in Paragraph (xi) of the Additional Information in order to enable the Contractor to take on management of deployed devices in the following networks forming part of the Outgoing Services: (a) common core platform; and	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 Connectivity Service and PPS (and any Services reliant on the Connectivity Service and PPS).	The Contractor shall: (a) commence any work (including in respect of the Connectivity Service and PPS) that it is able to commence despite the delay or non-fulfilment of this Customer Authority Dependency; and

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) timeplex (PPS).		(b) liaise proactively with the Customer Authority in order to propose, design and implement workarounds.
FJ-D18	<p>In respect of the Cyber Access Service, the Customer Authority is to:</p> <ul style="list-style-type: none"> (a) provide data associated with the architecture of the existing ECND sensors and the specific functionality they provide to the extent such information exists; (b) procure that the Outgoing Service Provider adds the Fujitsu SNMP Management address to the existing ECND sensors in order to send traps and alerts to the Fujitsu NMS; and (c) procure that the Outgoing Service Provider ensures that the existing ECND sensors point at the Fujitsu authentication server, or if this is not possible then instead provide Fujitsu with administration access to the devices on the current authentication system. 	To the extent that this Customer Authority Dependency has been delayed or not fulfilled in respect of the Cyber Access Service, the Contractor may be prevented or delayed from delivering some or all of the Cyber Access Service.	<p>The Contractor shall:</p> <ul style="list-style-type: none"> (a) commence any work (including in respect of the Cyber Access Service) that it is able to commence despite the delay or non-fulfilment of this Customer Authority Dependency; and (b) liaise proactively with the Customer Authority in order to propose, design and implement workarounds.

APPENDIX 1 ADDITIONAL INFORMATION

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

Accommodation (UK & Overseas)	Total Rack unit for Solution	Months	Comments
Line Termination Unit	1414	72	Link termination of WAN links
Router	3003	72	OFFICIAL Service Delivery Point
Packet Capture Box	778	72	Deployment of packet capture boxes within the solution
CTP2008	328	72	This is based on all Point to Point links migrating onto the CTP device.
Encryptions	650	72	SECRET & TOP SECRET Service Delivery Point
Wireless LAN devices	1466	72	LAN switches per wireless solution deployed at site
OFFICIAL LAN	12600	84	LAN switches in OFFICIAL
SECRET LAN	2600	84	LAN switches in SECRET
Microwave Link	22	84	

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

The Contractor requires that power, light, water, air conditioning, ventilation and cooling be provided for the equipment volumes set out in (i) above in compliance with current JSP480 standards "INSTALLATION DESIGN AUTHORITY MANUAL of REGULATIONS for INSTALLATION of COMMUNICATION & INFORMATION SYSTEMS".

(iii) **D12 (capacity in any existing ducting and cable runs)**

The Contractor estimates that approximately 30% of the ducting will not have sufficient capacity to accommodate the additional cable runs required for the Contractor to provide its solution. The Contractor shall, as soon as possible after receiving detailed site and facility drawings from the Customer Authority, provide a more detailed set of requirements to the Customer Authority, which will be considered for inclusion in this Consolidated Schedule 8 (*Customer Authority Dependencies*) through the Contract Change Procedure.

(iv) **D17 (Customer Authority Site wayleaves)**

The Contractor estimates that approximately 10% of Customer Authority Premises will need to be granted wayleaves. The Contractor shall, as soon as possible after receiving detailed site and facility drawings from the Customer Authority, provide a more detailed set of requirements to the Customer Authority, which will be considered for inclusion in this Consolidated Schedule 8 (*Customer Authority Dependencies*) through the Contract Change Procedure.

(v) **D19 (TOP SECRET Services information)**

The Contractor requires the following TOP SECRET Services information:

- (a) number of TS SDP, router type, location, bandwidth, enclosure type, router connection variant, support staff, key mat location;
- (b) number TOP SECRET laptops and their locations;
- (c) number of boot CDs and their locations;
- (d) number of TOP SECRET Cold Spares and their locations;
- (e) number of TOP SECRET Rack Mounting Kits and their locations; and
- (f) number of TS PPS links, link type, location and bandwidth.

(vi) **D24 (Encryption Service accommodation)**

The L3-TRL HIGH-GRADE Cryptographic material used to provide the Encryption Service requires that each device has the following services housed within Customer Authority approved 19 inch security cabinets, namely:

TRL – Mini-CATAPAN device.

Space: 1u (device is 27mm H, 93mm D, 155mm W but sits on a universal 1u cabinet shelf)

Power Consumption: Less than 10 Watts

Power supply: 9 - 28v DC, COTS mains adaptor supplied (13A 3-pin)

Environmental: 0 - 50°C

TEMPEST: SDIP-27 level A

TRL – Enterprise-CATAPAN device.

Space: 2u (device is 2U high, 425mm deep, 19" rack wide)

Power Consumption: ~100 Watts

Power supply: 90-260v AC dual redundant (1 or 2 IEC on device to either IEC in cabinet or 13A 3-pin)

Environmental: 0 to +40°C

TEMPEST: SDIP-27 level A

Cryptographic Material. During Transition, there is no plan to transform the Encryption Service. All existing DFTS crypto material will be transferred to the Contractor, who will manage it on behalf of the Customer Authority. During Migration, the Contractor will install ~ 400 new devices and dispose of the bulk of the existing DFTS crypto material and devices. Each device has 8 to 9 pieces of associated keymat and these approximately 3800 items will be managed by, and accounted for by, the Contractor. Items will be held on Ministry of Defence, non-Ministry of Defence and List-X Crypto accounts administered by Crypto Services for Defence. Each site must provide full accounting facilities for cryptographic material in accordance with JSP490 including storage of material within approved Crypto Storage Area and/or approved security containers.

Storage Requirement	Number of sites	Square metres per site	Months Required	Comments
Security Container	1414	1	72	Security Container per site to hold crypto material.

Defence Courier Service. The Contractor requires access to the Customer Authority's full range of current worldwide delivery services provided by the Defence Courier Service.

(vii) **D26 (Desk Space)**

Customer Authority Site(s) (or location within Customer Authority Site, for example, Building 405 GOSCC)	Desks Space required	Start date	Number of months for which Desk Space is required
Building 405	10	July 2015	84
Building 405 GOSCC	5	July 2015	6
Building 405 GOSCC	5	July 2015	84

5 Sites undefined in SEM for onsite engineers	10 (2 per site)	Jan 2016	77
BES Northwood	3	February 2016	76
BES Whitehall	5	February 2016	76
BES Germany	2	February 2016	76
BES Cyprus	2	February 2016	76

(viii) **D27 (Outgoing Services)**

Outgoing Service	Start date	Cease date
RLI (Connectivity)	Effective Date	June 2017
BES	Effective Date	February 2016
Miscellaneous Connectivity	Effective Date	February 2016
PPS	Effective Date	June 2017
DNS IP	Effective Date	April 2016
SLI/TSS (Encryption)	Effective Date	April 2016
LSI	Effective Date	March 2016
Cyber Access	Effective Date	March 2016
Boundary Protection	Effective Date	October 2016
SOC (Core Network) 25%	Effective Date	July 2016
SOC (Core Network) 50%	Effective Date	November 2016
SOC (Core Network) 75%	Effective Date	February 2017
SOC (Core Network) 100%	Effective Date	June 2017
SLI/TSS (Encryption)	Effective Date	June 2017

(ix) **FJ-D9 (change requests)**

- (a) Change 1 – Change on all user access devices and servers which access the internet to point at the new internet Gateway. This will require a Radia package to be created to update user access devices and servers on the Customer Authority's estate.
- (b) Change 2 – Change on laptops to install new remote access client. This will require a Radia application package to be built so it can be deployed to the laptop estate.
- (c) Change 3 – Update the LAN switches with new network SNMP management address, traps and alerts so that they are also sent to the Contractor's NMS Systems.
- (d) Change 4 – Update the WAN/crypto devices with new SNMP management address, traps and alerts so that they are also sent to the Contractor's NMS Systems.

(x) **FJ-D12 (10GB access bearers)**

Contractor provides:

- (a) 10Gb link into Whitehall & Corsham;
- (b) SRX Router per site;
- (c) SECRET encryptor(s); and
- (d) TOP SECRET encryptor(s) (Optional).

Outgoing Service Provider provides:

- (a) precise details covering room, location etc. at which to terminate connections and meet the necessary security requirements;
- (b) hosting for hardware in appropriate security locations;
- (c) reciprocal encryptor(s) for the SLI and TSS connections;
- (d) structured cabling/patching from the router to the RLI, SLI, TSS and CCP; and
- (e) IP addresses for each connection at the relevant security domains.

(xi) **FJ-D16 (configuration and management data requirements)**

Outgoing Service Provider to provide:

- (a) PNCP –a full PND file collection from the passport network and also the template files PNCP uses to define services that can be configured across the passport network;

- (b) CLI Manager –the address book containing node IP addresses and user IDs and password for node login;
- (c) MDM/MDP –the main configuration files which are located in a directory on the Sun server; /opt/MagellanNMS/cfg and also there is relevant information in the /opt/MagellanNMS/data directory. MDP is similar in this respect; and
- (d) specific configuration data held by MDP specific to when data collection is performed on the passport nodes.