

# TalkTalk Business

## Invoking a COVID-19 “Hibernation” for EAD Further details and ‘How to Guide’

**Version: 1.3**

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## Scheme Introduction

TalkTalk Business are acutely aware that Small and Medium Enterprises (SMEs) have been particularly hard hit by the Covid-19 pandemic, several businesses have temporarily stopped trading following the introduction of the Government's lockdown measures.

Whilst the Government has introduced a range of measures to support businesses, as an industry we are also making further assistance available across our Data portfolio for this hard-hit community.

The measures detailed in this document apply solely to SMEs defined as a business having fewer than 250 employees and a turnover of less than £45 million.

It will be your responsibility to confirm that your end customer meets the eligibility criteria for the relief measures set out in this document and subsequent briefings.

You cannot apply this offer to more than 20% of your EAD base, regardless of the number of qualifying SME circuits you may have.

By following the processes detailed in this document, you will be signing up to the terms and conditions of the offer. Your existing contractual terms and conditions remain in place.

## Document Scope

This document focuses on detailing the COVID-19 SME Business Relief Measure processes for Ethernet Access Direct (EAD). If you have any resilient circuits with us, you can request a temporary cease for one circuit or both circuits. However, we will only apply a temporary cease to both legs on receipt of two cease requests i.e. a single cease request for one leg will not automatically mean that the other leg is soft ceased too.

Both Wholesale EAD and Managed DIA circuits will follow the process documented.

## Further scope to be defined

The following products are not in scope for the processes documented and these scenarios are still being reviewed internally, EFM, EoFTTC (Wholesale or Managed) and any lines or circuits used in an MPLS solution, including EAD and ADSL.

## EAD Temporary Cease Process

To help SMEs who want to stop their EAD service temporarily we will be allowing Customers to temporarily cease EAD services with the option to reconnect on the 31<sup>st</sup> July 2020 at a significantly reduced charge of £150.00.

The temporary cease process will be available to Partners until Tuesday 30<sup>th</sup> June 2020. You must reactivate the circuit or request to permanently cease the circuit by the 31<sup>st</sup> July 2020. Failure to do so will lead to the circuit being reactivated (removed from “hibernation”) and billing recommencing.

You should not follow the Standard EAD Cease process if a temporary cease is sought. Instead you should follow the process detailed below for any circuits that qualify for the “hibernation” offering (i.e. that you would like to deactivate and later wish to reactivate):

- 1) Before submitting your temporary cease request, you should ensure the business falls under the following SME definition “SMEs defined as a business having fewer than 250 employees and a turnover of less than £45 million”.
- 2) If your customer does meet the criteria, you will be required to complete the temporary cease request form and attach a form of evidence (Screenshot of Income Proof from Companies House/ Written Evidence) which clearly demonstrates that the customer is eligible for the scheme. Once completed, the form should be sent to [onecustomerdesk@talktalkbusiness.co.uk](mailto:onecustomerdesk@talktalkbusiness.co.uk). In order to ensure your request is dealt with efficiently, please title the email (COVID-19 Business Relief EAD Temporary Cease Request).

Openreach have advised they will only accept one batch of requests per week. On this basis, all requests will be shared once a week with Openreach. Therefore, all requests need to be sent to the One Customer Desk Team by close of business Wednesday. This will ensure they are submitted to Openreach that week and service credits are applied on the Friday.

If your request is sent after the close of business Wednesday deadline, it will not be submitted to Openreach until the following week and service credits will be applied the following Friday.

- 3) The One Customer Desk Team will validate your request and provide a response within 24 Hours of receipt.
- 4) Your request will be sent to Openreach to be processed. There may be a short time period before data transfer is disabled which CPs will not be charged for. Once, the temporary cease has been applied the service will remain lit from the exchange equipment to the network terminating equipment at the end customer’s site. However, it will not transmit data traffic.
- 5) Once, your request has been processed with Openreach, we will issue a communication to you which will include the customers revised contract date (Contract Term +

Hibernation Period) and when the service credit will expire. It will also remind you that there will be an £150.00 charge to reactivate the circuit at the end of the credit period.

- 6) The credit will show on your bill as followed: "COVID-19 Relief Measure Credit". This credit will reverse out the rental charge you are usually billed for during the hibernation period. However, we will continue to charge for Hardware associated to the circuit e.g. Customer Premise Equipment.
- 7) During the "hibernation" period the circuit will have no functionality (as if it were ceased) and this will apply to all elements of the circuit including all "Internet of Things" devices connected to the circuit e.g. Alarms, CCTV and PDQ machines. Your end customer will be responsible for ensuring these are disabled.
- 8) Where a CP raises a fault on a temporarily ceased EAD service, TalkTalk Business will reject the fault. In the event a CP continues to raise faults on a temporarily ceased circuit, TalkTalk Business reserve the right to invoke the temporary cease on the service and resume rental billing.

## EAD Temporary Cease Reconnection Process

### Reconnection before the end of the temporary cease period

- 1) If you would like to reconnect your customers service before the end of the temporary cease period (before 31<sup>st</sup> July 2020), you will need to do the following:
- 2) Complete the temporary cease reconnection request form. Once completed, the form should be sent to [onecustomerdesk@talktalkbusiness.co.uk](mailto:onecustomerdesk@talktalkbusiness.co.uk). In order to ensure your request is dealt with efficiently, please title the email (COVID-19 Business Relief EAD Reconnection Request).

Openreach have advised they will accept one batch of requests per week. On this basis, all requests will be shared once a week with Openreach. Therefore, all requests need to be sent to the One Customer Desk Team by close of business Wednesday. This will ensure they are submitted to Openreach that week and service credits are applied on the Friday.

If your request is sent after the close of business Wednesday deadline, it will not be submitted to Openreach until the following week and service credits will be applied the following Friday.

- 3) The One Customer Desk Team will validate your request and provide a response within 24 Hours of receipt.
- 4) Your request will be sent to Openreach to be processed, the reconnection charge will be applied, and billing will commence once the circuit has been reactivated.

- 5) Once, your request has been processed with Openreach, we will issue a communication to you which will include the customers revised contract date (Contract Term + Hibernation Period), estimated reconnection date and confirmation that the reconnection fee has been applied. Openreach have advised that the reconnection will take a minimum of seven working days.
- 6) The reconnection charge will show on your bill as followed: "COVID-19 Reconnection Charge M". The charge will be spread over six months and it will equate to £150.00.

## **EAD Temporary Cease – request to permanently cease the circuit process**

Request to permanently cease the circuit before the service credit period has ended

If you would like to cease your circuit before the service period has ended, you will need to do the following:

- 1) Complete the temporary cease- hard cease request form and the BAU Cease Request Form. Once completed, the form should be sent to [onecustomerdesk@talktalkbusiness.co.uk](mailto:onecustomerdesk@talktalkbusiness.co.uk). In order to ensure your request is dealt with efficiently, please title the email (COVID-19 Business Relief EAD Cease Request).
- 2) The One Customer Desk Team will validate your request and provide a response within 24 Hours of receipt.
- 3) Once, your request has been processed with Openreach, we will issue a communication to yourself which will include a summary of the early termination fees due and the date the cease will take place. Early Termination Charges (ETCs), where applicable, will be chargeable to you, equivalent to the remainder of the minimum period from the temporary cease of service date.
- 4) The format of Early Termination Charges will display on your invoice in the same format as BAU. If you submit the Covid-19 and BAU Cease request form, the £150.00 reconnection charge will not be applied to your bill.

## **Temporary Cease has been requested in error and the cease has not been actioned process**

If a temporary cease has been requested in error and the cease has not been actioned, please follow the below process:

- 1) Complete the temporary cease reconnection request form. Once completed, the form should be sent to [onecustomerdesk@talktalkbusiness.co.uk](mailto:onecustomerdesk@talktalkbusiness.co.uk). In order to ensure your request is dealt with efficiently, please title the email (COVID-19 Business Relief EAD Cease Error Request).
- 2) Our team will liaise with Openreach to see if the request can be cancelled, if we are able to cancel the request before the cease is completed, the reconnection charges will not apply, and the circuit will remain live. This will be on a best endeavor's basis.

## **Temporary Cease has been requested in error and the cease has been actioned process**

If a temporary cease has been requested in error and the cease has been actioned, please follow the below process:

- 1) Complete the temporary cease reconnection request form. Once completed, the form should be sent to [onecustomerdesk@talktalkbusiness.co.uk](mailto:onecustomerdesk@talktalkbusiness.co.uk). In order to ensure your request is dealt with efficiently, please title the email (COVID-19 Business Relief EAD Cease Error Request).
- 2) Our team will liaise with Openreach to see if the request can be cancelled, if we are unable to cancel the request before the cease is completed, the reconnection charges will apply.
- 3) Once, your request has been submitted to Openreach, we will issue a communication to yourself which will include the customers revised contract date (Contract Term + Hibernation Period), estimated reconnection date and confirmation that the reconnection fee has been applied. Openreach have advised that the reconnection will take a minimum of seven working days.
- 4) The reconnection charge will show on your bill as followed: "COVID-19 Reconnection Charge M". The charge will be spread over six months and it will equate to £150.00.

## **Customer would like to reconnect at the end of the Hibernation Period (31<sup>st</sup> July 2020)**

- 1) If we have not received a request from you by the 31<sup>st</sup> July 2020, the circuit will be automatically reactivated on your behalf and billing will recommence. The customers contract term will be extended to include the hibernation period.
- 2) The reconnection charge will show on your bill as followed: "COVID-19 Reconnection Charge M". The charge will be spread over six months and it will equate to £150.00.
- 3) We will provide further information in the forthcoming months.