

FAQ Sheet – Summer 2012

Area	Question	Answer
Change Management	<ol style="list-style-type: none"> 1. How will your Change Management controls be enhanced prior/during the London 2012 summer? 2. Will you implement a Change Freeze ‘window’ in lead up to/during the 2012 summer? 3. If Yes – what date range do you envisage the Change Freeze to take effect? 	<ul style="list-style-type: none"> • Existing change-management processes have been reviewed enabling increased governance and control for all changes that may impact customer service particularly Olympic venues and key locations. • Yes, TEFO2 UK is introducing a Service Protection period. • This commences 16th July and ends 9th Sept
Incident Management	<ol style="list-style-type: none"> 4. How will your Incident Management controls be enhanced prior/during the 2012 Summer period? 5. How will you enhance your Service Monitoring capabilities during the games? 6. How will you communicate with your customers in the event of an incident/outage which may impact network performance during the 2012 Summer period? 	<ul style="list-style-type: none"> • Our current Incident management process, procedures have been reviewed as part of our Summer 2012 planning. The current process will be used, prior to and during the 2012 Summer period with additional Incident Managers in place ready to manage any incidents that may occur. • Our Service Monitoring capability is already a 24 x 7 x 365 operation. Enhanced or additional monitoring capability will be added as required. Additional resource to carry out the monitoring of specific areas and venues for the 2012 Summer period is being introduced. • TEF O2 UK has well established internal and external incident communications processes which are used whenever required. These will remain in place and be

		underpinned by the enhanced support, monitoring and reporting that we will be putting in place for the 2012 Summer period
Operational Support (Technical Support)	<p>7. What enhanced Operational Support will be in place during the London 2012 period (Command Centre; 'War Room'; Operational Steering Group) will be set up?</p> <p>8. Will you be setting up any special 'hot line' numbers during the 2012 Summer period (or will IT Service Desk be Single Point Of Contact?)</p> <p>9. Will you be implementing any special escalation procedures?</p>	<ul style="list-style-type: none"> • TEF O2 UK has standard processes for engaging Operational support this support is available 24 x 7 x 365. Dedicated resources are in place for the Olympic period as part of our resource plan. • TEF O2 UK has resilient operational centres and tried and tested plans for dealing with major incidents, these include an Operations "war room" and appropriate level of senior management. • TEF O2 UK's Service Desk is located across several locations and appropriate Business Continuity plans are in place to support all Service Desk activities • Current escalation procedures have been reviewed and the operating plan for the summer of 2012 will detail the escalation paths as appropriate
Help Desk	10. What plans exist to enhance your IT Help Desk / Service Desk for peak call volumes activity which might be expected during the 2012 Summer?	<ul style="list-style-type: none"> • TEF O2UK has an internal IT Help Desk and has plans to deal with any increase in call volumes at any time in place. These would be invoked as per business-as-usual during the 2012 Summer.
Capacity Management	11. How will resources be monitored during the 2012 Summer to safeguard against saturation and to manage capacity limits proactively?	<ul style="list-style-type: none"> • We have dedicated teams in place to monitor all network platforms, working to agreed performance threshold planning values. In the event of any issues immediate action is taken. Our platform owners are also liaising with their suppliers in ensuring platform

	12. Will you have budgetary funding set aside to procure additional resources which might be needed in the event of unplanned capacity exceeds?	<p>services are enhanced where appropriate in advance of the Games period.</p> <ul style="list-style-type: none"> • Yes, budget has been made available.
Security Lock-down	13. How are you planning to align to the stringent TFL restrictions?	<ul style="list-style-type: none"> • We are working closely with TFL (Transport for London) in understanding the proposed restrictions across all key locations. We are offering flexible working facilities to our staff where required.
Support (7 x 24)	14. Describe the wider/fuller extent of your company's intention to operate 7 x 24 seamlessly during the London 2012 summer (recognising that staff will want to take annual leave / attend games / act as volunteers etc.)?	<ul style="list-style-type: none"> • TEF O2 UK will continue to provide and operate a 24x7. We are implementing an Operational Resourcing plan capturing all business directorate and staff needs.
Enhanced management reporting capabilities	15. Availability of management reporting / key information during the 2012 summer will be critical. What additional / enhanced reporting capabilities will be available / put in place?	<ul style="list-style-type: none"> • TEF O2 UK has an in-house 2012 Summer reporting strategy in place which will become active on the 1st May 2012. This will provide accurate and timely internal information helping us monitor and manage how our network is performing
Resources : Annual Leave	16. What will your policy for managing staff leave during the 2012 summer?	<ul style="list-style-type: none"> • We will be adhering to our central HR policy. Essential functional areas have been identified and functional managers will be managing annual leave requests accordingly to meet their specific roles responsibilities.
Cost Management - Software Licensing	17. Taking into account that particular IT system 'peaks' may rise during the 2012 Summer, what special arrangements will be put into place to cater for temporary increases in Software License volumes/concurrency ?	<ul style="list-style-type: none"> • TEF O2 UK's Platform Design teams are aware of this requirement and are working with their respective suppliers to meet capacity requirements and forecasts.

Business Continuity Planning (BCP)	18. Please provide details of the Business Continuity Planning procedures (BCP) which you will be creating/adopting for 2012 Summer?	<ul style="list-style-type: none"> TEF O2 UK is the only telecommunications company to achieve a full BSI standard certificate in Business Continuity. Our BCP plans remain confidential to the business but they are tested and audited both internally and externally on a regular basis. As a Category 2 company we also work in-conjunction with UK Government and local authorities to support national emergency planning.
Service Level Management (SLM)	19. Please describe how Service Level performance / attainment will be supported/protected during the summer of 2012?	TEF O2 UK will continue to provide and operate a 24x7 Service Management Centre during the Summer of 2012. We are implementing an Operating Plan across all business directorates to ensure the great level of service and experience we offer our customers is maintained.
Summer 2012: Investment by your company	20. Please describe, in high level terms, what additional investment is being made in any other areas not covered above, to enhance your services/reputation in light of the Summer 2012 period?	<ul style="list-style-type: none"> TEF O2 UK is taking the Summer 2012 period very seriously and is investing heavily to ensure it is a success for all our customers. We've been planning the detail for Summer 2012 for over 2 years and have already invested more than £50m
Network	21. What sort of activity are you expecting during the Summer of 2012?	<ul style="list-style-type: none"> The mobile industry is expecting to cater for 80m mobile users across 130+ venues; an unprecedented number of people using their devices in 'spikes' of activity around the event times.
Network	22. How have you planned to be able to cope with the added activity during the 2012 summer?	<ul style="list-style-type: none"> Using Twickenham as our 'prove' ground we've found a way of putting up to 10x more capacity into stadia – a world first 371 new antennas in the park We work with the other mobile operators to ensure the best possible customer experience at the Olympic venues In the Olympic Stadium alone, we've put enough

		capacity in to cater for a city the size of York, and across the Olympic Park, the equivalent of Leeds
Network	23. What plans do you have to support the route that the Olympic Torch will be taking?	<ul style="list-style-type: none"> We are aware of the Torch Route timings and locations and will be providing our full operational service support and coverage activities. This will ensure the network is monitored and optimised appropriately during the Torch period, offering the best possible customer experience
Wi-Fi	24. Are you offering any extra Wi-Fi packages for O2 customers	<ul style="list-style-type: none"> BT is exclusively providing Wi-Fi at the Olympic Park, which is available to O2 customers
Legacy	25. Are you expecting there to be benefits to coverage and data capacity long term as a result of this summer?	<ul style="list-style-type: none"> We're boosting the network at games venues but also key hot spots around the city This means business' will see a lasting benefit in coverage and data capacity