

# Covid-19 Emergency Orders

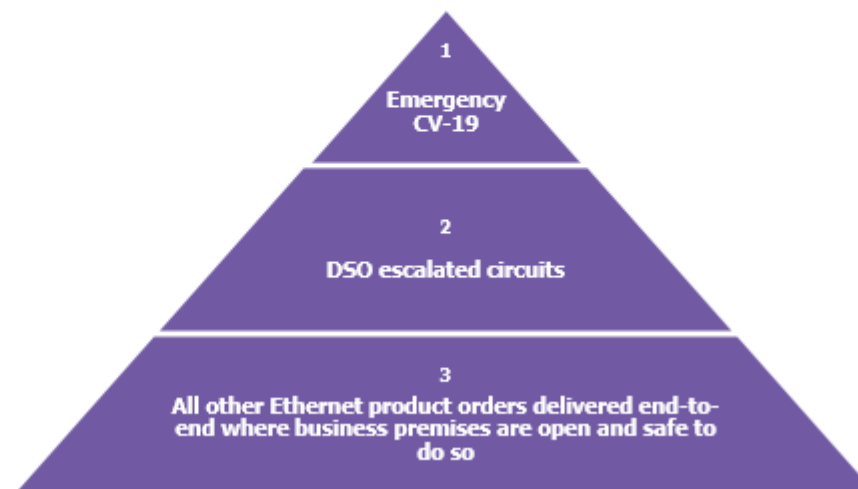
16 November 2020



# Latest on our approach to Covid-19 Emergency Orders

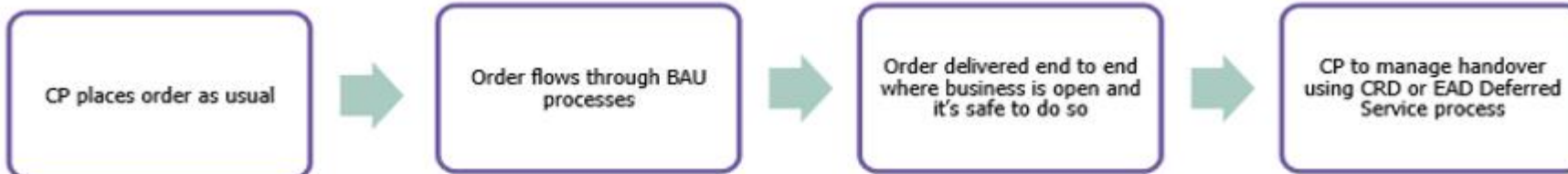
- As we continually review demand through the pandemic, in some cases we are seeing an urgent need for critical network connectivity during this second wave.
- To that end, we want to remind you of how escalations can be made into Openreach for critical Covid-19 related orders, as per the following slide.

# Latest on our approach to Covid-19 Emergency Orders

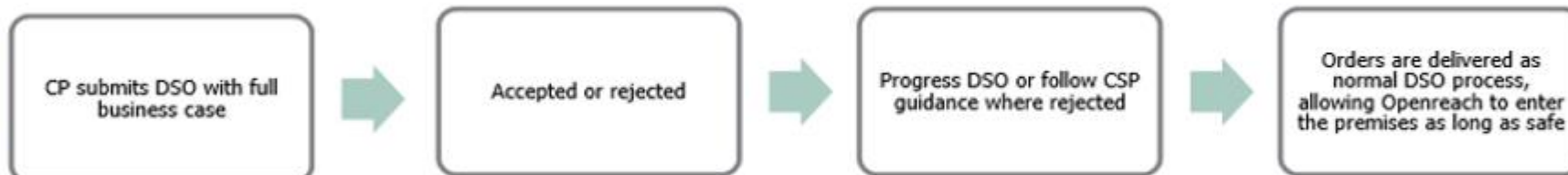


## Processes:

### Level 3 All other orders



### Level 2 BAU DSO process



### Level 1 Emergency CV19 process



Emergency process is flexible and adaptable to any situation changes