

CenturyLink: Stop the Clock Policy

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This communication document outlines CenturyLink's Stop the Clock (STC) policy.

STC refers to how many days an order has been on hold outside of CenturyLink and our partner's direct control and is applied during the delivery process when an industry standard event occurs. As a result, these events (known as STC events) may impact the progress and lead times associated with delivering your service.

The below highlights each STC event in occurring order with a specific code, description, estimated impact on delivery lead times and criteria for when the STC policy is applied and lifted.

STC Event (Code)	Description	Applied when...	Lifted when...	Impact
Customer Access/ Availability (STC4)	Customer required to give access to the site/ premises or provide information within 48 hours	Customer is unresponsive to an access or other information request	Contact is established or information is provided	1-7 working days+
Customer Approval (STC6)	Customer required to approve excess construction charges (ECCs), provide mandatory information or accept plans	Customer does not approve ECCs identified by CenturyLink or a third party within 48 hours, fails to provide mandatory information or delays acceptance of plans	ECC is approval is granted, mandatory information supplied or plans accepted by the customer	Dependent on customer
Wayleave (STC1)	Legal permissions required to complete local circuit service installations and/or obtaining a license to alter a property not owned by the customer	CenturyLink or a third party identifies permissions or a license is required	Documents have been confirmed, signed, returned and accepted by all parties	1 week – year+
Traffic Management (STC2)	Permission required from a governing body (e.g.: Highways Authority) to facilitate provisioning of a service	CenturyLink or a third party submits traffic management request into a governing body (e.g.: Highways Authority)	Work has been completed	7-28 working days+
Unforeseen Construction (STC3)	Extra construction work is required outside of original plans (road works, blocked ducting etc)	CenturyLink or third party identifies extra construction work is required	Construction work has been completed	Subject to survey
Customer Readiness (STC5)	Customer required to have power, environment and inside wiring ready on the site to progress	Power, environment and inside wiring is not ready at the site and/or fit for purpose	Required customer infrastructure is ready	1-7 working days+