

Customer Requirements - Classifications

Cellnex UK categorises events as follows:

Classification	Description	Examples	Cellnex Incident Team
GOLD (Critical)	<p>Crisis level situation resulting in a severe impact on Cellnex UK customers' ability to deliver their activities, products and services.</p> <p>The event would have a significant impact in terms of geographical coverage (national) and/or timescale to resolve.</p>	<p>Loss of multiple sites (masts, rooftops).</p> <p>Loss of one or more sites of significant importance.</p> <p>Loss of service across multiple sites and/or customers.</p> <p>One or more fatalities.</p> <p>Serious pollution event at a Cellnex site – no access pending resolution.</p> <p>Reputational damage and high profile media interest.</p>	<p>The event usually requires the implementation of special arrangements in order to take control and manage the immediate impact and the restoration of normal business operations.</p> <p>It could be triggered by the escalation of an incident or major event.</p> <p>The Cellnex Leadership Team will lead the incident including specialists as required.</p>
SILVER (Major)	<p>Serious situation but with a short-term impact on Cellnex UK customers' ability to deliver their activities, products and services.</p> <p>The event would have limited impact in terms of geographical coverage (regional) and/or timescale to resolve.</p>	<p>Complete loss of a single site or limited group of sites (masts, rooftops).</p> <p>Loss of part of a site of significant importance but the site remains open.</p> <p>Complete loss of utilities on site.</p> <p>Loss of service across a limited number of sites and/or customers.</p> <p>Serious pollution incident in the immediate vicinity of a Cellnex site – limited or restricted access.</p> <p>Multiple injuries</p> <p>Local and regional media interest.</p>	<p>Senior managers will lead the overall response, with input from the Leadership Team and specialists are required.</p> <p>It could be triggered by the escalation of an incident or from the downgrading of a GOLD event.</p> <p>Should the event look likely to become a critical scenario, it shall be escalated to the GOLD Incident team as soon as possible.</p>
BRONZE (Incident)	<p>Low level event with localised impact.</p>	<p>Site remains open with loss of localised service (single antenna, monopole, small cell, DAS).</p> <p>Typical faults and fixes through one of the operational service desks.</p> <p>Noise / 3rd party complaints, breach of access policy.</p>	<p>The incident will be dealt with as BAU, at a departmental level.</p>