

GUIDE TO PROVISIONING





THE PROVISIONING PROCESS

IN THE BEGINNING...

We'll ask you to complete a Customer Requirements Form (CRF) so that we have all of the information we need. This'll include:

- Details of any landlord for the installation site
- Whether the property was built pre-2000
- Who the point of contact is to arrange a site survey
- The exact location for the installation.

YOU'RE WELCOME

Once we've had your completed CRF back, your order will be allocated to a dedicated Provisioning Agent who will monitor your order and push it through the process. S/He will send you a welcome pack to introduce themselves and let you know what to expect as the order progresses; you'll also get an order update from them every five working days so that you're always kept up to date. If you have any queries regarding your order, it's your Provisioning Agent that you'll need to speak to.

THE LIE OF THE LAND

The survey is needed to check whether there are any existing working fibres and if there's capacity for new fibre within the duct. This also checks where the ducting comes into the end-user site and how it gets into the dedicated comms room / connection point. Once the survey has been done, we'll have a good idea of whether any remedial or additional work is needed to be able to complete your installation, whether there'll be any additional charges or if wayleave is necessary. Don't forget that we'll need an Asbestos Report to be able to conduct the survey if your property was built before 2000. Please note it can take up to 15 working days for the survey results.

TIME FOR CIVILS

Civils, or civil engineering, is where roads are dug up to install new ducts, joint boxes or to repair the existing underground infrastructure. Permission must be granted by your local council / transport authority (such as Transport for London) for any works to be completed and this can cause significant delays to the provisioning of your Ethernet circuit. It is not unusual for an order to be delayed by three months or more due to civils work. The required works are established once planning has completed.

CAUTION: DELAYS AHEAD !

There are a number of things that can cause delays to the provisioning of a new Ethernet circuit - these are out of our hands but we'll do our best to manage them to reduce the impact on you and your order. You may see any of these referred to with the term 'Deemed Consent' - this is the term that describes the carrier's ability to set a non-standard Committed Delivery Date (CDD) on an order, or to change the CDD without gaining agreement from either you or us first. Instead the carrier 'deems' that they have our and/or your consent to change the CDD whenever an order is delayed for reasons beyond their control.



TESTING THE DUCTS

Also known as a 'test rod and tube' this measures the length of the tubing and cable needed to deliver your order. Conducting the test rod also highlights whether there are any blockages within the duct that need to be cleared to be able to successfully implement your order; if the duct is clear the fibre is 'blown' through the duct so that it's ready for connecting.

MAKING THE CONNECTIONS

This is known as 'fibre splicing' or 'fibre jointing' which literally means testing the light levels across the length of the fibre and fixing ends together to make the connection work. This can be done at the customers site, exchange and / or at nodes across the network.

FINAL FIT & TEST

Once all of the underground work has been completed, an engineer will visit your end-user site (i.e. the location where the Ethernet circuit finishes) and fit the hardware needed to deliver your circuit and test the line. The supplier will then complete their own testing, which can take up to 10 working days. Once they're satisfied that it works, we'll get the green light to set up and send you your router. When the router is in your hands and connected, the circuit is complete and ready for use.

ASBESTOS

An order will be delayed where asbestos has been identified as present. It's the responsibility of the property owner to have the asbestos removed and unfortunately, your order can't progress until this has been completed.

BLOCKAGES

A blocked duct (for example with cement or silt) or one that's collapsed, it'll be found as part of the 'test rod and tubing' exercise. The nature of this exercise means that only one blockage can be identified at a time, so even when it's cleared, it is possible to find further blockages each time the test rod is repeated. Until all blockages are cleared and the fibre has a clear route through the duct, your order can't progress.

CONTAMINATION

Where a manhole or footway box is contaminated with or by a substance requiring special treatment (e.g. petrol), deemed consent will apply until the contamination has been removed / made safe. The carrier will engage with specialists in this area and will arrange for the removal.

EXCESS COSTS

Also known as 'Excess Construction Charges', these are costs for any works required that is in addition to a 'normal' installation. There are a myriad of reasons why excess costs will be charged including when fibre isn't present at the end-user site, an alternative fibre route is required, or where duct, manholes, fibre spine cable, copper cable or backhaul and core network cable are required, although these are not the only scenarios. When this does occur we will notify you, along with the costs that we've been given, as soon as possible. Please note that any costs notified at this point are in addition to the installation fee quoted on the original sales order. Until you agree to excess costs, your order cannot proceed.

FORCE MAJEURE

This is anything that could be classed as an 'Act of God' (including extreme weather) that could prevent an installation going ahead as planned.

NETWORK CAPACITY

If there isn't capacity within a duct to provision your order under the 'normal' process then additional works will be required. It stands to reason that additional works means a longer installation timeframe but rest assured that we'll work to push the order through as quickly as possible.

NOTICING

Occasionally notices are required which outline installation plans and associated health and safety arrangements to external stakeholders. If a bespoke notice is required, not only will this incur additional costs but it will result in a delay while the necessary paperwork is completed.

SECURITY CLEARANCE

If security clearance is required for the carrier to have access to the installation site, but has not yet been agreed then deemed consent will apply until such times that the clearance is granted.

TRAFFIC MANAGEMENT

If it's necessary to dig up the road in order to deliver your circuit, we must gain permission from the local council and/or the Highways Authority, especially when temporary traffic management is required. Depending on the severity of the works needed and the time of year, this can cause delays of three months or more.

WAYLEAVE

This is anything that could be classed as an 'Act of God' (including extreme weather) that could prevent an installation going ahead as planned.



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