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| **STAGE** | **WHAT’S HAPPENING** | **WHAT WE NEED FROM YOU** | **HOW LONG DOES THIS STAGE TAKE?** |
| **Stage 1 Company & Data Checks** | We receive your signed order and Circuit Installation Details (CID) document. We check all the details for any errors, input them into our system and perform credit checks. We then place this order with the carrier. | Nothing from you at this stage | This process can take up to 5 working days and if everything is okay, we’ll email you about Stage 2. |
| **Stage 2 Order Acknowledged** | There is considerable communication between us and the carrier (BT, Virgin, Colt etc) as they add the project to their systems and perform their own checks on the details of the CID document. This stage is mostly work done by the carrier. | Nothing during this stage unless errors have been identified or further information required. | This stage can take up to 10 working days, but often quicker. |
| **Stage 3 Survey Planning** | The order has been verified by the carrier and they begin to liaise with local engineers to organise a survey date. | Nothing during this stage | The carrier will typically have the survey date ready within 10 working days depending on engineer availability. |
| **Stage 4 Survey Date & Delivery** | We will have received the survey date and will immediately email you with the details. The survey takes place and the engineer writes up their notes. If additional works are required to deliver fibre, they will also provide an estimate for these. | You will need to confirm the survey date (or request a change) and make sure that the named site contact is aware and prepared for the arrival of the engineer. On the day they will need to meet the engineer and provide access to where the fibre is to terminate. | After the survey has taken place the engineer will provide their written results within 10 working days. |
| **Stage 5 ECCs/Delivery Date** | We will email you over one of two things   1. An estimated delivery date for the connection of the fibre leased line 2. Details of the cost identified (ECCs) during the survey | If there are additional costs, we will discuss your options with you, but you are free to cancel the project at this stage without penalty, so there’s no risk to you. | This depends on discussions around payment of ECCs. If there are no ECCs found the carrier will send out an email requesting access to site in the next 10 working days. |
| **Stage 6 – On-site Works Date/Delivery** | We will send you a date for the engineer to attend your site and install any cabling or perform works in preparation for the final fit and test. In some cases, the engineer will carry out the fit and test during this appointment. The engineer(s) will then arrive to perform these works. | Confirmation that the on-site works can take place on that date. On the day they will need to meet the engineer and provide access to where the fibre is to terminate | Following the date of the install/fit & test it can take up to 10 working days for the circuit to be handed over. If the Fit & Test was not completed then it will be up to 10 working days to arrange that appointment, but usually quicker. |
| **Stage 7 – Fit & Test** | If the final fit and test was not done during Stage 6, we will email you with a date for this to take place. Once approved the engineer(s) will then arrive to perform these works. The network team will also be building the network prior to Stage 8 – Bring Live. | Confirmation that the final fit and test can take place on that date. On the day they will need to meet the engineer and provide access to the termination point. | The fit and test is usually completed within 5 days of our email to you (if you confirm that date). Then up to 10 working days for network team works and handover to us. |
| **Stage 8 – Bring Live** | We will arrange a conference call between you/a site contact, us, and someone from the carrier’s network team. During this call we will be confirming the physical setup of your router, and remotely bringing the circuit up, and running speed tests to make sure that the circuit is running correctly. Once tested, this will be brought live, and billing starts. | The site contact will need to be on-site with a laptop so that we can test the connection and speed. | This all depends on the availability of those required to bring it live. We will commence billing for this circuit 2 working days from the Stage 8 email date |
| **Stage 9 – Service Handover** | We will send over a Go Live Certificate with all the circuit details and your circuit will be added to our pro-active monitoring systems. | Nothing. | You will receive the certificate within 2 working days of your circuit being operational. |