

## Service Implementation Process

Thank you for placing your order with **Next Connex**.

We will be working closely with you over the coming weeks to ensure that the service(s) you have ordered are delivered as smoothly as possible.

This document will take you through the implementation process with details of the information required to understand each phase of the process.

We do our best to ensure that the information kept in this document is always up to date. Any delivery timescales that have been given to you are based on our best endeavours and experience as well as our standard supplier lead times. During the delivery of your service we may encounter situations that are outside of our control. These will be briefly highlighted at a later stage in this document and in more detail in our Deemed Consent document which also forms part of our Welcome Pack.

### What are the Stages?

#### a. Order Acknowledgement

Now that the signed Sales Order has been returned to us via Adobe-Sign we will commence the initial customer contact process within 2 working days, which this document will form part of.

You will have received as part of this pack a Welcome email that details the contact information you will need during the implementation of your service, as well as a copy of your signed Sales Order.

You will have also received or will shortly receive a **Customer Information and Service Form (CISF)** from our service delivery Implementation team.

The **Customer Information and Service Form (CISF)** must be completed and returned as soon as possible to [implementation@nextconnex.com](mailto:implementation@nextconnex.com). Please ensure that this form is completed fully and accurately to avoid any future problems or delays with the implementation process.

#### b. Implementation Process

Upon receipt of the completed Customer Information and Service Form (CISF) our Implementation team will allocate a Project Manager who will be responsible for your order until your working service(s) have been handed over.

We are committed to keeping you informed throughout the implementation process and regular progress updates will be provided by your Project Manager (but every 5 working days as a minimum).

Once your order has been validated a **Service Notification Form (SNF)** will be issued. This will detail the service(s) that you have ordered along with your unique Service ID codes which will consist of a 4 digit Customer number followed by a 3 digit Service number with a final digit detailing individual specific services that make up your overall service.

Example: 4444-340/1 and 4444-340/2.

On receipt of the **Service Notification Form (SNF)** you will have 3 working days to advise us if any information provided on the **SNF** requires amendment. If you do not advise us of any amendments of changes within 3 working days it will be deemed as accepted and implementation will proceed to delivery.

The implementation team will now move your order to the Planning and Survey Stage.

#### Note:

1. The Service ID Code is how your service will be identified within Next Connex and should be used by you during all communication with us during the life of the service.
2. The standard delivery lead times advised will not apply until you have returned the signed **SNF** or we have deemed it accepted.

#### c. Planning and Survey

Depending on the service you have ordered it may be necessary to arrange a site survey. This can be conducted remotely (a desk based survey) or at the installation location (a physical survey).

A desk based survey will either be carried out by our Network Management Team or by one of our Carriers to investigate all available network infrastructure that is required to deliver the service.

For a physical site survey, access will be arranged with a suitable date by your Project Manager. We will always try to ensure that the planner involved in the delivery of the service will arrange the required activities through **Next Connex** but on occasion they may deal directly with the on-site contact to arrange both access and the survey date. It is therefore essential that you keep your on-site contact informed at all times and ensure they are aware of the requirements of the service and that they may be contacted directly.

#### Note:

1. Planners are key to the successful installation of your service. It is in all our interests for you to extend every assistance to them.

## The importance of a site survey

Getting the site survey right first time will help **Next Connex** deliver your service on schedule.

By following the checklist below and preparing in advance you can help to ensure a smooth and timely installation:

1. **Key Contact:** Please provide contact details for a dedicated person(s) on site who can liaise with the planner. They will need to ensure that access is available to all areas and be able to show plans and/or the entry points to the building.
2. **Site Readiness:** The site should be ready to take the service and the building should have a room allocated for the communications equipment.
3. **Asbestos Register:** All buildings built before 2000 need an asbestos register. The surveyor will need to see a hard copy of this to ensure works are completed within Health and Safety regulations
4. **Wayleave:** If it is necessary to provide a new egress point into the building or to route a new cable through the building to deliver the service a Wayleave will normally be required.

A “Wayleave” is the written legal consent between the carrier and the end user, occupier or property manager or owner which confers the right for the carrier to install, maintain, adjust and repair apparatus or cables within the related property and associated boundaries.

### Note:

1. Further information with regards to the Asbestos Register and the Wayleave can be found in our **Deemed Consent** document that has been provided as part of the Welcome Pack.

## Common issues that impact delivery of the service at this stage

1. **Incorrect Network Termination point information:** If information relating to where the circuit is going to be delivered ( including the full building address, post code, floor number, room as well as equipment housing such as a rack or mounting) is incorrect or missing, delays will occur. In some instances, the order may need to be cancelled and re-submitted.
2. **Incorrect Onsite Contact Information:** This is one of the major causes of delays to orders. To avoid the delayed arrangement of the site survey or a missed survey appointment, please ensure that your details you have provided are correct and that the contact is aware of the order. Any delays here will extend the time it takes to complete installation.

## d. Service Handover

Following successful completion of the survey, the planner will confirm whether there are any **Excess Construction Charges (ECC's)** or if a **Wayleave** has been identified. Further information with regards to both of these can be found in our **Deemed Consent** document that has been provided as part of the Welcome Pack.

You will need to accept any identified ECC's before a Wayleave can be completed. If there are no ECC's the order will move straight into Wayleave, which will need to complete before the order can progress any further and we will be unable to provide a **Committed Delivery Date (CDD)**.

Should no issues be identified at this stage, we would expect to be able to confirm a likely **CDD** date for the carrier to deliver the service.

Once the service has been handed over to us by the carrier it will pass to our Network Management team to ensure the service is configured correctly on our network and systems and is working as per your order requirements. Once this process is complete Implementation will issue a **Service Handover Certificate (SHC)** which will clearly detail all of your service information and the service handover date which will be used to trigger the service billing.

On receipt of the **Service Handover Certificate (SHC)** you will have 3 working days to advise us of any issues with the service we have delivered. If you do not advise us of any service issues within 3 working days the installation will be deemed complete and accepted and handed over as an In-Life service.

### Note:

1. The Service ID Code is how your service will be identified within **Next Connex** and should be used by you during all communication with us during the life of the service.
2. In the event that the Service can only be delivered by incurring Excess Construction Charges (ECC's), you may cancel the service(s) without penalty by confirming in writing within 5 working days of notification of the ECC's to [cancellations@nextconnex.com](mailto:cancellations@nextconnex.com) . Further information with regards to your rights to cancel can be found in the Master Services Agreement that exists between You and **Next Connex** or in our Terms and Conditions that can be found at [nextconnex.com](http://nextconnex.com)

## Deemed Consent

There are a number of things that can cause delays to the provisioning of a new circuit that are beyond of our control, but we will do our level best to manage them to reduce the impact on your order.

You may see 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.

The lead time of your installation will be affected until the deemed consent is no longer in force and any days between notification and clearance will not be included in any lead time calculation.

