

EXPO.e

EXPO.e Provisioning Process

Applied Innovation

 HM Government
G-Cloud

Crown
Commercial
Service
Supplier



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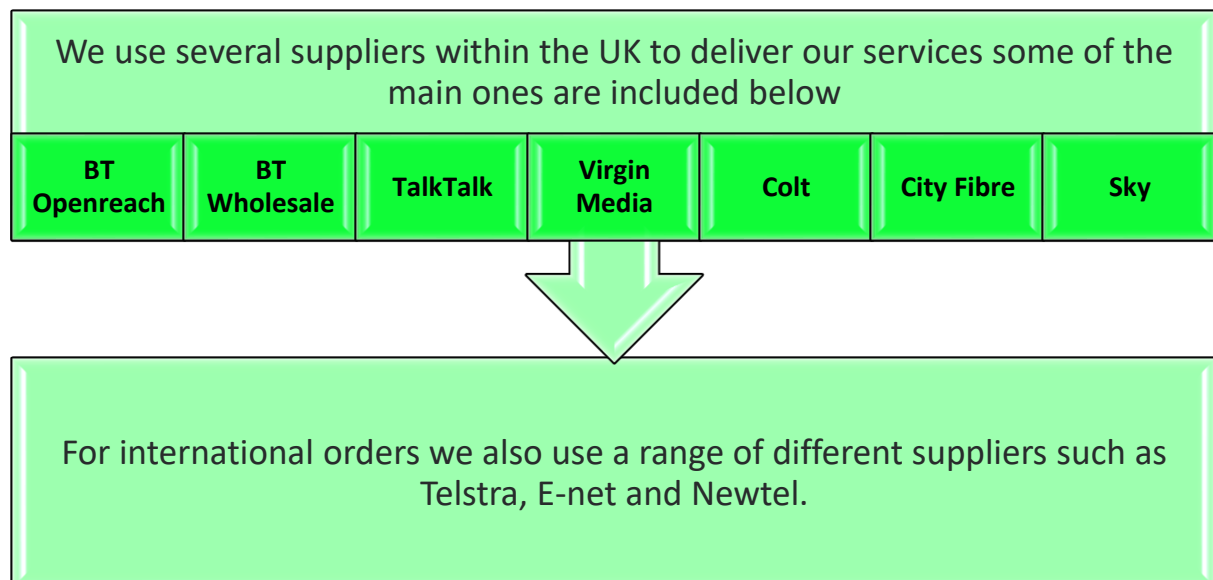
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EXPO.e Provisioning Process

Order Placement & Initial Order Stage

- Once an order form has been signed and returned it is uploaded to our internal system where our provisioning support team will place the orders with the suppliers and assign to a provisioning coordinator.
- Your provisioning coordinator will send through your order confirmation, containing all the necessary information about the order you have placed, i.e. comms room location, bearer/bandwidth and address details.
- For all fibre circuits we advise 60 working days to deliver for a standard line within the UK, 100 working days International and then we also operate extended lead times over the Christmas period.

Suppliers



Validation Stage

- Once the order has been placed with the supplier it will go through validation checks.
- These checks will determine if your order requires a full site survey or if fibres are present onsite. If fibres are present, they can put the order through as a 'quick win'. A quick win will bypass the survey stage as the supplier can utilise the fibres onsite.
- In some cases, an order can be classed as a quick win but engineers onsite may run into unexpected issues so the order would need to be rolled back in order to have a site survey.

Examples:

Site survey A end	Y	Site survey A end	N
Site survey B end	Y	Site survey B end	N
Quick win opportunity	No	Quick win opportunity	Yes

Survey Stage

- If required a survey will be booked in with the supplier and its vital access is approved for all necessary areas.
- On completion of a site survey, we will receive a survey report usually 8-10 working days following this date, advising if any wayleaves, excess construction charges (ECC's) or other delays including blockages have been identified.
- Within the survey results the order will be classed as a category which will determine the level of work required in order to deliver the line.

Example extract of BT Openreach survey report:

Survey results	
Do we need traffic permission for your site?	To Be Confirmed
Are further planning checks of the route to your site necessary?	No
Will we install a new monitoring line for your circuit?	No
Are wayleaves necessary?	No

Planning & Fibre Build Stage

- Your order will move to the planning stage which can take 10 working days to be completed minus any delays such as civils requirements or SSRAMS.
- Once planning is completed, the circuit will progress to the fibre build stage, this is where the job packs are sent through to the relevant teams and the works booked in. You will receive an estimated delivery date which is the date the supplier aims to handover the circuit by.
- This delivery date is not guaranteed as there may be unexpected delays identified, such as blockages requiring traffic management.
- Once job packs are issued then works can begin, this can involve new ducting being laid, internal cable runs and fibre splicing.

Installation & Handover

Following the completion of the delivery works your fit and test will be scheduled where a network termination unit is installed on site.

Some suppliers if using a third-party tail end will require further testing and installation and we aim to receive handover 5-10 working days following this.

When handover has been received, with BT Openreach circuits, the A-end port needs to be checked to make sure its up.

For all circuits with an Ethernet demarcation device (EDD) we need to run an RFC test. This test allows our engineer to check for any issues with the line and upon completion the handover will be issued.

We aim to handover 5 working days from supplier handover.

Risks to Delivery

- **Wayleave** - This is a legal document to obtain permission from the landlord to install on the premises. This is identified as required following the survey or when requested before installation.
- **SSRAMS** - (Site specific risk assessment method statement) this involves specific details regarding the engineering activities that will take place and includes notes and photos which will help the engineer on the day. This is a chargeable request.
- **Traffic Management** - Digging up an area that requires permission from local authorities, can require permits and will likely extend the lead time of your order.