



## Leased Line Installation Notes

Jon Morby - 2017-03-02 - 0 Comments - in Sales

Below are the estimated timeframes showing how the delivery of your service should progress:

- Planning - 15 - 25 working days
- External Works - 25 - 40 working days
- Internal works / Fibre testing - 10 - 20 working days
- Provisioning - 5 - 10 working days
- Hand-over document - installation complete

On the completion of planning 10/100/1000 UK tails are categorised to indicate the lead time that will be applied. In general these are as follows.

Cat 1 a reduced lead time (RLT) order with an estimated completion date (ECD) of 30 working days. This is the minimum lead time that can be achieved.

Cat 2 is a RLT with an ECD between 30 and 57 working days.

Cat 3 is awaiting core infrastructure such as spine cabling with an ECD usually greater than 57 days. (Core infrastructure will often involve road or footpath closure regulated by local authorities and TfL, for this reason it is unable to be expedited).

Cat 4 is awaiting core cabling with an ECD usually much greater than 57 days. Core infrastructure will often involve road or footpath closure regulated by local authorities and TfL, for this reason is unable to be expedited.

Please note that these timeframes are all subject to site survey and any issues as detailed below. If out of hours work is requested at any time throughout the process then additional charges will be applicable.

Once planning is completed you will receive an estimated delivery date and updates approximately once a week unless there is an urgent update in between these times or access is required to your premises.

Below we have detailed issues which we have come across in the past, these issues may cause a delay to the installation of your circuit which you may want to include in the

contingency planning of your project.

1. **WAYLEAVE ISSUES** - Should any wayleave issues occur then the above lead times will not be applicable. To avoid delay please ensure that landlords and third parties affected by your installation are aware of the work you are carrying out and that they agree to this in advance wherever possible. While wayleaves are in progress no work is carried out on the installation and once these are resolved the standard lead times are reset and your installation date will be recalculated from that date.
2. **ACCESS ISSUES** - Please advise immediately of any special requirements for access to your premises, if engineers are turned away or have any difficulty obtaining access to your premises then this will result in a considerable delay to the installation. Please aim to be as flexible as possible with engineer access as stringent access requests may delay the final installation. Please note if any appointment is scheduled and subsequently missed an abortive visit charge may be applied totalling £85.00. This charge will be passed along to the ordering party.
3. **LOCAL AUTHORITY INVOLVEMENT** - If supplier engineers are required to access, dig or carry out any work in an area that requires permission from the local authority then further delays will be incurred. The minimum timescale is 28 days and may increase up to a maximum of 12 months depending on where the work is taking place (e.g. On a main road, a busy junction or other traffic sensitive area). This is a third party delay and Exponential-e have very little or no control over such a delay.
4. **SITE ISSUES** - If your comms room is not ready, your site is not built or the lease not signed/agreed for your premises our suppliers will not carry out any work until confirmation is received that these issues are resolved. In these cases we would advise that you inform us of the progress at all times and provide a date the issue is expected to be resolved. Please note that the full lead times as detailed above will be applied once the issue is resolved.
5. **FIBRE DAMAGED OR UNAVAILABLE** - If fibre is damaged during installation and cannot be repaired or replaced then new fibre will need to be sourced and a new route may need to be outlined for the fibre. This may cause wayleave or local authority delays as detailed above and/or the order may be returned to planning stages and lead times may be affected. To help prevent this delay, please ensure that any other third party engineers you have working at your site are extremely careful that no fibre or equipment relating to the install is damaged.
6. **DUCT BLOCKAGES, CORE CABLE AND THIRD PARTY ISSUES** - Any duct blockages or core cable issues preventing engineers from running the fibre to a site may significantly delay the circuit. In order to clear blockages access may be required at third party sites and digging may be involved (see above). No work can normally be carried out until ducts are cleared and core cables are in place.
7. **EXCESS CONSTRUCTION CHARGES** - Planners identify Excess Construction Charges (ECC). Detailed survey results are processed using a standard ECC calculation tool to deliver to the customer's exact order requirements. The calculator

is used in conjunction with the current policy applicable to the product order, which specifies clearly the work that is chargeable, and the work that is non-chargeable. It is mandatory that the published prices for chargeable work are applied consistently to all orders. ECC are raised to cover the cost of providing any additional construction work required to provide your solution.

8. **NEW TRAFFIC MANAGEMENT ACT (1st April 2008)** - Changes to the Traffic Management Act (TMA) have been introduced by the Highways Agency in England from 1st April 2008. The TMA places a legal obligation upon any company planning to undertake work which may impact on the Highway in particular areas, to seek permission from the Highways Agency through a 'noticing' process before any work is started. Any Utility/Company will need to request authorisation from the Highways Agency before commencing work on some roads, streets and carriageways. This may impact work required in some instances to us and our supplier's line plant that is situated in some roads, streets and carriageways. Key impacts are detailed below. For full details of the TMA please refer to <http://www.dft.gov.uk/pgr/roads/tpm/tmaportal/> These restrictions may mean that some orders will be delayed whilst we seek permission to work in the carriageway or wait for the permissible time slot when we are allowed to work in the carriageway. We will ensure you are informed if your order is delayed by these restrictions by updating you as soon as any blockage is known. Where reasonably possible, we will factor this in when setting your estimated completion date (ECD). However there may be minor instances where some orders may be delayed e.g. short notice work or heavily restricted routes.

### **Standard ECC's**

Breaking/Drilling through a wall: Each external wall, each internal concrete wall, each internal non-concrete wall Provision of other building entry points (e.g. underground through floors) will be individually priced against customer requirements Cable (fibre or copper) including any jointing required New Ductwork (including jointing boxes and any wayleave costs): footway, carriageway, ductwork, internal tubing, trunking and tray-work