



## Getting connected with Updata

Welcome to Updata Infrastructure and thank you for choosing us as your network provider; we really value your business. To help guide you through the connectivity process we've defined the terms you'll hear us use, making the techie jargon easier to understand. Overleaf you'll find the Customer Journey explained in more detail so you know what to expect and when to expect it. We've also included our key contact details, should you wish to get in touch.

### Keeping Customers Informed

There are a number of touch points throughout the lifecycle of an order, starting from order acknowledgment and ending with confirmation of the date on which your service will be transitioned to our network. After our suppliers complete their works and hand over to us, we will need to transition your service before it's operational and ready for use.

An Order Manager will own your order throughout its lifecycle and we aim to send you an update every 5 days.

### Category of Works

In relation to fibre there are a number of different categories of work which are used to quantify the amount of physical effort and explain the complexity of the infrastructure build required to provision your service.

Whilst all our suppliers categorise the work required, they all do this slightly differently. The good news is, as your managed service provider, we will oversee and own all of this on your behalf ensuring you don't need to get bogged down in the detail. Throughout the process our Order Managers will ensure you are kept informed throughout the lifecycle of your order so you in turn can manage the expectations of your key stakeholders.

[Please refer to the target lead time factsheet for more information.](#)

### Challenges We May Face

There are a number of circumstances or events that can cause temporary delays during the planning and delivery stages of your order. Although these may be beyond our control, we'll work with you to overcome any issues and progress things forward as quickly as possible. In addition there are a number of areas where we may need your support to keep the order on track. The clock will start on order acknowledgment and will be paused if we encounter any of the following delays:

#### Customer Delays

You could experience a delay to the provision of your service if we are waiting for information such as access confirmation, excess construction charge acceptance or if downtime or out of hours work is required.

#### Wayleave

We require written permission of the land owner to install network cabling on their site. Telecommunications providers are bound by UK law to obtain this permission before starting any work or extending any existing network. Any delays experienced whilst obtaining written confirmation may delay your order.

#### Excess Construction Charges (ECCs)

These may be incurred for your wayleave (if required) and for the provision of physical works. These costs are referred to as ECCs or excess costs and you will usually be notified of these in the planning stage. We require your prompt approval to ensure the delivery remains on track.

#### Force Majeure

Any circumstances beyond our control, such as extreme weather conditions, power failures, natural disaster, fire subsidence, epidemic, strike or labour disturbance, terrorism, war or civil disturbance.

There may on occasion be other delays to consider:

#### Network Capacity

When the order was processed, the nearest connection point was selected. During the planning process we may be advised by our suppliers that the original connection site we selected is currently at full capacity.

#### Traffic Management

Part of the planning process involves determining what construction and cabling work is required for the installation of your service. This often requires engagement with Local Authorities, as it may involve a temporary road closure or parking bay suspension. We refer to this as 'traffic management' because we require permission from the Local Authority before proceeding. The time frame for these approvals varies but where possible we would like to provide you with the Local Authority permit number, so you can help us keep the order on track.

#### Civils and Cabling

This relates to the physical works required to bring a service live. There may be a cable or exchange breakdown, a collapsed, blocked or damaged duct or health and safety risks attached to completing any physical works, e.g. a manhole or footway box that is contaminated with or by a substance which requires special treatment.

#### Third Party Delays

Our suppliers will always notify us of any delays and the associated impact it may have on their CDD (Contractual Delivery Date).

# Your Connection Journey

