Provisioning Mean Time To Provide (MTTP) Factsheet

Mean Time to Provide (MTTP) is the industry average to deliver new services. MTTP across the industry includes Customer delays and is measured across working days. When delivering a new connection, we aim to take no longer than 2 days to acknowledge and place your order with our suppliers and no more than 10 days post circuit handover by our suppliers to commission, test and handover the service to you where appropriate.

The 2 day clock will start once we have validated and accepted your order. After that point we will manage the supplier, dealing with any issues that may arise and we will of course keep you updated throughout.

We work with our suppliers on a regular basis to review industry MTTP and aim to deliver below industry MTTP.

Connectivity+ Fibre services

The category of work will influence the lead time for fibre deliveries and is provided post planning. Category 1 orders require the least amount of work, whilst category 4 require the most so your Estimated Completion Date (ECD) will reflect this. Your ECD is subject to survey and as such we will follow up post planning.

The table below gives some examples of what to expect for each. On occasion there can also be exceptional events which are classified as category 5 e.g. London Olympics.

Category of work	Description
1	Minimal / minor work required such as blown fibre and/or splicing. Capacity for service into the site already exists.
2	Minor duct work required, examples include cabling and blown fibre tubing. Noticing may be required from the Local Authorities.
3	Digging work and internal / external works may be required. Could be dependent upon spine cable provision (exchange to site). Noticing may be required from the Local Authorities.
4	There will likely be long-term dependencies such as core cable provision (exchange to exchange).

Once the planning phase is complete and our suppliers confirm the category of work, your Order Manager will send you confirmation, including the ECD based on the current MTTP for that category within the industry. Our target delivery to you will be industry MTTP for that category + 10 days. As per your Customer Journey we can still experience a number of challenges which may affect your ECD. Please refer to our Customer Journey factsheet for more information.

Connectivity + Copper services

Our Copper services include ADSL, EFM, FTTC and EoFTTC.

When any of our Copper products are ordered, our supplier will initially acknowledge the order, then provide a committed date or an appointment date which can take a few days.

The copper delivery process does not include a survey as standard so there may be scenarios where our suppliers attend site to install your connection and encounter a scenario which means they cannot install on that day and further planning may be required.

As with fibre products, the delivery lifecycle is MTTP + 12 days. It's also worth noting delays can be experienced – your Order Manager will work with you where appropriate to resolve them as quickly as possible.