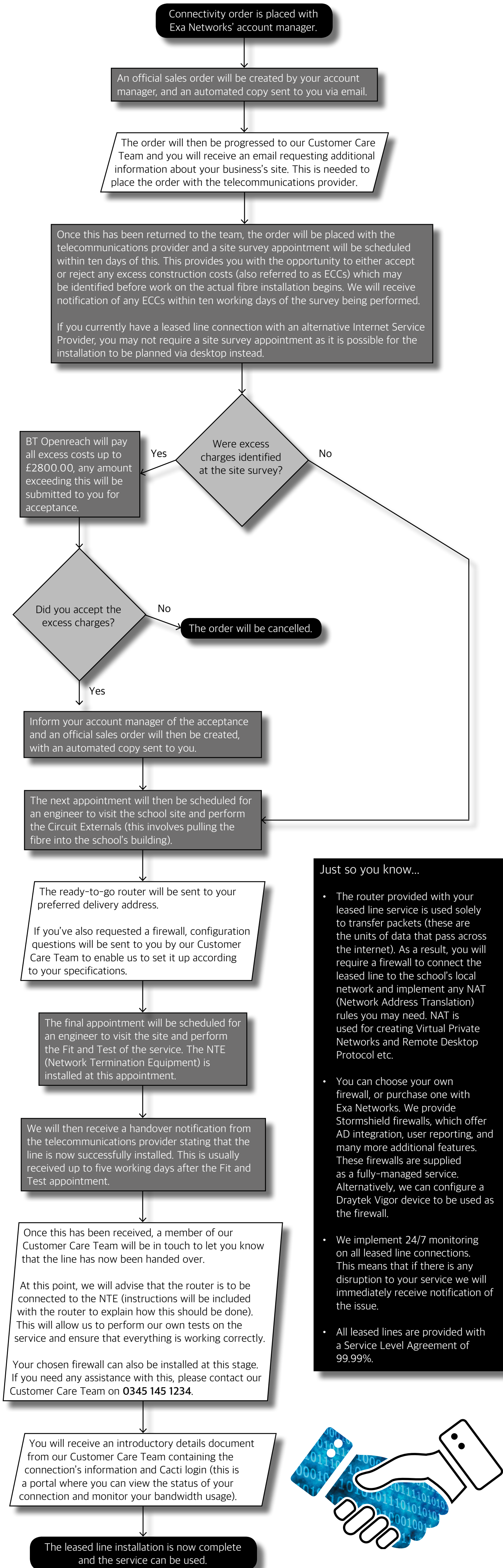


Leased Line Installation Process

Thank you for choosing Exa Networks as your Internet Service Provider. This guide provides a general overview to the installation process of your leased line connection. If you have any queries at any point, please don't hesitate to get in touch at customer.care@exa.net.uk or **0345 145 1234**.

Important Information

The large majority of leased line work is performed external to the actual building and will therefore not require an appointment to be scheduled with you until later in the process when internal site access will be required. As a result, in the interim periods between appointments, work will be ongoing which may not be visible to you. For example, all necessary ducting will be checked for blockages, and the tube will be laid through which the fibre will be pulled at a later date. However, our Customer Care Team will provide you with ongoing information about the progress of your leased line order.



Just so you know...

- The router provided with your leased line service is used solely to transfer packets (these are the units of data that pass across the internet). As a result, you will require a firewall to connect the leased line to the school's local network and implement any NAT (Network Address Translation) rules you may need. NAT is used for creating Virtual Private Networks and Remote Desktop Protocol etc.
- You can choose your own firewall, or purchase one with Exa Networks. We provide Stormshield firewalls, which offer AD integration, user reporting, and many more additional features. These firewalls are supplied as a fully-managed service. Alternatively, we can configure a Draytek Vigor device to be used as the firewall.
- We implement 24/7 monitoring on all leased line connections. This means that if there is any disruption to your service we will immediately receive notification of the issue.
- All leased lines are provided with a Service Level Agreement of 99.99%.

