

# Order Process

## Broadband Connectivity

### How to Quote...

In order to provide a quotation to a school for an Exa Education connection, the first step is to assess the ways in which they currently use their internet service and then determine the capacity required to effectively perform these functions. The primary things to consider are:

- The number of staff and students
- The number of machines (both static and mobile, e.g. do they have a BYOD scheme? If not, do they plan to do so in the near future?)
- The internet-based resources used (video streaming, learning platforms etc.)

Once you have considered their requirements, the next step is to find out which connectivity service options are available to the school. There are two ways that this can be done for broadband services:

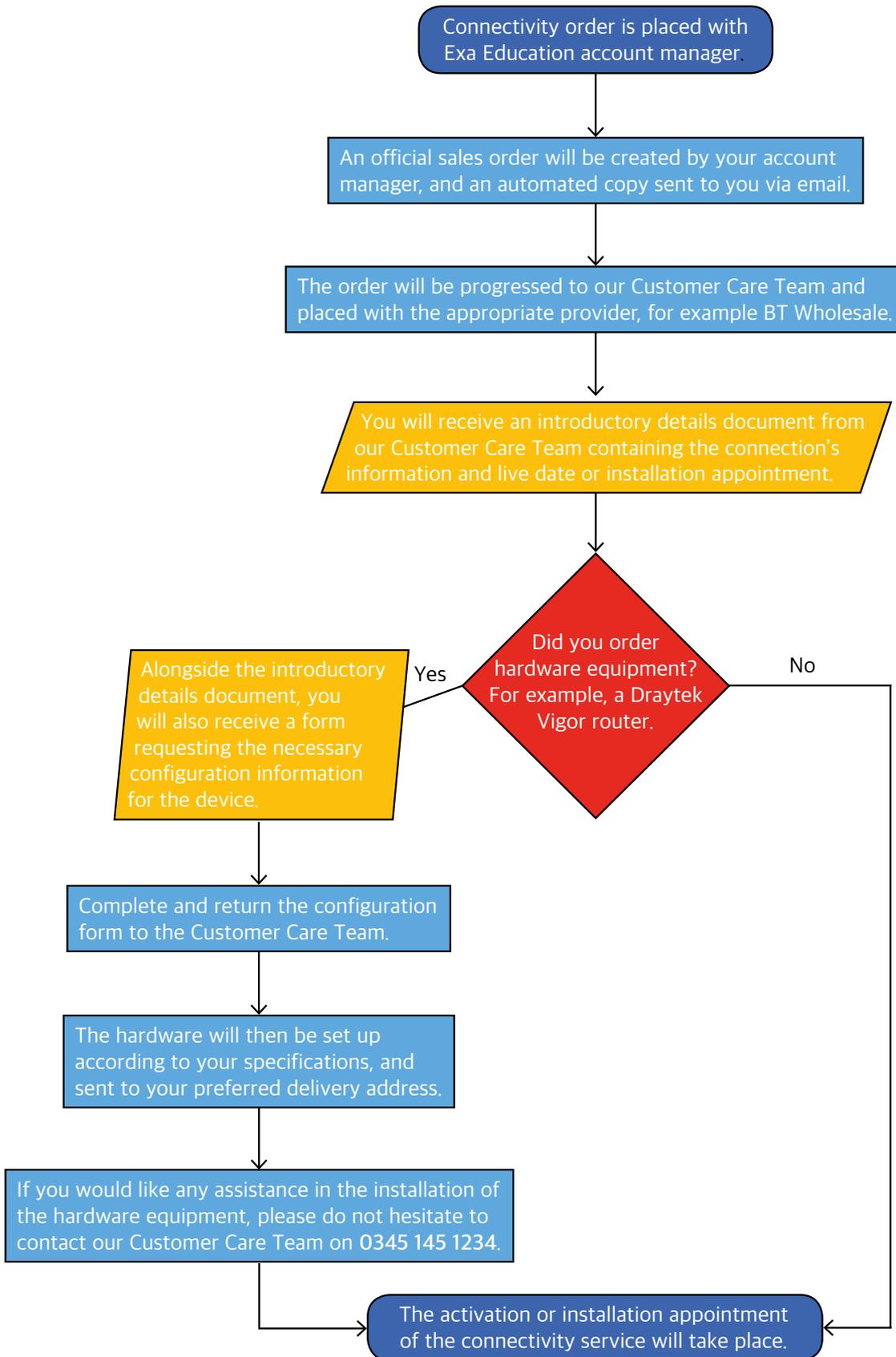
- If the school has a BT telephone line, the number can be entered into the DSL checker tool on our website. This is available here <https://www.exa.net.uk/scripts/dsl-checker>, and will provide an estimate of both the types of connectivity that can be received and the speeds possible. However, this is not a guaranteed assessment and we do advise contacting your account manager so that additional checks can be performed.
- If the school does not have a BT telephone line, your personal account manager will be able to determine the services and speeds available using the site's postcode.

When you have assessed both the school's needs and the connection that is both available to them and appropriate for their demands, you can create their perfect internet solution.

If at any point during the quotation process you require advice, please do not hesitate to get in touch with your account manager and they will be more than happy to assist.

### How to Order...

To place a connectivity order on behalf of a school, simply email your account manager with your requirements.



## Getting Connected

### ADSL

ADSL connections have an estimated 'go live' date of five working days after the order has been placed, and do not require an engineer to visit the site to perform the activation of the service.

- If the Exa Education ADSL connection is being provided on a separate PSTN line to their existing service, the school's configured router can be installed prior to the live date as it will simply 'ping' into life once the connection is activated.
- If the school's existing internet service is currently being ran across the line, we can still place the order for an Exa Education connection on this number - this will not interrupt their current connection in any way. The service will simply run as usual until the Exa Education connection goes live and, at this point, will be 'taken over' by the new internet service. However, the school's router will need to be reconfigured (or installed if a new one has been ordered) as soon this happens to avoid any disruption to their connectivity.
- A microfilter is provided inclusive with all Draytek Vigor routers ordered with an ADSL connection - its purpose is to stop voice and broadband signals from interfering with each other. This simply needs to connect the school's router to the socket of the telephone line.

Once these steps have been performed, the connection is ready to use.

### FTTC

FTTC connections have an estimated 'go live' date of ten working days after the order has been placed, and do not require an engineer to visit the site to perform the activation of the service. The 'getting connected' process is the same as ADSL in regards to the service going live. However, there are a couple of other details to be aware of:

- In order to receive FTTC connectivity, the school will require a router or device that is able to perform as a VDSL modem - for example, a Draytek Vigor 2860 router. If you have not ordered this specific router with Exa Education, have a different version of the device (such as a Vigor 2830), or would like to use an alternative make or model, please contact our Customer Care Team or your Account Manager for guidance. A list of the devices approved by BT Wholesale is available at [www.exa.is/VDSLmodemlist](http://www.exa.is/VDSLmodemlist).
- If the socket of the PSTN line used to provide the FTTC service does not have a prefiltered faceplate, a microfilter will be required to enable the connection to run

effectively. A microfilter is included with every Draytek Vigor router supplied by Exa Education. If the socket is prefiltered, this step is not required.

- If the FTTC service is an upgrade of an existing ADSL connection, the router will require changes to be made to its configuration. If you have any questions about how to do this, please contact our Customer Care Team on 0345 145 1234. Alternatively, if the router is a Draytek Vigor 2830 or 2860 and you would like to perform the configuration changes yourself, please see the following guides: [www.exa.is/reconfiguring](http://www.exa.is/reconfiguring) and [www.exa.is/VDSLmodem](http://www.exa.is/VDSLmodem).
- If a school's FTTC connection is to be provided on a separate telephone line to their current internet service, the school will not experience any downtime during the engineer's visit. This also means that the router can be installed after the FTTC service has been activated and does not need to be present on the day of the Openreach appointment, as their existing connection can simply run alongside it until the school wishes to make the transition.

## Simultaneous Provide

A simultaneous provide allows a school to both install a BT telephone line and activate the internet service during a very short period – greatly reducing the length of time it takes for a connection to go live.

- This can be particularly effective for schools that would like an FTTC service as the standard lead time for this connectivity is ten working days – with a simultaneous provide, it is two working days. It can also be beneficial as the BT line will only be installed into a cabinet which is FTTC enabled and, if this is not possible, will not be installed at all – ensuring the school does not receive a telephone line they don't require and are unable to use.
- If the school is ordering an ADSL service, the connection will 'go live' on the day of the BT line's installation rather than the standard five working days.

However, it is important to note that in ordering a simultaneous provide, a school loses the ability to control when their connectivity goes live as it is activated on the day of, or within a couple of days of, the PSTN line installation – regardless of when they would like it to be. This is perfect for customers on a tight deadline but for those who would rather stagger their broadband live date, it is advisable they do not opt for a simultaneous provide.

## EoFTTC

The provisioning of Ethernet over Fibre to the Cabinet takes approximately thirty working days and is slightly different to that of ADSL and FTTC services as it does not require the installation of a standard BT telephone line.

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## Internet & Filtering for Schools

- Instead, a copper line is installed by an Openreach engineer, but its sole purpose is to provide EoFTTC connectivity. As a result, a number is not assigned to it and it cannot be used for any other function – either simultaneously, or in the event the service is ceased at a later date.
- The installation of this copper line, and subsequent activation of the EoFTTC service, can take place in one Openreach engineer visit or may require two separate appointments.
- If it is not performed at the time of the copper line installation, the second appointment will be the installation of the service's Network Termination Equipment (NTE). Once this has been done, we will receive a handover notification from Openreach to confirm that the work is complete and the connection is now live. We will inform you as soon as we receive this notification as this is the point at which the school's router can be installed. Following this, the connection is ready for use.

