

Leased Line Process

How to Quote

In order to create a leased line quote, simply provide your account manager with the address of the school and the speeds you would like to receive costs for and they will request these on your behalf from the telecommunications provider. As leased line prices are dependent upon location, these costs are determined by the geographical zone the school is in.

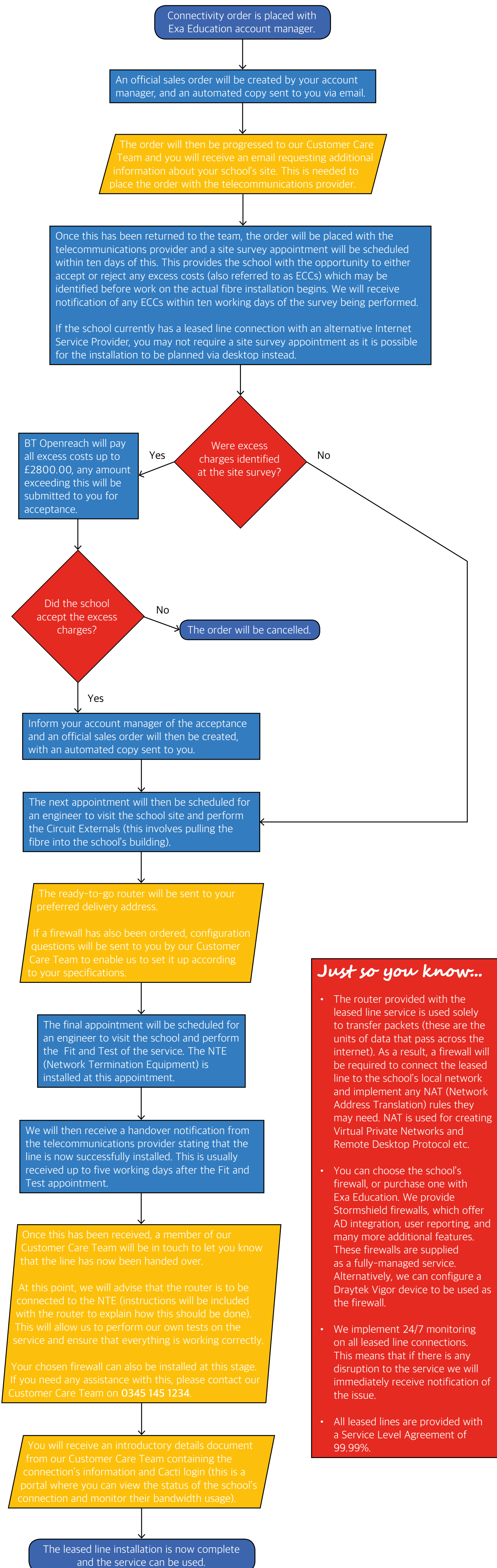
How to Order

Simply provide email confirmation to your account manager of the leased line service you would like to proceed with.

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 the school 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 the school. 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 order's progress.



Just so you know...

- The router provided with the leased line service is used solely to transfer packets (these are the units of data that pass across the internet). As a result, a firewall will be required to connect the leased line to the school's local network and implement any NAT (Network Address Translation) rules they may need. NAT is used for creating Virtual Private Networks and Remote Desktop Protocol etc.
- You can choose the school's firewall, or purchase one with Exa Education. 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 the service we will immediately receive notification of the issue.
- All leased lines are provided with a Service Level Agreement of 99.99%.