

Order Process

PSTN Line

How to Quote...

In order to provide an Exa Education internet service to a school, we require a standalone BT telephone line. To find out if a school has an existing line appropriate for supplying connectivity, please contact our Customer Care Team and they will perform a check on the school's telephone number/s.

However, as a guideline, to be able to provide an internet service, the line must not:

- Be integrated into a PBX system
- Be an ISDN line
- Have RedCARE installed

The line's socket must also be located in a place suitable for the installation of the router.

If the school's existing internet is currently being ran across an appropriate line, we can still place the order for an Exa Education connectivity service on this number - this will not affect or 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 either reconfigured (or installed if a new one is required) as soon this happens to avoid any disruption to their connectivity.

If a school does not have a suitable PSTN line, we are able to order one with BT Openreach on their behalf, as detailed below.

How to Order...

To place an order for a BT line on behalf of a school, simply download and complete the PSTN order form from the Partners' Portal and email it to your account manager.

The order form is also accompanied by a guidelines document - we strongly advise that this information is communicated to your customer as it contains important details about will happen during the installation.

Important Information

The general lead time for the installation of a PSTN line is 14 working days, however there are various factors which can cause this to be extended. As a result, we always recommend that if a PSTN line is required for a school, the order for this is placed as soon as possible - even if they do not require their Exa Education internet service to be live in the very near future.

This is because we are dependent upon BT Openreach to perform the installation and there may be external issues which cause it to take longer than expected. These may be identified prior to a school receiving an appointment, this is often the case for difficulties regarding planning, or may only be apparent upon the engineer's visit to the school's site.

Some examples of common issues encountered during the planning stage are:

- There is a lack of line plant to the school's building
- There are no spare copper pairs in the cabinet which the line will be routed to
- There is a fault in the delivery side of BT Openreach's network

In these cases, work will be performed external to the school's site to rectify the issue. We will then receive notification from BT Openreach of its progression and when it has been completed. Once this has been resolved, we are able to book an appointment for the line to be installed within the school.

Examples of problems which may result in a failed appointment on the day of the installation are:

- A flat roof engineer or specialised equipment is needed in order for the line to be installed in the required location
- The work required to install the line will surpass the allocated time period of 90 minutes
- Excess charges may be identified as a result of the materials or labour needed to install the line. In this case, the order will then be returned to Exa Education for acceptance of these costs and will subsequently be reappointed for a later date

We will always do everything we can to ensure that a PSTN line is installed as quickly and easily as possible and, in the majority of orders, it is a very straightforward process which does not incur any delays. However, in the event that there are any problems, we will ensure that you are provided with regular, informative, updates.

