# Xoserve IX Refresh

Customer Overview Pack – September 2018

# IX Site Survey

## Survey Responses

We have issued site surveys to all customers in May and have been actively working with you over these past few months to obtain your site information.

As of the 30th August we have received a fantastic 151 completed responses (out of 171), giving us a 88% completion rate, an increase of 4% from last month - thank you to all who have responded.

We have now made contact with 100% of customers with the remaining surveys now being in progress.

If you would like to check whether your survey has been submitted or have any further questions please contact us at box.xoserve.IXEnquiries@xoserve.com or call 0121 623 2552

## Pilot Site

The pilot site have had their PSTN circuits installed and have been tested successfully. The next step will be to have the router installed at a date to be confirmed.

XOserve

# Hardware Installations – Circuits

## Progress on Circuit Installations

17 sites now have PSTN circuits fully installed from the initial group of customers. Gamma is continuing to liaise with the outstanding customers to arrange their appointments. Statistics for these appointments (successful, failed, follow up appointments needed, etc.) will be available as we progress through the plan.

## Appointment Communications

Xoserve is preparing the 2nd group of customers who have returned their site survey and these will be provided to Gamma over the coming weeks.

Appointments will follow towards the end of September/ beginning of October and these customers will receive a pre- appointment notification from Xoserve with a confirmation appointment from Gamma (GNS Project Provisioning) to follow.
Please accept the appointment date if you are able to grant access to the BT OpenReach engineer on that day, otherwise, you will need to reject the appointment with a reason and confirm suitable dates for your circuit installation.

XOserve

# Next Steps

| | |
|---|---|
| **Sept** | **Continue to liaise with customers  to receive  outstanding site surveys.**<br>**Continue to install 1st batch of circuit  installations and connectivity testing.**<br>**Prepare 2nd batch of customers for circuit installations.**<br>**Carry out service provider's server / hardware baselining activities.**<br>**Carry out service provider's network connectivity activities.** |
| **Oct** | **Installation of 2nd batch of circuits**<br>**Further planning and checking of  site access requirements**<br>**Continue to carry out service provider's server / hardware baselining activities.**<br>**Continue to carry out service provider's network connectivity activities.**<br>**Install routers and servers, and execute IX service for the Pilot customer.** |

XOserve

# Appendix A: IX Service Line Options

Xoserve are replacing your IX kit on a 'like for like' basis, therefore your replacement IX service option and contract will match the IX option you currently have, which will be one of the following:

- **Option 1 -** Primary ADSL and Back-Up ADSL connection

- **Option 2 -** Primary EFM and Back-Up ADSL connection

- **Option 3 -** EFM Primary and EFM Back-Up connection

- **Option 4 -** Primary Fibre/ Ethernet and Back-Up ADSL connection

The following slide displays the on-site installation process; the number of site visits that are required is dependant upon your IX service line option complexity.

# Appendix B: Your Customer Journey

The number of days required to complete the activity will be dependant upon your IX Service option

**IX Survey Response**

Day 1

**Comms** **Circuit Installations**

A number of remote off-site activities also take place to assess your site's requirements and to set-up and test connections and configure hardware

**Comms** **Router Installation**

Up to 4 Hours Service Interruption

**Comms** **Server Installation**

**Comms** **Legacy Kit Decommissioning**

Your survey responses are being used to define the roll-out plan

Xoserve and Gamma will communicate with you directly to agree your installation dates

Engineer(s) will visit your site to install new circuits; the number of site visits and the access method will vary according to your IX service option and site complexity

The Router Installation will take place in one site visit

The new server will be installed with the existing Vodafone server still in situ to enable a fall-back position. Where rack space concerns exist, we will address this on a case by case basis

Your old service will be removed and wiped by Vodafone and disposed of in accordance with regulations

**Key:**

Site Visits

Comms

Notes

xoserve