



# **Xoserve IX Refresh**

**Customer Overview Pack – August 2018**

# IX Site Survey

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**Have you got all  
of the site  
information  
required**

We issued site surveys to all of our customers in May and have been busy working with you over these past few weeks to obtain your site information.

As of the 27<sup>th</sup> July, we have received 140 completed responses (82%), and 27 (19%) of you are in contact with us and we hope to have your site information soon. We have yet to achieve contact with just 3 sites (2%) but we are still actively pursuing contact. If you would like to check whether your survey has been submitted, please contact us at [box.xoserve.IXEnquiries@xoserve.com](mailto:box.xoserve.IXEnquiries@xoserve.com) or call 0121 623 2773

We will not be actively chasing site responses after 31<sup>st</sup> July. Those we receive after this point will be planned in at the end of roll-out plan.

# Hardware Installations – Circuits

## What's the progress with the installations?

We have now issued communications to those customers included in the first batch of circuit installations. These are sites for which we have received a completed site survey and have little or no access requirements. The communication provides a high-level view of activities for your installation - based on your IX Option (see Appendix A).

The circuit installation appointments for these sites are now being issued from Gamma, and work has commenced from 23<sup>rd</sup> July. Statistics for these appointments (successful, failed, follow up appointments needed, etc.) will be available as we progress through the plan.

## What if I haven't yet received a communication or appointment

We are still in the process of planning site visits, continuing to prioritise those sites with few access requirements. It may also be that we are still awaiting your Site Survey.

Those customers who have received a site communication can expect an appointment from Gamma (GNS Project Provisioning) to follow shortly. 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.

# Next Steps

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**July** Pursue the last few Site Surveys from organisations

**Aug** First batch of New Circuit Installation & Connectivity Testing

**Aug** Further planning and checking Site Access Requirements

**Sep** Second batch of New Circuit Installation & Connectivity Testing

# Appendix A: IX Service Line Options

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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

