

THANK YOU FOR YOUR ORDER

Let's get started

1 VALIDATING YOUR ORDER

- Once you've signed your order, look out for your receipt confirmation email.
- Complete your technical document. This is required before we can start work.
- Make sure you've provided precise delivery location details, including the physical address, building name, floor, room/suite/rack and 2 site contacts; name, phone number and email to allow us to place the local access vendor order(s) promptly.

2 ORDER DELIVERY BEGINS

- Look out for your order acknowledgement email from us. This includes:
 - Contact details of your PM or SDC, your single point of contact during the installation process who will guide your order to completion.
 - An estimated installation date for your service (EISD). This estimate is based on standard product lead times and may differ from the confirmed date we hand the service over to you (FOC).
- Vendor Ordering – GTT will place the vendor order within 10 working days of order confirmation

3 SITE ACCESS

The named site contacts must be available to arrange for and provide access for the Vendor and the GTT engineers. In case of a missed appointment due to access not being granted on the day, additional charges for the second visit will be applied. Please prepare for installation.

- **Vendor Circuit** – The circuit delivery is determined by the circuit vendor. All orders are subject to survey. Customer assistance will be required for any wayleave requirements.
- **The access vendor will ready your local circuit(s)** – You may need to extend your site demarcation to meet the service connection point. The need for extension is typically noted at the time of site survey, however in rare cases, it can be determined at installation.
- **If you're taking a managed service from GTT:**
 - You will receive the managed equipment for your service at your site.
 - When all service components are close to completion, your PM or SDC will arrange the installation. You should prepare for this by ensuring power and rack space are available on-site.
 - Our technician will arrive on-site to install and test your equipment.

4 YOUR SERVICE IS READY!

- Look out for your start-of-service email with billing notice from us.
- In that email, you'll be invited to evaluate your service delivery experience. We'd love your help to learn how we can improve.
- Vendor circuit billing begins at 5 days following circuit delivery, even if configuration or access information from the customer is incomplete.
- The GTT NOC takes over managing your service. You can find their contact information and escalation details in the EnvisionDX portal.



TOP TIP

Look in the GTT EnvisionDX online portal for real-time order updates. Sign in [here](#).*

IMPORTANT

The GTT EISD is provided on order confirmation, the CEISD is then updated throughout the order based on vendor updates. The CEISD is when you can expect your service to be delivered.

USEFUL TERMS

EISD	Estimated In Service Date
FOC	Firm Order Confirmation
PM	Project Manager
SDC	Service Delivery Coordinator
CEISD	Current estimated in service date

*If you don't have an EnvisionDX account, ask your company administrator, your account team, or request an account [here](#). Find fast interactive training for the EnvisionDX portal and its latest features [here](#).