

### **What to expect when installing a leased line:**

**Worst case scenario** : After the survey we need to wait 5 - 7 working days for the survey results. The survey results will determine if there is external construction needed, if so then the circuit will be handed over to the Openreach construction team. In a case where construction is needed your standard lead time of 65 to 90 working days lead time falls away and will only be in motion again once all the construction has been completed. If construction is needed the carrier additional costs needs to be paid by yourselves if you agree to go ahead with the order. Generally, this only happens in remote areas where the infrastructure does not yet exist, in my experience it's unlikely to happen in London but not impossible.

**Standard case scenario**: If no construction is needed - After the survey results has been issued we will be issued with multiple dates (onsite visits, exchange visits, Fibre jointing visits and fibre visits) for fibre works. After the Fibre install will be the fit and test and if all goes well it will then move into the final handover stage. Please bear in mind that there's considerable waiting time between each stage of the installs is a case like this, usually about 7 to 10 working days between each visit. The lead time on this scenario could be from 65 to 90 working days or less depending on the duration of each step and missed appointments.

**Best case scenario**: After the survey is done and no construction is needed and all cabling infrastructure, exchanges, pairs, exchange cards etc. is up to date and equipped to accommodate your circuit, it could move to a '**While we are here**' appointment where all of the works will be done within a day or two. It will then move into handover stage within 12 working days after the WWAH appointment. The lead time on this scenario is 20 to 40 working days.

However, we will be updating you every step of the way and try to get this installed at the earliest time possible. Just wanted to let you know what to expect in all scenarios and how a leased line install works.