



DATA SERVICES

Process Manual

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Introduction

The Data Services Process Manual is designed for use by Retail Service Providers (RSPs) who are wholesale partners of Hyperfast networks. For information on how to become an RSP, please visit the Hyperfast Networks website.

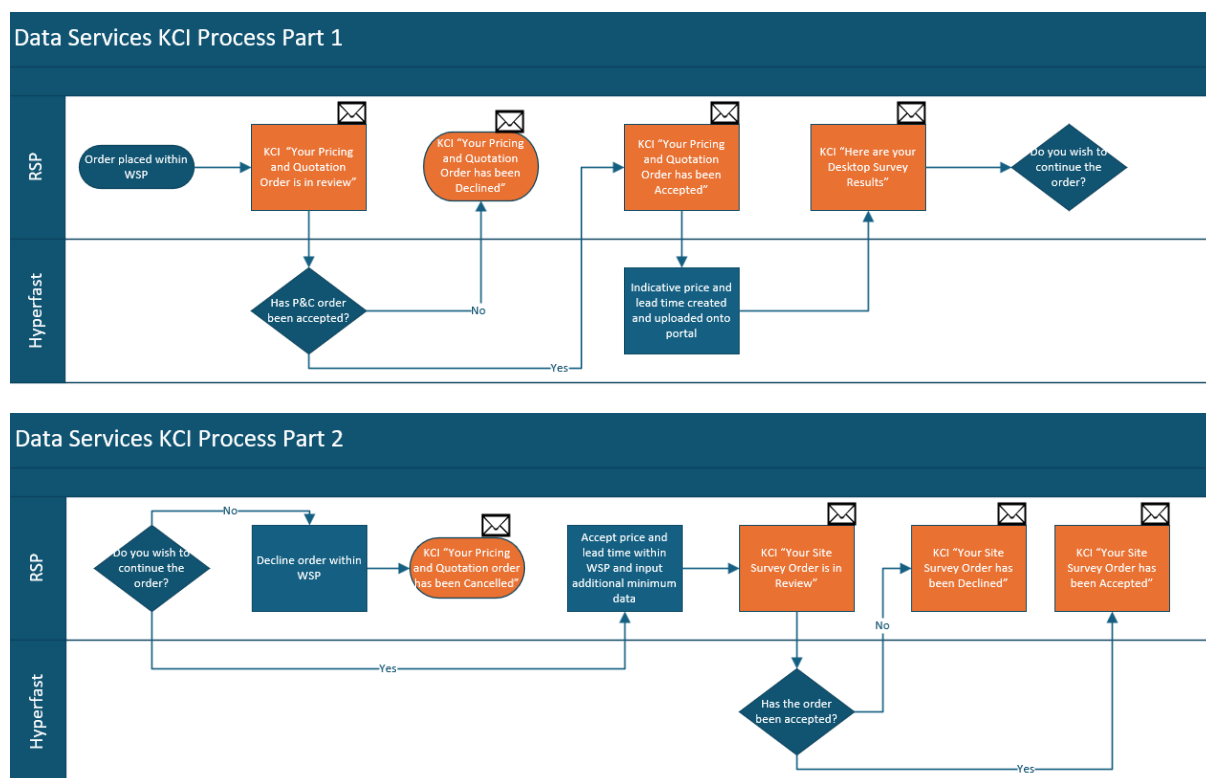
This document should be read in conjunction with [Data Services Terms & Conditions](#), [Data Services Service Level Agreement](#), [Wholesale Terms & Conditions](#) and Data Services Price List.

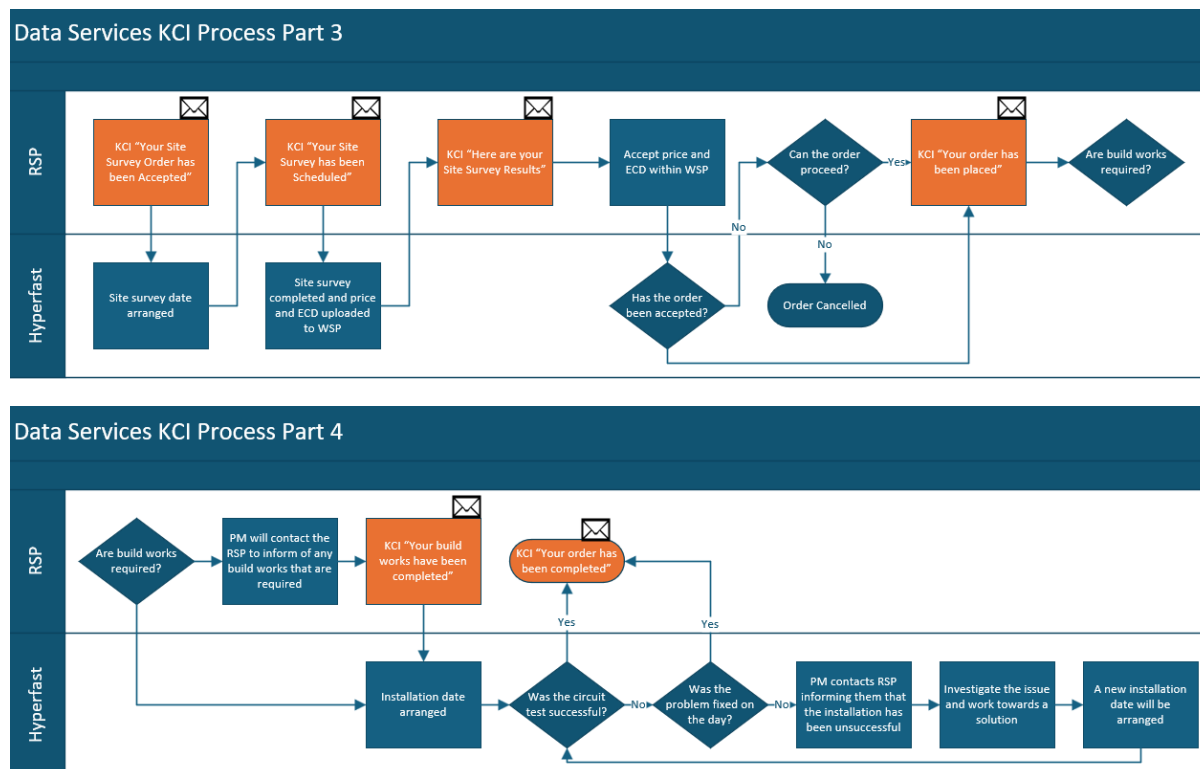
This document aims to demonstrate the lifecycle of a Data Services Order as seen by the RSP, as well as the process of placing a Leased Line or Direct Internet Access (DIA) Order within the Hyperfast Wholesale Portal (WSP). It details the end-to-end process and includes the Key Customer Information (KCI) notifications sent to the RSP as the order progresses.

Process

KCI Overview

KCI Process





KCI Information

KCI Name	Method	Trigger	Contents	Next Steps
Your Pricing and Quotation order is in review	Portal note/ Email	Data services order being placed within the Wholesale Portal	Informs the RSP that their Pricing and Quotation order has been successfully place and contains the order reference	The Project Manager will review the details of the Pricing and Quotation order
Your Pricing and Quotation Order has been declined	Portal note/ Email	Pricing and quotation order being declined by the Project Manager	Informs the RSP that their Pricing and Quotation order has been declined and provides information of who to contact if they have any questions	The Project Manager will inform the RSP of the reasoning behind the Pricing and Quotation order being cancelled and will suggest any next steps
Your Pricing and Quotation Order has been accepted	Portal note/ Email	Pricing and quotation order being accepted by the Project Manager	Informs the RSP that their Pricing and Quotation order has been accepted and provides details on the next steps	A desktop survey will be carried out and an indicative price and lead time will be provided
Here are your Desktop Survey results	Portal note/ Email	Desktop survey being completed, initial indicative price and lead time being created and uploaded to the portal	Informs the RSP that the desktop survey has been completed, how to continue with the order and contains a link to the survey results	Review the results of the desktop survey within the Wholesale Portal where the RSP can either accept or decline the

				indicative price and lead time
Your Pricing and Quotation Order has been cancelled	Portal note/ Email	Pricing and quotation order being cancelled within the Wholesale Portal by the RSP or by the Project Manager	Informs the RSP that their Pricing and Quotation order has been cancelled	If the cancellation is Hyperfast led the Project Manager will inform the RSP of any potential next steps
Your Site Survey order is in review	Portal note/ Email	Indicative price and lead time has been accepted by the RSP within the Wholesale Portal and the additional minimum data has been inputted	Informs the RSP that the Site Survey order has been successfully placed	The project manager will review the details of the Site Survey order
Your Site Survey Order has been declined	Portal note/ Email	Site Survey Order being declined by the Project Manager	Informs the RSP that their Site Survey order has been declined and provides information of who to contact if they have any questions	The Project Manager will inform the RSP of the reasoning behind the Site Survey order being cancelled and will suggest any next steps
Your Site Survey Order has been accepted	Portal note/ Email	Site Survey Order being accepted by the Project Manager	Informs the RSP that their Site Survey order has been accepted and provides details on the next steps	A site survey appointment will be booked in to allow the site survey to continue
Your Site Survey has been scheduled	Portal note/ Email	A site survey appointment has been scheduled	Informs the RSP that a site survey appointment has been scheduled and provides the date as well as additional information on required permissions	The site survey will be completed and a final price and lead time will be created
Here are your Site Survey results	Portal note/ Email	Site survey being completed, final price and lead time being created and uploaded to the Wholesale Portal	Informs the RSP that the site survey has been completed, how to continue with the order and contains a link to the survey results	Review the results of the site survey within the Wholesale Portal where the RSP can either accept or decline the final price and lead time
Your order has been placed	Portal note/ Email	Final price and lead time has been accepted by the RSP within the Wholesale Portal	Informs the RSP that their full order has been successfully placed and provides a committed completion date	Any required build works will be completed and installation will occur
Your build works have been completed	Portal note/ Email	Build works were required and they have been	Informs the RSP that the build works have been completed and	Installation of the necessary equipment and

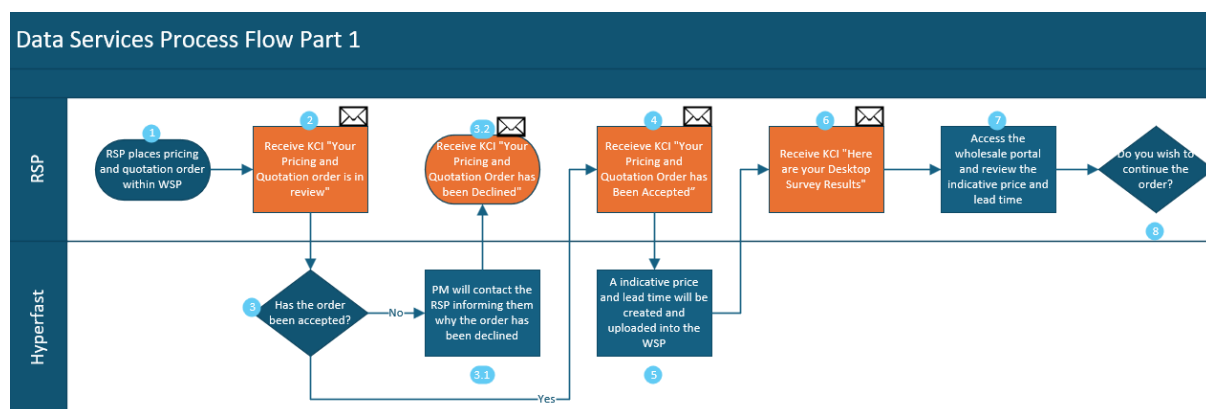
		completed successfully	contains the date the build works were completed and a committed completion date	testing of the circuit
Your order has been completed	Portal note/ Email	The installation has been completed and a live circuit test has passed	Informs the RSP that the order has been completed and the circuit is live as well as where to go to find any circuit information	Receive birth certificate and circuit information within the Wholesale Portal

Data Services Process Overview

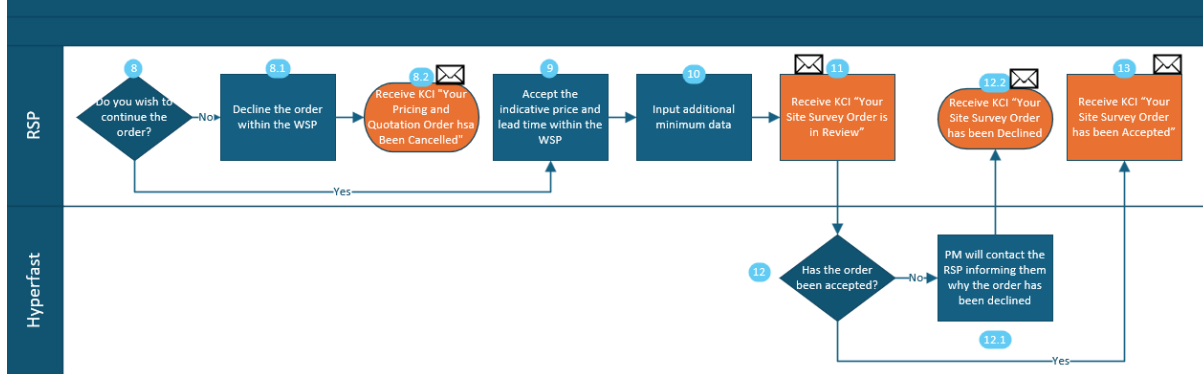
The progression of a Data Services Order is dependent on actions from both the RSP and Hyperfast, because of this the process shown in Figure 1 is split up into two separate sections with the relevant swim lanes showing who that part of the process relates too.

Since there are few differences between a Leased Line order and Direct Internet Access order they both share the same order process flow. The differences between the order flows are outlined in the individual process summaries.

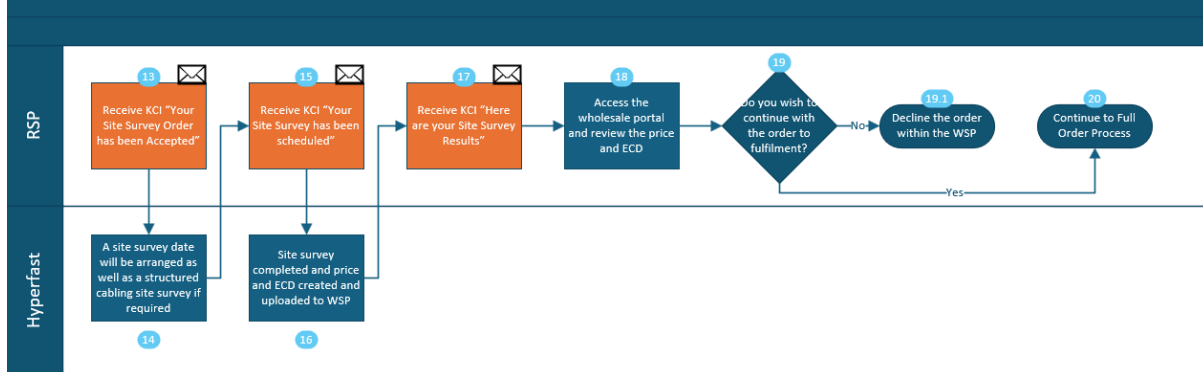
All boxes that are coloured orange and have an email icon on the top right are KCI notifications that will be sent to the RSP via email and portal note. During the installation process dual notifications are utilised so both the end user and the RSP receives notification regarding the installation appointment such as installation reminders, when the engineer is on route and any issues that may have occurred during installation.



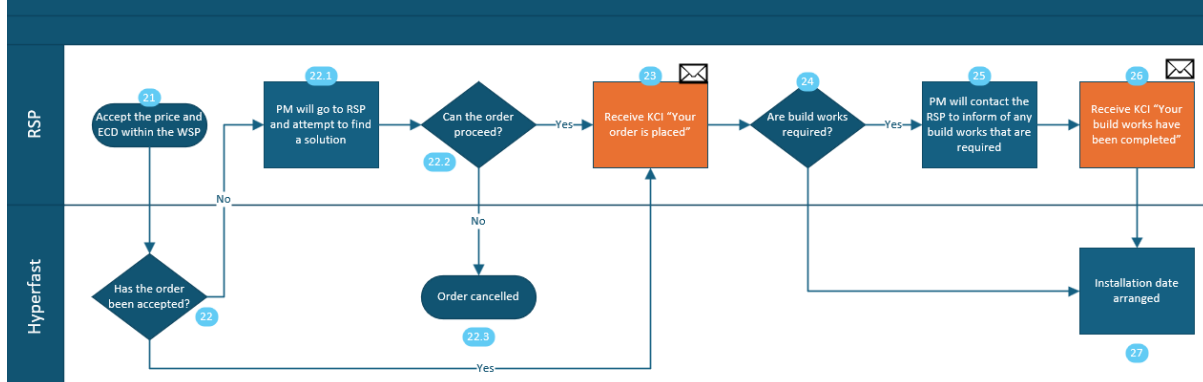
Data Services Process Flow Part 2



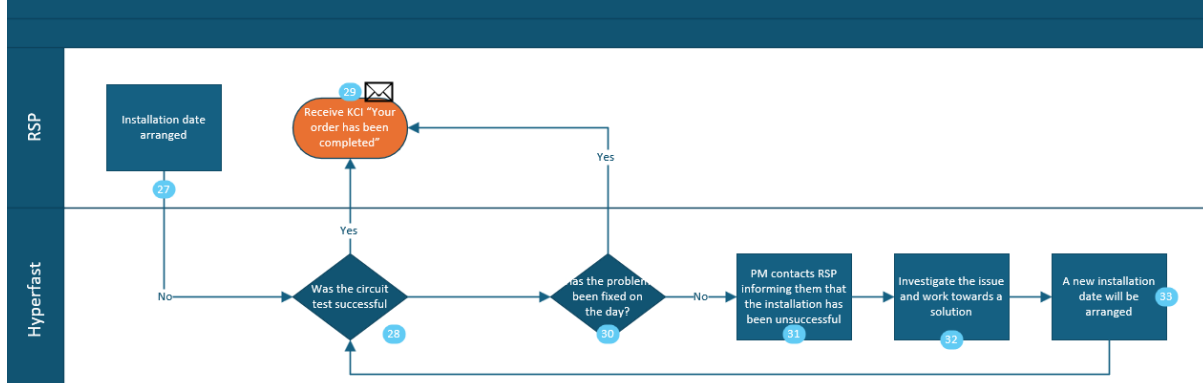
Data Services Process Flow Part 3



Data Services Process Flow Part 4



Data Services Process Flow Part 5



Leased Lines

Placing an order

Placing an order within the Wholesale Portal

Placing a Leased Line Order can be done within the WSP by following the steps below.

1. Sign into the Hyperfast Wholesale Portal.
2. Select “Data Services” from the main menu.
3. Select “New Order” from the dropdown.
4. Select “Leased Line” in the “Service Type” tab.
5. Enter the postcode into the postcode checker and select the address from the drop down list or fill out the address form if no addresses are found for the A end address.
6. Enter the postcode into the postcode checker and select the address from the drop down list or fill out the address form if no addresses are found for the B end address.
7. Select the “Broadband Package” required depending on speed requirements and term.
8. Select if physical diversity is required adding any notes that may be relevant to the order if it is required.
9. Fill out customer contact details.
10. Select the Retailer Service Provider Contact or create a new one.
11. Review the order tick the terms and conditions box and submit the order.

Alternative ways to place an order

If the order cannot be placed through the WSP because of additional complexities linked to the order or access to the WSP isn't available for any reason, then the RSP can contact their Hyperfast Networks account manager who can raise the order on behalf of the RSP.

Once the order has been placed by the RSPs Hyperfast Networks account manager it can be tracked within the WSP as if the RSP placed it themselves.

Raising a fault

Raising a fault within the Wholesale Portal

Raising a fault for a leased line order can be done within the WSP by following the steps below.

1. Sign into the Hyperfast Wholesale Portal.
2. Select “Data Services” from the main menu.
3. Select “Customers” from the dropdown.
4. Select the customer the fault will be raised against.
5. Select “Create Fault” from the top of the order summary.
6. Enter a “End Customer Contact Person” and “End Customer Contact Phone Number”.
7. Do initial triage with the end customer and complete the following the boxes once the triage has been completed: “Is the equipment powered on?”, “I confirm there are no planned works affecting this circuit” and “I confirm the circuit configuration is unchanged”
8. Add any additional “Monitoring data”, “Show interface output” or “Diagnostic log” if possible.

9. Review fault details, tick terms and conditions box and submit the fault.

Alternative ways to raise a fault

If the fault cannot be raised through the WSP because of additional complexities linked to the fault or access to the WSP isn't available for any reason, then the RSP can contact their Hyperfast Networks account manager who can raise the fault on behalf of the RSP.

Once the fault has been raised by the RSPs Hyperfast Networks account manager it can be tracked within the WSP as if the RSP raised it themselves.

Order Process Flow Detailed Overview

The table below provides a detailed overview of the full order process for a leased line order beginning with the Pricing and Quotation (P&Q) order process for a leased line order. It outlines each stage of the customer journey, from the initial order submission and desktop survey through to site survey, fulfilment, installation, and service completion.

Process Number	Process Description	Information
1	Order placed within WSP	Place a new data services order within the WSP selecting the leased line product type. Complete the postcode search selecting the address if available or filling out the manual form if the address is not found for the A end site. Repeat the postcode search for the B end site. Select the broadband package, any diversity requirements adding notes relevant to the order if required. Complete the end customer contact detail form. Select the provider contact information who's placing the order. Review the order, tick the terms and conditions box and submit the order. An order reference number will be provided on the successful submission of the order and the order can be tracked within the WSP with this reference number.
2	KCI: P&Q order in review	KCI informing the RSP that the order has been successfully placed within the WSP and contains the order reference number.
3	Has the PM accepted the P&Q order?	The PM will review the information provided by the RSP for the pricing and quotation order either progressing the order if they are happy with the information or rejecting the order. The PM may also contact the RSP with any questions or clarifications that may be required about the information.
3.1	PM contacts RSP to inform them the order cannot proceed to desktop survey	PM will contact the RSP informing them that the pricing and quotation order cannot proceed through to the desktop survey stage as well as the reason why the order cannot progress.
3.2	KCI: P&Q order has been declined	KCI informing the RSP that the pricing and quotation order has been declined.
4	KCI: P&Q order accepted	KCI informing the RSP that the pricing and quotation order has been accepted as well as the next steps for the order.
5	Indicative price and lead time created and uploaded into WSP	On completion of the desktop survey the PM will create a lead time and indicative price based off the results of each desktop survey and upload this into the WSP. Please note that at this time the price and lead times are both indicative and don't include any structured cabling that may be required for the order.
6	KCI: Desktop Survey Results	KCI informing the RSP that the desktop survey has been completed and the results are available within the WSP as well as a link to the survey results.
7	Access WSP to review indicative price and lead time	When the indicative price and lead time has been inputted into the portal this can be reviewed within

		the pre orders tab of the data services section within the WSP. The indicative price will include the connections cost, EEC cost and monthly rental.
8	Do you wish to continue to site survey?	Upon reviewing the results of the desktop survey does the RSP wish to continue the order through to a full site survey?
8.1	Decline the order within the WSP	If the RSP does not wish to progress the pricing and quotation order through to the full survey stage, the order can be declined within the WSP where the price and lead time can be viewed. The RSP will not be liable for any charges if cancelling the order at this stage of the process.
8.2	KCI: P&Q order has been cancelled	KCI informing the RSP that the pricing and quotation order has been cancelled.
9	Accept the order within the WSP	If the RSP is happy with the indicative price provided and lead time then they can progress the order within the WSP through to the full site survey stage. Once the order is progressed past this point the RSP is liable for the charges for site survey and any other accrued charges such as structured cabling surveys if the order is cancelled or declined. To allow the order to progress additional information will be requested at the point of accepting the order for both A and B end sites.
10	Input additional minimum data set	Once the order has been progressed through to fulfilment additional information will be required to allow the order to complete such as site specific information.
11	KCI: Site survey order in review	KCI informing the RSP that the order has been progressed to site survey and that the site survey order is under review by the PM.
12	Has the PM accepted the full survey information?	PM will review the information that has been provided by the RSP for the site survey order. The PM may contact the RSP for clarification or additional information that may be required.
12.1	PM contacts RSP to inform them the order cannot proceed to site survey	PM will contact the RSP informing them that the pricing and quotation order cannot proceed through to the full survey stage as well as the reason why the order cannot progress.
12.2	KCI: Site Survey order has been declined	KCI informing the RSP that the site survey order has been declined.
13	KCI: Site Survey order has been accepted	KCI informing the RSP that the site survey order has been accepted as well as the next steps for the order.
14	A site survey date will be arranged including structured cabling if required	A site survey date will be arranged with the end customer and the contract partner with a separate site survey being arranged for structured cabling if required. This will need to be done for both A end and B end sites.
15	KCI: Site Survey has been scheduled	KCI informing the RSP that the site survey has been scheduled which includes the site survey date and the policy for if the site survey date needs to be rescheduled.

16	Price and ECD from site survey results created and uploaded to WSP	On completion of the full site survey the PM will create a price and ECD based of the results of the full site survey and structured cabling survey if required and upload this into the WSP.
17	KCI: Site Survey results	KCI informing the RSP that the site survey has been completed and that the results are available within the WSP as well as a link to the survey results. Information on the expiration of the price and ECD is also provided.
18	Access WSP to review price and ECD	When the price and ECD has been inputted into the portal this can be reviewed within the survey tab of the data services section within the WSP.
19	Do you wish to continue to fulfilment?	Upon reviewing the results of the full site survey does the RSP wish to continue the order through to fulfilment.
19.1	Decline the order within the WSP	If the RSP does not wish to progress the full survey order through to the fulfilment stage, then the order can be declined within the WSP where the price and ECD can be viewed. The RSP will be liable for any charges if cancelling the order at this stage of the process.
20	Order continues through to full order process	Once the order continues through to the fulfilment stage then the full order process is followed.
21	Accept the price and Estimated Completion Date within the WSP	If the RSP is happy with the price provided and Estimated Completion Date then they can progress the order within the WSP through to the fulfilment stage.
22	Has the PM accepted the full order?	PM will review the order details information and decide whether the order can proceed.
22.1	PM contacts the RSP to attempt to allow the order to continue	If the order information is not sufficient or needs clarification the PM may contact the RSP to help to allow the order to proceed.
22.2	Can the order proceed?	Can the order proceed through to full order with minimal changes needed to be made to the order data by the PM?
22.3	Order cancelled	If the order cannot be allowed to progress, then the PM can cancel the order and the RSP will be charged for the site survey and structured site survey if relevant as well as any additional costs laid out in the terms and conditions.
23	KCI: Your order is placed	KCI informing the RSP that the full order is placed also providing the committed completion date.
24	Are build works required?	During the site survey it will be identified whether build works will be required for either A end or B end site to successfully complete the order.
25	PM to contact RSP informing them of any build works required	The PM will contact the RSP informing them of any build works that are required for both A end and B end sites and the estimated time it will take for the build works to be completed.
26	KCI: Build works completed	KCI informing the RSP that the build works required have been completed.
27	Installation date arranged	An installation date will be arranged between the PM and the RSP of when the final installation and circuit test will occur for both A end and B end sites.

28	Was the circuit test successful?	Once the installation has been completed a final circuit test will be done to confirm that the circuit is working as intended.
29	KCI: Order completed	KCI confirming the completion of the order once the circuit test has passed.
30	Has the problem been fixed on the day?	If the initial circuit test fails, the field engineer will attempt to fix the problem on the day with the assistance of the NOC team.
31	PM contacts RSP informing them that the installation has been unsuccessful	If the circuit test was not successful and couldn't be fixed on the day, the PM will contact the RSP informing them of this and any potential next steps.
32	Investigate the issue and work towards a solution	Hyperfast will work to identify what the issue was that caused the circuit test to fail and work towards a solution.
33	A new installation date will be arranged	Once the issue has been found and fixed a new installation date will be arranged so a new test can be completed.

Direct Internet Access

Placing an order

Placing an order within the WSP

Placing a Direct Internet Access Order can be done within the WSP by following the steps below.

1. Sign into the Hyperfast Wholesale Portal.
2. Select "Data Services" from the main menu.
3. Select "New Order" from the dropdown.
4. Select "Direct Internet Access" in the "Service Type" tab.
5. Enter the postcode into the postcode checker and select the address from the drop down list or fill out the address form if no addresses are found for the A end address.
6. Select the "Broadband Package" required depending on speed requirements and term.
7. Select the "Static IP Address Requirements" filling out the justification questions if above 13 or more static IPs are required.
8. Select if "Active Routing Protocol" is required.
9. Select if physical diversity is required adding any notes that may be relevant to the order if it is required.
10. Fill out customer contact details.
11. Select the Retailer Service Provider Contact or create a new one.
12. Review the order tick the terms and conditions box and submit the order.

Alternative ways to place an order

If the order cannot be placed through the WSP because of additional complexities linked to the order or access to the WSP isn't available for any reason, then the RSP can contact their Hyperfast Networks account manager who can raise the order on behalf of the RSP.

Once the order has been placed by the RSPs Hyperfast Networks account manager it can be tracked within the WSP as if the RSP placed it themselves.

Raising a fault

Raising a fault within the Wholesale Portal

Raising a fault for a DIA order can be done within the WSP by following the steps below.

1. Sign into the Hyperfast Wholesale Portal.
2. Select "Data Services" from the main menu.
3. Select "Customers" from the dropdown.
4. Select the customer the fault will be raised against.
5. Select "Create Fault" from the top of the order summary.
6. Enter a "End Customer Contact Person" and End Customer Contact Phone Number".
7. Do initial triage with the end customer and complete the following the boxes once the triage has been completed: "Is the equipment powered on?", "I confirm there are no planned works affecting this circuit" and "I confirm the circuit configuration is unchanged"
8. Add any additional "Monitoring data", "Show interface output" or "Diagnostic log" if possible.
9. Review fault details, tick terms and conditions box and submit the fault.

Alternative ways to raise a fault

If the fault cannot be raised through the WSP because of additional complexities linked to the fault or access to the WSP isn't available for any reason, then the RSP can contact their Hyperfast Networks account manager who can raise the fault on behalf of the RSP.

Once the fault has been raised by the RSPs Hyperfast Networks account manager it can be tracked within the WSP as if the RSP raised it themselves.

Order Process Flow Detailed Overview

The table below provides a detailed overview of the full order process for a Direct Internet Access order beginning with the Pricing and Quotation (P&Q) order process for a DIA order. It outlines each stage of the customer journey, from the initial order submission and desktop survey through to site survey, fulfilment, installation, and service completion.

Process Number	Process Description	Information
1	Order placed within WSP	Place a new data services order within the WSP selecting the Direct Internet Access product type. Complete the postcode search selecting the address if available or filling out the manual form if the address is not found. Select the broadband package, any diversity requirements and fill out any static IP requirements. Complete the end customer contact detail form. Select the provider contact information who's placing the order. Review the order, tick the terms and conditions box and submit the order. An order reference number will be provided on the successful submission of the order and the order can be tracked within the WSP with this reference number.
2	KCI: P&Q order in review	KCI informing the RSP that the order has been successfully placed within the WSP and contains the order reference number.
3	Has the PM accepted the P&Q order?	The PM will review the information provided by the RSP for the pricing and quotation order either progressing the order if they are happy with the information or rejecting the order. The PM may also contact the RSP with any questions or clarifications that may be required about the information.
3.1	PM contacts RSP to inform them the order cannot proceed to desktop survey	PM will contact the RSP informing them that the pricing and quotation order cannot proceed through to the desktop survey stage as well as the reason why the order cannot progress.
3.2	KCI: P&Q order has been declined	KCI informing the RSP that the pricing and quotation order has been declined.
4	KCI: P&Q order accepted	KCI informing the RSP that the pricing and quotation order has been accepted as well as the next steps for the order.
5	Indicative price and lead time created and uploaded into WSP	On completion of the desktop survey the PM will create a lead time and indicative price based off the results of each desktop survey and upload this into the WSP. Please note that at this time the price and lead times are both indicative and don't include any structured cabling that may be required for the order.
6	KCI: Desktop Survey Results	KCI informing the RSP that the desktop survey has been completed and the results are available within the WSP as well as a link to the survey results.
7	Access WSP to review indicative price and lead time	When the indicative price and lead time has been inputted into the portal this can be reviewed within the pre orders tab of the data services section within the WSP. The indicative price will include the connections cost, EEC cost and monthly rental.

8	Do you wish to continue to site survey?	Upon reviewing the results of the desktop survey does the RSP wish to continue the order through to a full site survey.
8.1	Decline the order within the WSP	If the RSP does not wish to progress the pricing and quotation order through to the full survey stage, the order can be declined within the WSP where the price and lead time can be viewed. The RSP will not be liable for any charges if cancelling the order at this stage of the process.
8.2	KCI: P&Q order has been cancelled	KCI informing the RSP that the pricing and quotation order has been cancelled.
9	Accept the order within the WSP	If the RSP is happy with the indicative price provided and lead time then they can progress the order within the WSP through to the full site survey stage. Once the order is progressed past this point the RSP is liable for the charges for site survey and any other accrued charges such as structured cabling surveys if the order is cancelled or declined.
10	Input additional minimum data set	Once the order has been progressed through to fulfilment additional information will be required to allow the order to complete such as site specific details.
11	KCI: Site survey order in review	KCI informing the RSP that the order has been progressed to site survey and that the site survey order is under review by the PM.
12	Has the PM accepted the full survey information?	PM will review the information that has been provided by the RSP for the site survey order. The PM may contact the RSP for clarification or additional information that may be required.
12.1	PM contacts RSP to inform them the order cannot proceed to site survey	PM will contact the RSP informing them that the pricing and quotation order cannot proceed through to the full survey stage as well as the reason why the order cannot progress.
12.2	KCI: Site Survey order has been declined	KCI informing the RSP that the site survey order has been declined.
13	KCI: Site Survey order has been accepted	KCI informing the RSP that the site survey order has been accepted as well as the next steps for the order.
14	A site survey date will be arranged including structured cabling if required	A site survey date will be arrange with the end customer and the contract partner with a separate site survey being arranged for structured cabling if required.
15	KCI: Site Survey has been scheduled	KCI informing the RSP that the site survey has been scheduled which includes the site survey date and the policy for if the site survey date needs to be rescheduled.
16	Price and ECD from site survey results created and uploaded to WSP	On completion of the full site survey the PM will create a price and ECD based of the results of the full site survey and structured cabling survey if required and upload this into the WSP.
17	KCI: Site Survey results	KCI informing the RSP that the site survey has been completed and that the results are available within the WSP as well as a link to the survey results. Information on the expiration of the price and ECD is also provided.

18	Access WSP to review price and ECD	When the price and ECD has been inputted into the portal this can be reviewed within the survey tab of the data services section within the WSP.
19	Do you wish to continue to fulfilment?	Upon reviewing the results of the full site survey does the RSP wish to continue the order through to fulfilment.
19.1	Decline the order within the WSP	If the RSP does not wish to progress the full survey order through to the fulfilment stage, then the order can be declined within the WSP where the price and ECD can be viewed. The RSP will be liable for any charges if cancelling the order at this stage of the process.
20	Order continues through to full order process	Once the order continues through to the fulfilment stage then the full order process will be followed.
21	Accept the price and Estimated Completion Date within the WSP	If the RSP is happy with the price provided and Estimated Completion Date then they can progress the order within the WSP through to the fulfilment stage.
22	Has the PM accepted the full order?	PM will review the order details information and decide whether the order can proceed.
22.1	PM contacts the RSP to attempt to allow the order to continue	If the order information is not sufficient or needs clarification the PM may contact the RSP to help to allow the order to proceed.
22.2	Can the order proceed?	Can the order proceed through to full order with minimal changes needed to be made to the order data by the PM?
22.3	Order cancelled	If the order cannot be allowed to progress, then the PM can cancel the order and the RSP will be charged for the site survey and structured site survey if relevant as well as any additional costs laid out in the terms and conditions.
23	KCI: Your order is placed	KCI informing the RSP that the full order is placed also providing the committed completion date.
24	Are build works required?	During the site survey it will be identified whether build works will be required to successfully complete the order.
25	PM to contact RSP informing them of any build works required	The PM will contact the RSP informing them of any build works that are required and the estimated time it will take for the build works to be completed.
26	KCI: Build works completed	KCI informing the RSP that the build works required have been completed.
27	Installation date arranged	An installation date will be arranged between the PM and the end customer of when the final installation and circuit test will occur.
28	Was the circuit test successful?	Once the installation has been completed a final circuit test will be done to confirm that the circuit is working as intended.
29	KCI: Order completed	KCI confirming the completion of the order once the circuit test has passed.
30	Has the problem been fixed on the day?	If the initial circuit test fails, the field engineer will attempt to fix the problem on the day with the assistance of the NOC team.
31	PM contacts RSP informing them that the installation has been unsuccessful	If the circuit test was not successful and couldn't be fixed on the day then the PM will contact the

		RSP informing them of this and any potential next steps.
32	Investigate the issue and work towards a solution	Hyperfast will work to identify what the issue was that caused the circuit test to fail and work towards a solution.
33	A new installation date will be arranged	Once the issue has been found and fixed a new installation date will be arranged so a new test can be completed.

Static Ips

On the placement of a DIA order within the WSP the RSP can select the amount of static Ips that are needed. If more than 13 useable static Ips have been requested, then the RSP will be required to fill out details about the planned use within the WSP.

The Hyperfast core engineering team will review these details and ultimately make the decision on whether the request of static Ips is valid.

If any information is missing from these forms the request may be denied and the order will continue without the RSP having access to the static Ips requested.