

# **Broadband Router delivery**

## **Standard Fibre and ADSL orders**

- If a router has been requested this should be received at least 2 working days before service activation
- If no router has arrived at this point, please contact BB via email and/or telephone
- Router delivery tracking details can be found on the portal against the order
- New router requests can be for the next working day if submitted before 2PM. Call in or email service desk to request, please note we have a 24hr SLA to respond to all email requests.
- Router deliveries are made between 8AM and 8PM, Monday to Friday

## **Assured/Converged orders**

- Routers should be received at least 2 working days before service activation
- If no router has arrived at this point, please contact BB provisioning via email and/or telephone
- Router delivery tracking details can be found on the portal against the order
- Router deliveries are made between 8AM and 8PM, Monday to Friday

