

xDSL Backup Order Process

xDSL Backup pre-requisites

xDSL back-up is an optional extra. You must specify if this option is required at the point of creating your Ethernet quote. For guidance on how to do this, please read section on the Ethernet Pricing Tool.

To utilise the back up option the following must be met:-

- The quote must specify a CLI for an active WLR3 service
- The quote must be built with the backup option specified as “Yes”
- The WLR3 line must be situated within 2 meters of the termination location of the Ethernet Service

xDSL back-up is not available on services with 4G Fast Start and/or 4G Back-up.

xDSL Back-Up and SIP

There are two important areas to recognise when using SIP and xDSL back-up

xDSL back up has been designed to support single SIP Trunk end points only. If you require a resilient SIP Trunk configuration and data resilience, xDSL backup cannot support this. You will need your secondary service to be delivered using Fibre or EFM. This is priced and ordered outside of the Gamma Portal

SIP Endpoints are built and accessed in the public address space. The standard SIP design for Ethernet is with privately built and addressed end points. If you are adding xDSL back up to an existing Ethernet and SIP configuration, a migration path will need to be co-ordinated and agreed to minimise disruption to you and your customer.

CPE

A single router will be provided which can manage both the primary and secondary access service. The router is selected and managed by Gamma for the duration of the service.

For existing Ethernet Services, adding an xDSL Back up access will require either a new router or the addition of a HWIC card, in addition to a reconfiguration of the service itself. This will require an outage of the service and co-ordination with your Ethernet Deliver Co-ordinator.

Delivery Timeline

The xDSL backup delivery timeline is influenced by three principle factors.

1. The status of the primary service (Fibre / EFM / GEA FTTC)
2. The underlying technology type being used for the broadband
3. Training period for the broadband service - 10 days

The trigger which commences the xDSL back up delivery is the receipt of the Contractual Delivery Date (CDD) for the primary circuit.

As the primary circuit is subject to survey and availability, we will not start the xDSL delivery process until we have a commitment on the primary circuit. We do not provide an xDSL back up independently of an Ethernet service.

Upon receipt of the CDD, we aim to co-ordinate the delivery of both services as close together as possible unless told otherwise. This considers the lead time for service activation, followed by the xDSL training period.



Technology Type	Lead Time for Activation
ADSL / ADSL 2+ / Annex M	5 working days
FTTC	5 working days - subject to appointment

Once a phone line has been activated for xDSL, the service isn't signed off by Gamma as fully operational but can be used.

We evaluate the service over a 10 day period to see how it performs and if it complies with the requirements for SIP trunks or Horizon service.

The purpose of the xDSL training period is to ascertain a 'safe' set of speed profiles which the line can operate at without introducing instability to the xDSL service.

Supported Delivery Methods

Although Gamma does provide broadband services in addition to Ethernet, a method or practice of delivering xDSL through our Broadband products, doesn't necessarily map or get replicated in to how xDSL is delivered for Ethernet services.

Delivery Process	Supported
New Activation	Yes
Simultaneous Provide	No
Migration from another provider	Yes*
Move from Gamma Broadband	Yes*

These methods are supported but requires great care and co-ordination to ensure you are not left

without service. Before making commitments to your customer, please ensure you talk to us so we can plan out the best way to manage the change.