

# Ordering & Delivery

This fact sheet provides information on Globalinternet ordering & delivery for internet access & associated services. It is part of a series of 9 documents that give a full overview of products and services available.

Options	In-tariff	Chargeable extra
Quote currency choice	Yes	
Order placement & standard management	Yes	
Expedite delivery	No	Option
Project managed installation	Yes – Enterprise pack	Option
Delivery SLG & credits	No	Option
Remote testing	Yes	
On-site testing	No	Option
Service activation document	Yes	

## Quoting

A firm quote is required before an order can be placed - firm quotes are normally valid for 90 calendar days.

Quotes are offered in a range of currencies as customer requirement and may be local currency, regional (e.g. € - Europe / \$ - RoW) or fully centralised (e.g. \$ Global).

**Note:** Firm quotes require: Site Address, Bandwidth, Contention ratio or Minimum guaranteed bandwidth, Premises type, Reference PSTN Number (xDSL services

only), Local Contact, Diversity Requirements, plus any additional requirements/specifications.

## Ordering

On receipt of a Customer's Order Request, Globalinternet will return a Service Order Form which the customer verifies and completes any missing information. On receipt of this valid Service Order Form, Globalinternet will engage with the local supplier(s) for delivery.



**Note:** A Customer's order request must contain the following details: (a) Delivery address (Country, City, Street Name, House Number, Postal Code); (b) Local contacts (name, email and telephone), demarcation point (floor, room); (c) Globalinternet OSI identification number; (d) Premise types, site working hours, access permit procedures, health and safety procedures. (e) Any add-on Services that Customer wishes to order. Note: Where no add on is requested, the basic options will be applied by default where applicable (For example, GINDesk basic will be applied as the GINDesk level).

## Delivery

Globalinternet will provide Services up to the NTE and will carry out all activities required to ensure the quality of the delivered service. Once the local provider provides the installation date, Globalinternet will notify the customer of this date and use its best efforts to ensure provisioning is completed on or before the Expected Delivery Date.

The Customer must ensure that any activities falling within his responsibility do not delay the delivery.

## Expedite Delivery

Globalinternet offers expedite delivery of Services, where available, as an Add-On Service for an extra fee. Expedite delivery must be ordered at the same time as the Service to be expedited. Where the local supplier advises that delivery cannot be expedited, the customer will be informed at the earliest opportunity via Globalinternet's standard communication channels.

On receipt of an order request for expedited delivery, Globalinternet will work with its local supplier to prioritise provisioning. Special and continuous attention to the expedited Service Order prevents or minimises delay.

The possibilities of expediting Service Orders depend on the options available with the local supplier, - not all local suppliers have a formal expedite process.

## Remote testing & service activation

Globalinternet will test and turn-up ordered Services, performing the relevant tests (ping of router IP address)

and verifying the registered service data prior to Service Activation. When both are confirmed the Service is activated, Globalinternet will provide a Service Activation Form detailing all necessary aspects of the Service to the Customer.

## Additional services

Globalinternet offers a range of additional value-added ordering & delivery services on a bespoke basis:

**Project managed install:** Professional project management services to oversee and assure ordering, delivery & commissioning.

**On-site testing:** Feet on the ground on-site to aid testing & commissioning of complex projects.

## Moves, Changes & Cancellations

Move, cancellation and change orders to Services require the same information as new orders, but also including the information of the existing Service. Globalinternet processes move and change orders as two orders, an order for the new Service and a cease order for the existing Service.

*Note: For change, move or cancellation requests submitted before Service Order Confirmation by Globalinternet, no costs will be charged. If those requests are submitted at a later date, all applicable fees agreed by order form will be charged.*

### Let's Talk!

At Globalinternet, we want to help you to take full control over your internet without having to deal with the complexity of sourcing multiple Internet Service Providers.

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