

Service Description

Service Code	S-BAU-60065
Service Family	Spectrum
Service Description	Spectrum Broadband Multi-Tenant Relocate

Service Overview

Service Outline

This service allows Spectrum Broadband Multi-Tenant Customers to relocate their connection within the same building for a simple fixed administrative fee.

When a customer takes advantage of this service it has no impact on the contract terms for the main Spectrum Broadband service.

Service Availability

This service is available to existing customers relocating within an enabled Multi-Tenant site.

Relocation Charges

Installation charges are one of two types and the relevant installation charge will need to be verified before agreeing with the customer.

- Type A: Remote Configuration. Spectrum Engineers will remotely re-configure the service. The customer is expected to relocate the Customer Premises Equipment(CPE) and Network Termination Equipment (NTE) themselves.
- Type B: Fibre Install. Where the new destination unit fibre termination has not been fully commissioned this will require an engineer install visit. If required the fibre installation engineers can relocate the CPE and NTE, or the customer can relocate when required.

Service Level Agreement

This service does not have an SLA and does not impact the SLA for the underlying Spectrum Broadband Service

Terms and conditions

Our General Terms and Conditions apply to this Service.

Delivery

Typical lead time for this service is dependent on installation type.

- Type A: Next business day
- Type B: 10 business days, subject to site survey

Document History

Version	Date	Author	Summary of Changes
0.1	31/01/2016	KH	Initial Draft
1.0	11/02/2016	KH	First Release