Welcome to Schools Broadband

Onboarding Pack

schools broadband™

www.schoolsbroadband.co.uk

A Message from David Tindall
CEO Schools Broadband

I'm delighted you have chosen Schools Broadband to provide your broadband services and would like to thank you personally for the choice you have made.

Schools Broadband is totally committed to delivering services at the absolute forefront of technology in education. When it comes to protecting your networks and the e safety of your students, we are leaders in our field and looking forward to bringing the benefits of our award-winning service to you.

Our Customer Relations team are already reviewing your order and over the coming days, will be in touch to get the ball rolling on bringing your new service live.

In the meantime and to ensure a smooth delivery, please read through this document which outlines:

Our Delivery Process

Confirms your Key Contacts

Confirms Required Information

Thank you
Kind regards
David Tindall

What we need from you

In order for us to place your broadband order, we need a couple of bits of information from you.

Your Comms Cabinet Location
The room name and the floor the room is located on.

Your Required Install Date

Please email customer.relations@ schoolsbroadband.co.uk with this information.

Please note we cannot proceed with your order without this information.

What we do for you and the process we follow

When your order is with the Customer Relations team, you will be assigned a dedicated contact who will provide you with regular progress updates. They will also ensure your service is delivered to your specified requirements, in line with our delivery lead times.

Your Customer Relations contact will place the order with our wholesale supplier for you and manage all supplier communication, providing you with regular progress reports. Our staff are experts at delivering our products and will be happy to answer any questions you have during the delivery process. We're here to make this as hassle free as possible.

Your Customer Relations contact will liaise with our internal technical teams ensuring they have all the relevant information to prepare for the final installation of your products. Our technical team may wish to speak to you and your IT team at certain points throughout the process to discuss requirements and ensure we have everything we need for a smooth delivery.

Any site visits required will be arranged by your Customer Relations contact, with your prior agreement. They will also arrange the final remote go-live appointment with our technical team to get the line and filtering live for you.

Find out more. Call or email:
01133 222 333 | customer.relations@schoolsbroadband.co.uk

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Delivery Process

Contract Signed

Customer Relations receive order

You are assigned a dedicated Customer Relations contact

Your contact manages the service delivery process on your behalf

We place your order with our wholesale supplier

We manage all supplier communication

We will provide regular progress updates

We ensure our technical install team have all the required information

Our technical team may wish to speak to your IT team to ensure everything is in place for a smooth delivery

We will arrange your final remote go-live appointment with you to bring your service live

We will arrange any required site visits with your prior agreement

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Customer Support

To get the most out of your new service, it's important you have the knowledge you need to feel confident in using our award-winning products. Our support team are here to help you with any technical issues you might have and offer you guidance when needed.

You can log tickets with the support team either by emailing or calling on the details below:

Technical.support@schoolsbroadband.co.uk
01133 222 333 - Option 2

Lines open
Monday - Friday 8am - 6pm

Out-of-hours emergency calls will be diverted to our on-call technician. Requests are assigned individual case numbers and will be dealt with promptly by our skilled team.

Contacts and Escalation Points

If for any reason the delivery process falls short of your expectation, please let your Customer Relations contact know. In the unlikely event you feel it necessary to escalate your concerns, again, please let your Customer Contact know.

They will raise the issue with the relevant Manager, who will contact you to discuss your concerns.

If you have any queries with your contract or pricing, please contact your Account Manager.

For any other issues please contact us on the details below:

customer.relations@schoolsbroadband.co.uk
Customer Relations: 01133 222 333 Option 1

Find out more. Call or email:
01133 222 333 | customer.relations@schoolsbroadband.co.uk

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Additional Information

How long will it be until we have a working service with you?

This will depend on the product you have ordered. Standard industry lead times are listed below to give you a guide. Lead times can vary depending on your site-survey results and supplier availability.

Leased Line 90 days

EoFTTC/FTTP 40 days

FTTC/ADSL/VoIP 35 days

When will we start to be billed for the service?

All orders are billed 48 hours following the supplier's handover to us, this includes orders with a required go live date of ASAP.

Upgrades: any upgrade of service may result in a billing overlap of 30 days with the previous service to ensure continuity of service.

What happens if we aren't ready to go live?

We aim to complete the order on the date you requested on your order form. If you need to change this date, please make your Customer Relations contact aware asap so we can manage this for you. If an appointment is cancelled due to the actions of the school, billing would commence as normal. Any delays however due to our actions would result in billing being deferred until the delay is resolved.

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