

WLR Services



Thanks for choosing Zen

Thank you for choosing Zen for your WLR Services. This pack provides you with all the information and guidance you need to order any new and manage your existing WLR Services with Zen.

Ordering services & product enquiries

To order new Zen WLR service(s) or to enquire about product specific information, availability and pricing:

Stage	Contact
WLR order placement	Zen Account Manager

Core business hours

Monday – Friday 9:00am – 5:00pm (exc. Bank Holidays)
Weekend / Bank Holidays – Closed

Order placement pre-requisites

- Registered premises / postcode within Royal Mail Database.
- A Site Contact name and contact number to support the service installation.
- Site availability for supplier engineer to complete the WLR service installation.

Order acceptance and delivery

Data validation is completed prior to acceptance of an order. Incorrect / missing data will lead to a delay in order acceptance and service provision.

Following receipt of an order, the Zen Order Management team will process the order within 3 working days.

An order acceptance email, containing a unique order reference number will be emailed to the pre-designated customer order contact.

WLR expedite

If there is a requirement for the WLR service to be delivered in advance of the standard lead-times, please enquire with your Zen Account Manager at the point of order placement. A chargeable expedite option may be available to improve the delivery date. Expedite services are best endeavours and do not guarantee an improvement to the delivery date.

Expedite Service	Charge
Phone line only	£ 199 + VAT

Note: The charges are correct at the time of publishing this document and may be subject to change.

Excess Construction Charges

Excess construction charges are applied to the standard installation charge if Openreach need to carry out extra work to provide your service. This might include: Laying extra cabling, Drilling through walls, Underground work. Any ECCs identified will need to be agreed by the customer before any work is carried out as part of order progress.

Risk and Method Statements (RAMS)

Certain sites may require Risk And Method Statements (RAMS) as part of an engineer install.

Service	Charge
Risk And Method Statement (RAMS)	N/A
Site Specific Risk And Method Statement (SSRAMS)	£ 250 + VAT

Note: The charges are correct at the time of publishing this document and may be subject to change.

Site Access

Failure to allow an engineer on-site will result in an aborted visit charge (AVC) being raised and will impact on service delivery timescales. If there are any site access requirements for engineers attending a service installation including where SSRAMS (Site Specific Risk And Method Statement) and/or Wayleave is required, please inform the Zen Account Manager at the point of order placement.

Aborted Visit Charge (AVC)	£ 90 + VAT
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Note: The charges are correct at the time of publishing this document and may be subject to change.

The pre-agreed site contact must be available on-site for the entire duration of the service installation appointment appointed slot.

Named Engineer

If there is a requirement for a named engineer (Example: Secure sites), please inform your Zen Account Manager at the point of order placement.

The Engineer's name will be provided to the designated order contact no sooner than 2 working days before install appointment date.

Service	Charge
Zen Business Line Rental	£ 84 + VAT
Zen Business Line Rental Premium	£ 45 + VAT

Note: The charges are correct at the time of publishing this document and may be subject to change.

Installation duration and time related charges

Service	Duration
Zen Business Line Rental	1 hour
Zen Business Line Rental Premium	2 hours

Note: Any additional time required is charged at an hourly rate: £37.74 + VAT per additional hour.

Note: The charges are correct at the time of publishing this document and may be subject to change.

Simultaneous order provision

Where a phone line does not exist, it may be possible to provision the phone line and the broadband on the same day. Please enquire with the Zen Account Manager for further details.

Expedite Service	Charge
Simultaneous Provide (SIM) with DSL	£ 199 + VAT
Simultaneous Provide (SIM) with Fibre	£ 250 + VAT

Note: The charges are correct at the time of publishing this document and may be subject to change.

Install types

Service installation lead times can be affected by the installation type.

Majority of the installations are categorised as Standard or Complex. Site and NSP (Non-Served Premise).

Premise Type	Installation Type (PSTN)
Traffic Control Systems	NSP
Taxi rank	NSP
Rail level crossings and tracksides, platforms and ticket machines	NSP
Roadside telephones	NSP
Bus stop	NSP
Street furniture (e.g. lampposts for CCTV). Also includes remote measurement devices, e.g. for water, gas, electricity or other utility services (when they are not in served premises). For served premises, please see Complex.	NSP
Wind Farms and Solar Farms	NSP
Remote Payphones and Kiosks	NSP

Premise Type	Installation Type (PSTN)
Non-voice (telemetry): out-building on a served premise site	NSP
Site Office – a structure erected on a building development or similar site, e.g. porta-cabin, sales office. These will be treated as served premises.	Site
<p>The following permanent sites are classified as Complex:</p> <ul style="list-style-type: none"> • Permanently moored ship/boats/houseboats (marina) • Shopping centre • Remote measurement devices on a third party premise where the device is in a building which is served (i.e. Lotto machines) • Hospital • Railway station (excluding trackside and remote payphones) • Railway arches • Airport • Tent and marquee <p>In addition, Complex installation also applies to the following structures when planning permission has been obtained for change of use to residential or business premises:</p> <ul style="list-style-type: none"> • Remote barn • Farmhouse • Out-building on a served premises site • Habitable garden sheds • Stables • Caravan, reception building or school porta-cabin <p>In addition, Complex installation also apply for lines to be used for:</p> <ul style="list-style-type: none"> • Lift line • Entry system • Alarm or entry system to be provided in a gatehouse separate from the main premise 	Complex
Temporarily moored ship – dockyards	Complex – Ship
<p>The following hot sites designated by the electricity companies:</p> <ul style="list-style-type: none"> • Power stations • Other operational buildings • Hot zones which may extend beyond the perimeter of the associated electricity station 	Complex – Hot-Site
Newly Built House	Standard – New House
Please note: this installation type can also be used for new industrial premises	



Service provision enquiries & updates

Stage	Contact
Order updates – Broadband and Hardware	Zen Order Management team 01706 902 902 solutioncustomerservices@zen.co.uk

Core business hours

Monday – Friday 8:00am – 6:00pm (exc. Bank Holidays)
Weekend / Bank Holidays – Closed

Target response time for queries – 8 working hours

Services installation target lead times:

Activity	Standard Target Lead Time
PSTN Install	10 – 15 business days from order acceptance
PSTN Restart	10 – 15 business days from order acceptance
PSTN Like For Like Transfer	10 – 15 business days from order acceptance
PSTN Internal Shift	10 – 15 business days from order acceptance
PSTN CLI Renumber	5 – 10 business days from order acceptance
Multiline Install	5 – 10 business days from order acceptance
ISDN2e Install	10 – 15 business days from order acceptance
ISDN2e Like For Like Transfer	10 – 15 business days from order acceptance
ISDN2e DDI Connection	10 – 15 business days from order acceptance
ISDN2e Main CLI Renumber	10 – 15 business days from order acceptance
Select Services	1 – 2 business days from order acceptance
ISDN30e Install	Approx. 35 business days from order acceptance
ISDN30e Like For Like Transfer	10 – 15 business days from order acceptance
ISDN30e DDI Connection	10 – 15 business days from order acceptance
ISDN30e Additional Bearer Install	Approx. 35 business days from order acceptance
ISDN30e Main CLI Renumber	10 – 15 business days from order acceptance
Select Services	1 – 2 business days from order acceptance

Note: Target lead times may be subject to change where an MBORC (Matters Beyond Our Reasonable Control) has been declared.

Service installation

There are two line engineering slots (AM or PM) available as part of the installation service.

AM – 08:00 – 13:00

PM – 13:00 – 18:00

The customer will be notified in advance of the day and slot allocated for the service installation. If the slot or date is not suitable, the customer needs to contact Zen to amend the appointment to a more suitable date.

Changes to appointments can be made up to 2 working days before the appointment. Any requests to change the appointment day or slot following the cut-off will result in an aborted visit charge.

Aborted Visit Charge (AVC)	£ 90 + VAT
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Note: The charges are correct at the time of publishing this document and may be subject to change.

The pre-agreed site contact must be available on-site for the entire duration of the service installation appointment appointed slot.

In-flight order cancellation

If you wish to cancel your order in-flight, please contact the Zen Order Management team by phone 3 working days prior to the target completion date. Failure to do so will result in the service being billed and contract terms being applied.

Stage	Contact
In-flight order cancellations	Zen Account Manager

Escalation matrix Order Management

If you are having problems with your order progression, you can escalate through the following stages using the escalation criteria specified below:

Considered response time 8 working hours CC Level 3, Level 1 & Zen Account Manager	Level 4	Head of Order Management	Customer	Senior Management	Escalate via Manager
Considered response time 8 working hours CC Level 2, Level 1 & Zen Account Manager	Level 3	Order Management Team Manager		Manager	Maintain escalation Level 3 contact Escalate to Level 4 if Escalation Criteria met at Level 3
Considered response time 6 working hours CC Level 1	Level 2	Order Management Escalation Lead escalation@zen.co.uk		Service Desk	Maintain escalation Level 2 contact Escalate to Level 3 if Escalation Criteria met at Level 2
Escalation Entry, Qualification and Acceptance Preferred method: Telephone	Level 1	Order Management Desk solutioncustomerservices@zen.co.uk 01706 902 902		Service Desk	Escalation Request Preferred method: Telephone

Escalation Criteria:

- Poor quality of updates
- Customer is not satisfied with the service being provided by the Order Management team member
- The team have not responded to an email query within target response time of 8 working hours
- Agreed plan of action or timescales at a specific Escalation level are not met

Note: Escalations can only be raised by the Customer contacts who are registered as named contacts against the Order for which the escalation is being requested on
Escalations will be accepted and managed: Mon – Fri 09:00–17:00



In-life service issues Incident management

Stage	Contact
In-life service issues	Zen Service Desk 01706 902 902 solutionsupport@zen.co.uk

Core business hours

Monday – Friday 9:00am – 5:00pm (exc. Bank Holidays)
Weekend / Bank Holidays – Closed

Incident logging

The customer must:

- Be a Named Contact on the account and compliant with GDPR requirements.
- Be able to provide the Zen reference pertaining to the service affected by the issue.
- Provide the description of the issue being experienced and any (additional) reasonable information requested by the Service Desk.
- Ensure that they have carried out all reasonable diagnostics to eliminate any internal equipment that could be the potential cause of the service issue.

Note: Additional checks may be requested by the Zen Service Desk to support identification of the root cause. A diagnostics check list can be provided to the customer upon request.

Planned Engineering Works & Incident Notification

Any network wide incidents or maintenance activities which may affect multiple WLR services will be published on the Service status pages outlined below:

<https://servicealerts.zen.co.uk>

Service	Zen Responsibility	Customer Responsibility
Phone line	Up to the Distribution Point in shared premises (Example: Retail Parks) or the NTE (Internal Phone socket) in a self-contained unit.	Beyond the Distribution Point or the NTE (Internal Phone socket)

Note: If the NTE is damaged by customer and/or in unsuitable environments within the customer curtilage charges may apply. For example: water or physical damage whether accidental or deliberate, sub-optimal operating environmental conditions like humidity, restricted air-circulation, temperature etc.

Incident acceptance and resolution

Once a service fault has been established and to support timely resolution, the customer must provide a Named Contact who will be responsible for;

- Receiving incident updates via online tracker, email or phone and sharing that internally to the affected site users,
- Owning the incident management process relating to any customer action requirement through to incident resolution,
- Consenting to any potential engineering charges that may be applicable if the service fault is caused by or lies in the customer responsibility domain (Refer to table above),
- Providing site availability, should a supplier Engineer be required to attend the premises to fix a fault,
- Providing a site contact who can;
 - ✓ Grant site access for supplier Engineers (if required),
 - ✓ Test service post fault resolution,
 - ✓ Confirm service has been resumed post fault resolution in order for the incident to be closed.

Charges

Specific charges can occur in the event of:

- Supplier Engineer on fault investigation determines NFF (No fault found) with Service.
- Supplier Engineer on fault investigation determines RWT (right when tested) with Service.
- Supplier Engineer on fault investigation determines damage to the line within customer curtilage.
- Supplier Engineer is refused access or no customer is available to allow Engineer access on fault repair tasks.

Service	Charge
WLR	£ 140 + VAT
Aborted Visit Charge (AVC)	£ 90 + VAT

Note: The charges are correct at the time of publishing this document and may be subject to change.

Service SLA

Service	Target Fix Time
Care Level 2	Cleared by 23:59 Next Day (Mon – Sat, Exc. Bank Holidays)
Care Level 2 +	Elevated Priority – Cleared by 23:59 Next Day (Mon – Sat, Exc. Bank Holidays)
Care Level 4	6 Hours (24/7/365) *24/7 site access is required.

Note: Fault Fix target lead time may be subject to change where a supplier MBORC (Matters Beyond Our Reasonable Control) has been declared.

Fault Fix target lead-times are only applicable if a fault has been detected on the line as part of the remote diagnostics process, and from the moment a fault is accepted by the supplier.

Escalation matrix Incident management

You can escalate through the following stages using the escalation criteria specified below:

<p>Considered response time 4 working hours</p> <p>CC Level 3, Level 1 & Zen Service Manager (If applicable)</p>	Level 4	Head of Technical Support	Customer	Senior Management	Escalate via Manager
<p>Considered response time 3 working hours</p> <p>CC Level 2, Level 1 & Zen Service Manager (If applicable)</p>	Level 3	Technical Support Manager		Manager	<p>Maintain escalation Level 3 contact</p> <p>Escalate to Level 4 if Escalation Criteria met at Level 3</p>
<p>Considered response time 2 working hours</p> <p>Initial acknowledgement 1 working hour</p> <p>CC Level 1</p>	Level 2	Technical Support Team Leader support.escalations@zen.co.uk		Service Desk	<p>Maintain escalation Level 2 contact</p> <p>Escalate to Level 3 if Escalation Criteria met at Level 2</p>
<p>Escalation Entry, Qualification and Acceptance</p> <p>Preferred method: Telephone</p>	Level 1	Service Desk solutionsupport@zen.co.uk 01706 902 902		Service Desk	<p>Escalation Request</p> <p>Preferred method: Telephone</p>

Escalation Criteria:

- Poor quality of updates
- Customer is not satisfied at the way that the incident is being managed
- Agreed plan of action or timescales at a specific escalation level are not met
- The support team have not responded to an email within target response time of 8 working hours
- Frequency of updates does not meet what has been agreed with the customer
- Critical care or Managed Hardware target fix time has been breached

Note: Escalations can only be raised by the Customer contacts who are registered as named contacts against the Order for which the escalation is being requested on
Escalations will be accepted and managed: Mon – Fri 09:00–17:00 Exclusions – Care Level 2



Moves, Adds or Changes (MAC)

Service moves

Stage	Contact
WLR Services – (MAC) Moves, Adds, Changes	Zen Account Manager



Core business hours

Monday – Friday 9:00am – 5:00pm (exc. Bank Holidays)

Weekend / Bank Holidays – Closed