

## Important Interval Notes

The Bell West Service Interval is made up of 3 components:

1. Sales Processing Time
  - Customer Signs Contract
  - Sales provides contract and order requirements to Service Coordination
2. Order Handling Time
  - Service Coordination review order and enters it into the systems
3. Provisioning Time
  - Services are provisioned by various groups
  - Service is delivered to Customer

The following published interval information reflects ***only*** Order Handling and Provisioning time.

All 3 components must be taken into consideration when quoting a service interval to a customer, so you must add the Sales Processing time to get your overall service interval. (Since the Sales Processing time often varies depending on the customer and AE, it is suggested that you position the interval as 'once the order has been submitted to the order desk'.)

However, the overall service interval is not an interval you should be comparing with competitor time frames as they typically only quote the Provisioning Time. Be sure your customer is comparing apples to apples when comparing installation intervals.

### Key Notes:

- All intervals assume the order is complete and accurate (error free). If an order is placed with errors, provisioning intervals will extend as a consequence of the additional time required to improve the order accuracy and completeness.
- These intervals are for Alberta and BC locations only
- For data orders, a presales request must be completed (where applicable) and facilities/equipment must be available
- If you are quoting a non-standard solution and/or complex order and/or large order, the intervals should be established by working with your Project Manager and/or Service Coordinator.
- The point in providing a customer with an interval is to set expectations for when Bell can deliver a service if the customer signs a contract. Providing realistic service intervals and managing customer expectations will improve CVI.

### Definitions:

- On-net = Prime
- Hybrid = Colocate
- Off-net = MSA
- New Interval
  - Refers to the interval required to install a new service

- Change Interval
  - Refers to simple changes to a service (non-engineering related). For changes that require engineering or there are Bell Canada dependencies a longer interval may be required.
- Inside Move Interval
  - Only refers to internal moves (I&R work). For a move to a new service address, the interval times for new installs would apply.
- Disconnect
  - Refers to the interval required to disconnect a service (i.e. disable billing and/or remove equipment from the customer premise)