

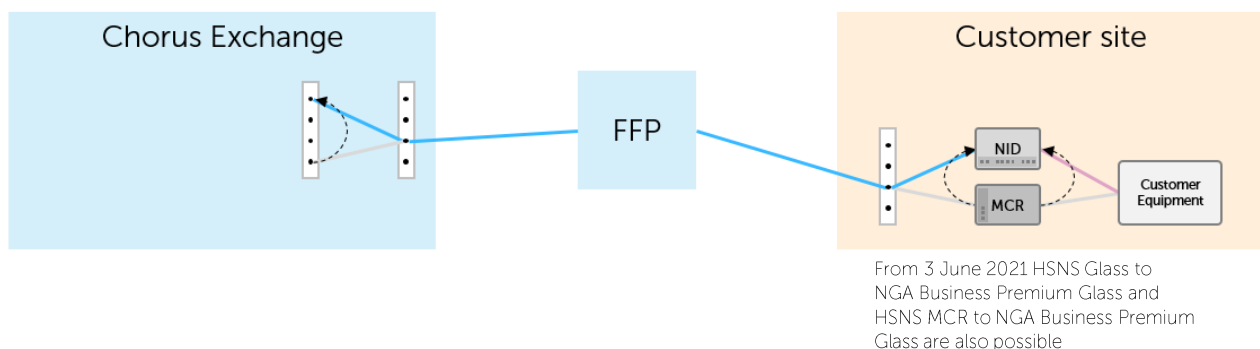
24/7 Hot Cutover

Quick Guide

V1.0 - 27 AUGUST 2020

Installing NGA Business Premium in parallel to the existing fibre circuit is not always straightforward, especially when there are no spare fibres available. 24/7 Hot Cutovers make it easy to switch to NGA Business Premium, by enabling us to reuse the existing fibre and quickly switch over to the new product, minimising the risk of any disruptions.

Example of a hot cutover from HSNS to NGA Business Premium:



Hot cutover details

- The hot cutover will be performed during an agreed 2-hour outage window.
- The 2-hour outage window can be scheduled to occur 24/7, minimizing disruption and risk.
- Hot cutovers require a 10-working day minimum lead time.
- Site access will be required, and the end customer's technician should also be present.
- The Chorus technician will remove all Chorus equipment associated with the old circuit.
- In the unlikely event that the new circuit cannot be stood up, our technicians will roll back any changes and the installation will be rescheduled.

The following products are eligible for 24/7 hot cutovers to NGA Business Premium (Enhanced Bitstream 4):

- NGA Evolve and Small Business Fibre (Bitstream 2)
- NGA Business (Bitstream 3/3a)
- Direct Fibre Access (DFAS)

- HSNS Premium
- HSNS Lite Fibre

Requesting a hot cutover through the Chorus Portal

If you are submitting your NGA Business Premium order through the Chorus Portal, please enter the following information into the 'Job Instructions' field to request a hot cutover:

- Migration required (Y/N):
- Existing Service Reference:
- Afterhours Required (Y/N):

Location Details

Job Instructions

Migration required (Y/N): Yes
Existing Service Reference: IDA120123456
Afterhours Required (Y/N): Yes

Field	Explanation
Migration Required	Please select 'Yes' if you want us to migrate an existing service to NGA Business Premium.
Existing Service Reference	This is the unique service ID (ASID number) for the existing service.
Afterhours Required	Please select 'Yes' if you want the migration to happen outside of normal business hours.

Our team will be in touch to work out the details with you.

Requesting a hot cutover through the NGA Business Premium Managed Provisioning service

Managed Provisioning is available with every NGA Business Premium order. If you are submitting your request through the EBS4 Managed Provisioning Request form, please make sure to select the 'Migration' option to request a hot cutover:

Order Type

EBS4 Single Connection

Sub Order Type

- New Connect
 Migration

Our team will be in touch to work out the details with you.