

DSL/BROADBAND SERVICE REGRADES/MIGRATIONS

A **regrade** order normally refers to the provisioning task to change a Spitfire DSL/broadband product to another Spitfire DSL/broadband product where the wholesale provider will not change (e.g. BT Wholesale to BT Wholesale). A **migration** order normally refers to either the provisioning task to change a Spitfire DSL/broadband product to another Spitfire DSL/broadband product where the wholesale provider will change (e.g. BT Wholesale to TalkTalk Business) or the migration of a DSL/broadband service from another Service Provider to Spitfire. The below information is to provide guidance on what would normally happen.

1. The order completion date will be scheduled and you will be informed via email beforehand.
2. If you have purchased a Spitfire router as part of your order, it will normally be configured and dispatched ready for order completion.
3. If you have not purchased a Spitfire router as part of your order, the relevant configuration details, if applicable, will be emailed to you ready for order completion. You may need to discuss router reconfiguration with your IT Representative.
4. If you are using the same Spitfire router as part of your order and the wholesale provider will not change there would normally be no router reconfiguration necessary, however a router reboot may be required. It is important to check during the Sales discussion that the router supports the required DSL/broadband modulation.
5. If you wish to continue using a Spitfire router and the wholesale provider is to change, the best solution is for you to purchase a new router as part of the order. Alternatively, if you wish to use the same Spitfire router, despite this being against our recommendation, then it is Spitfire's policy that you request management of the hardware well in advance so that you can manage the necessary router configuration changes yourself. However, this is strongly discouraged as this would also impede our diagnostic capability in supporting you going forwards.
6. On the day of order completion, it can be normal to experience some limited disruption. An email from Spitfire Provisioning will confirm order completion. In some instances, a router reboot may be required.
7. During the first few days the attainable speed may fluctuate. This is normal and this will typically stabilise after a day or two.

In order to mitigate against any disruption, Spitfire recommends installing the new DSL/broadband product on a separate line. Once the new DSL/broadband product has been tested as working, Spitfire recommends retention of the old DSL/broadband product as a backup service. If you wish to instead cancel the old DSL/broadband product and underlying telephone line (if applicable), please email ceases@spitfire.co.uk asking for a Cease Request Form to be sent in respect of the product(s) to be ceased. A Cease Request Form will then be generated for you to complete and return.

If you are due to migrate a DSL/broadband product to Spitfire from another Service Provider, the product that is to be migrated should normally not be ceased with your current Service Provider as this could affect your Spitfire order. For further guidance please contact your Spitfire Account Manager.

If your business does not have an alternative connection to the Internet and would be adversely affected by loss of access, please contact your Spitfire Account Manager regarding the costs of installing a new, separate back-up service. We recommend that regrades/migrations for both primary and back-up services be staggered to protect against disruption. It is your responsibility to mitigate against the risk of disruption as far as is practicable.

This document does not cover migrations away from Spitfire.

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