**Onboarding Flowchart**

*Do you have Landline, and do you wish to keep it?*

No

Great, no need to worry about VoIP!

Yes

Do you have an existing Landline Number you would like to keep?

Yes

How does your Landline Handset(s) currently connect?

No, I need a new Landline Number.

***(Onboard Type 3)***

Place VoIP Order Steps 1 & 2 Stating desired Area Code.

Customer is set up in approximately 1-5 Business days.

Plugs in the 'Traditional' Telephone Socket on the Wall.

This is an older 'FTTC' connection.

Connects to the Router or a BT Branded 'WiFi Phone' (BT Only).

Is a SoGEA Connection available? (Fibre 40/80)

Is a Full Fibre (FTTP) Connection available?

(Fibre 100, 300, 500, 1000)

Does the Router plug into a Telephone Socket on the wall or a FTTP Fibre Modem (ONT)?

Telephone Socket

FTTP Fibre Modem (ONT)

If No, there is no need for VoIP. 'The Big Switch Off' will not affect the area/customer yet.

If the order to switch providers has been placed and DEFINITELY going ahead place the VoIP Order.

***(Onboarding Type 2)***

If Yes, porting the Landline Number is NOT straightforward and options can be discussed.

A new Landline Number is easier. See *Onboarding Type 3.*

If Yes, place the order to switch providers. **DO NOT** complete the "One Touch Switching" Information!

If FTTP install is DEFINITELY going ahead, place the VoIP Order.

***(Onboarding Type 1)***

It is best to Port the Number ASAP to secure the Landline Number. Everything is set up very quickly and the number is ported typically in 7 Business Days.

It is **ESSENTIAL** the old FTTC Connection is **NOT** cancelled with current provider!

During these 7 days the VoIP Adapter is programmed and despatched to the customer ASAP due to working on ANY Broadband connection.

Use on existing Broadband connection straight away.

It is **ESSENTIAL** the old FTTC Connection is **NOT** removed by the FTTP Installation Engineer!

The landline Number Port completes, customer THEN plugs Handset into VoIP Adapter to make and receive a test call.

Please notify us of the intended FTTP Install Date.

When the new Broadband Connection goes live and the new Router is put in place and working, power off the VoIP Adapter for 10 minutes, and back on again. Allow it time to power up, get new settings and make a test call out.

Please notify us once FTTP has been installed and working correctly and permission to Port the Landline Number across. (NOTE, this ceases the old line and Broadband from working!).

Number Port Request is submitted, during the typical 7 Business days to Port the Landline Number across, the VoIP Adapter is programmed and dispatched to the customer.
Existing Landline continues to work as normal.

Landline Number Port completes, customer THEN plugs Handset into VoIP Adapter to make and receive a test call.

Job Complete!