



Welcome to Access One!

We are eager to get your order installed so that we can provide you with premier service. Your order will progress through a series of milestones* on its journey to completion. These milestones are outlined below.

- **FOC Date:** The assigned provisioner will order your service/circuit immediately. He/she will notify you of the FOC (Firm Order Confirmation) date once we have it. This is the date that the circuit will be dropped onsite. Please note that the FOC Date is not the date on which service becomes active, but the date which the circuit is brought into your building.
- **Loop Acceptance** – After the circuit is dropped on the FOC Date, the provisioner will test it for 24 hours to ensure the quality of the circuit.
- **Dmarc Extension** – If this is needed and you've requested Access One to perform the work, your provisioner will coordinate the extension of the Dmarc after the circuit is installed. If your vendor is handling this, please help our provisioner by reaching out to the vendor once the circuit is installed. This will help ensure timely completion of your order.
- **Test and Turn Up (TTU)** – Once the Dmarc has been extended (if necessary) the provisioner will coordinate a date and time with you and your vendor(s) to perform a Test and Turn up of your circuit(s). The TTU allows Access One to coordinate with all involved parties to ensure the circuit is fully operational.
- **Port Date (Voice Services Only)**– We will coordinate a particular date and time for your numbers to be released by your current provider and brought over to Access One.
- **Closing Your Account with Prior Carrier** - Once your services are brought over to Access One, you'll need to close your account with your previous provider. This is not something Access One is able to do since we are not the customer and not authorized on that account.

* Please note: This information applies to Access One dedicated circuit based products only.



access one

Connecting Chicago Businesses to the World

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