



ACCESSONE

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

Firm Order Confirmation (FOC) Date: Once assigned, the provisioner will place the order for your service/circuit right away. You'll be notified of the FOC (Firm Order Confirmation) date once your Order Manager receives it. This is the date the circuit is delivered to your site. Please note that the FOC Date is not when the service becomes active—it simply indicates when 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 applicable, and if you've asked Access One to handle this work, your Order Manager will coordinate the Dmarc extension after the circuit is installed. If your own vendor is completing the extension, please share the Dmarc details with them and notify your dedicated Order Manager once the work is finished.

Test and Turn Up (TTU): After the Dmarc has been extended (if applicable), your Order Manager will work with you and your vendor(s) to schedule a Test and Turn Up. During the TTU, Access One coordinates with all parties involved to confirm the circuit is fully operational and to successfully cut over your service(s).

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.