



FREQUENTLY ASKED QUESTIONS

ORDERS

Placing orders with FluidOne

How do I place my order?

As an existing customer

All xDSL, Fibre, 3G/Bonded 4G and Ethernet orders can be placed through our self-service portal Dash. For Ethernet the portal allows you to check availability and pricing against 16 carriers across the industry.

For voice and cloud, including Mobile, Data and Unified Communications, please contact your account manager or email contact@fluidone.com, and a member of the team will be in touch as soon as possible.

New to FluidOne

For all new orders you can contact the team on [0345 868 7848](tel:03458687848) or email contact@fluidone.com.

xDSL, Fibre, 3G/Bonded 4G and Ethernet orders

What happens once FluidOne receives my order?

On receipt of your Ethernet order, we will verify your details and begin the ordering process. This normally takes 5 working days.

What happens next?

Your order will be managed by our Service Delivery team, who will submit to the carrier. Once the carrier accepts the order, a site survey date will be provided. This normally happens within 10 working days of acceptance.

What happens once the site survey has been carried out?

Following the survey, you will be notified of the complexity of your order and given a delivery date and time. Complexity is measured on a category scale from 1-4. The higher the category, the more likely your installation will incur excess construction charges and increased delivery times. These charges and increased time-scales are often caused by factors such as wayleave, legal requirements and /or gaining permission. In other instances a KCI (Keep Customer Informed) stage on a scale between 1 - 3 is advised as to how your order is progressing.

My Leased line isn't moving quickly enough, should I be worried?

Delivery of leased lines is complex - challenges and delays are usually identified during the site survey. It is impossible to ensure that the delivery of every Leased line will be flawless. However, we will do everything in our power to resolve, should such instances occur. We are completely committed to ensuring you are kept up to date; we'll send you details regarding the progress of your order every 5 working days, at the very least.

What is 'wayleave'?

A 'wayleave' is a contract between the carrier and the land/property owner of the building which grants permission to the carrier to carry out installations on the owner's property.

The wayleave doesn't permit all future works, as it only refers to the route planned for this installation. If a further install is required in the future, a new wayleave would have to be arranged.

Mobile, Data, SIP, Unified Communications, Fixed Line or Cloud products

What happens when FluidOne receives my order?

On receipt of your order, we will verify your details and begin the ordering process. This normally takes 3 working days.

What happens next?

Your order will be submitted to our provisioning team, who will initiate conversations ensuring your order is delivered as soon as possible.

For any questions regarding your order or placing an order please email contact@fluidone.com.

ACCOUNT MANAGEMENT

How is my account managed by FluidOne?

Do I have an account manager?

Yes, you will be assigned an account manager and will be notified of their details once your order is finalised. You can also find their details on Dash once you're logged in to the portal.

How do I contact the support team?

Your technical support team is available 24 hours a day, 7 days a week and can be reached on telephone - 0345 868 7848 or via support@fluidone.com. You can also raise tickets via Dash.

CUSTOMER PORTAL

Dash - self-service portal

What is Dash?

Dash is our customer portal. Allowing you access to your fleet of FluidOne services and solutions. It's simple and intuitive, web-based user interface provides at-a-glance data and support for all your connectivity requirements, including 'WeatherMaps' which show you live status reports of the FluidOne Network and circuit usage reports; as well as access to white labelled marketing collateral, support documents and user guides.

You can:

- Check how your order is progressing
- Manage your in-life support
- Keep track of your open and closed tickets
- View circuit usage reports
- Download your Dash user guides or support documents
- Access white labelled marketing collateral
- View account transaction history
- Download invoices and statements

How do I access Dash?

Once your order is complete and your account is up and running, our team will send you a unique login reference and instructions on how to access Dash. You'll also find a 'Dash Fact Sheet' in your Welcome Pack. Once you're logged in you'll have access to all the features above and more.

The URL for Dash is: <https://dash.fluidone.com>



FREQUENTLY ASKED QUESTIONS

PRODUCTS AND SERVICES

What products do FluidOne offer?

We offer Data, Voice and Cloud solutions. Our products fall under our three pillars:

FLUIDATA	FLUIDVOICE	FLUIDCLOUD
xDSL	Mobile	Cloud Hosting
Fibre	SIP Trunks	Firewall
3G/Bonded 4G	Unified Communications	WI-FI
Ethernet	Fixed Line	Private WAN
		Network Monitoring

Am I able to package products and services?

Absolutely. You can mix and match our products and services for greater resilience, control and management. Please speak to your account manager if you're interested in any other product in our portfolio, who will advise on the best combination solution.

How do I place an order for an additional product?

If you would like to speak to us about any additional products or get a competitive quote, please contact your account manager, in their absence please email accountmanagement@fluidone.com and a member of the team will be in touch as soon as possible.

MULTIPLE CARRIERS

How does FluidOne manage their supply chain?

Our expertise, knowledge and industry standing has allowed us to grow and retain strong strategic partnerships with leading carriers. Giving us the capability to build innovative customised solutions for data, voice and cloud.

Our best practice programme keeps suppliers under consistent pressure to ensure we deliver an excellent service to customers.

We also have the brightest talents in the industry - working tirelessly to create and develop innovative solutions; and offer guidance and support.

TRAINING AND WEBINARS

What training does FluidOne provide?

The FluidOne team is on hand to offer training, support and guidance on any of our products and services.

And for ease we offer training for our Dash portal. To arrange a session please email your account manager, alternatively and in their absence please email accountmanagement@fluidone.com and we'll be in touch as soon as possible with a date and time best suited to you.

BILLING & REPORTING

When do FluidOne publish call reports and account billing?

Account for all non-call traffic products and services, including xDSL, Fibre, 3G/Bonded 4G and Ethernet orders is held in Dash, where you can view or download statements, invoices and transaction history. You can also make payments for your products and services directly via the portal.

For call-traffic products and service including Mobile, Data, SIP, Unified Communications, Fixed Line or Cloud products - account history can be obtained by emailing servicepoint@fluidone.com.

FLUIDONE PARTNERS

I'm interested in becoming a FluidOne Partner, what should I do?

Great news. Becoming a FluidOne Partner gives you access to a huge portfolio of next-gen technologies through our intuitive Dash portal and API. Our partners receive a world class service with in-house developed systems to make data connectivity simple and affordable for your business. FluidOne will provide you will all the support and guidance you need.

Please email our Partner team at channel@fluidone.com, and we'll be in touch as soon as possible. Alternatively, you can request your Partner Pack here <http://www.fluidone.com/request-partner-pack/>

ALWAYS DELIVERING

Everything we do is underpinned by our commitment to you. Ensuring we offer and deliver a service that meets your objectives and priorities is of the greatest importance to us, so if you have any questions or feedback about any aspect of your journey with us, please email our Customer Success team at customersuccess@fluidone.com - we welcome your thoughts and views at any time.

Contact Us

5 Hatfields, London, SE1 9PG
www.fluidone.com | hello@fluidone.com

Your FluidOne Teams

Provisioning

Contact the provisioning team for updates regarding your order.
provisioning@fluidone.com

Support

Contact support for any service or order queries you may have. via Dash or you can reach the team 24 hours, 7 days a week on 0345 868 7848

Raise a support ticket via Dash or alternatively email the team at support@fluidone.com

Account Management

For any account queries, questions regarding your service or solution contact your account manager or email accountmanagement@fluidone.com

Accounts

If you're unable to find your answer on Dash, for finance queries contact the finance team at accounts@fluidone.com

PARTNERS

For any partner related query or if you are an existing Partner you can reach the Channel team at channel@fluidone.com