Thank you for choosing Arelion to deliver your service.

Arelion's Installation Process:

- Following local tail delivery by our partner, we install a device at your location for remote service management.
- CPE is shipped in advance to prevent delays (see "Device shipment trigger" below). The device may vary based on your service type.
- Installation requires 2 Rack Unit space and 2 power outlets for the Arelion device. We'll notify you if more space or power is needed.

There will be no service interruption during installation.

Arelion   Third Party Supplier   Customer

- Arelion's device
- Partner's device
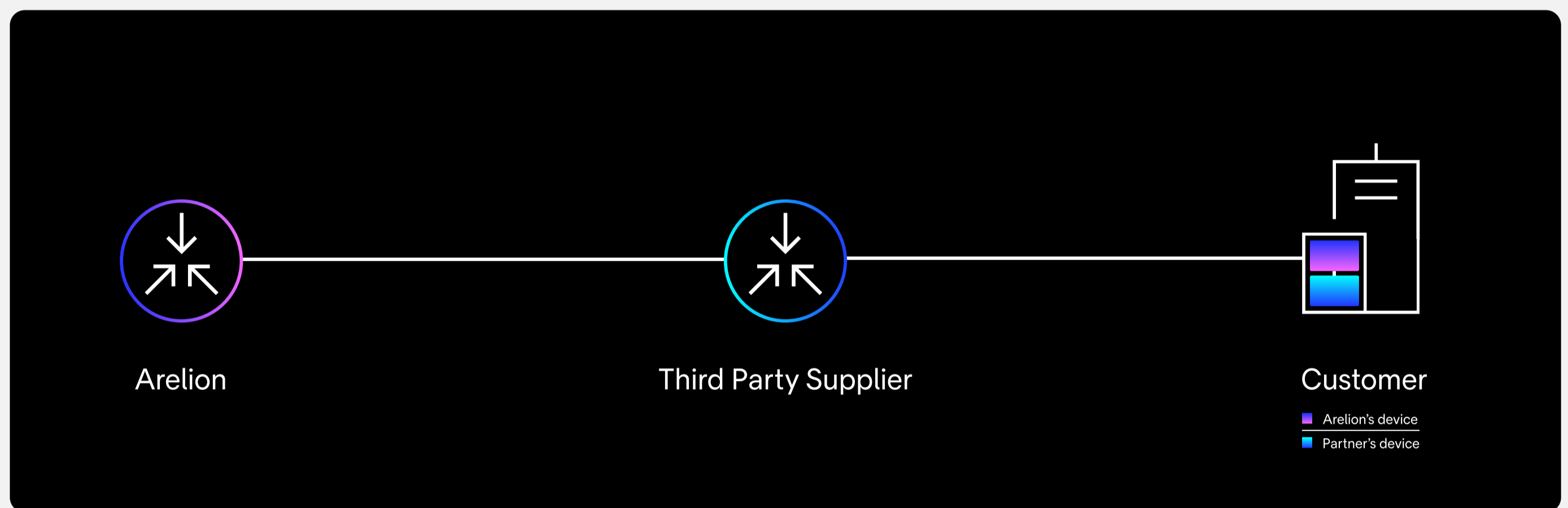
Device shipment trigger
—

If your location is not within a Datacenter:
- We'll ship the device one month before our partner's local tail Forecasted (or committed) Delivery Date.
- Installation will occur after the local tail is delivered.

If your location is within a Datacenter and Arelion owns the cross connection:
- We'll ship and install our device upon receipt of your LOA (Letter of Authorization).

If your location is within a Datacenter and Arelion does not own the cross connection:
- We'll ship and install the device after the local tail and/or cross connection is ready.

Shipment and installation details
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Information needed from Local Contact/Customer:
- Secure storage of the device until installation
- Confirmation of local company name for shipping
- Specification of site type: office, datacenter, or other
- Confirmation of CPE installation location: floor, room, rack, shelf
- Verification that rack width is 19 inches
- Availability of at least 2 rack units and 2 power outlets for the Arelion CPE
- Confirmation of power outlet type (e.g., EU standard, PDU, UK, etc.)

After submitting your details, our partner Outsource International (OI) will contact you to coordinate router shipment and installation.

Expected communication from Arelion/Outsource International
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Arelion collaborates with Outsource International (OI) for shipment and installation. Expect emails from OI to confirm details.

The process with OI is as follows:
- OI will email you with a ticket number in the subject line, asking to confirm the correct shipping address or provide an alternative if needed.
- You should reply to confirm the site address.
- OI will ship the CPE and provide you with the carrier's name and tracking number.
- You should reply to confirm receipt of the device and store it securely.
- OI will coordinate with you to schedule installation and testing with our Arelion IP Configuration Engineer.