

CityFibre Permission to Work Process

What is 'Permission to Work'?

Permission to Work is an alternative to the traditional Wayleaves process and presents improvement to the ordering of CityFibre based (on-net) Ethernet circuits for both partners and end customers.

Why use Permission to Work rather than Wayleaves?

The new 'Permission to Work' process will help to streamline and enhance the current Wayleaves process, while alleviating some of the delays and frustrations currently caused by the more formal Wayleaves process.

- > It will reduce the potential for delays in the order process that can be caused by the current Wayleaves process. CityFibre are committed to a 30-working day expedited order where PtW is used.
- > It negates the need for external solicitors and legal representatives to be involved.
- > It therefore reduces the potential costs of additional external legal representatives and solicitor involvement.

What products are covered?

The Permission to Work form is to be signed by the end user placing the order, ideally at the time of order or provided shortly afterwards.

Please note, by signing the form, the end user is committing that they are authorised to sign the form in the capacity of an occupier of the site. If the form is not signed by the end user for any reason, we would then revert to the standard Wayleaves process.

Please also note this process can only be used for on-net (CityFibre based) Ethernet orders. It does not apply to Ethernet orders using other suppliers or to any other services from CityFibre.

What is required before I can proceed with my order?

The partner should endeavour to obtain a signed copy of the form from the end user/landlord/owner before proceeding with the order.

At the point of placing the CityFibre Ethernet service order, the partner will provide the signed copy of the form along with all other paperwork to DWS. This is the fastest approach and will enable us to process the order immediately.

If the signed form is not available at the time of order, the order will follow the original Wayleave process and obtain permission from the landlord/owner of the premises.