

Customer Guidance
Problems with WLR Single Analog Lines
following the line installation appointment

Customers are advised that Spitfire is required to report WLR provisioning issues to Openreach within a short window of time following the appointed installation date. Spitfire requests customers be present for the installation appointment in line with guidance from our Provisioning team, and that services be tested by the Customer immediately. A delay of even a couple of weeks can result in Openreach rejecting any subsequent claims of improper or incomplete installations, with remedial work then potentially at a cost to the Customer. As such, to avoid such a scenario, Spitfire requests that all issues be reported to Spitfire Support asap, but in any case within 5 days of the appointment. It may be the case that Spitfire Provisioning are already dealing with your problem, but if in any doubt, please contact Spitfire Support and obtain an MJA Case Reference.