Business

Wholesale Delivery

FAQs

Frequently asked questions

In this document, you will find the answers to the most frequently asked questions. If the answer to your question cannot be found in this document, please reach out to Wholesale-Delivery@odido.nl.

Q: Are there any costs for changes outside office hours?

A: Yes, we do charge a fee to perform a standard change outside office hours. Our office hours are on working days during 8 AM and 5 PM (CET).

The cost for changes outside office hours can be requested via Wholesale-Delivery@odido.nl.

Please note: Any changes outside of the above outlined office hours need to be communicated to the Delivery department 10 working days in advance.

Q: What are the milestones for which I receive an update on my fiber delivery?

A: In the Delivery milestones email we explain the fiber milestones. We also notify you of the next steps in the fiber procedure. The emails are sent to you from the start of and during your delivery with the passing of each milestone within the fiber delivery procedure.

Caution! Updates on any 3rd party fiber delivery are provided solely through your Ongoing orders report.

Q: What is the status of the site survey of my order?

A: The site survey process is explained in the Delivery milestones email, “We will get started for you!”, which you receive once we start the delivery of your fiber order.

Q: What are the next steps now that the civil works are completed?

A: The steps after civil works are explained in the Delivery milestones email, “Start work”, which you receive during the delivery of your fiber order.

Q: How long does the permit process take with the municipality and can you speed this up?

A: It takes approximately 8 weeks for a permit request to be approved by the municipality. We at Odido cannot speed up this process.

Q: Can we deliver your fiber connection without a permanent power supply?

A: When delivering the fiber connection, there are multiple tests performed after the connection is installed in the fiber ring. By removing the power of the placed switch, you will cause a ring breach in the Odido network. Because of this, it is not permitted to remove the power of the switch without intervention of Odido. Delivering the fiber connection on a temporary power supply is not allowed.

Q: Why does the end customer receive the update earlier than the carrier/ISP?

A: As a result of us working with contractors and subcontractors it may take 3 to 5 business days until we receive the update. The (sub)contractor has direct contact with the end customer. We have built triggers through process improvements as Odido strives to remain as proactive as possible. These triggers will provide you with an update as soon as possible.

Q: Can Odido provide you with the name of the engineer?

A: The name of the engineer is not provided by our contractors. If it's necessary, because of a registration procedure at customer location or because the contractor deems it necessary then this will be provided. The contractor has immediate contact with the given contact person.

Q: What happens after the NTU installation is successful?

A: The handover will be sent within 5 business days after the NTU installation. We have built triggers through process improvements as Odido strives to remain as proactive as possible. These triggers will provide you with an update as soon as possible.

Q: Where can I find the latest status of my order?

A: This is stated in the Ongoing orders report that you receive from us in the mail. This contains the most recent status, through proactive management from the Service Delivery Manager.

Q: The building owner has approved, what now?

A: That is great news! The contractor/ Wholesale delivery would like to receive the signed document via e-mail.

Q: The order has been transferred to our sales department, now what?

A: The Service Delivery Manager can no longer provide you with an update about your order. For this you can contact the sales department.

This can be done via ams-orders.cs@odido.nl or +31207501500 (option 4).

Q: Do the contractors have a holiday period?

A: Yes, there are 2 holiday periods, 1 in the summer period and 1 in the winter period. The exact date are communicated through the Wholesale Newsflash and on the Odido Wholesale website. During these construction holidays there will be no works performed by the contractor.

Q: Can I make use of existing fiber connections?

A: Please contact our sales department. This is possible via ams-orders.cs@ odido.nl or +31207501500 (option 4).

Q: Which department do I contact?

- You did not receive an order confirmation from Wholesale delivery yet?
- Do you have any questions about your feasibility application?
- Do you have any questions about costs?

A: Please contact our sales department. This is possible via ams-orders.cs@odido.nl or +31207501500 (option 4).

- Any questions during delivery of the order?

A: You can contact our Delivery department. This is possible via wholesale-delivery@odido.nl or +31207501500 (option 3).

- Has the service been delivered and do you have an incident?

A: Please contact our Assurance department. This is possible via CSW@odido.nl or +31207501500 (option 1).

Q: I have a question regarding a cancellation, who can help me?

A: Please contact our sales department. This is possible via ams-orders.cs@ odido.nl or +31207501500 (option 4).

Q: Can I receive an adjusted delivery document?

A: No, you will receive a standard delivery document from us upon delivery of the service.

Q: Does the contact person need to be available during a change?

A: Yes! In case a change has to be made on location, or in case of a malfunction during the change, the contact person must be available.

Q: Can we request an engineer to locate the customer's equipment?

A: No, our engineers do not locate customer equipment.

Q: The delivery has already started, can I still make a change?

A: No, you can't make any changes during the delivery of your service. You can submit a change request via our sales department once the delivery has been completed.

Q: Can Odido install the internal cabling on customer location?

A: No, Odido does not install internal cabling.