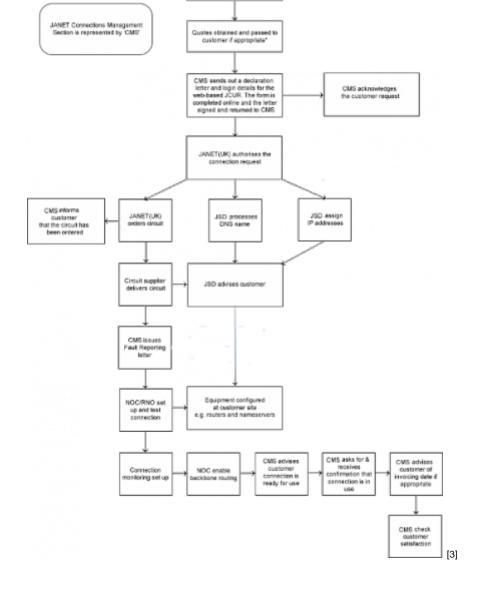# New connections

The connection process is complex and involves many different parties, both internally and externally. The main point of contact during this process is the Connections Management Section. You can contact us on 01235 822308 or connect@ja.net [1]. The following paragraphs provide a brief overview of the connection process.

Once the formal quotation process has been completed and agreement to proceed is received a contract in the form of a declaration letter will be sent to the organisation wishing to connect, this also contains login details for completing the web-based JCUR. Guidance is provided throughout the online process.

The completed JCUR is submitted online and the signed declaration returned to the Connections Management Section. All organisations should contact the Connections Management Section for advice and assistance with completing the online form on 01235 822308.

In signing up to Janet, an organisation is also signing up to the Terms and Conditions for provision of a Janet service [2].

The connection process is illustrated by this flowchart:

JANET Connections Management Section is represented by 'CMS'

Quotes obtained and passed to customer if appropriate*

CMS sends out a declaration letter and login details for the web-based JCUR. The form is completed online and the letter signed and returned to CMS

CMS acknowledges the customer request

JANET(UK) authorises the connection request

CMS informs customer that the circuit has been ordered

JANET(UK) orders circuit

JSD processes DNS name

JSD assign IP addresses

Circuit supplier delivers circuit

JSD advises customer

CMS issues Fault Reporting letter

NOC/RNO set up and test connection

Equipment configured at customer site e.g. routers and nameservers

Connection monitoring set up

NOC enable backbone routing

CMS advises customer connection is ready for use

CMS asks for & receives confirmation that connection is in use

CMS advises customer of invoicing date if appropriate

CMS check customer satisfaction

[3]

Source URL: https://community-stg.jisc.ac.uk/library/janet-services-documentation/new-connections

Links
[1] mailto:connect@ja.net
[2] http://community.ja.net/library/acceptable-use-policy
[3] http://community.ja.net/sites/default/files/connectflowchart-new3.png