

The carrier says it's done. Now what?

A “complete” notice doesn’t always mean your service is tested, handed off or billed correctly. Find your situation and leave every call with a next step.

Carrier completion, billing and your internal handoff can happen at different times.

01 Installed, but not tested

ASK THE CARRIER	“For service [ID], what are the completion date, test boundary, available results and billing start date? What notice requirements apply?”
WHAT TO DO	Have your own technical team test it the way you’ll actually use it. A carrier test only proves the circuit works up to their end. Write down what you find and report problems the way your agreement says to.
YOU’RE DONE WHEN	You have test results, the name of whoever ran them, a ticket number if there’s an issue and a date for the next update.

02 Not what you ordered

ASK THE CARRIER	“The approved order specifies [X]; delivery shows [Y]. What is the correction plan, who owns it, and when is the next update?”
WHAT TO DO	Pull up the final approved order, including any changes made along the way, and compare it to what was installed. Save the service ID and note exactly what doesn’t match.
YOU’RE DONE WHEN	You have a clear explanation or a plan to fix it, a named person responsible and a follow-up date.

Hand it off properly

Once the service is working, your operations and finance teams need what it takes to support it and pay for it.

03 It works, but nobody owns it

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| ASK OPERATIONS | "Who's taking over service [ID]? Where's the inventory record, and who do we call for support or escalation?" |
| WHAT TO DO | Name one person in operations as the owner. Give them the handoff details and make sure they can open a carrier ticket on their own. |
| YOU'RE DONE WHEN | There's a named owner, records they can get to, a support contact and a handoff date. |

04 First bill is due or looks wrong

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| ASK THE CARRIER | "Can you please explain [invoice line] and which part of our order it comes from? If it's wrong, who's fixing it and when will I hear back?" |
| WHAT TO DO | Before the first bill arrives, save a copy of the pricing and terms you agreed to. Whoever handles invoices should check the bill against the final order and keep track of anything that's off. |
| YOU'RE DONE WHEN | The charges match what you expected. If not, you have an explanation, a case number, an owner and a follow-up date. |

Don't hang up without a next step

Every open issue needs four things written down: what it is, who's responsible, what happens next and when you'll follow up. Checking the first invoice is your responsibility. OPTRIC's bill review currently covers AT&T service only.

Your order and agreement are what actually govern billing, formal acceptance and notice deadlines.

Replacing an existing circuit

Close out the old service with care.

05 The new circuit replaces an old one

CONFIRM READINESS

Make sure the replacement is tested and ready. Check that the old circuit is no longer needed, including for backup or any dependent service.

AUTHORIZE THE REQUEST

Have an authorized person submit the disconnect request through the carrier's process, in line with the agreement. A replacement does not automatically cancel the old service.

FOLLOW THE BILLING

Keep the request reference and confirmed disconnect date. Check subsequent bills to confirm the old service's charges stop as agreed, and track remaining charges through to resolution.

YOU'RE DONE WHEN

The authorized disconnect is confirmed, the old service is removed from your inventory, and billing has stopped as agreed or any remaining charges have a named owner and next step.

Your order and agreement govern disconnect terms, notice requirements and charges.

Expert perspective:



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