

# Onboarding

If you are a new Cybera member, the onboarding will start with a general meeting to provide you with an overview of Cybera's Internet Services (IBG and Peering) and VFS.

The general meeting is followed by a technical meeting with our VFS team to:

- a. Review your historical traffic data (if available), or assess your traffic needs if you are a new member;
- b. Provide a more in depth description of the service;
- c. Describe the technical details of the connection, what is required from both Cybera's and your side and how the existing network configuration will change.

The discussion during the technical meeting will result in a network diagram that the Cybera VFS team will share with you to initiate the on-boarding.

During the on-boarding:

- a. The required agreements are sent to you and are expected to be signed and returned to Cybera by the cutover date;
- b. Once all the technical requirements and steps have been met, you will arrange a cutover date, coordinating with Axia and the Cybera VFS team.  
The cutover usually is carried out over a period of 2.5 to 3.5 hours.