

# Opticomm Fibre Installation Process



**1. Check for coverage here:** <http://www.exetel.com.au/residential-fibre-opticomm-sq.php>

## **2. Pre-requisites in order to apply:**

It is not necessary to have an active telephone service in order to qualify an address. Our qualification tool checks a list of 'lit' addresses based on estates where Opticomm have laid fibre.

## **3. Equipment Required for an active Fibre to your home service**

The equipment you require:

- a. ONT - *Optical Network Terminal* which will be installed by a technician after you place an order.
- b. Ethernet Router.

## **4. Placing an order**

An order can be placed via our website, <http://www.exetel.com.au> or by calling: **1300 248 848**

### **After you have placed an Order:**

- a. Your order will be sent to our supplier the following morning and based on the address availability advise you order of acceptance.
- b. Once this has been confirmed, your order is scheduled to be activated within 5 working days depending on technician availability (refer to section 5).
- c. It is highly important that you be on site during the given appointment date. A technician will need to run the fibre from the pit (on your street) to a location near the electricity supply meter box, and will need access to your home to allow for the installation of the ONT Power Supply unit.
- d. A technician will then install an Optical Network Terminal (ONT) device on your premises. This device has an Ethernet port for the purpose of connecting to the internet.
- e. Once the technician has completed and confirmed testing to the Optical Network Terminal (ONT), Exetel will receive confirmation of completion and activate the final 'switch' by C.O.B on that day. The technician will complete the commissioning of the ONT to the local Optical Line Terminal (OLT) at the exchange. Further tests will include authentication confirmation using his own details as well as a speed test to confirm the speed profile that was delivered.
- f. It is recommended that for use of more than one PC/Laptop device, that the router gateway has both WAN and LAN port(s) activated for the purpose of connecting to the ONT.

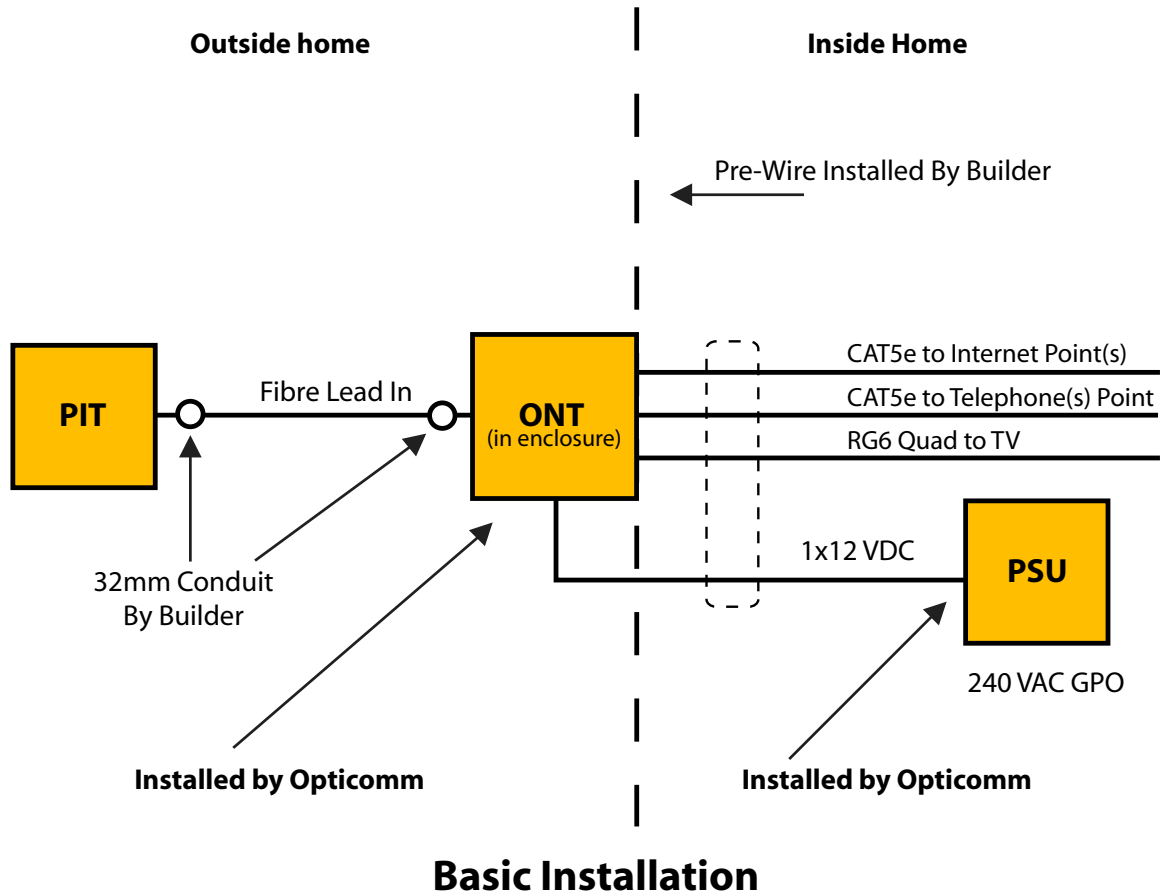


## **5. Installation of Your Fibre Service**

Exetel will deliver your fibre service to your home within the following timeframes based on availability of telecommunication infrastructure:

- i) Where an "in place connection" exists the Service will be made available to the Customer by the end of second business day from acceptance of order.
- ii) Where infrastructure is "in close proximity" the Service will be made available to the Customer within five working days or unless otherwise agreed.
- iii) Where infrastructure is "not readily accessible" the Service will be made available to the Customer by a date which is mutually agreed between the two parties.

## Process of Activating Fibre Service



### 6. Installation of the ONT Optical Network Terminal

As the last step the technician will supply and install the Optical Terminal Network (ONT) to your premises.

The next step (which is usually an option, Exetel is offering as standard)

As part of the installation of the ONT, the technician will also install a Battery Back-Up Power Supply Unit –in the case of any power outages this will ensure the resident can still make and receive calls. It is the residents responsibility to provide an internal domestic AC 240V socket-outlet for the Power Supply Unit, as well as the battery. The battery must comply with the following specifications:

**12V 7.0-7.2Ah Sealed Lead Acid Battery (6 Cells);**

**Please Note:** It is the responsibility of our supplier's technician to install the fibre service up until the (NBP) Network Boundary Point. However, if the technician is unable to access the lead-in cable (blockage due to concrete/other materials) then the order may be on hold, and further charges may be applicable if additional work is required to access the conduit to complete installation of the fibre service.