

Telstra Fibre Installation Process

1. Check for coverage here:

Point Cook - <http://www.exetel.com.au/residential-fibre-availability-point-cook.php>

South Brisbane - <http://www.exetel.com.au/residential-fibre-pricing-brisbane.php>

Note: South Brisbane, QLD Fibre – Telstra Wholesale have chosen to replace all existing copper connections in the South Brisbane exchange and replace it with Fibre Optic Network to make way for the new Queensland Children’s Hospital. Availability of fibre in South Brisbane will be carried out in 15 phases, where each phase represents the completion of fibre nodes in particular areas in the South Brisbane exchange. The first four phases are already complete and the rest are still pending and scheduled for completion in September 2012.

Telstra Wholesale are currently prioritising the migration of existing copper services to a fibre services as Telstra Wholesale can decommission the South Brisbane exchange as soon as the entire copper network is migrated. Exetel, along with many other ISP’s are in the process of migrating their existing South Brisbane customer base over to Telstra Fibre (in areas where copper is being decommissioned).

2. Basic Telephone Service Requirement

It is necessary you have a telephone service in order for us to qualify your address. If you do not have a telephone service, you must first apply for one before proceeding with your order.

3. Equipment required for an active Fibre to your home service

The equipment you require:

- a. Telephone service
- b. ONT - *Optical Network Terminal* which will be installed by a technician after you place an order.
- c. Ethernet Router. Click here for recommendations.

4. Place order

An order can be placed via our website, <http://www.exetel.com.au/> or by calling: **1300 788 141**



After you have placed an Order:

- a. Your order will be sent to our supplier the following morning and based on the telephone number provided confirm address availability.
- b. Once this has been confirmed, your order is scheduled to be activated anywhere from 3-5 working days depending on technician availability (see below time frame table).
- c. It is highly important that you be on site during the given appointment date. A Telstra technician will need to run the fibre from the pit (on your street) to your network boundary point (first socket), and will need access to your home as the optical fibre is run directly to your premises. Please note that the first socket varies in terms of location (lounge room/hallway) for each dwelling depending on the wiring. You may be able to select

where the ONT may be placed depending on whether the technician can feasibly do so.

d. A technician will then install an Optical Network Terminal (ONT) device in 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. The technician will firstly test line synchronisation to the local Optical Line Terminal (OLT) at the exchange. Further tests will include authentication confirmation using the technicians 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 for the purpose of connecting to the ONT.

Churn Option

A special process of Exetel's is the ability to transfer your existing internet connection from your current provider to Exetel, and then perform a migration of your ADSL service to fibre, with the only downtime being the day of activation, up to 24 hours. Other providers require you to cancel your existing service if with an alternate provider and then migrate, which can result in downtimes of up to several days.

5. Order to Activation Time Frames

Class	Standard Lead Time		
	Urban	Major Rural	Minor Rural
0	Held	Held	Held
1	5 Business Days	10 Business Days	15 Business Days
2	5 Business Days	10 Business Days	15 Business Days
3	2 Business Days	2 Business Days	2 Business Days

The above class classifications of premises are:

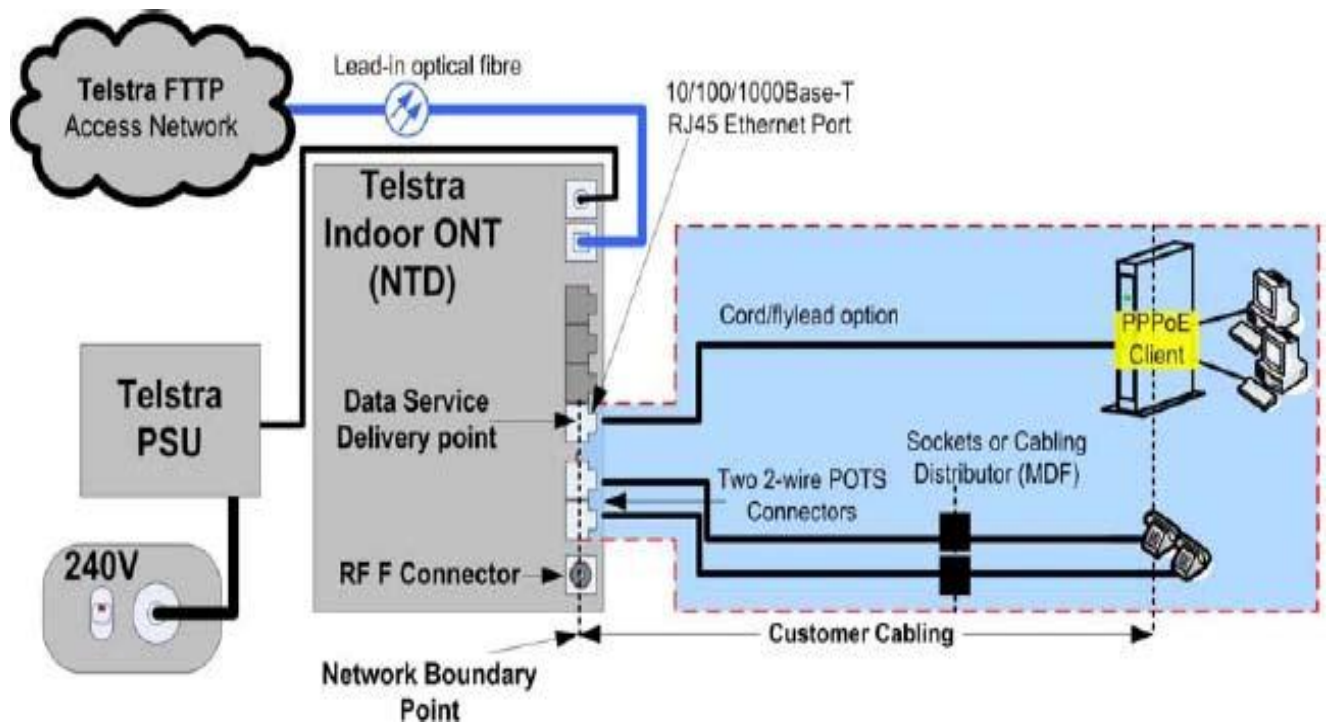
Class 0: Currently unserviceable, premises within the Stage 1 footprint but fibre has not yet passed the premises (no FTTP)

Class 1: Serviceable, fibre passes premises but no drop or ONT (FTTP passed)

Class 2: Serviceable, Build Drop in place but no ONT (FTTP NBN Ready)

Class 3: Serviceable, Build Drop and ONT in place (In place NBN)

6. Installation of ONT from the lead in cable



Once your order has been confirmed, our suppliers will then begin the process of ensuring fibre is connected to you. Once confirmed, the above diagram demonstrates the cabling the technicians will be provisioning.

You will be contacted to organise a time for this cabling process as you must be at your premises.

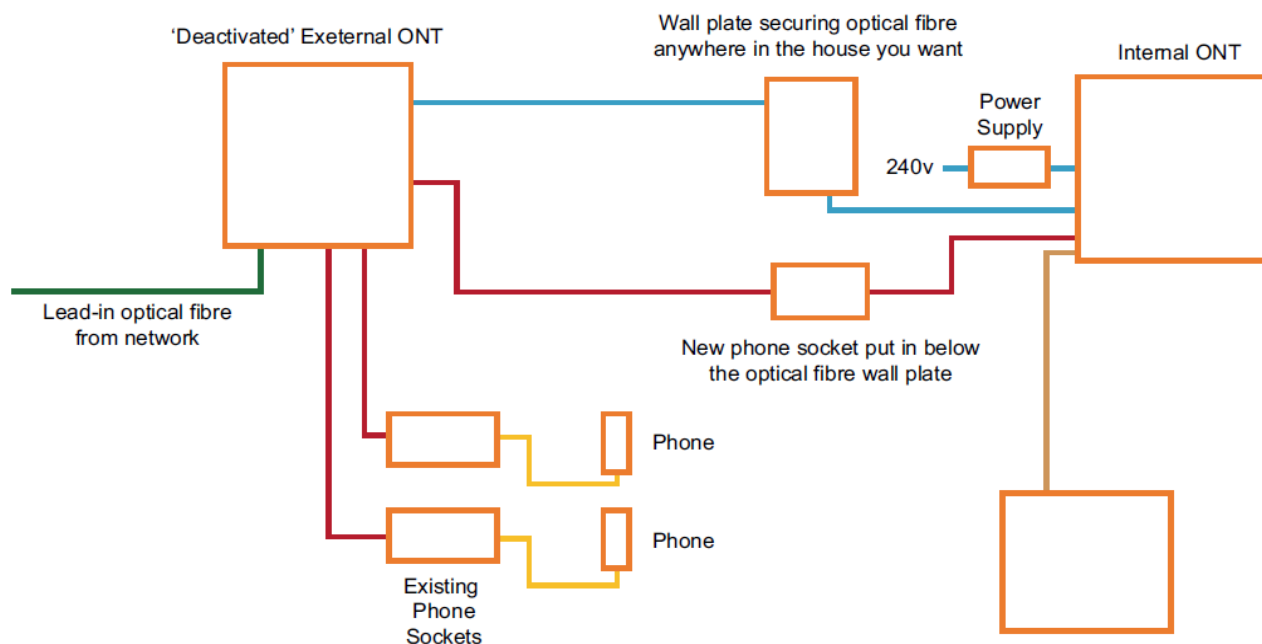
Installation - South Brisbane Fibre

The most effective way of activating a fibre service is by migrating the existing copper service to Telstra Fibre with your current provider. Once the service is migrated, we can assist you in changing from your existing provider to Exetel. However terms, conditions and charges may apply depending on your current provider.

Further, Exetel can activate a brand new fibre service as well, provided that the fibre nodes in that particular exchange have been completed. If the fibre nodes are not complete (i.e. part of Phase 15) Exetel will NOT be able to provide the fibre service.

Note: Exetel does not need a copper service in order to provide a brand new service; only the fibre nodes need to be complete and in place.

Process of Activating Fibre Service



7. 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, is provided by Exetel 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 resident's 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: If you have one or two individual PSTN services, your Optical Network Terminal (ONT) will be placed inside the house and within close proximity to the Power Supply Unit.

**12V 7.0-7.2Ah Sealed Lead Acid Battery (6 Cells);
150mm (W) x 94mm (H) x 64mm (D);
Quick Disconnect Tabs/F2/T2/ Faston®Tab terminals; and
Type 250; 6.35mm (W), 0.81mm (T).**

1. If you have one or two individual PSTN services, your Optical Network Terminal (ONT) will be placed inside the house and within close proximity to the Power Supply Unit.
2. If you have more than 2 individual PSTN services you will require an outdoor ONT which has to be within a 25 metre radius to your power supply unit. If the above cannot be done, it is the resident's responsibility to organise and pay for an electrician to install the new socket outlet.

The ONT device, power supply and power supply cabling remain at all times the property of Telstra. The resident may be responsible for any replacement charges if this equipment is damaged.

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.