



ADSL

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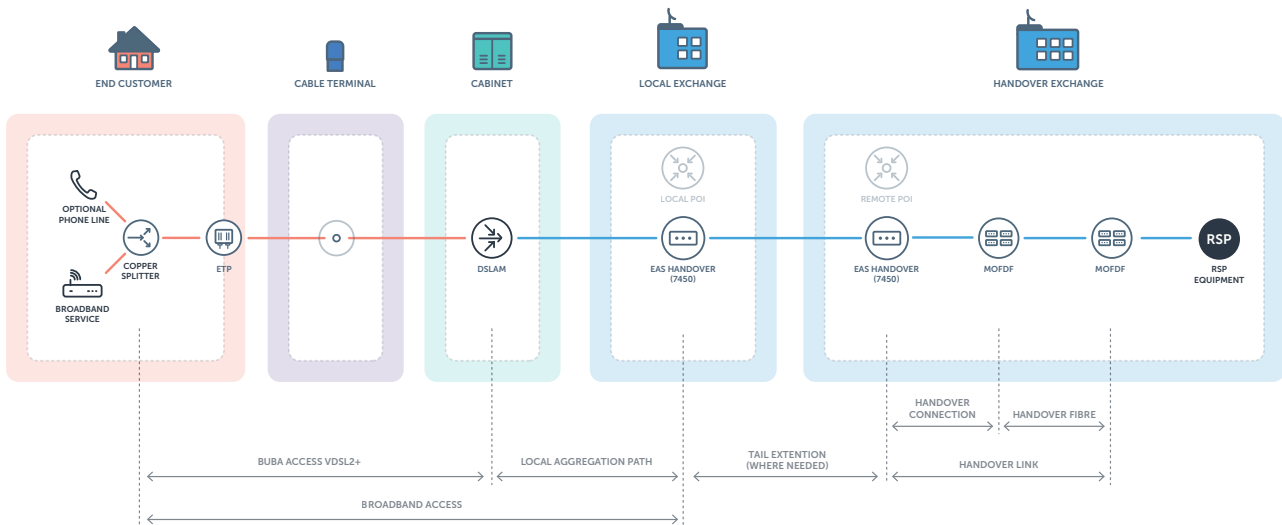
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ADSL (Basic UBA) is best suited to customers who live in areas where our ADSL2+ network has yet to be rolled out. It comes complete with national Tail Extension, meaning we'll transport the traffic back to your handover connections.

How does it work?



Technology

Definition

ETP

External termination point is the point on the customer's house where the Enhanced UBA service terminates

DSLAM

Chorus equipment located in the cabinet to provide broadband and Baseband IP

MOFDF

Main optical fibre distribution frame where the handover connection terminates

Handover point

First data switch that has the Handover Connection

EUBA access

Copper line with ADSL2+ access

Handover Connection

Where Baseband IP traffic is handed over to the RSP

Handover fibre

The fibre that takes traffic to your equipment either in a colocation space or external to the exchange building at your network location

Local aggregation path

Chorus network connecting the DSLAM to the first data switch

Tail Extension

Chorus backhaul to another location for traffic if you don't want to pick up traffic at the first data switch

What are the setup requirements?

ADSL needs a L2TP tunnel terminator in your network connected to the handover fibre. It's handed over via a Handover Connection and handover fibre that we can provide if you prefer. A minimum of one handover is required to receive traffic nationally.

Where is it available?

ADSL is available from the majority of exchanges or cabinets (over 97% of all areas nationally). We recommend VDSL in the 80% of areas where we have superior VDSL2 technology closer to end customers.

Check:

- [Chorus coverage maps](#)
- [Our public website](#)
- [Online Ordering & Tracking prequalification](#)
- [Broadband coverage spreadsheet](#)

How much does it cost?

Pricing for ADSL is regulated and published in the [UBA Standard Terms Determination](#).

We've also created a handy rate card with the pricing information. For the full details you can check the [Chorus Service Agreement for ADSL \(Basic UBA\)](#).

How can I order it?

ADSL can be ordered using the standard UBA connection forms in [Online Ordering and Tracking](#). See our [product user guide](#) for more information.

Service levels

Here are some of the key service levels for Basic UBA. A full list can be found in the [Service Level Terms](#).

Service	Service Level
Order acknowledgement	Within 4 consecutive business hours of the receipt time
Notification of rejection	Within 4 consecutive business hours of the receipt time
Notification of expected RFS Date	Within 6 consecutive business hours of the deemed acceptance time
Order is completed right first time	No faults to occur within 5 working days of completion of the order
Meet expected RFS Date	Complete the order by the notified expected RFS date
Confirmation of completion	Within 4 consecutive business hours of the order completion
Notification of planned outages	At least 5 working days before planned outage occurs
Notification of unplanned outages	Within 2 hours, on a 24x7 basis
Fault report receipt acknowledgement	Within half a fault restoration hour of the fault being reported
Notification of expected restoration time	Within 8 fault restoration hours of the fault being reported
Meet the notified expected restoration time	Restore fault within notified expected restoration time

Service hours

Assure	7am to 7pm / 7 days a week 24/7 to log incident / remote fixes
Fulfil	Processing 8am to 5pm / Mon - Fri