



Direct Fibre (DFAS)

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Direct Fibre (DFAS) gives you the ability to develop complex services and products to high-value customers who require tailored equipment configurations.

The dark fibre nature of this service gives you direct control of the optics, allowing you to significantly tailor your offering by changing your equipment at each end of the service.

If you don't have equipment in the local exchange, you can purchase our Intra Candidate Area Backhaul Service (ICABS) to connect to equipment in another exchange.

Connections automatically qualify for the better business service wrap, which is designed to give business customers a better installation and operational experience. These connections receive coordinated provisioning support, as well as business grade assure channels with prioritised workflows for planned and unplanned events.

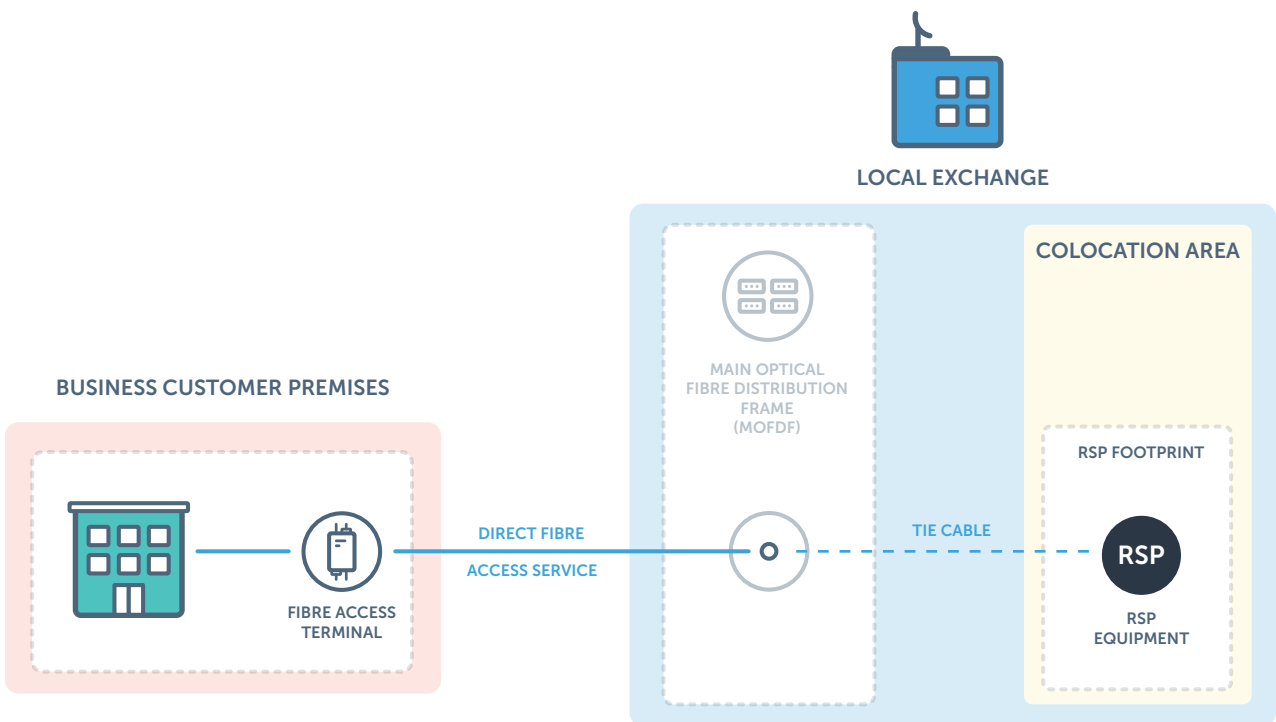
How does it work?

In a nutshell, we supply you with access to dark fibre that connects your customer to your equipment in the exchange (central office). All so you can create customised networks and give your customers access to world-class fibre infrastructure.

At one end, the single fibre terminates on a connector beyond the external termination point (ETP) at your customer's premises. At the other end, the fibre terminates on a main optical fibre distribution frame (MOFDF) in your footprint at the exchange.

Direct Fibre has full restoration support when a fault is reported, but doesn't include fault monitoring capability. It's designed as a basic, entry-level service and has no equipment to limit data transfer speeds across the fibre.

If you don't have equipment in the nearest exchange, you can order our Intra Candidate Area Backhaul Service (ICABS) and Jumper service to connect to your equipment in another exchange.



Technology

Definition

ETP	External termination point is the point on the customer's house where the service terminates
Cabinet (FFP)	Fibre flexibility point is where can to provide fibre service
MOFDF	Main optical fibre distribution frame where the Direct Fibre connection terminates
POI	Point of interconnection is where the service connects to your equipment either directly or via backhaul service

What are the setup requirements?

Direct Fibre is a single dark fibre from your customer's premises to a local Chorus exchange or your own data centre. From there you can connect to a handover connection or colocation space at a local or remote Chorus exchange.

For a remote exchange you'll need our Intra Candidate Area Backhaul (ICABS) and Jumper services. You can also take the service to your own site or data centre by ordering a Jumper service and a second Direct Fibre.

Where is it available?

Direct Fibre is available in the 24 Chorus UFB areas where shared or point-to-point fibre is available, as well as other designated areas. Use the pre-qualification tools to learn if your customer can receive this service.

How much does it cost?

Pricing for Direct Fibre is published in the [Chorus UFB Services Agreement Price List](#).

How do I order it?

You can order Direct Fibre via a manual process in our [self-service portal](#). See the [Operations Manual](#) for more information.

Service levels

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

Service	Service level targets
Provisioning (Fulfil)	<p>Service Request acknowledgement – 4 business hours</p> <p>Notification of rejection – 4 business hours</p> <p>Notification of expected service start date (RFS) – 6 business hours</p> <p>Change to service start date confirmation – 6 business hours</p> <p>Confirmation of completion – 4 business hours</p> <p>Order is completed right first time – 5 business days</p> <p>Pre-qualification acknowledgement – 4 business hours</p> <p>Automated pre-qualification order completion – 4 business hours</p> <p>Manual pre-qualification order completion – 6 business days</p>
Faults (Assure)	<p>Fault report receipt acknowledgement – 0.5 hours</p> <p>Notification of expected restoration time – 4 hours</p> <p>Service restoration targets – 6 hours</p> <p>Notification of completion of service restoration – 4 hours</p>
Available reporting	<ol style="list-style-type: none">1. UFB SLA report2. UFB penalty report3. Chorus Operational Reports
Other notes	<p>Planned outage – at least 5 business days notice</p> <p>Unplanned outage – 2 hours after event</p>

Service hours

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