

# Copper installation options

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## What are the options and when should you use them?

There are four options when you're connecting a copper broadband line.

1. **Connection only**
2. **Connection and wiring**
3. **Connection, wiring and modem**
4. **Wiring only**

### Connection only

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Once you've opted for connection only we need to determine which of the following three activities is required to provide connection up to the ETP.

#### **1. Remote connection - No site visit required for this type of connection**

- Connection from ETP to our equipment at cabinet or exchange needs to be available as a working service or intact.
- Connection is not being used by another service provider (e.g. relinquishment process has been completed to allow reuse).
- Connection was used for UBA as the last service to the site and not for other services such as UCLL.

In all other circumstances we will need to explore other options to connect the service.

#### **2. Exchange and/or cabinet connection - Our technician will visit the exchange and/or cabinet**

Typically we use this option if there's a change from the last service to be used at the site, for example:

- UCLL to UBA.
- Adding Baseband copper to UBA.
- UCLL to Baseband copper plus UBA.
- Use of a partial intact where the connection is intact from the ETP at the site to the cabinet or exchange but not connected to our equipment.

### **3. Site visit - Our technician will visit your customer's premise to test the service is active to the external termination point (ETP)**

Typically we use this option because:

- The existing connection is still being used by another RSP (e.g. it has not been relinquished).
- A second connection has been requested.
- The site is or has not previously been connected to our network (e.g. subdivision/infill).

## **Connection and wiring**

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**Our technician will visit your customer's premise to install a splitter, wire to a single RJ45 jackpoint and isolate the premises from our network.**

Typically you would select this option if:

- There is legacy house wiring.
- Medical or security alarm systems are already connected to the line in *line break-in mode*.
- Five or more jackpoints require line filters.
- A second connection is requested.

## **Connection, wiring and modem**

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Our technician will visit your customer's premise to install a splitter and premises wiring to a single RJ45 jackpoint, isolate the premises from our network and **connect an accredited modem**.

## **Wiring only**

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**Our technician will visit your customer's premise to install new/additional wiring.**

Typically you would select this option if:

- Your customer requested new or additional wiring.
- The original order was for *connection only* and now needs wiring work to be done as described in *connection and wiring*.

# FAQs

## What's a 'failed installation'?

Sometimes our installations are completed but the service is not working. We call this a failed installation (or *right first time failure*). It is:

- A provisioning activity-related failure that is reported within seven calendar days of the receipt of notification of service given.
- In relation to the requested work activity as defined by the requested service order.
- Proven to be due to our process or quality and excludes chargeable scenarios that are outside our product domain, such as CPE or home wiring.

## What is 'while you are here'?

During the ordering process you might be asked to authorise (or decline) whether your customer can ask for additional services while the technician is present. This authorisation is known as the *while you are here* flag.

By authorising this service, your customer can ask for the following to be delivered without first confirming this with you:

- A maximum of two additional jackpoints.
- The install of an accredited modem.

*While you are here* is only available in provisioning scenarios and is charged in addition to the original requested provisioned product. What's more, it must only be undertaken if there is no threat to the commit times for other services or customers.

Our technician cannot discuss the cost of the additional service with your customer. If they require cost information they need to obtain this from you.

## Why do different types of transactions occur for the same service request?

Prior to unbundling the copper local loop (UCLL), services built were turned on or off as required. Few physical network changes required to facilitate customer-requested transactions.

Since the advent of UCLL, there have been in excess of 600,000 *network impacting* transactions undertaken (new connection, transfer or move address), all of which require a physical change to the access network.

At a minimum this would require an exchange jumper re-arrangement. But with the advent of SLU and Baseband Copper it could potentially an exchange and cabinet jumper action.

## What's an intact line?

An intact line is a copper path that's intact from the exchange equipment to the external termination point, with no working service on the line.

A working line (or worker) is a copper path that's intact from the exchange equipment to the ETP and has a working service on the line.