

# Premise Networking

## What is it?

**Premises networking delivers the best possible broadband experience to your customers. It's over and above a basic install and ensures your customers' premises are correctly wired, with your equipment set up and ready to go.**

It gives you the flexibility and capability to tailor the customer experience you want to deliver, giving your customers the best possible broadband experience.

Premises Networking covers a range of different installation, customer premises equipment (CPE), and wiring options to provide a home solution that better meets the needs of your customers:

- Simple CPE install
- UPS install
- Complex CPE install
- Jack point (RJ45) install
- Small enclosure
- Medium enclosure

You can order it at the time of the new installation such as an NGA install or whenever it is convenient for your customer. Site visit fees may apply.

## How does it work?

### IT'S ORDERED BY COMPONENTS

The best way to look at it:

- The technician visits your customer's premises
- Additional materials are purchased
- The technician completes the job on site - installation or relocation of existing

The Premises Networking component products include:

- **Purchasing of equipment** – small or medium enclosures
- **Installation of equipment** – RJ45 jackpoint, ONT (including fibre jackpoint), Simple CPE, Complex CPE, Enclosure, UPS
- **Relocation of equipment** – ONT (including fibre jackpoint), Simple CPE, Complex CPE, Enclosure, UPS

## NGA PREMISES NETWORKING COMPONENTS

Category	Component	Basic Install	Premises Networking					
			Simple	Complex	UPS	Install Jackpoint	Small Enclosure	Medium Enclosure
Purchase	Small Enclosure						✓	
	Medium Enclosure							✓
	Site Visit*							
Install	Customer Pre Install Call	✓						
	Install Walk Through	✓						
	Boundary to ONT install Fibre ETP and ONT	✓						
	Integrated Premises Wiring	✓						
	Install Complex CPE			✓				
	Install Simple CPE		✓					
	Install Complex CPE Standard							
	Install Simple CPE Standard							
	Install UPS Standard					✓		
	Install Enclosure						✓	✓
	Install Jackpoint						✓	
	CPE	Plug in CPE	✓					
Simple Configuration of CPE			✓	✓	✓			
Complex configuration of CPE				✓				
Set Up WiFi Security			✓	✓				
Set Up WiFi on device			✓	✓				
Wiring	Install RJ45 jackpoint					✓	OPT	OPT
	Install enclosure						✓	✓
Test	Test broadband	✓						
	Test voice	✓						
	Test WiFi connectivity to BGW		✓	✓	✓			
	Functional test of other CPE devices		✓	✓	✓			
	Basic end user training		✓	✓	✓			

## THE NGA BASIC INSTALLATION

**The fibre lead-in from the fibre access point (FAP) at the boundary,** to the external termination point (ETP), common ETP or optical fibre distribution frame (OFDF), as applicable, using the least cost method available of the following alternatives:

- Approved conduit or open trench if already in place at the time of installation; or
- Aerial drop lead, but only if there is already overhead deployment to the premise at the time of installation; or
- Buried lead-in, in all other circumstances

**The extension of the fibre from the ETP,** common ETP or OFDF (as applicable) to the ONT without distance constraint. The **ONT location** will be at the point of greatest data usage and will be determined by our service technician in consultation with your customer (e.g. close to the main computer or primary TV set top box).

The internal fibre may be surface wired from the point of entry to the ONT if wall, ceiling or floor cavity not accessible. The route and method used shall be again determined by our technician during the walk through with your customer.

The **ONT and residential gateway (RGW)** will be mounted on the indoor surface of a wall, preferably on an external wall adjacent to two existing power outlets, unless you provide an enclosure (including power outlets). The ONT and RGW location is covered in the walk through with your customer.

And, lastly the **connection of home voice wiring to an ONT or RGW ATA voice port**, including connection of RGW if required and on site (doesn't include stock holding and delivery of RGW).

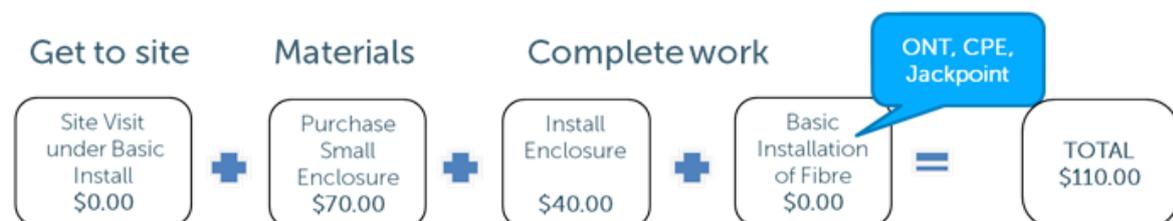
## PRICING

### Premises Networking ratecard

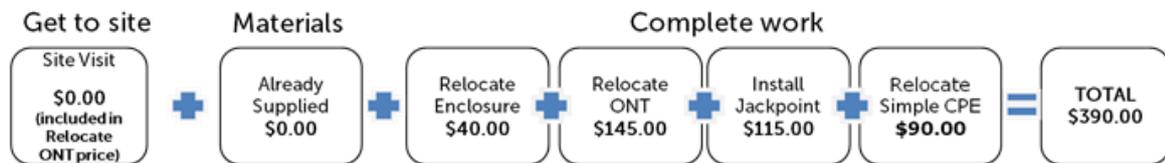
Category	Component	Billing Description	Cost	Comments
Purchase	Small Enclosure	Purchase Small Enclosure	\$70.00	Must be purchased either at the time of new connection, or in connection with the install enclosure and site visit
	Medium Enclosure	Purchase Medium Enclosure	\$210.00	Must be purchased either at the time of new connection, or in connection with the install enclosure and site visit
	Site Visit *	UFB Site Visit	\$35.00	One off charge for truck roll
	Inability to Complete	UFB Inability to Complete	\$170.00	Charged if customer cancels the job after the truck has been rolled
Install	Install Complex CPE Standard	Install Complex CPE Standard	\$140.00	Installation of complex router switches used for the delivery of business grade services. Includes: <ul style="list-style-type: none"> <li>- Install and configure CPE device</li> <li>- Functional test of CPE</li> <li>- Functional test of service provider layer 2 or 3 service</li> <li>- Setup WiFi for up to 2 devices</li> </ul>
	Install Simple CPE Standard	Install Simple CPE Standard	\$90.00	Installation of customer simple broadband modem, residential gateway to mass market. Includes: <ul style="list-style-type: none"> <li>- Integration of up to 4 devices eg: Sky TV, VoIP handset etc (provided that only one of these maybe integrated via WiFi)</li> </ul>
	Install UPS Standard	Install UPS Standard	\$90.00	Installs and connects UPS
	Install Enclosure	Install Enclosure	\$40.00	Must be ordered when enclosure is purchased
Relocations	Install Jackpoint	Install Jackpoint	\$135.00	Non-complex premises networking installations such as an additional RJ45 outlet. Limited to a maximum of 2 outlets.
	Relocate ONT- Residential	Relocate ONT Residential	\$145.00	Relocation of previously installed ONT at a residential address
	Relocate ONT- Business	Relocate ONT Business	\$365.00	Relocation of previously installed ONT at a business premise
	Relocate Complex CPE	Relocate Complex CPE	\$140.00	Relocation of previously installed Complex CPE already installed at a customer address
	Relocate Simple SPE	Relocate Simple CPE	\$90.00	Relocation of previously installed Simple CPE already installed at a customer address
	Relocate UPS	Relocate UPS	\$90.00	Relocation of previously installed UPS already installed at a customer address
	Relocate Enclosure	Relocate Enclosure	\$40.00	Internal relocation of previously installed Enclosure already installed at a customer address

HERE ARE SOME EXAMPLES OF HOW YOU MAY CHOOSE TO USE PREMISES NETWORKING AS PART OF YOUR CUSTOMER EXPERIENCE:

#### 1. Residential customer orders new fibre connection with an enclosure



## 2. Residential customer decides, after the installation, to move enclosure to another part of the house (the enclosure houses the ONT, RGW, UPS)



Things to note:

- Where your customer wants an enclosure relocated you need to identify what other components are contained within the existing enclosure - ONT, UPS, RGW. These need to be entered in the comments field in OO&T.
- We also need to know when we are relocating an accredited Residential Gateway (RGW) and the technician is required to configure it. Enter this information in the comments field as well e.g. 'Please config RGW'.