

How to order Premises Networking

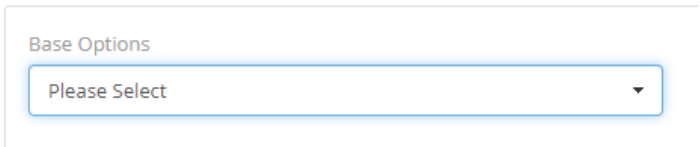
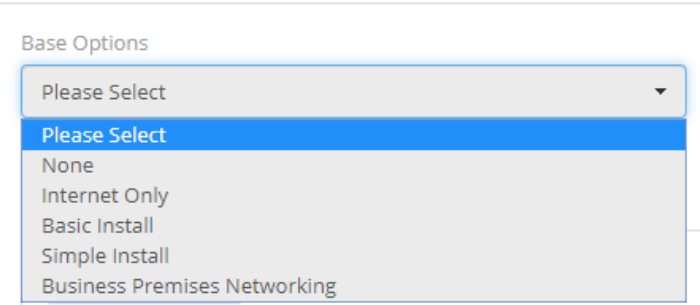
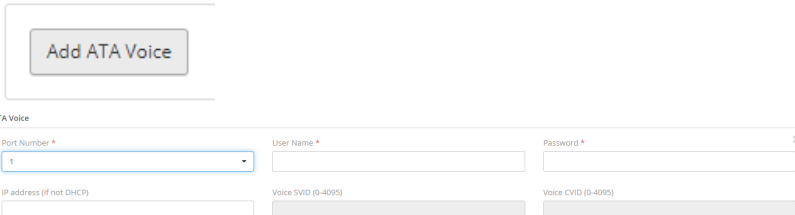
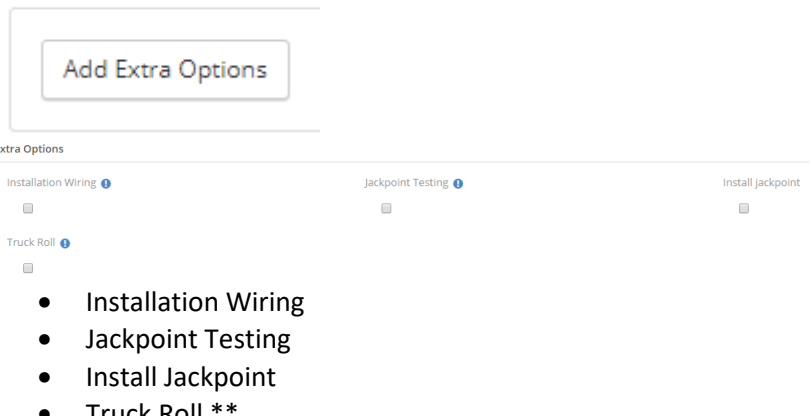
Purpose To ensure RSPs are informed of the premises networking products and their associated services for all new orders.

For Bitstream Ultra Products the Premises Networking services are ordered via the “Add Premises Networking” feature in the UFF RSP Portal. By selecting a Bitstream Ultra product this feature is enabled, allowing you to select the required products and services.

Offered Products and their related services

Type	Under Premises Networking	Description of Service
Base Option	Base Option - Internet Only Install	Install ONT, RGW, Speed Test.
	Base option - Basic Install	Internet and Voice Install ONT, RGW, Speed Test, Integrate Premises Wiring.
	Base Option - Simple Install	Internet, Voice and TV Install ONT, RGW, STB or 2xSTB, Speed Test, Integrate Premises Wiring.
Extra Option	Extra Options - Installation Wiring	Install 2x dual RJ45 outlets with standard cat6 cabling up to 20 metres from ONT or connecting CPE.
	Extra Options - Jackpoint testing	Jackpoint testing for all Jackpoints in premises.
	Extra Options - Install Jackpoint	Installation of a new Jackpoint or replacement of existing Jackpoint and wiring.
	Extra Options - Truck roll	Installation for visit ordered outside of UFB service, e.g. service provider upgrade, testing or troubleshooting.


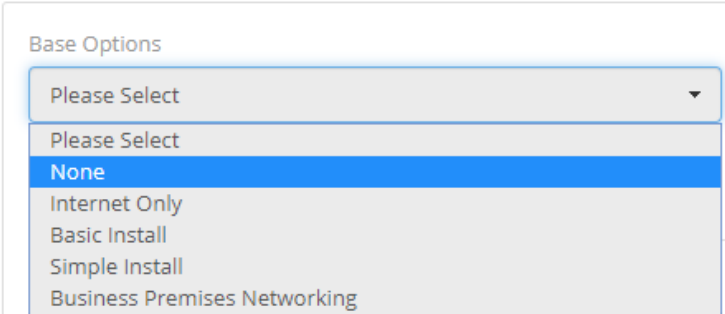
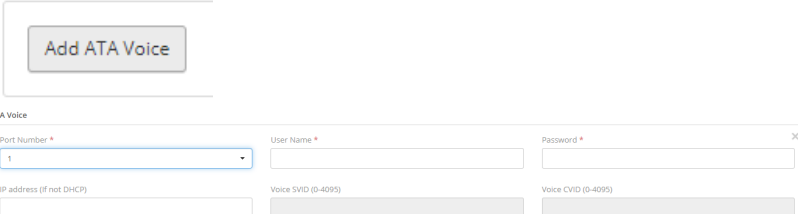
Procedure for a New Build connection Follow the steps below to order premises networking for a **New Build** order:

Step	Action
1	<p>Select Premises networking on order submission (required)*</p> 
2	<p>Select a Base option</p> 
3	<p>Click "Add ATA Voice" (optional)</p> 
4	<p>Choose extra options (optional)</p>  <ul style="list-style-type: none"> • Installation Wiring • Jackpoint Testing • Install Jackpoint • Truck Roll **

** Do not select truck roll for new orders as this is included in the installation of the UFB Wholesale Service.

* A base option must be selected on order submission for the order to be processed*

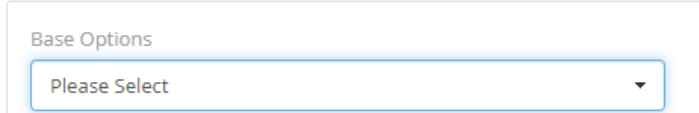
Procedure for an Intact connection Follow the steps below to order premises networking for an **Intact** order:

Step	Action
1	Select Premises networking on order submission (required)** 
2	Select a Base option <ul style="list-style-type: none"> • None * 
3	Click "Add ATA Voice" (optional) 

* Submit all intact orders with the base option **None**. If you require a premises networking option, submit a Change Order under the Intact PIID.

**A base option must be selected on order submission for the order to be processed*

Procedure for an existing active connection Follow the steps below to order premises networking for a **Change** order

Step	Action
1	Using the active PIID, place a change order
2	Select Premises networking on order submission (required) 

2	<p>Select the different Base option (required)</p> <p>Premises Networking</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Base Options</p> <div style="border: 1px solid #ccc; padding: 2px;"> <p>Please Select ▼</p> <p style="background-color: #007bff; color: white; padding: 2px;">Please Select</p> <p>None</p> <p>Internet Only</p> <p>Basic Install</p> <p>Simple Install</p> <p>Business Premises Networking</p> </div> </div>																
3	<p>Click “Add ATA Voice” if required.</p> <p>ATA Voice</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p style="text-align: center; border: 1px solid #ccc; padding: 5px; width: fit-content; margin: 0 auto;">Add ATA Voice</p> <p><small>ATA Voice</small></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"><small>Port Number *</small></td> <td style="width: 25%;"><small>User Name *</small></td> <td style="width: 25%;"><small>Password *</small></td> <td style="width: 25%;"></td> </tr> <tr> <td><input type="text" value="1"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td><small>IP address (if not DHCP)</small></td> <td><small>Voice SVD (0-4095)</small></td> <td><small>Voice CVID (0-4095)</small></td> <td></td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td></td> </tr> </table> </div>	<small>Port Number *</small>	<small>User Name *</small>	<small>Password *</small>		<input type="text" value="1"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<small>IP address (if not DHCP)</small>	<small>Voice SVD (0-4095)</small>	<small>Voice CVID (0-4095)</small>		<input type="text"/>	<input type="text"/>	<input type="text"/>	
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** Only select Truck roll if a technician is required to physically change the connection on site e.g. none to basic or ONT relocation.

What next?

Complete all mandatory fields to order the requested service. Include in the notes field any extra information, e.g. time customer is available for phone calls, ONT is damaged / missing, dog on site.

Click <Submit >.

If all mandatory fields are completed, the following message is displayed.

Order Successfully Submitted

Order submitted. Please record the following identifiers for future reference.

- Order ID: ORD000005391436
- Customer Reference: Education Pack Test

Go to Order
Place another Order

Ordering examples

Example	Customer requirement	Premises Networking Options Ordered
1	New Order , Naked Internet Service	<ul style="list-style-type: none"> Premises Networking - Internet Only Install
2	New Order , Basic Install (Internet and Voice)	<ul style="list-style-type: none"> Premises Networking - Basic Install
3	New Order , Simple Install (Internet, Voice and TV)	<ul style="list-style-type: none"> Premises Networking - Simple Install 1x STB
4	New Order , Simple Instal (Internet, Voice and TV) with Multiroom	<ul style="list-style-type: none"> Premises Networking - Simple Install Premises Networking - Installation Wiring 2 x STB
5	Change Order to upgrade speed	<ul style="list-style-type: none"> No Premises Networking Required But a note explaining upgrade required
6	Change Order upgrade to Basic install	<ul style="list-style-type: none"> Premises Networking - Basic Install Premises Networking - Truck roll
7	Change Order upgrade to simple install	<ul style="list-style-type: none"> Premises Networking - Simple Install Premises Networking - Truck roll
8	Change Order upgrade to Simple Install Multiroom	<ul style="list-style-type: none"> Premises Networking - Simple Install Premises Networking - Truck roll Premises Networking - Installation Wiring
9	Change Order for Install of jackpoint	<ul style="list-style-type: none"> Premises Networking - Truck roll Premises Networking - Install Jackpoint