

PREMISES NETWORKING SERVICES FACTSHEET

Ultrafast Fibre Limited (UFF) is pleased to offer our retailers a series of technician based in-home services for residential End Users. UFF’s Premises Networking Services are made up of the following:

Residential
Internet Only Install
Basic Install
Simple Install
Baseband Only Install
Residential Premises Networking Repair

The above is a summary of the Premises Networking Services and individual scopes can be found in the schedules below.

For the purposes of this Factsheet **Premises Wiring** means the existing wiring and/or structured cabling installed within the End Users Premises to support the delivery of Telecommunications Services. This includes residential-type 2-wire system (e.g. cat1 with BT jack) and integrated cabling systems (e.g. cat3, cat5, cat6, with RJ45/RJ11 jacks), but excludes the lead-in fibre cable from the fibre ETP to ONT that was installed by UFF.

General Terms

- Premises Networking Services will be made available to order by UFF until 31 December 2019 (the **Term**).
- Premises Networking Services are not a Wholesale Service.
- Premises Networking is a UFB non-CFH Miscellaneous Ancillary Service - which means that it is an Ancillary Services provided at UFF’s discretion and falls outside of UFF’s UFB contract with the Crown.
- Premises Networking Services are not subject to regulation, the UFB Price Caps or any other price caps.
- All Premises Networking installation and repair works shall be limited to the End User’s primary Premises (i.e. Premises Networking Services will not apply to any secondary dwelling i.e. garages, sleepouts).
- UFF will not be required to move any furniture in order to complete any of the Premises Networking services. It is the responsibility of the End User to provide access to allow the UFF technician to perform the Premises Networking services. If the End User fails to provide access (which includes safe and unimpeded access) to the End User’s Premises, UFF is not obligated to perform the Premises Networking services and UFF shall be entitled to charge the Service Provider for the requested Premises Networking service. Examples of this include Service Provider activation failure and Service Provider product logistics failure.
- If the CPE/RGW is faulty, UFF will not be liable to the Service Provider (or the End User) for a failed install. UFF shall replace the faulty CPE/RGW with a spare CPE/RGW if the UFF technician has a spare available at the time that technician arrives at the End User Premises to carry out the installation. If no spare CPE/RGW is available, UFF will advise the Service Provider and ask if they would like the technician to return to the End User Premises with a replacement CPE/RGW at a later date (referred to as Second Install). The Service Provider will be liable for one or more of the additional charges listed in Schedule 2 of this Factsheet for each Second Install visit.

- If the Service Provider fails to provision the service within the defined provisioning timespan allocated or fails to activate the service UFF will not be liable to the Service Provider (or the End User) for a failed install and any Second Install charges will apply accordingly.
- If the UFF technician arrives at the End User's premises to complete a Premises Networking Service and the End User has not received the Service Provider's (or the End User's) RGW or CPE, or the CPE is not functioning and the Premises Networking services cannot be completed, even after the completion of any trouble-shooting, then the UFF technician will only be obligated to activate the ONT (in accordance with its provisioning obligations in the Current WSA) and that will not be deemed to be a failed installation of a Connection. The Service Provider may submit a further Service Order Request to reschedule all or part of the Premises Networking Services and such requests will incur one or more of the additional charges listed in Schedule 2.

Availability

Premises Networking Services are only available to order in conjunction with Baseband, Bitstream 2 and Bitstream 2 Ultra connections for residential and business End Users. Service Provider's must be onboarded with UFF prior to ordering any of the Premises Networking Services.

Changes to Availability, Price and/or Scope of Works

During the Term, UFF will provide Service Provider's with 30 days prior written notice prior to any Premises Networking availability, price and/or scope changes.

Service Levels

1. Premises Networking services do not include the management or the supply of, or any maintenance or assure activities in relation to, CPE. If the Service Provider requests UFF to provide a service which is not included in the relevant scope of work for the requested Premises Networking service, and if UFF agrees to provide that additional service, the Service Provider will be liable for all of the additional charges.
2. UFF will use all reasonable endeavours to complete a Premises Networking service within the same timeframes set out in the current Wholesale Services Agreement (WSA) for the provisioning of the Baseband, Bitstream 2 or Bitstream 2 Ultra Wholesale Service to the ONT (the Provisioning SLA), provided that if the work required to complete a Premises Networking service falls outside the Scope of Work, or if the Service Provider has not delivered its equipment to the relevant End User Premises before installation of the relevant Wholesale Service or if the Service Provider equipment is faulty, the Service Provider accepts that UFF is not liable to the Service Provider (or the End User) if UFF is unable to complete the Premises Networking service within the Provisioning SLA.

What do Premises Networking Services cost?

Refer to the relevant service schedule for current charges.

For more information

This information is an overview of the Premises Networking Services provided by UFF to Service Provider's. For more information please refer to the specific schedules or contact your UFF Account Manager.

SCHEDULE 1

Residential Premises Networking Install – Scope of Work

1. Internet Only

The Internet Only Premises Networking Service is limited to the following Scope of Work:

- a. The Internet Only Premises Networking Service will be completed following the installation of the Optical Network Terminal (ONT) in the home distributor and connecting the incoming fibre to the ONT;
- b. Installing the Service Provider's RGW and up to two (2) metres of the ONT, provided that the End User will need to supply patch cords for each telephone and data outlet to be connected;
- c. Connecting power to the RGW and completing a basic initial configuration check of the RGW (**Plug and Play**);
- d. Completion of a simple connection speed test to ensure the End User is receiving the Wholesale Service ordered by that End User (subject to the terms set out in the Service Description for that Wholesale Service); and
- e. If required, an activation call to the Service Provider to facilitate number porting.

2. Basic Install

The Basic Install Premises Networking Service is limited to the following Scope of Work:

- a. The Basic Install Premises Networking Service will be completed following the installation of the ONT in the home distributor and connecting the incoming fibre to the ONT;
- b. Installing the Service Provider's RGW and up to two (2) metres of the ONT, provided that the End User will need to supply patch cords for each telephone and data outlet to be connected
- c. Connecting power to the RGW and completing a basic initial configuration check of the RGW (**Plug and Play**);
- d. Intercepting the existing End User Premises (copper) voice service wiring at the copper ETP or as close as possible to the first jack point and connecting to the ONT or RGW ATA voice port;
- e. Completion of a basic test at a single jack point to confirm that the End User's existing voice service is operational or an activation call to the Service Provider to facilitate number porting on the RGW and, if requested by the Service Provider, to confirm completion of the installation;
- f. Completion of a simple connection speed test to ensure the End User is receiving the Wholesale Service ordered by that End User (subject to the terms set out in the Service Description for that Wholesale Service).

3. Simple Install

The Simple Install Premises Networking Service is limited to the following Scope of Work:

- a. The Simple Install Premises Networking Service will be completed following the installation of the ONT in the home distributor and connecting the incoming fibre to the ONT;
- b. Installing the Service Provider's RGW and up to two (2) metres of the ONT, provided that the End User will need to supply patch cords for each telephone and data outlet to be connected;
- c. Integration of the agreed Service Provider's Customer Premises Equipment (CPE) (e.g. RGW, set top box (STB) or VoIP handset) up to the standard patch cable length of 2 meters from the ONT and each CPE;
- d. Connecting power to the RGW and completing a basic initial configuration check of the RGW (**Plug and Play**);
- e. Intercepting the existing End User Premises (copper) voice service wiring at the copper ETP or as close as possible to the first jack point and connecting to the ONT or RGW ATA voice port;
- f. Completion of a basic test at a single jack point to confirm that the End User's existing voice service is operational or an activation call to the Service Provider to facilitate number porting on the RGW and, if requested by the Service Provider, to confirm completion of the installation;
- g. Completion of a simple connection speed test to ensure the End User is receiving the Wholesale Service ordered by that End User (subject to the terms set out in the Service Description for that Wholesale Service);
- h. Follow the CPE set-up instructions in accordance with the supplied or internet accessible manual, and configure the CPE and demonstrate the functionality to the End User (provided that if the Service Provider does not provide the instruction guide to Ultrafast Fibre, Ultrafast Fibre will not be required to complete any other CPE testing).

4. Baseband Only

The Baseband Only Premises Networking Service is limited to the following Scope of Work:

- a. The Baseband Only Premises Networking Service will be completed following the installation of the ONT in the home distributor and connecting the incoming fibre to the ONT;
- b. Installing the Service Provider's or End User's telephone and up to two (2) metres of the ONT, provided that the End User will need to supply patch cords for each telephone to be connected;
- c. Intercepting the existing End User Premises (copper) voice service wiring at the copper ETP or as close as possible to the first jack point and connecting that existing wiring to the ONT ATA voice port; and
- d. If required, an activation call to the Service Provider to facilitate number porting.
- e. Completion of a basic test at a single jack point to confirm that the End User's voice service is operational or an activation call to the Service Provider to facilitate number porting on the RGW and, if requested by the Service Provider, to confirm completion of the installation;
- f. Confirm status of all existing jack points, advising End User of any that are not in working condition.

5. General Terms & Exclusions

- a. The Scope of Works for the Internet Only, Basic Install, Simple Install, Baseband Premises Networking Service does not include:
- Ultrafast Fibre holding RGW stock for the Service Provider.
 - Delivering the RGW to the End User.
 - Any service or actions not set out in this Factsheet.
- b. Any trouble shooting will be limited to either a reboot of the RGW or restoring the RGW to the default settings, and Ultrafast Fibre, in its absolute discretion, will determine the type of trouble shooting it performs, provided that the Ultrafast Fibre technician will only be required to perform any RGW trouble-shooting on-site at the End User Premises for a maximum of 30 minutes.

SCHEDULE 2

Residential Premises Networking Install - Charges

1. The following charges* will apply to the Premises Networking Services performed by UFF during the Term and will be charged by UFF on the terms set out below and otherwise in accordance with the current WSA:

BITSTREAM 2/2 ULTRA WHOLESALE SERVICE (RESIDENTIAL)					
	30/10**	50/20**	100/20 100/50 100/100	200/20 200/100 200/200	Max/20 Max/500
Wholesale Service Charge (per month)	\$42.50	\$43.90	\$45.00 to \$55.00	\$55.00 to \$65.00	\$55.00 to \$65.00
Premises Networking Service	Premises Networking Charges				
Internet Only	FREE	FREE	FREE	FREE	FREE
Basic Install	\$125	\$125	\$75	FREE	FREE
Simple Install	\$190	\$190	\$140	\$90	FREE
BASEBAND WHOLESALE SERVICE (RESIDENTIAL)					
	Baseband (Brownfield)			Baseband (Greenfield)	
Wholesale Service Charge	\$29.00			\$25.00	
Premises Networking Service	Premises Networking Charges				
Baseband Only	\$125			\$125	

* All charges are stated excluding GST and are to be paid inclusive of GST.

** Subject to Price Glides effective 1 July 2019.

2. The following charges* may also apply in addition to the Premises Networking services and will be charged by Ultrafast Fibre on the terms set out below and otherwise in accordance with the Current WSA:

Service Component	Description	Charge Invoiced	Charge
Truck Roll	Charge for a single truck roll to the End User Premises to deliver the applicable residential Wholesale Service and/or Premises Networking Service and/or any other Service the LFC has agreed to provide: e.g. change of Service Provider; change of residential Wholesale Service; change of residential Premises Networking Service; connection of Service Provider CPE.	Following completion of Service Order	\$65.00**
Installation Wiring	Charge to install additional single Cat6 wiring with RJ45 Jackpoint at the End User Premises required to deliver the applicable residential Wholesale Service and/or Premises Networking Service.	Following completion of Service Order	\$150.00***
Jackpoint Testing	Charge to test all existing standard Jackpoints to verify they are working correctly in order to deliver the applicable residential Wholesale Service and/or Premises Networking Service. This charge does not include any repairs, replacement, reinstallation or changes to existing wiring at the End User Premises.	Following completion of Service Order	\$15.00***
Install Jackpoint	Charge to install a new Jackpoint at the End User Premises required to deliver the applicable Wholesale Service and/or Premises Networking Service.	Following completion of Service Order	\$65.00***
Additional Set Top Box	Charge to install additional Set Top Box at the End User Premises required to deliver the applicable residential Wholesale Service and/or Premises Networking Service.	Following completion of Service Order	\$125.00***

* All charges are stated excluding GST and are to be paid inclusive of GST.

** This charge will be incurred by the Service Provider for each Truck Roll required to either: (i) complete the provisioning of each subsequent residential Wholesale Service Connection after the first residential Wholesale Service Connection at the End User Premises (i.e. "moves-adds-changes"); and (ii) complete all rescheduled and repeat visits to the End User Premises caused by any matter that is outside Ultrafast Fibre's control (including, but not limited to, access to the End User Premises is denied; End User and/or Service Provider CPE not on-site at the agreed time; faulty CPE).

*** If the Service Provider orders this service and it is not part of the installation of the first residential Wholesale Service Connection at the relevant End User Premises, the Truck Roll charge will also apply.

SCHEDULE 3

Residential Premises Networking Repair – Scope of Work

Purpose and Interpretation

The purpose of this Scope of Work (SoW) is to provide details of the Residential Premises Networking Repair service to be provided by UFF during the Term. In this SoW, defined terms have the meaning given to them in this Fact Sheet or the UFF Reference Offer (which includes the UFF WSA and Price List); and references to clauses or sections are references to clauses or sections in this SoW (unless expressly provided otherwise).

1. Residential Premises Networking Repair Service

The Residential Premises Networking Repair Service is inclusive of items a-h and incurs a flat charge as specified in Schedule 4:

- a. General Premises Wiring Diagnosis and Repair.
- b. Repair of Premises Wiring beyond the copper ETP.
- c. Patch Cable Repair/Replacement.
- d. The repair and replacement of standard third party cat3/cat5e/cat6 patch cables between the ONT and CPE (e.g. RGW, Set-Top Box, phone, alarms).
- e. Jackpoint testing.
- f. Test all existing standard Jackpoints to verify whether they are working or not.
- g. Repair and/or replace jack point at End User Premises required to deliver the applicable Wholesale Service and/or Premises Networking service.

2. Exclusions and General Terms

The SOW for the Residential Premises Networking Repair service does not include any of the following:

- a. Residential Premises Networking Install Services. Therefore, if the End User requires other services such as Installation Wiring then they must contact their Service Provider, who can then submit a Change Order request to UFF.
- b. Repair and/or replacement of Service Provider (or other third party) CPE and/or RGW.
- c. Fibre splicing.
- d. OTDR or LSPM testing.
- e. Any repair that cannot be accessed by existing access points at the End User Premises (i.e. any cable that requires cut and repair of floors, walls or ceilings).
- f. Multiple fault scenarios where the faults identified are greater than five at one premise.

Residential Premises Networking Repair applies to existing premises that have generic cabling as defined by AS/NZS 15018.

SCHEDULE 4

Residential Premises Networking Repair – Charges

BITSTREAM 2/2 ULTRA WHOLESALE SERVICE (RESIDENTIAL)					
	30/10	50/20	100/20 100/50 100/100	200/20 200/100 200/200	Max/20 Max/500
General Premises Wiring Diagnosis and Repair	\$260.00*				
Patch Cable Repair/Replacement					
Jack Point Testing					
Repair/Replace Jack Point					

* All charges are stated excluding GST and are to be paid inclusive of GST.