BusinessFibre
Typical Delivery Process

Building and delivering a new BusinessFibre service is a complex project with many stakeholders and potential interruptions.

NewFibre takes approximately **60 business days** from the order date to be delivered in entirety. That time frame can easily vary.

Order Review - Stage 1

1.1. Accurate detail is required to ensure the service is delivered to the correct end point, including rack mount or wall cabinet details. Property/ floor layout diagrams can be very helpful.

1.2. Full & current contact details for building managers / access providers and customer site contacts are essential to avoid delay.

1.3. Buildings which are not at lock up stage or without all internals completed are not considered ready for stage 2.

Site Assessment - Stage 2

2.1. The contractor will advise a date and time for the initial Site Assessment.

2.2. Contractor(s) will evaluate and identify suitable locations for communications equipment to be installed as required. They will fully check cable paths and physical network capacity to the property. In some cases external building works in the street are required, including trenching, duct and fibre installation, even road closures (with council approvals) and rebuilding footpath/ driveways to their original condition.

2.3. Contractor(s) will liaise directly with building owner/ managers.

2.4. Contractor(s)s will liaise directly with site contacts regarding access to customer premises or common areas to investigate cable paths and requirements to desired termination point.

2.5. Should additional in-building cost be identified a quote will be supplied to OntheNet and approval shall be sought from the customer to progress. In-building cabling costs, when identified, are only applicable for non-standard installations. For example, to reach the far end of a building or repair/ replace damaged ducting.

Network Design - Stage 3

3.1. Contractor(s) will ensure the network design will have sufficient bandwidth over the complete path being built and that matters such as power supply, building code and telecommunications regulations are fully met.

3.2. The final network design has to be approved by the building/ property management.

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Quality
ISO 9001

Construction - Stage 4

4.1. OntheNet will advise and confirm a date that construction work will take place. Access will be required.

4.2. Construction in-building can comprise of installation of ducting / trays, conduit, resealing fireproof walls, power requirements, fibre optic network termination units etc.

4.3. Contractor(s) will complete the onsite testing of portions of the new network.

4.4. OntheNet engineers will configure the logical network.

Service activation - Stage 5

5.1. Complete testing of the new network from the customer termination point to OntheNet's network is required by our contractors before advising OntheNet of its completion.

5.2. OntheNet will typically install Customer Premises Equipment (router or firewall) and test configuration and performance.

5.3. Service details are sent to the customer.

Communications

OntheNet is frequently reviewing all active fibre builds and promptly communicating progress or delay updates to customers and an expected complete date once available. With prior planning short term alternatives such as Business NBN can potentially be installed to act as interim Internet access if required.

Fast Track

An option to expedite the process is sometimes available at a cost. Please discuss this with your OntheNet account manager. The cost and potential time saved are highly variable and cant be requested once an order is placed. This has to be investigated in advance.

Delays

Delays can occur at any stage of delivery caused by factors outside OntheNet or our contractors' control. Some stages can be expedited due to existing resources already being in place.

Existing Fibre

Even when existing fibre is physically in place to a common area in the building, the overall delivery time is not dramatically reduced due to the number of checks and steps involved. Existing fibre may not even be usable due to being fully utilised for other purposes. e.g. to service a mobile phone tower or already reserved/committed.

Planning

Business Fibre delivery of service is a complex project and **best-practice calls for an early start to this process** within your overall business roll-out plan.