# Duct Customer Access Framework (DCAF) Process

## Purpose

Telstra Wholesale is excited to announce a new process for our customers to request and gain access to Telstra’s underground duct network.

## Background

After extensive trials and customer feedback, we have developed a process that allows quicker access and speed to market for our duct access customers. The new DCAF process will allow customers to start construction within our network in as little as 12 working days after a Telstra plan request is approved by Telstra.

The DCAF process is a 3-step process, consisting of the following:

To be submitted within 5 working days of completing construction

90 working days

12 working days

The new DCAF process will not replace the existing process. Customers can choose to use either process, except for circumstances where access is required to the Sydney tunnel system or for acquiring backhaul access into our exchange buildings, for which the existing process must be used.

As with the existing process, the DCAF process will allow requests for access to duct routes of up to 25km.

For the full terms and conditions of the DCAF process, please contact your account team or service manager.

## How can I get access to the DCAF process?

The new DCAF process will be available on and from 1 November 2015 for customers who have:

* signed a variation to their existing agreement; and
* attended a training and information workshop with their contractors. The workshop will explain how the process works, your responsibilities and the applicable Telstra standards that must be followed in undertaking work in our network.

## References

DCAF order forms and our technical standards documentation will be available at the following link:

<http://www.telstrawholesale.com.au/products/facilities/duct-access/index.htm#tab-2>

## For further information

Please contact your Account team or Service Manager for the contract variation documentation.

To organise your attendance at the training and information workshop please contact:

John Papas

Manager Facilities Access

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