



BROADBAND ON THE NATIONAL BROADBAND NETWORK

Support your existing customers and be ready for the future on the National Broadband Network.

As Australia transitions to the National Broadband Network (NBN), it's important you feel confident managing your existing copper and new NBN broadband end users. Our extensive national coverage means we can get you to where you need to be so you'll have peace of mind for your future NBN broadband needs.

Overview

Our Broadband solution will provide coverage to all 121 NBN Co Points of Interconnect (POIs) as access becomes available. We deliver Broadband services over Fibre to the Premise (FTTP), fixed wireless, Fibre to the Building (FTTB) and Fibre to the Node (FTTN) on the NBN network. You also have the option to either acquire the service as a standalone Broadband service or as a bundle of Broadband and Voice or Analogue Voice.*

We deliver standalone Broadband services and Broadband and Voice bundles to your end user's premise over the UNI-D ports on the NBN connection box in areas serviced by the FTTB[†] and wireless networks, and to the first socket in areas serviced by the FTTB and FTTN networks. With Broadband and Analogue Voice bundles the Broadband service is delivered over the UNI-D port on the NBN connection box, and the Analogue Voice service is delivered over the UNI-V port.

A full range of service speeds will be made available for end user access.

If you opt to bundle our Broadband service with a Voice service, a Telstra Wholesale supplied Home Network Gateway (HNG) must be used to ensure the Session Initiation Protocol (SIP) security of our Voice service. A HNG is optional if you choose a standalone Broadband solution, or a Broadband and Analogue Voice bundle.

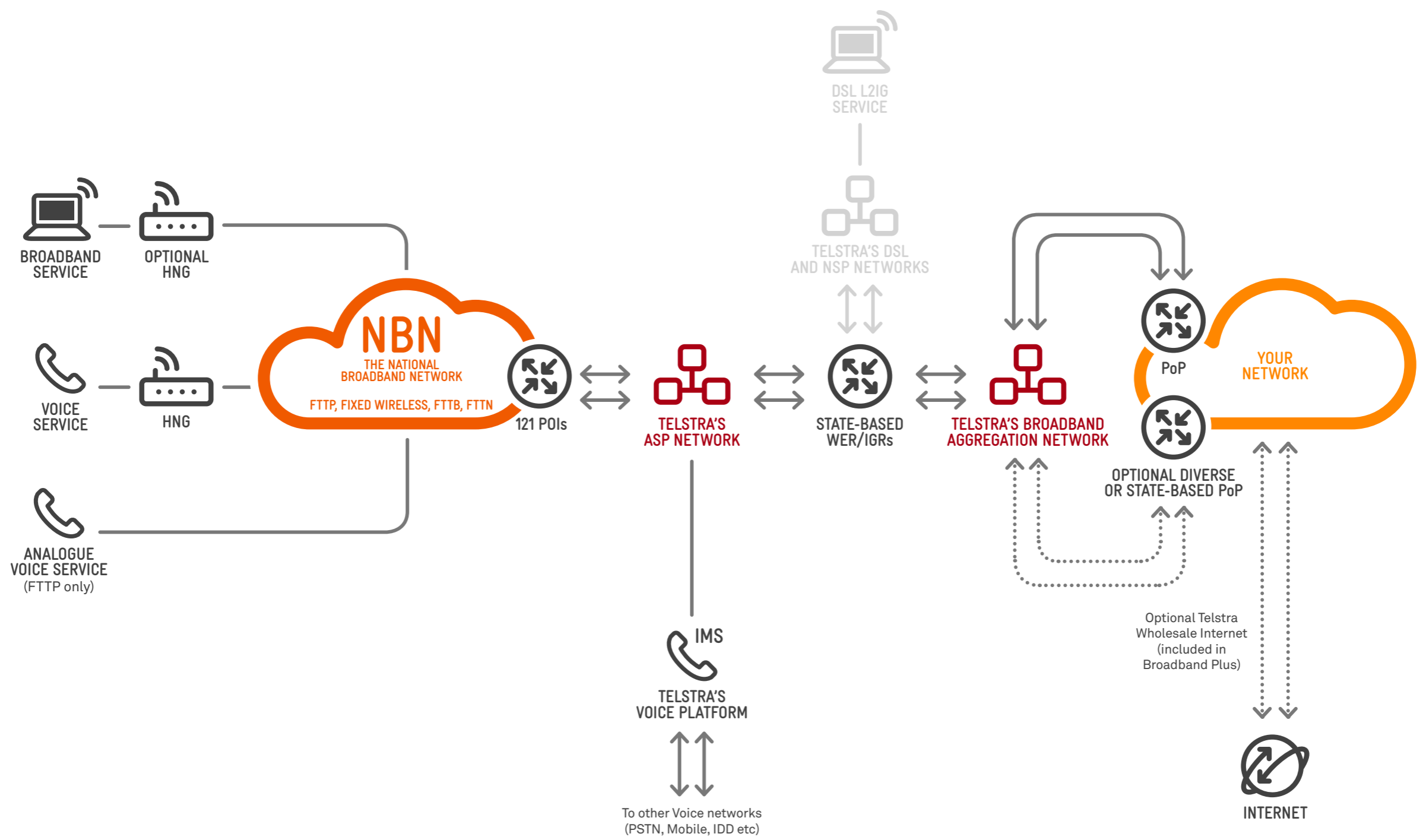
Our Broadband service is delivered over NBN 'best efforts' Traffic Class 4 end user traffic. Our Voice and Analogue Voice services are delivered over NBN 'telephony' Traffic Class 1 end user traffic.

Our Broadband solution features Broadband Aggregation, which is an Ethernet-based national aggregation of end user broadband traffic (for both Broadband services and/or DSL L2IG services) between Telstra's network and your Point of Presence (PoP). You can choose to aggregate traffic to a single national PoP or to several state-based PoPs. Your Account Manager can give you more details on our Broadband Aggregation options.

* Analogue Voice is only available in areas serviced by the NBN FTTP network.

[†] Service delivery is dependent on the availability on in-building wiring.

END TO END NETWORK CONNECTIVITY FOR BROADBAND AND VOICE SERVICES



Flexible installation options to suit your business

When a Telstra HNG is provided as part of your Broadband service, you can choose between professional or self installation of the HNG depending on what best suits your business model.

With the **professional installation** option, we send a Telstra technician to your end user's premises to:

- connect the HNG to a power outlet and to the NBN connection point
- confirm the successful installation of the HNG by observing that the LEDs on the HNG indicate normal operation
- where a Broadband service is ordered, confirm it is working by accessing the internet (if you have provided an IP address to the end user)
- where a Voice service is ordered, ensure it's working by connecting the Telstra technician's handset to the analogue phone port on the HNG checking for dial tone and performing ring back tests.

The benefits of our professional installation are:

- you choose the dates of the professional installation appointment and the NBN Co installation appointment
- we install the HNG and ensure your end user has a working broadband service (and where applicable, voice service) at the end of the installation process
- if in-home wiring changes are needed at your end user's premises, the Telstra technician can provide this on a fee for service basis. In-home wiring must be requested and pre-approved by you (not your end user) in advance.

With the **self installation** option:

- you choose the date of the NBN Co installation appointment
- we send your end user a Self Installation Kit which includes the HNG, its accessories, and set-up instructions
- we make sure network access is enabled for a working service.

HNG specifications

- One WAN Port
- Four Ethernet LAN ports
- Wireless working on board 802.11
- At least one analogue phone port for phone or facsimile support
- Integrated DECT multiline base station (CAT-IQ 2.0 ready). **Note:** DECT handset is not provided.

WHAT YOU CAN EXPECT WHEN YOU CHOOSE TELSTRA WHOLESALE BROADBAND SOLUTIONS

We understand the need for reassurance and certainty when you're transitioning to a new platform or employing a new solution.

Our experienced people

Telstra Wholesale offers an **experienced and skilled team of dedicated specialists** to help identify the Broadband solution that best suits your needs. You'll also receive ongoing technical and operational support during and following the service delivery.

Our network

We're in the places that you need us, with **national coverage across the NBN**. We pride ourselves on the consistency, service assurance and operational support we offer you as a customer.

Our systems and B2B support

Our **proven, integrated systems** capabilities and B2B support help you manage your business needs with a range of online tools for quoting, ordering support and network performance. Our flexible solutions and installation options will enhance the delivery experience for you and your customers.

Getting connected

We'll work closely with you through our prerequisite onboarding activities including establishing your chosen Broadband Aggregation option, your billing interfaces and the ordering interfaces that will allow you to raise end-user service orders through LinxOnline™ Ordering (LOLO) and/or LinxOnline™ Interactive Gateway (LOLIG).

End user service activation lead times depend on the details of your order and the availability of an NBN Co appointment. You'll find an overview of the activations process and indicative lead times in our Broadband and Voice Operations Manual available on Telstra Wholesale Customer Portal (TWCP) or from your Service Manager.

<http://portal.telstrawholesale.com.au>

Operations and maintenance

Our existing support facilities apply. You can report service difficulties 24 hours a day, 7 days a week through our LinxOnline™ Service (LOLS) systems or by calling the Telstra fault reporting centre.

More information

To find out more, contact your Telstra Wholesale Account Manager or visit our website telstrawholesale.com.au



About Telstra Wholesale

Telstra Wholesale is committed to helping you connect to your full potential. We are delivering new capabilities in all our portfolios – data, mobiles, service and fixed access. We're continually investing in our business so that we can confidently deliver world-class solutions to your business, enabling you to create a competitive advantage.

You benefit from our superior capabilities and scale when you connect to our high performing networks and platforms. These are fully integrated with our operational capability to deliver value to your business. Our knowledgeable and responsive specialists are dedicated to delivering outstanding service to help your business succeed.