

## About the Project

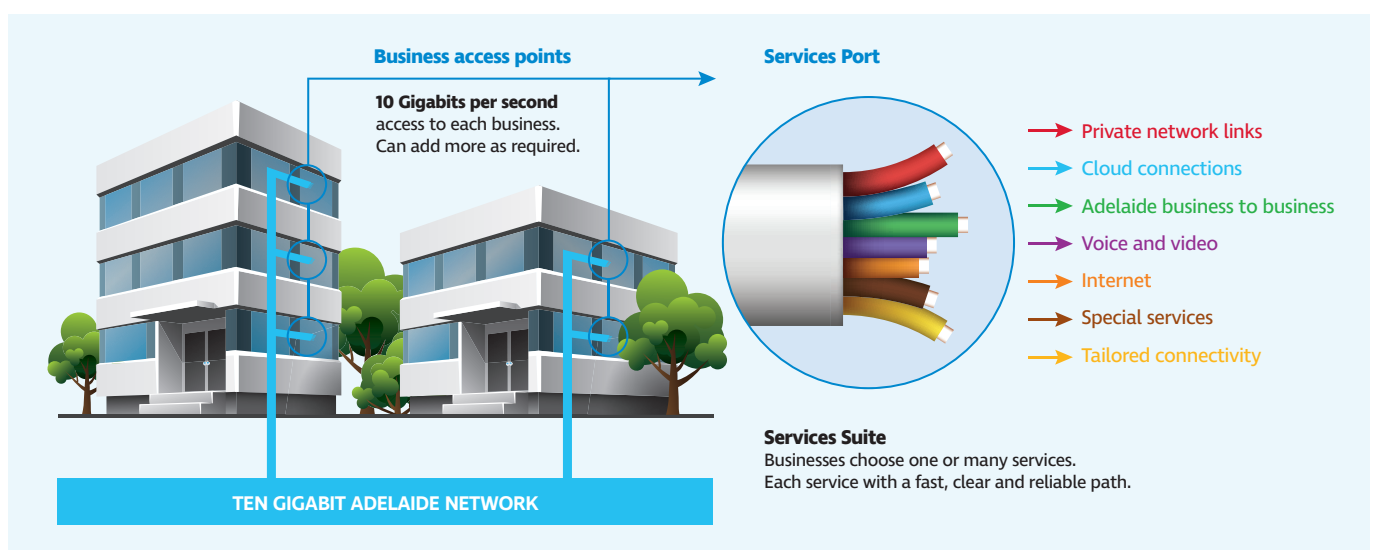
- Ten Gigabit Adelaide is a revolutionary high-speed, high-performance fibre optic data network that is being rolled out to commercial buildings across the City of Adelaide.
- The City of Adelaide has partnered with TPG Telecom to install and operate the network, which will enable businesses to access 10Gbps data speeds and the latest data applications and services.
- Ten Gigabit Adelaide will bring a range of long-term benefits for the city community, including helping to retain and attract businesses, create jobs, drive innovation, increase investment and generate significant economic, social and financial returns.

## Current Stage

- TPG has commenced installation of the network and will continue to progressively roll it out to 1,000 selected commercial buildings in the CBD and North Adelaide.
- Given the scale and complexity of the project, TPG and City of Adelaide staff have worked closely to carefully plan the physical installation phase of the project to ensure it is delivered as efficiently and effectively as possible.
- Construction works will ramp up from early 2019 as TPG progresses the installation of fibre optic cables to the selected buildings.

## Install Approach

- Several accredited contractors have been engaged by TPG to assist with the install.
- Given the scale of the project, contractors will be working at multiple sites across the city for the duration of the rollout to ensure the network is installed as quickly as possible.
- The installation involves utilising existing pits and underground pipes where available, or installing new if required, and then having fibre cables hauled through the conduits and into buildings.
- When TPG or its contractors engage in work that will have a medium or high level of impact to the area (i.e. may involve excavating footpaths or roadways), building owners, residents and businesses will be informed prior to installation commencing. This will involve a notification letter and site visit advising of the planned work.
- An optical fibre connection point will be installed in each of the 1,000 selected buildings to service multiple customers. Unique fibre extensions are provided to each business customer in the connected building when they order a service, enabling direct access to a symmetrical 10Gbps transmission link and a range of data and telecommunication services.
- There is no cost to building owners or businesses for the installation of the network.



## Managing the impact to businesses and community during construction

- TPG and its accredited contractors are making every effort to minimise the impact of the installation of Ten Gigabit Adelaide on the city community.
- A majority of the installation will be done via existing pits and will only require the installation, hauling and splicing of cable through underground pipes and into individual buildings. This will have minimal impact on footpath and street traffic, with little to no noise disturbance.
- In certain instances, the installation will require the excavation of footpaths and / or roadways to create new underground pit and pipe assets and the connection of fibre optic cables into individual buildings. This may result in temporary footpath or roadway closures, or partial closures, and some unavoidable noise, dust or vibration at times. While these impacts cannot be eliminated altogether, contractors will engage surrounding building managers, residents and businesses to schedule works at suitable times for all parties and do everything possible to keep any disruption to a minimum.
- In areas of high pedestrian or road traffic, work may need to be scheduled after hours. If so, residents and businesses in the area will be advised.
- If footpath or roadway closures are required, TPG will ensure access to businesses and residences is maintained and will deploy accredited traffic management processes, including signage, barriers and bunting to ensure public and worker safety.
- If any physical construction work is carried out outside a premise, the area will be fully restored once the installation has been complete in accordance with Council standards.

## Keeping you informed

- In instances of medium or high impact, a 'notification of works' letter will be provided to building owners, residents and businesses prior to construction commencing. This letter will list the contact details of the accredited contractor who will be managing the installation in the area.
- If you require further information or need to speak to someone regarding the installation works, please call the contractor number listed on your notification letter.
- If you have feedback or would like to speak to someone about the project in general:
  - » Contact the City of Adelaide Customer Service Team on 8203 7203
  - » Or email [10GA@tpgtelecom.com.au](mailto:10GA@tpgtelecom.com.au)
- For further information refer to the Ten Gigabit Adelaide – Frequently Asked Questions document or visit [www.cityofadelaide.com.au/tengig](http://www.cityofadelaide.com.au/tengig)