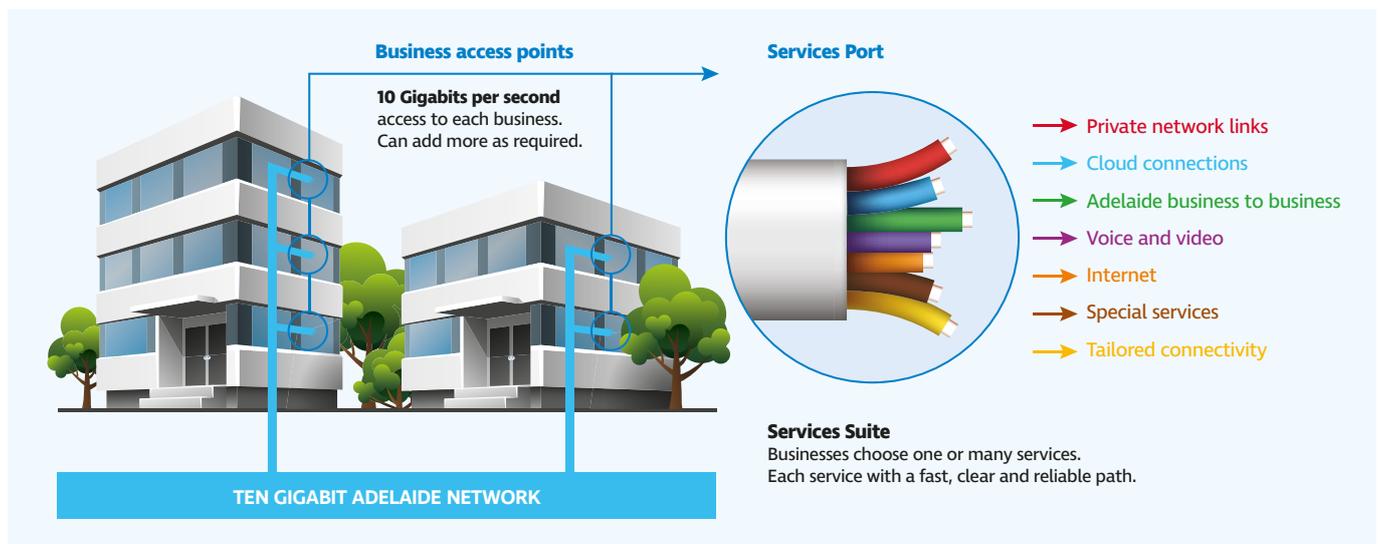# Installation Fact Sheet & FAQs

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.

- There is no cost to building owners or businesses for the installation of the network.

Install approach and managing the impact on the community

- 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 to ensure the network is installed as quickly as possible. All parties will be making every effort to minimise the impact of the installation on the 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, the contractor who is managing the installation in the area will provide a 'notification of works' letter to surrounding building managers, residents and businesses prior to works commencing and will do everything possible to keep any disruption to a minimum.

Business access points

10 Gigabits per second access to each business. Can add more as required.

Services Port

→ Private network links
→ Cloud connections
→ Adelaide business to business
→ Voice and video
→ Internet
→ Special services
→ Tailored connectivity

TEN GIGABIT ADELAIDE NETWORK

Services Suite
Businesses choose one or many services.
Each service with a fast, clear and reliable path.

- If footpath or roadway closures are required, access to businesses and residences will be maintained and accredited traffic management processes will be followed, including signage, barriers and bunting to ensure public and worker safety.

- 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 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.

When will my building be connected?

- The exact timeframe for installation to your building will be confirmed by TPG and its accredited contractors prior to installation commencing. This will involve a notification letter being provided ahead of works commencing.

How long will installation take?

- TPG and all associated contractors will work as efficiently as possible to install the network to individual buildings and maintain a high standard of quality.

- Each installation is unique and will require varied amounts of installation levels and time.

What access to my building does TPG need?

- To install the Ten Gigabit Adelaide network, access to each selected building is required. This will be managed between the building owner/management and TPG.

- As part of the final stage of connecting a building to the fibre network, TPG or its approved contractor will require access to the desired termination point which is normally located in a common area of the building such as a basement plant room, Main Distribution Frame (MDF) room or communications room within the building.

- Once the building is deemed active for Ten Gigabit Adelaide, businesses within the building will be able to lodge an order to be connected. Fibre will then be connected from the Ten Gigabit Adelaide access point (located in the basement plant room, MDF Room or communications room) into the business tenancy.

What impact will it have on existing services?

- As the fibre is a passive service, it won't impact existing services.

Will the power to my building/tenancy be interrupted?

- Installation of a Ten Gigabit Adelaide connection point into a building should not disrupt the power supply.

How will I know the works are being carried out by an accredited contractor?

- For external work on footpaths and roadways, contractors will normally display TPG branded signage.

- For individual businesses to connect to a Ten Gigabit Adelaide service, TPG will liaise with the business and the contractor. The customer and building manager will be provided with the contact details of the assigned technician, along with the name of the contractor conducting the work on behalf of TPG, prior to the installation.

Do I need to grant further access to my building/ tenancy in the future for maintenance?

- Once a building is connected to the network, TPG or its approved contractors may require access to the building to provision individual services to businesses.

- TPG or its approved contractor may also require access to your premises once the service is installed if there is an issue related to the services that may require some rectification.

- This is extremely unlikely but if required TPG will liaise with the building manager to arrange access.

Who will be able to access Ten Gigabit Adelaide services?

- Ten Gigabit Adelaide will be available to businesses in 1,000 selected buildings throughout the CBD and along the main commercial strips in North Adelaide.

- it is not designed or intended for residential use.

If I have a Ten Gigabit Adelaide connection, will I still need to get NBN?

- Ten Gigabit Adelaide is a high-performance service that runs on the TPG Fibre Network which is separate and complementary to the NBN service.

- Ten Gigabit Adelaide provides a range of benefits and additional data and business telecommunications services to the NBN. Businesses should consider their individual needs and make an informed decision about what services they require.

Installation Fact Sheet & FAQs

Once my building is connected, how long before my business can be connected?

- Installation to businesses will take place once the building has been connected.

- The standard installation timeframe for a fibre service to be connected to a business is between 4-6 weeks after the order is submitted; in some circumstances, installation may be a shorter lead-time.

What services will be available through the network?

- Businesses will be able to choose from a rich suite of services via the network, offered by multiple retail service providers, such as:

  » Business-to-business connectivity (businesses connected to the network will be able to transmit data at 10Gbps speeds between offices/other businesses with no data transfer limit and at super low latency).

  » Secure corporate network links – enabling remote connection of office communication systems, locally and beyond.

  » Voice and video communication systems.

  » High-speed and direct connection to internet/ ISP services.

  » Cloud services.

What are the business benefits of Ten Gigabit Adelaide?

- **High Speed Unmetered Access**
  Experience connectivity over fibre at speeds of up to 10Gbps, depending on your business requirements and unlimited data transit in or out of your organisation.

- **Highly Competitive Price**
  TPG has developed innovative and scalable solutions that offer real choice to the Australian business community. Ten Gigabit Adelaide will provide quality, reliability and exceptional service priced competitively, so that all businesses can benefit.

- **Enterprise Grade Fibre**
  TPG's enterprise-grade fibre comes with a 99.95% service guarantee backed by a 24/7 business support team.

- **Flexible Fibre at a Competitive Price**
  Whether you need internet connectivity or a combination of services, the network can give you the flexibility to manage how you use your bandwidth.

How much will it cost businesses to access the network?

- Businesses will have access to a range of high performance services at much lower rates than what is currently on offer in the market, with access to a 10GB port starting from $399, which includes 1Gbps of internet.

- There is no charge for the installation of access points in buildings – this is being provided free of charge by the City of Adelaide and TPG.

How is Ten Gigabit Adelaide different to cloud connection via the internet?

- Each service in the Ten Gigabit Adelaide suite has its own dedicated and uncontested connection, meaning businesses can experience a super-fast, low-latency connection.

Will upload and download speeds be symmetrical?

- Yes, the upload and download speeds will be symmetrical (the same upload and download speed) – this is one of the things that makes Ten Gigabit Adelaide so unique!

Who can I contact regarding the construction works?

- A 'notification of works' letter will be provided to building owners and businesses prior to construction commencing. This letter will list the contact details of the accredited contractor who will be managing the installation in your 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.

Who can I contact regarding further information about Ten Gigabit Adelaide?

If you have feedback or would like to speak to someone about the project in general, please contact: The City of Adelaide Customer Service Team on **8203 7203** or email **10GA@cityofadelaide.com.au**

For further information on Ten Gigabit Adelaide visit **cityofadelaide.com.au/tengig**

If you are a business wishing to connect to a service visit **tpg.com.au/tengigadelaide**

OFFICIAL NETWORK PROVIDER

cityofadelaide.com.au/tengig