Your Explore connection via Mobile
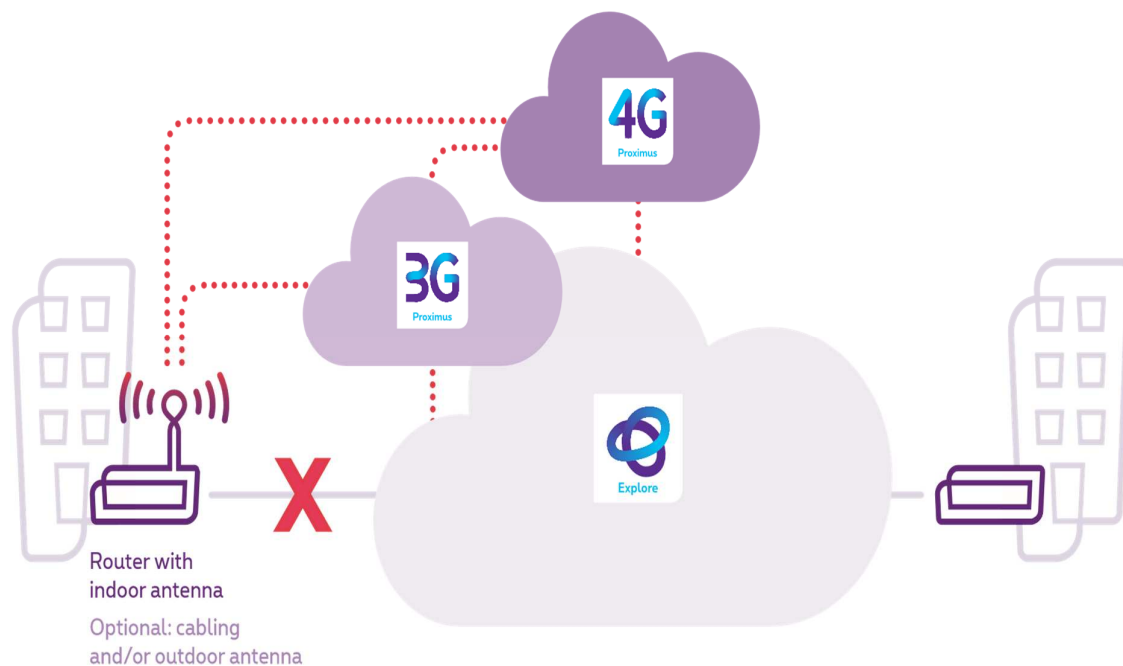# The installation step by step

1. This document

This document explains how Proximus connects an Explore site to its network via a mobile access.
We focus on the physical outline of the installation, the preparation works and finally the delivery process.

Please note that a mobile access on Explore is a routed solution and as such only possible in case of Explore IP VPN.

2. Physical outline

The drawing below shows how Proximus physically connects a site via mobile

Router with
indoor antenna

Optional: cabling
and/or outdoor antenna

proximus

With regards to the site preparation works, the table below summarizes the different elements :

Carried out by you or by Proximus

Indoor works private domain

- Check the mobile coverage (3G/4G) inside and outside the building.

- Advice on the installation of the router with the mobile antenna (in the IT-rack, inside or outside the building).

- Installation of any indoor or outdoor cabling to connect the antenna.

Always carried out by you

Indoor works private domain

- Make sure there is unrestricted access to the data room and/or 19" rack, the technical shaft and evt. cable trays.

- Provide the required safety measures as sufficient lighting, stairs, railings etc…

- There must be at least 2 free 230V/20A power sockets to enable Proximus to power its CPE equipments. Also make sure there is enough free rack space (4 units or 20 cm) and a free rack shelf. If no free rack space, a new rack will need to be installed by ordering party/end-user.

- Make sure the end-user and/or landlord (if not the same) did authorize the Proximus works on private domain.

3. **Step by Step delivery process**

To connect a site with a mobile access, the ordering party/end-user and Proximus will take predefined steps. The diagram below shows the major milestones & touch points in the delivery process of a mobile access to Explore.

Order intake & preparation

1. You request a quote, indicating all the required elements (site address, local contact, …).

2. Proximus makes a quotation with pricing & leadtime

3. IIf you accept the quotation, you confirm your order and you complete all required site details. You inform the local contact person about the site requirements (access, internal cabling, power, etc.).

4. Proximus starts the order. you will receive a welcome e-mail with confirmation of your order and with estimated activation date (based on leadtime given in the quotation phase). Proximus also checks the mobile coverage for which a physical site survey might be required.

5. Proximus makes up a price quotation for the installation of any extra antennas and/or internal cabling

6. You ask for approval for installation of any extra antennas and/or internal cabling. You might need approval of the landlord if different then the end-user.

Construction, config & activation

7. Proximus executes the required works and installs the router with antenna in the rack. If applicable any outdoor antennas and/or internal cabling are also installed.

8. Proximus finalizes the installation and tests it.

9. Proximus remotely configures the Proximus CPE and makes the service ready to use for the ordering party. If the mobile connection is a backup then the switchover is also tested.

10. Proximus confirms the service activation by e-mail. The billing of the service begins.

11. The ordering party/end-user does a switchover of the LAN (connecting the LAN to the LAN port of the PXS CPE).

More information

Get in touch with your Proximus account team
www.proximuswholesale.be