

Explore installation guide

The installation of your Explore connection explained step by step

From analysis to acceptance a summary of all project activities

Thank you for your interest in our Explore solution. With Explore, you opt for a reliable private network and you are equipped for the future. Connecting different offices, the integration of voice and data, Explore is the foundation for the digital transformation.

In this brochure, you'll find a more detailed explanation on connecting your company or your end-user sites to Explore. We list all the steps of the project and show you who does what in each phase of the installation.

We distinguish between three important phases:

1

Preparation

Here, all aspects are dealt with prior to the start of the works. We check whether the Proximus infrastructure is available and we draw up a detailed offer. As soon as all details are correct and you have signed the order, we draw up a schedule for the works.



2

Implementation

In this phase we carry out all the works that are required to connect your office or your end-user to Explore. In the case of fiber, road works may be necessary. Once all cables are in place, we connect the terminal equipment, configure and test it. After that, the project is delivered for acceptance.



3

Service

After being connected to Explore, you can of course continue to rely on us if you have any questions about the service. Do you have a problem or want to change something? A team of specialists is at your disposal to help you.



Although the overall project framework remains the same, there are major differences per access type (fiber, (s)VDSL, EFM & mobile). That is why besides this brochure we also published practical data sheets for each access technology.

Your Explore connection step by step

The outline below shows the main steps in the implementation of your Explore connection from preparation to implementation. It also shows what action is expected from you or Proximus in each phase.



Order intake & preparation

- 1 You request a quote, indicating all the required elements (site address, bandwidth, ...). For access type (s)VDSL & EFM you can use the online availability tool & go immediately to step 3 ordering.
- 2 Proximus makes a quotation and gives an indicative leadtime. For fiber we check the availability and we give the cost for eventual works on the public domain.
- 3 If you accept the quotation, you confirm your order (via E-ordering tool preferred) and you complete all required site details (incl. Proximus quotation id). You inform the local contact person about the site requirements (access, internal cabling, power, etc.).
- 4 Proximus starts the order and 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).
- 5 Proximus contacts your end-user and checks if a physical site survey is required. Especially for fiber access where there is no Proximus fiber present yet, a site survey is required, an appointment is made and end-user should ensure that also the landlord (if different than end-user) can be present.
- 6 If applicable, Proximus conducts the physical site survey together with end-user and landlord (if different from end-user).
- 6 Proximus sends the site survey report to you and to the end-user. Proximus sends the quotation for works on private domain (if applicable) to you. The site survey report will also mention the conditions that should be met before Proximus (or its partner) can start works on private domain. Proximus will also confirm the committed leadtime.
- 7 For fiber with required interventions on the public domain, Proximus requests permits.

Construction, config & activation

- 8 If applicable, you confirm to accept the quotation for works on private domain. With this acceptance Proximus also presumes that the landlord agreed with the works on the private domain.
- 9 End-user confirms that the conditions to enable Proximus starting works on private domain are fulfilled.
- 10 Proximus starts the construction works. For fiber this means we did receive the required permissions.
- 11 Proximus terminates the physical installation with its CPE (typically line equipment + router or switch).
- 12 Proximus remotely configures the Proximus CPE and makes the service ready to use for the ordering party.
- 13 Proximus confirms the service activation by e-mail. The billing of the service begins.
- 14 The ordering party/end-user does a switchover of the LAN (connecting the LAN to the LAN port of the PXS CPE).

1 Preparation

Analysis, proposal and offer

You analysed your needs with the Account Team and determined which Explore proposal best meets your needs. The operational roll-out of the Explore network was also dealt with in the discussions. In addition, the contact details, technical data and desired delivery date were discussed.

Availability

In the preliminary discussions we check whether the Proximus infrastructure is in place for the chosen Explore access technology:

Copper (s)VDSL

An online feasibility check is possible. This copper technology is meanwhile wide spread in Belgium and in most of the cases it will be possible to connect to Explore via (s)VDSL.

Copper EFM (Ethernet First Mile)

An online feasibility check is possible. With EFM we combine max. 8 copper pairs to offer a symmetric guaranteed bandwidth.

Optical fiber

A check will need to be made for each site to see whether fiber is available. If additional works are necessary to bring fiber into your building (e.g. digging works in the street), this will have an impact on the lead time and on the cost. The availability of fiber depends on what type of connection is chosen:

..Dedicated: in most cases it is possible to install a dedicated fiber connection. If this does entail public domain works this will generate an additional cost

..Shared: the installation of a shared fiber connection depends on whether a shared fiber network has been rolled out locally in your area. Proximus is currently investing abundantly in the roll-out of this network and implementation will be spread over several years

Mobile (3G/4G) (only on Explore IPVPN)

For mobile access to Explore, we check the mobile coverage inside and outside your building. In case of a weak signal in your technical room, a separate 3G/4G antenna will be installed to improve coverage

Ordering and point of contact

You confirm the completeness and accuracy of the data in the offer and sign for approval. A few days after receiving the signed contract, we will send you a letter with the contact details of the Explore support officer keeping track of the provisioning. He/she will be your single point of contact (SPOC) for any questions you may have during the implementation and he/she will keep you up to date on a regular basis.

2 Implementation

(s)VDSL

No digging works are required for VDSL except in the case all copper intro pairs are occupied. The installation starts with patching in the Proximus exchange and the street cabinet. After that, the terminal equipment (modem/switch or router) is installed and connected in your technical room.

EFM (Ethernet First Mile)

No digging works are required for EFM except in the case all copper intro pairs are occupied. The installation starts with patching in the Proximus exchange and the street cabinet. After that, the terminal equipment (modem/switch or router) is installed and connected in your technical room.

Optical fiber

Any works on public property (digging and drilling works) will start about two weeks after the permits have been obtained. Depending on the type of work, this will take more or less time. For permits approval & related delay we depend from existing regulations like Osiris in Brussels & Powalco in Wallonia.

For any works on private property, we will contact your end-user. If those works involve additional costs we will send you a site survey report together with an offer for the works. If no existing fiber that enters your end-user site, we will blow a fiber cable through a duct on the private domain into the building straight towards the technical room, where the cable will be terminated (modem/ switch or router) and connected to your terminal equipment (router/switch).

Mobile (3G/4G)

The mobile Explore access can act as primary or back-up access. It runs via a 3G/4G antenna which is set up on the Explore router in the data rack. The router must not be shielded off or moved. To improve mobile coverage, it can be set up in a place inside the building where there is better coverage (internal cabling) or outside the building with an external antenna.

Configuration and delivery

After physical delivery, a configuration engineer will do the final configuration of our terminating switch/router. If required he/she will get in touch with you. When all tests have been completed you will receive a handover mail to notify the Explore service is up and running.

Acceptance

If the delivered Explore service would cause issues on your side, you can open a repair ticket and our systems will log it as 'first use repair'. It will be dispatched via the service desk to the relevant teams.

3 Service

Service Desk

After implementation, when the Explore service has been delivered to you, our Service Desk is your main single point of contact for any operational issue that might pop up.

Issues can be reported to our service desk 24h/7d (depending on the intervention window defined in your SLA).

Main intake channel for the service desk is our E-troubleshooting portal available on your personal page. Choose for 'e-Tools & Web Services' and click on 'e-Repair & Netevents'. Different functions are available: (i) open new repair tickets, (ii) consult ticket status & history, (iii) major outages & planned works notifications.

For planned works you can define yourself in the portal to which contacts these planned works need to be notified.

If intake via the online portal is for some reason not possible for you, you can always reach our service desk by telephone on 0800 14 888 (from Belgium) +32 70 233 706 (from abroad).

The main reference key to open a repair ticket is the DSID (Data Service ID) of the Explore site for which you want to open repair. This DSID is known from the moment you order a site and you receive our welcome mail. In this mail you will see the DSID attributed to your order (1 DSID per site).

Change Management

In case of major changes, with an impact on the monthly rental fee, you will go again through the phases of preparation & implementation.

For minor changes (like other IP address plan in case of Explore IPVPN), you can request the change by using a dedicated form on our website.

More information

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

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Your Proximus team

Your dedicated account team is always available for all additional questions/support.

When clicking on 'contact' on your personal page you will see an overview of your account team.

Your Sales Manager

Your main contact for any pricing and/or contract discussions. Also involved in case of commercial questions on quotations & feasibility requests.

Your technical Pre-Sales

Your main contact for any technical design issue or for technical product questions.

Your Customer Support Officer

Your main contact after ordering. The support officer will track the delivery and update you on the progress.

Project Manager and Service Manager

Only if applicable