Your Explore connection on fiber (shared)

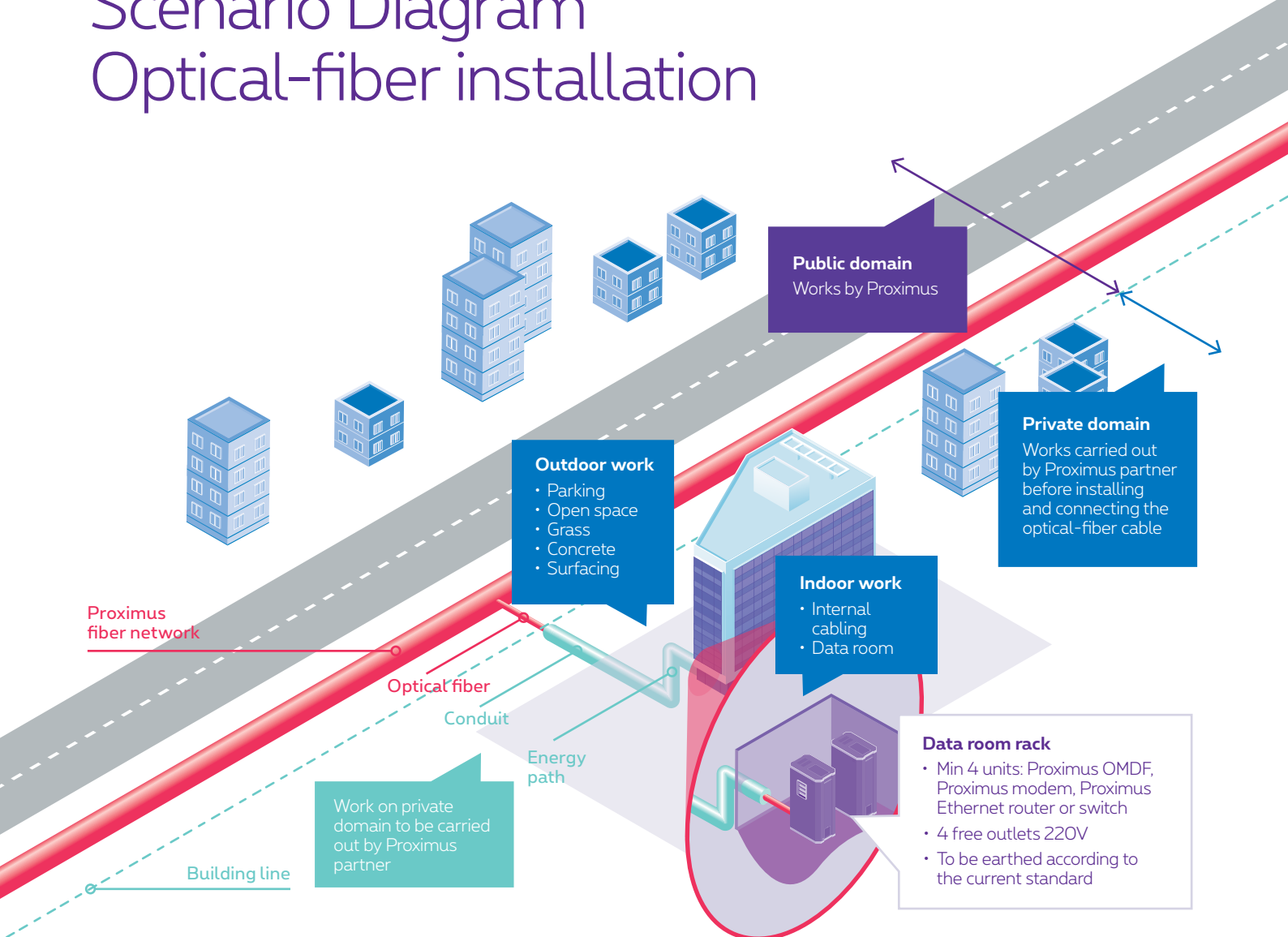## The installation step by step of the local fiber roll-out

In this brochure you will find a more detailed explanation about the work that Proximus will carry out to connect your business site to our fiber network when we roll out the fiber network in your street. The work to be carried out may differ from the description, depending on the situation. Of course, the work will only take place after we have consulted with you and obtained your approval.

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Proximus is currently investing in the roll-out of the shared fiber network. The roll-out will take place in stages, spread over several years. You will be notified a few months before the local works in your street are due to start. You can take advantage of these infrastructure works to have your business connected to Explore.

The connection to Proximus' fiber network will be accomplished with an optical fiber cable that Proximus will lead in to the connection point in your building from the distribution point in the street. If necessary, Proximus will provide additional indoor cabling (against payment) from this point to your technical room where the fiber is connected with your equipment.

Scenario Diagram Optical-fiber installation

Public domain
Works by Proximus

Private domain
Works carried out by Proximus partner before installing and connecting the optical-fiber cable

Outdoor work
- Parking
- Open space
- Grass
- Concrete
- Surfacing

Indoor work
- Internal cabling
- Data room

Proximus fiber network

Optical fiber

Conduit

Energy path

Work on private domain to be carried out by Proximus partner

Building line

Data room rack
- Min 4 units: Proximus OMDF, Proximus modem, Proximus Ethernet router or switch
- 4 free outlets 220V
- To be earthed according to the current standard

Preparatory work

Below is an overview of the main conditions that must be met before the optical-fiber cable can be installed.
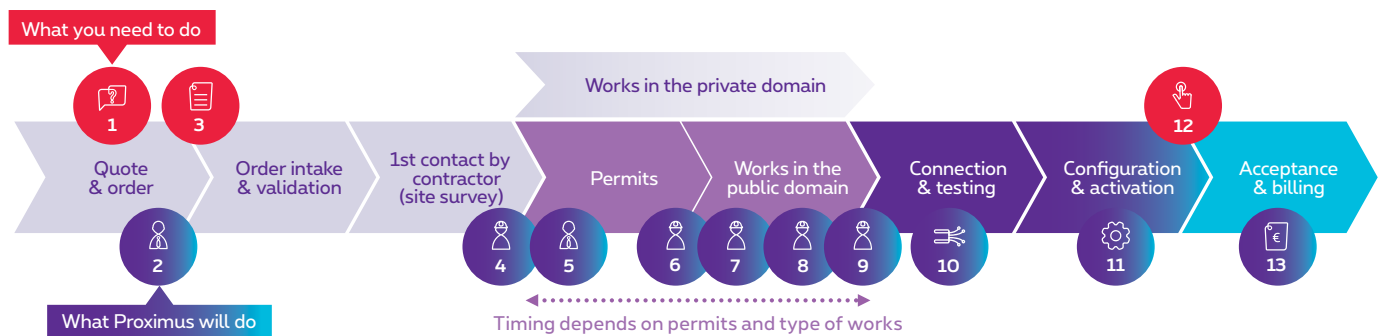
Carried out by a Proximus partner (outdoor work):

- If there is no conduit pipe, the Proximus partner will lay one so the fiber can be led into your building. Any digging or repaving work on private property is also included.

Always carried out by you (indoor work):

- Make sure there is unrestricted access to the data room and/or data rack, technical shafts, cable trays, etc.

- Provide the required safety facilities (sufficient lighting, stairs, railings, protections, etc.).

- There must be at least 4 free power sockets (220V).

- Make sure there is enough room in your data rack: minimum 4 units (+/- 20cm).

- Make sure the building's owner has authorized the work (if applicable).

Your Explore connection step by step

What you need to do

1 · 3

Quote & order | Order intake & validation | 1st contact by contractor (site survey) | Works in the private domain — Permits | Works in the public domain | Connection & testing | Configuration & activation | Acceptance & billing

2 · 4 · 5 · 6 · 7 · 8 · 9 · 10 · 11 · 12 · 13

What Proximus will do

Timing depends on permits and type of works

Confirmation and preparation

1 You request a **quote**, indicating all the necessary elements (basic service, options, etc.).

2 Proximus **checks whether the fiber infrastructure is available** for your site. This will depend on the position of your site and the local roll-out of the Proximus fiber network. If the fiber network is not yet available for your site, we will keep you informed of the schedule. We will be pleased to propose an alternative if there are no plans in the short term to install fiber for your site.

3 You **confirm that the quote is complete** and sign your **approval** (incl. a maximum of site info). You **inform the local contact person** about the requirements (access, internal cabling, power supply, etc.).

4 The Proximus partner performs a **site survey** (report available on request).

Steps indicated in purple = infrastructure works that take place during the local roll-out of the shared fiber network.

Steps indicated in blue = steps that are required to connect your business site to Explore once the fiber network is in place.

Installation and connection

5 The Proximus partner requests **permits for works in the public domain** (where necessary).

6 The Proximus partner starts the **work in the public property**.

7 The Proximus partner keeps track with you of the **preparatory work** and confirms that the site is **ready for the installation**.

8 Upon agreement/arrangement, the Proximus partner starts the **work on private property**.

9 Proximus **starts** the process for the activation/migration of your products on fiber (e-mail specifying the planned date of connection.

10 Proximus **connects your site** to the Proximus fiber network.

11 In consultation with you, Proximus **configures** the terminal equipment (router/switch), **activates** the service, and performs **a quality measurement**.

12 You are responsible for the **LAN switchover**.

13 Proximus confirms the service **activation** by e-mail and provides guidelines for using the service. The **billing** of the service begins.

Any questions?

If you have questions during the works, please contact your Explore Implementation Officer.

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