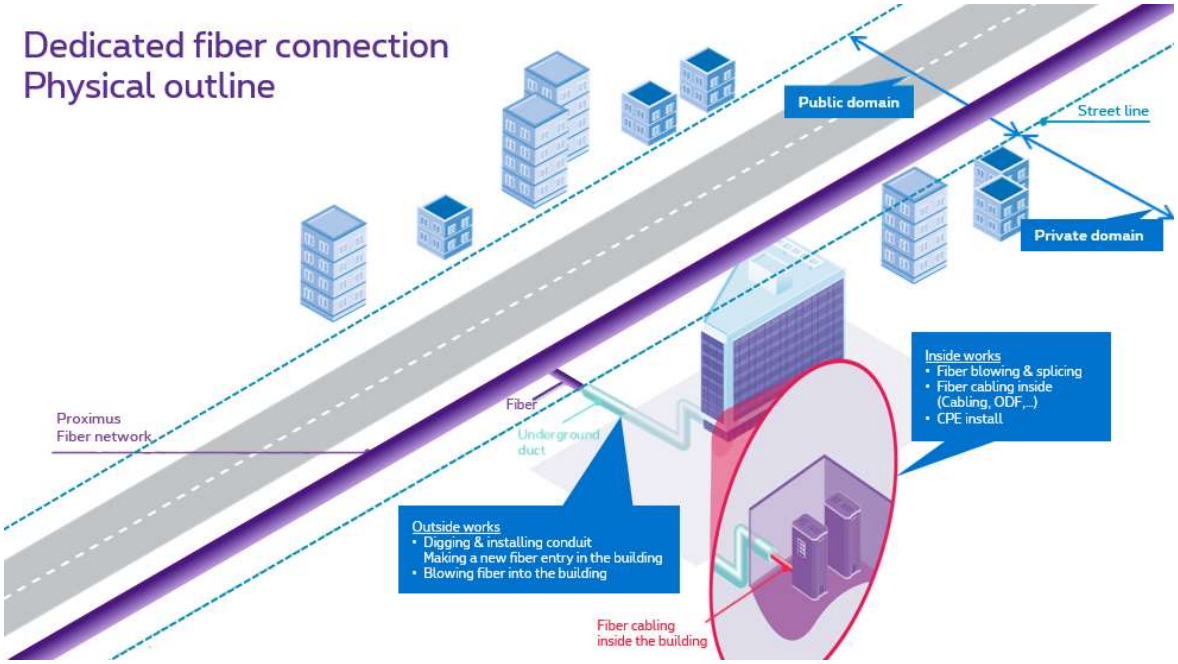
Your Explore connection on dedicated fiber
The installation step by step

1. This document

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

2. Physical outline

The drawing below shows how Proximus physically connects a site via dedicated fiber.



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

Carried out by you or by Proximus

Outdoor works private domain

- If not present, an underground duct must be installed to bring the optical fiber into the building. At time of installation, Proximus will blow the fiber in the duct via the entry point into the building.

Indoor works private domain

- Fiber will need to be extended from the entry point in the building up to the handover location (data room or other). Cable trays & indoor fiber cabling will need to be installed. If indoor cabling will be installed by ordering party/end-user, Proximus can deliver the cable.

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 1 free 230V/20A power sockets to enable Proximus to power its CPE equipment's. Also make sure there is enough free rack space (3 Units or 15 cm).
  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.

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3. Step by Step delivery process

To connect a site with dedicated fiber, 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 dedicated fiber.

Order intake & preparation

1. You request a quote, indicating all the required elements (site address, local contact, ..).
2. Proximus makes a quotation, taking into account the availability of optical fiber. An indicative leadtime is given together with 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. In case such 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. 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 can start works on private domain.
   Proximus will also confirm the committed leadtime.
7. Proximus requests permits for the works in the public domain (if applicable).

Construction, config & activation

8. You confirm to accept the quotation for works on private domain (if applicable). With this acceptation 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 receives permit approvals for the works in the public domain (if applicable) and can start the construction works. There are 3 scenarios :

    (i) There is fiber into the building but without free fibers or not upto the correct handover point. There might be splicing both in the street as in the building together with internal fiber cabling.
    (ii) There is fiber in the street but no fiber inside the building. We have works on public domain (splicing) and works on private domain (blowing fiber through a free duct into the building, fiber splicing & fiber internal cabling). . If no free duct between the street & the building we will also need to open the private outdoor domain. Can also be done by end-user.
    (iii) There is no fiber in the street. Same works as (ii) but we will have additional works on the public domain to bring the fiber to the front of the building (digging, duct installation & fiber blowing/splicing).
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).

More information

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

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