

Your Explore connection on EFM

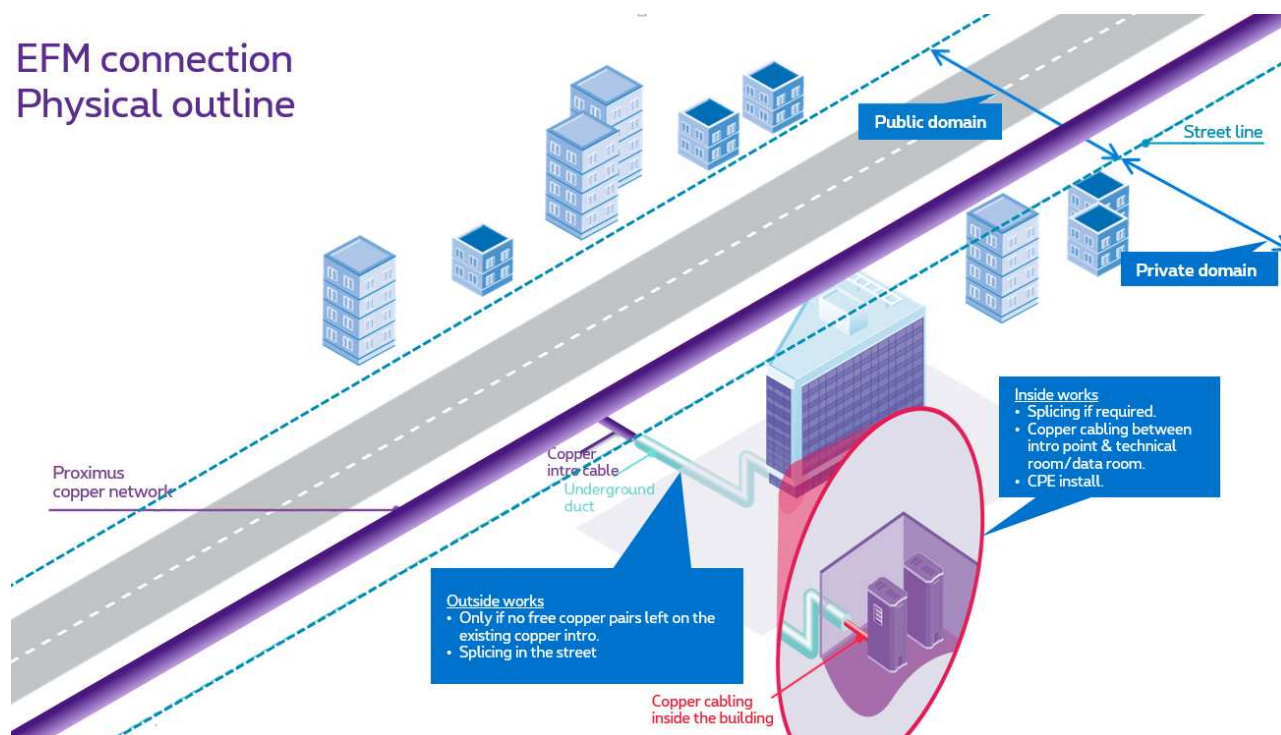
The installation step by step

1. This document

This document explains how Proximus connects an Explore site to its network via an EFM access (Ethernet First Mile). 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 EFM.



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

Carried out by you or by Proximus

Outdoor works public domain

- If no free copper intro pairs left and the intro cable is well dimensioned then splicing on outdoor public domain might be required.

Indoor works private domain

- Proximus will need additional free copper pairs (UTP or VTT cable) between the copper intro point and the handover location (data room or other). If no free pairs left or internal cabling is missing then preferably this is installed by ordering party/end-user. If Proximus needs to install this cabling it will always have a cost.

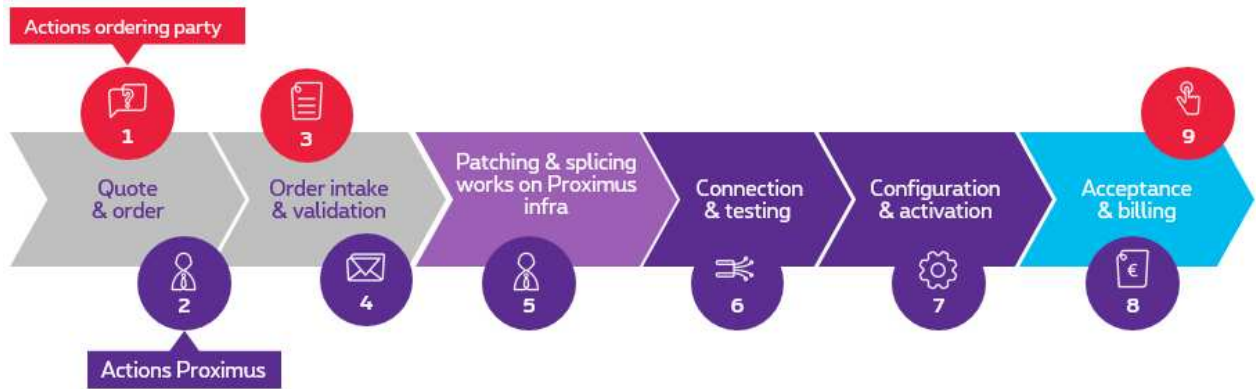
Always carried out by you

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.

3. Step by Step delivery process

To connect a site with EFM, 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 EFM



Order intake & preparation

- 1 You request a quote, indicating all the required elements (site address, local contact, ...). If you use the EFM availability online portal or you use the explore EFM e-ordering portal then you will have the possibility to immediately order after a positive EFM check (goto step 3).
- 2 Proximus makes a quotation with pricing & leadtime taking into account the availability of EFM.
- 3 If you accept the quotation, you confirm your order (via E-ordering tool preferred) 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 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).

Construction, config & activation

- 5 Proximus executes the required works on the PXS infra. This will typically be patching in the local exchange and/or street cabinet. If no free pairs on the existing copper intro, splicing works in the public & private domain might be required.
- 6 Proximus terminates the physical installation with its CPE (typically EFM modem + router or switch).
- 7 Proximus remotely configures the Proximus CPE and makes the service ready to use for the ordering party.
- 8 Proximus confirms the service activation by e-mail. The billing of the service begins.
- 9 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