

# How to order Premises Networking

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### Purpose

To ensure RSPs are informed of the premises networking products and their associated services for all new orders.

For Bitstream Ultra Products the Premises Networking services are ordered via the “Add Premises Networking” feature in the Tuatahi First Fibre RSP Portal. By selecting a Bitstream Ultra product this feature is enabled, allowing you to select the required products and services.

Please contact [Service.Delivery@tuatahifibre.co.n](mailto:Service.Delivery@tuatahifibre.co.n) if you require further information.

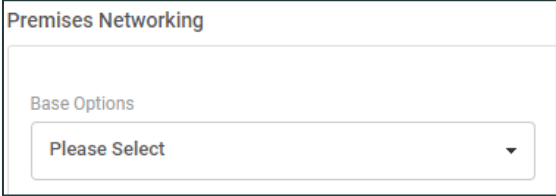
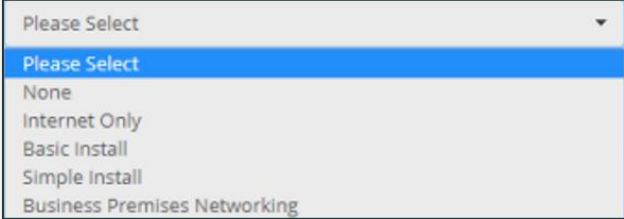
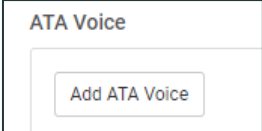
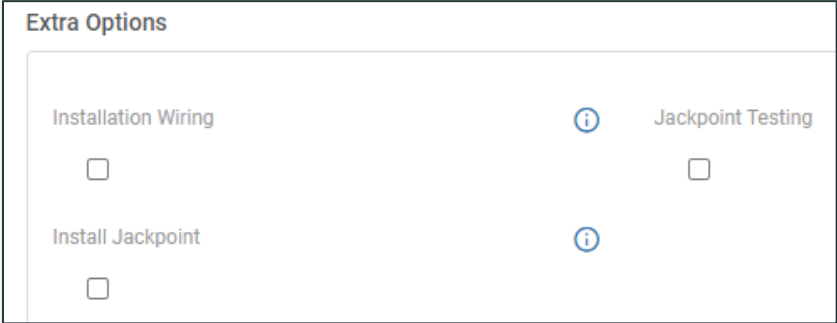
### Offered Products and their related services

Type	Under Premises Networking	Description of Service
Base Option	Base Option – Internet Only install	Install ONT, RGW, Speed Test.
	Base Option – Basic Install	Internet and Voice Install ONT, RGW, Speed Test, Integrated Premises wiring.
	Base Option – Simple Install	Internet, Voice and TV Install ONT, RGW, STB or 2xSTB, Speed Test, Integrate Premises Wiring.

Extra Options	Extra Options - Installation Wiring	Install 2x dual RJ45 outlets with standard cat6 cabling up to 20 metres from ONT or connecting CPE.
	Extra Options - Jackpoint testing	Jackpoint testing for all Jackpoints in premises.
	Extra Options - Install Jackpoint	Installation of a new Jackpoint or replacement of existing Jackpoint and wiring.
	Extra Options – Truck Roll	Installation for visit ordered outside of UFB service, e.g. service provider upgrade, testing or troubleshooting.

**Follow the steps below to order premises networking for a New Build order:**

**Procedure for a New Build connection**

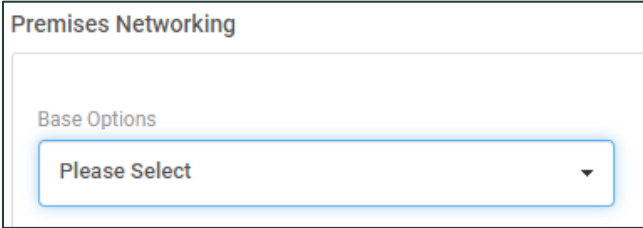
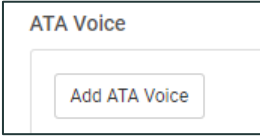
Step	Action
1	<p>Select Premises networking on order submission (required)*</p> 
2	<p>Select a Base option</p> 
3	<p>Click "Add ATA Voice" (optional)</p> 
4	<p>Choose extra options (optional)</p> 

\*Do not select truck roll for new orders as this is included in the installation of the UFB Wholesale Service.

\*\*A base option must be selected on order submission for the order to be processed. \*

## Procedure for an Intact connection

Follow the steps below to order premises networking for an Intact order:

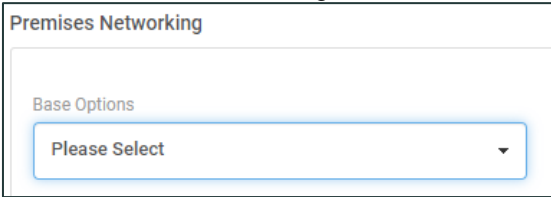
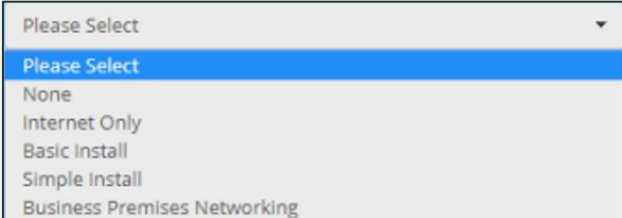
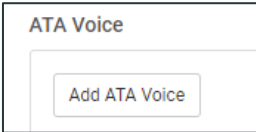
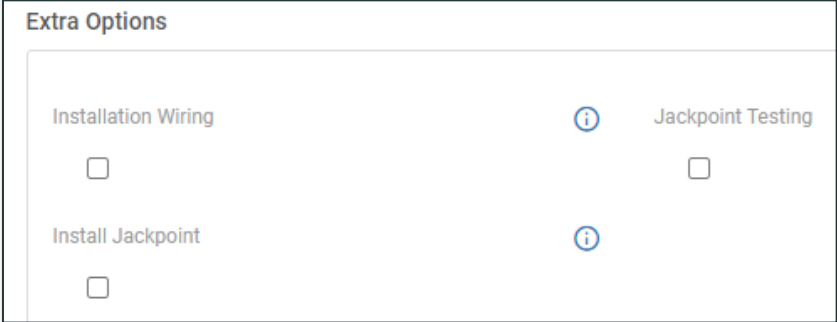
Step	Action
1	Select Premises networking on order submission (required)* 
2	Select a Base option <ul style="list-style-type: none"> <li>• None *</li> </ul>
3	Click “Add ATA Voice” (optional) 

\* Submit all intact orders with the base option **None**. If you require a premises networking option, submit a Change Order under the Intact PIID.

\*\*A base option must be selected on order submission for the order to be processed. \*

## Procedure for an existing active connection

Follow the steps below to order premises networking for a Change order

Step	Action
1	Using the active PIID, place a change order
2	Select Premises networking on order submission (required) 
3	Select the different Base option (required) 
4	Click "Add ATA Voice" if required 
5	Choose extra options (if required) 

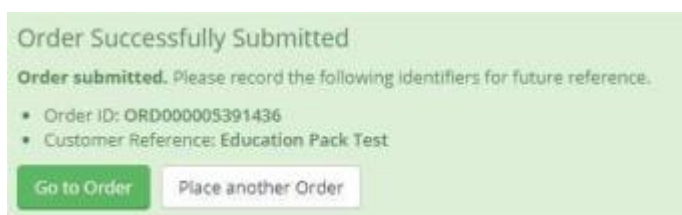
\*\* Only select Truck roll if a technician is required to physically change the connection on site e.g., none to basic or ONT relocation.

## What next?

Complete all mandatory fields to order the requested service. Include in the notes field any extra information, e.g. time customer is available for phone calls, ONT is damaged / missing, dog on site.

Click <submit>

If all mandatory fields are completed, the following message is displayed.



## Ordering examples

Example	Customer Requirement	Premises Networking Options Ordered
1	New Order, Naked Internet Service	<ul style="list-style-type: none"> <li>Premises Networking - Internet Only Install</li> </ul>
2	New Order, Basic Install (Internet and Voice)	<ul style="list-style-type: none"> <li>Premises Networking - Basic Install</li> </ul>
3	New Order, Simple Install (Internet, Voice and TV)	<ul style="list-style-type: none"> <li>Premises Networking - Simple Install</li> <li>1x STB</li> </ul>
4	New Order, Simple Install (Internet, Voice and TV) with Multiroom	<ul style="list-style-type: none"> <li>Premises Networking - Simple Install</li> <li>Premises Networking - Installation Wiring</li> <li>2 x STB</li> </ul>
5	Change Order to upgrade speed	<ul style="list-style-type: none"> <li>No Premises Networking Required</li> <li>But a note explaining upgrade required</li> </ul>
6	Change Order to upgrade to Basic Install	<ul style="list-style-type: none"> <li>Premises Networking - Basic Install</li> <li>Premises Networking - Truck roll</li> </ul>
7	Change Order to upgrade to Simple Install	<ul style="list-style-type: none"> <li>Premises Networking - Simple Install</li> <li>Premises Networking - Truck roll</li> </ul>
8	Change order to upgrade to Simple Install Multiroom	<ul style="list-style-type: none"> <li>Premises Networking - Simple Install</li> <li>Premises Networking - Truck roll</li> <li>Premises Networking - Installation Wiring</li> </ul>

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Change Order for Install of Jackpoint.

- Premises Networking - Truck roll
- Premises Networking - Install Jackpoint

