



## Customer On-Boarding Guide

Overview to Access Seeker On-Boarding

Version 1.0

## Document Version Control

Version	Contributor/s	Changes	Date
1.0	Chris Hooker	First Version	29/08/2022

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## Introduction

Thank you for your interest in partnering with Vision Network to become an access seeker on our super-fast broadband access network.

This document provides information about Vision Network and the services we provide and explains the key steps you will need to take in order to on-board with Vision Network and connect your end-customers to our network.

## Before you begin

Vision Network provides the access network to reach customers on our network footprint by providing access to communications infrastructure connecting end-customer premises.

Access seekers providing service to end-customers connected to the Vision Network will need to integrate to the Vision Network and have their own infrastructure to deliver service to their customers.

Vision Network does not provide:

1. Data Centre Housing or Co-Location/similar
2. Typical Internet Service Provider features such as:
  - a. Network Core
  - b. Authentication, Access, Accounting (AAA or similar)
  - c. Routing
  - d. DNS Resolution
3. IP Transit or peering services
4. Underlying backhaul from Vision Network facility to the Customer's network

Note: Vision Network customers / access seekers connect at a 'meet me room' in facilities where Vision Network terminates it's NNI to the access seeker's network.

## About Us

Vision Network is an access network providing high speed fixed-broadband telecommunications services to access seekers in various locations throughout Australia.

## Our Services

We provide access seekers the ability to connect to Vision Network so they may offer High Speed Fixed-Broadband services to more than 400,000 premises within our coverage footprint.

Our range of technology types allow for high-speed broadband ranging from 25/5Mbps to 1gbps /50mbps subject to technology type available and service ordered based on price book and availability.

## Locations and Technology Type

We operate in many different locations throughout Australia employing different technology types to deliver high speeds up to 1gbps downstream.

Actual speeds achieved by end-customers will depend on technology type, distance of cable, speed ordered, NNI / HAC sizes ordered by the Access Seeker and internet traffic performance outside of Vision Network.

### Fibre to the Building / Fibre to the Premise

Fibre to the building is available at select metro buildings in most states†.

**Technology types:** Fibre to the Premise (GPON), Fibre to the Basement/Building (delivered over VDSL2) and G.FAST (500mbps+) in select locations.

**Interconnect Method:** Layer 2

**Locations:** Metro Sydney, Brisbane, Melbourne, Adelaide and Perth.

### Fibre to the Node

Fibre to the Node is available at select metro buildings in ACT†.

**Technology types:** VDSL2, G.FAST\*

**Interconnect Method:** Layer 2

**Locations:** Canberra, ACT

**† Note:** Service is limited to select on-net buildings that are connected to Vision Network. Access Seekers are provided service qualification tools to check availability.

**\* Note:** G.FAST rollout on the Canberra FTTN network has commenced and is expected to complete in 2023. Not all locations will be eligible for G.FAST. Vision Network will provide regular updates to access seekers about the rollout and readiness of G.FAST services.

## HFC

HFC or Hybrid Fiber-Coaxial (Coax) is a type of technology that allows high-speed services to be delivered over Fibre Optic Cable, with the final leg into the customer's premise being delivered over a Coaxial cable.

**Technology types:** HFC

**Interconnect Method:** Layer 2 & Layer 3

**Locations:** Select locations† in Geelong (VIC), Ballarat (VIC) and Mildura (VIC)

**† Note:** Service is limited to select on-net buildings that are connected to Vision Network. Access Seekers are provided service qualification tools to check availability.

## Our Network

Our access network deploys a combination of technologies in our coverage areas, including GPON, G.FAST, VDSL2 and HFC. The type of technology depends on the infrastructure deployed in the locations where we provide service.

Access seekers wishing to offer services over these technology types will need to connect to our NNI in each state where services are offered, which can then be delivered to the access seeker's data centre.

Additional information on our technology types is included in our Product Specification & Operations Guides.

## Vision Network Services

The Following are the key services offered by Vision Network

- **Local Access Line**

A Local Access Line or "LAL" is the end-user service or "access circuit" that connects at a Vision Network serviceable address.

Service speeds range from 25/5Mbit through to 100/40Mbit and beyond (based on technology type and speed ordered)

- **Hub Aggregation Circuit**

A Hub Aggregation Circuit or "HAC" is a virtual circuit that connects the wholesaler NNI / Aggregation link to a Fibre Hub located within the Fibre Network.

This virtual circuit is a similar construct to the "Connectivity Virtual Circuit" or "CVC" that operates on the nbn™.

- **Network to Network Interface**

A network to network interface or "NNI" is the Physical interconnection between customer/access seeker and the Vision Network's Point Of Interconnect. Vision Network Customers are required to have at least one NNI in each state they are planning on selling to end users in.

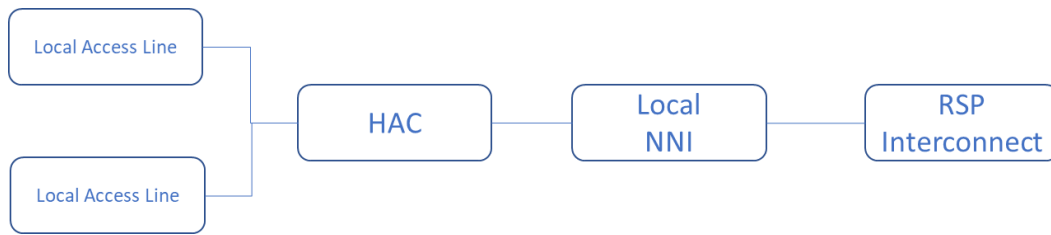


Figure 1. Sample logical connection from End-Customers back to RSP/Access Seeker

**Note:** Vision Network may deploy additional product or network features beyond those listed above, however for the purpose of this document, we refer to the three key elements being LAL, HAC or NNI.

## Product Pricing

Please refer to the Price Book published on the Vision Network website for the latest pricing.

## On-Boarding Requirements

You will need to undertake the following in order to connect to Vision Network

1. Complete a credit worthiness check run by Vision Network and our nominated credit checking agent
2. Execute a Service Agreement with Vision Network
3. Enter into an agreement to procure one of more of the following service types
  - a. FTTB
  - b. FTTN
  - c. HFC
4. Order the underlying backhaul with a relevant supplier to connect your network to the Vision Network at our NNI where you wish to provide a service
5. Place an NNI Order in the relevant locations† where you wish to provide a service
  - FTTB in Brisbane, Sydney, Melbourne, Adelaide and Perth
  - FTTN in Canberra
  - HFC in Ballarat, Geelong and Mildura (VIC)
6. Place a HAC Order against your NNI for the respective services you wish to provide
7. Build integration into our APIs so that your own provisioning systems may send flow-through provisioning of Local Access Lines to Vision Network
8. **Recommended:** Provision a test service before you commence ordering end-user Local Access lines

Order forms for HAC and NNI are available under the Forms section of the Vision Network's website available at <https://www.visionnetwork.com.au/>

### HAC Provisioning

For HFC (Regional VIC) and FTTN (Canberra), you only need to order a single HAC per each POI. The HAC Size you order should be sufficient to service your customers.

For FTTB Services that span multiple regions in multiple states (metro Bris, Syd, Mel, Adel, Perth), you only need to order a HAC in a location where you intend to provide end-user access to a Local Access Link.

In the event you wish to provide service to a customer in an area where you do not have a HAC provisioned, it is possible to quickly deploy a new HAC via our API (provided you have an NNI deployed in the region where you intend to provide service)

### End-User Local Access Line Provisioning

Ordering and delivering end-user Local Access Lines can be placed through our ordering portals or APIs, as outlined in our Service Description and Operation Guides. You must have a connection to our NNI, and a HAC in the respective region/s where you wish to order Local Access Lines.

## Let's begin!

To start your journey of becoming a Vision Network customer, contact our sales team, and we will work with you to complete all order forms and requisite documents.

We will assign a contact point who will guide you through on-boarding to your first order of a Local Access Line.

## Additional Documentation

The following documents will be provided to customers wishing to on-board with Vision Network

### Legal & Commercial

- Service Agreement
- Pricebook

### Product Specification & Operational Guides

- FTTB
- HFC
- FTTN

### Order Forms

- On-Boarding
- NNI Order Form
- HAC / Layer 3 Order Form
- Access Seeker On-Boarding Form

### API / B2B Interface

- FTTB B2B Gateway Technical Reference
- FTTB B2B Status Description and Workflow
- FTTB B2B Package ID Details
- FTTB SOAP API Details
- FTTB WSDL Files (zip)
  
- FTTN & HFC B2B YAML Files
- FTTN & HFC API Details (xlsx)
- FTTN & HFC API Gateway Technical Reference

### Operational Guide

- Fault Lodgement Process

## Vision Network Building List

Contact Sales for the latest document containing the premises we pass on our FTTN, FTTB & HFC Networks

## Contact us

Need to get in touch? Call or email us on our details below

Phone: 02 9093 8000

Email: [sales@visionnetwork.com.au](mailto:sales@visionnetwork.com.au)