

# MAKE FIBRE CONNECT PURCHASES IN CARBON

Follow our step-by-step  
guide to complete  
your purchase.



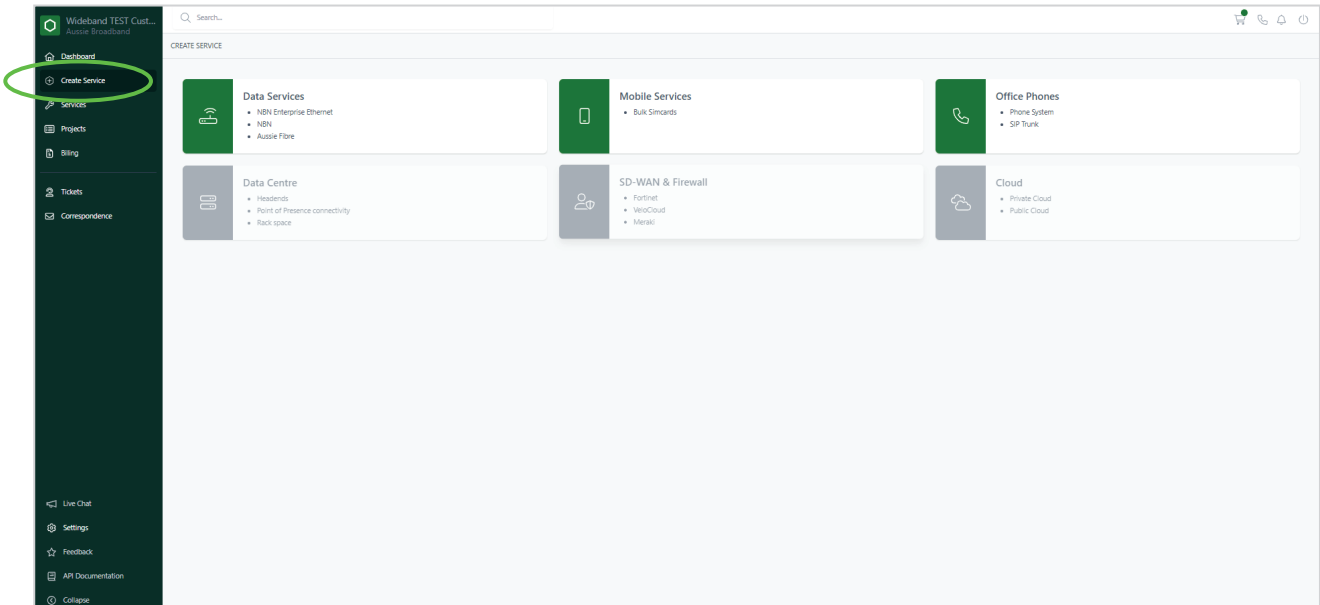
**Aussie  
Broadband**  
———— Wholesale

**Please note** - If you have no services, you may want to consider ordering an Interim service before placing your Fibre Connect order to enable network access. To order an interim service, follow steps 1 to 4 below and select Existing Technology (FTTN/FTTC Speeds). Delivery timeframes for Fibre Connect are up to 29 Business days.



## STEP 1

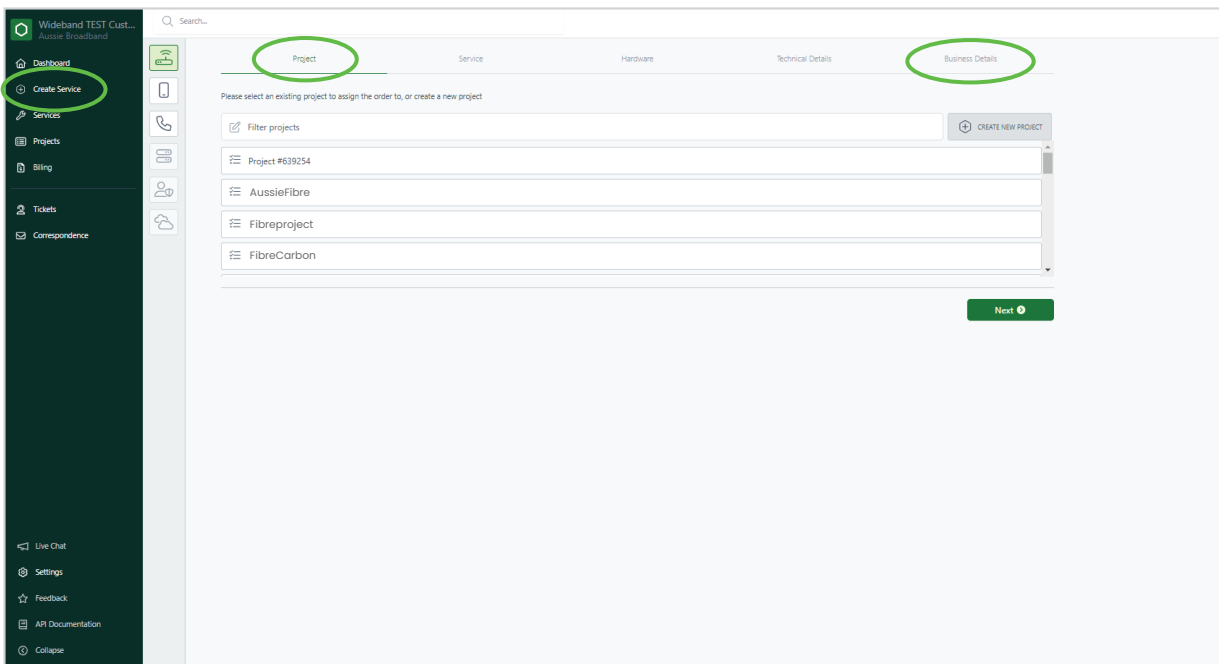
- Upon logging into the Carbon portal, navigate to your dashboard.
- Navigate to the left side of the menu and select the **Create Service** option. Your screen will then resemble the following.



- Now click on the **Data Services** button located in the top left corner to initiate the service creation process.

## STEP 2

- Your screen should now resemble the one below.



- This screen presents options to either select from an existing project or create a new project.
- Click on your desired option and click **Next**.

## STEP 3



- Upon selecting or creating a project in the previous step, you will be directed to the input address section below.

- This step necessitates you to provide the address for the service request.
- Depending on the validity of the address, the subsequent steps will vary.

## STEP 4

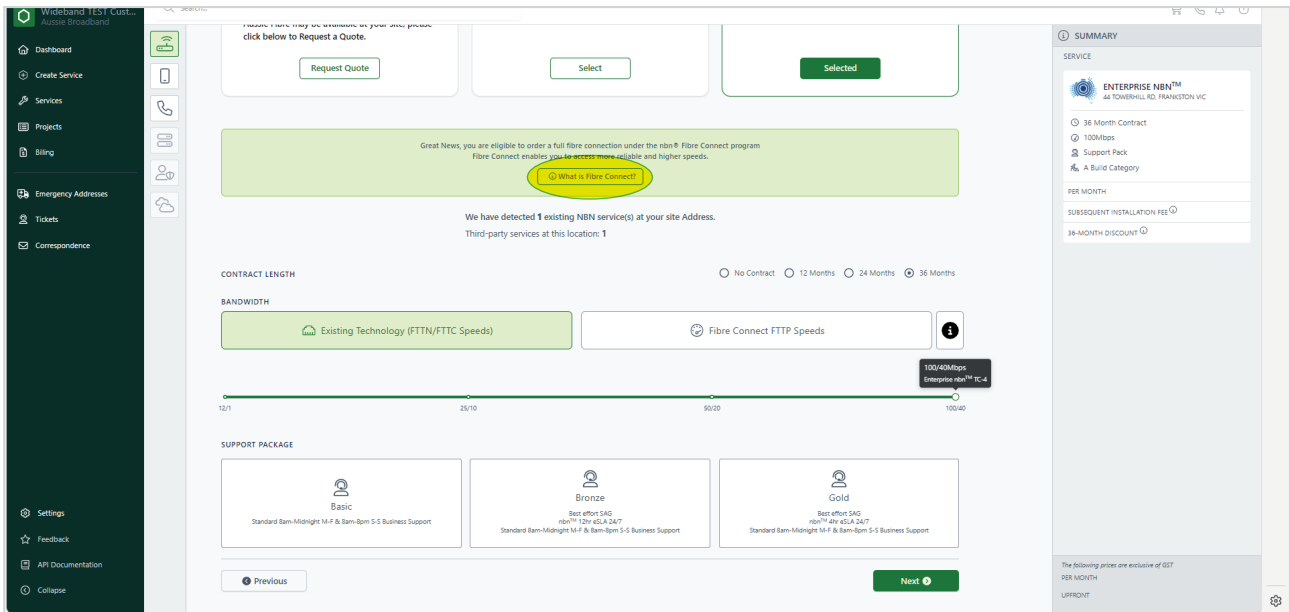
If a Fibre Connect upgrade is available, you can select it here.

# STEP 5



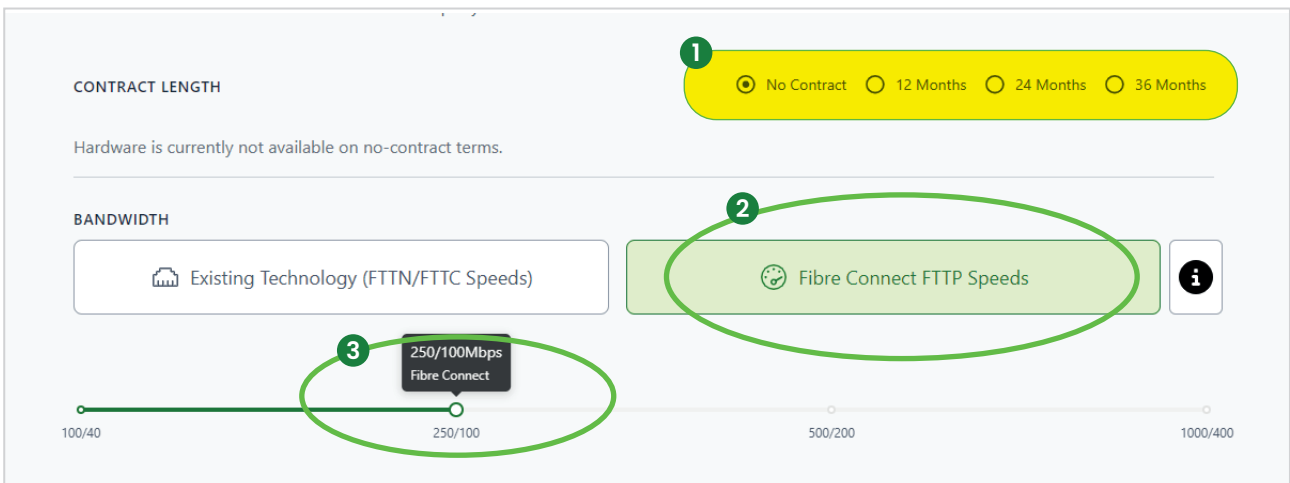
Scroll down the page.

Learn more about fibre connectivity by clicking the **What is Fibre Connect?** button.



1. Select your contract period from the radio buttons.
2. Select Fibre Connect FTTP Speeds
3. Choose your preferred speed from the bandwidth slider

Please note – Selecting **Existing Technology FTTN/C Speeds** on this screen will result in an additional service being ordered on the existing FTTN/C technology.



**Please note** – Additional options may appear on this screen based on the state of the services on your premises. For example, if you have no NBN services at your premises Carbon will inform you as such.

## STEP 6



- Select your Support Package and click **Next**.

**SUPPORT PACKAGE**

**Gold**

Best effort SAG  
nbn™ 4hr eSLA 24/7  
Standard 8am-Midnight M-F & 8am-8pm S-S Business Support

Previous Next

## STEP 7

- If you've chosen a contract that requires hardware, you can select that here. Make your choice and click **Next**.

Wideband TEST Cust... Aussie Broadband

Dashboard Create Service Services Projects Billing Emergency Addresses Tickets Correspondence Settings Feedback API Documentation Collapse

Project Service Hardware Technical Details Business Details

**ROUTERS**

If you require a business-grade Aussie fibre or nbn™ compatible router with your service at this site, then select your desired device. If you already have your own equipment at this site and plan to BYO router then do not select any Device and proceed.

**Cisco 1100**

\$209.00 / month (Exc. GST)

Select

ENABLE 4G FAILOVER

**HARDWARE SOLUTIONS**

Aussie Broadband has Fortinet & VMware SD-WAN solutions which will be available via Carbon in future. Meanwhile please contact your account manager to discuss these solutions.

Previous Next

**SUMMARY**

**SERVICE**

**ENTERPRISE NBNTM™**  
44 TOWERHILL RD, FRANKSTON VIC

12 Month Contract  
250Mbps  
Gold Support Pack  
A Build Category

PER MONTH (Exc. GST)

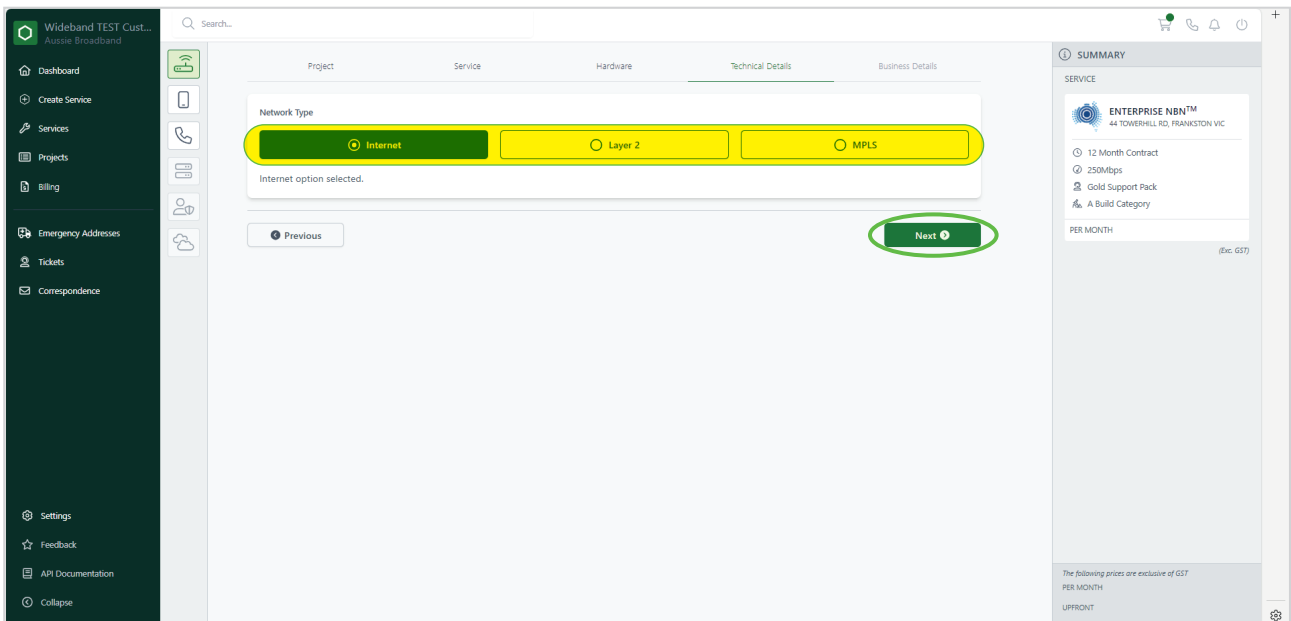
The following prices are exclusive of GST  
PER MONTH  
UPFRONT

**Please note** – If you've chosen a contract period you will have the option to include Hardware and 4G failover options.

# STEP 8

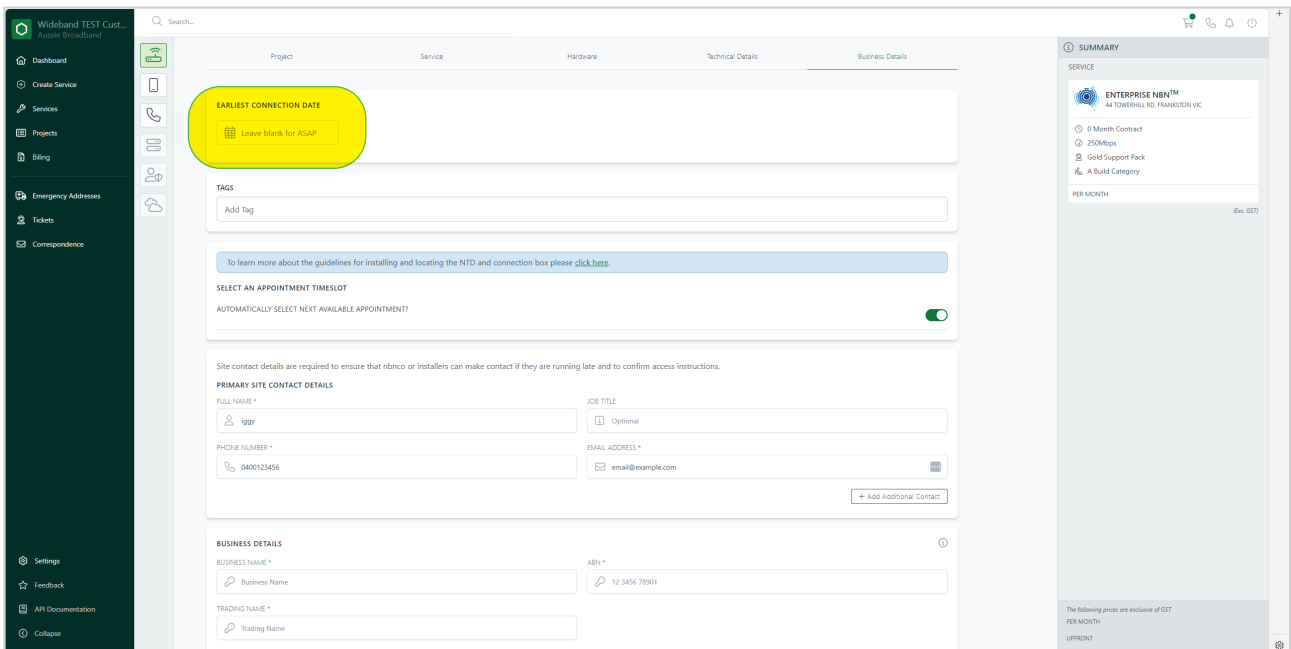


- Select your preferred Network Type and click **Next**.



# STEP 9

- Here you can choose your preferred connection date. If you want to be connected ASAP, you can leave it blank.





- If you want to set a specific time, click into the **Earliest Connection Date** box and select your preferred timeslot.

Wideband TEST Cust...  
Aussie Broadband

Dashboard  
Create Service  
Services  
Projects  
Billing  
Emergency Addresses  
Tickets  
Correspondence

Settings  
Feedback  
API Documentation  
Collapse

Project Service Hardware Technical Details Business Details

EARLIEST CONNECTION DATE  
Leave blank for ASAP

TAGS  
Add Tag

To learn more about the guidelines for installing and locating the NTD and connection box please [click here](#).

SELECT AN APPOINTMENT TIMESLOT  
AUTOMATICALLY SELECT NEXT AVAILABLE APPOINTMENT?

FILTER APPOINTMENTS  AM  PM  After Hours

- MON 18TH NOV 2024 08:00AM - 12:00PM
- MON 18TH NOV 2024 01:00PM - 05:00PM
- TUE 19TH NOV 2024 08:00AM - 12:00PM
- TUE 19TH NOV 2024 01:00PM - 05:00PM
- WED 20TH NOV 2024 08:00AM - 12:00PM

Site contact details are required to ensure that nbco or installers can make contact if they are running late and to confirm access instructions.

PRIMARY SITE CONTACT DETAILS

FULL NAME \* 9999 JOB TITLE Optional  
PHONE NUMBER \* 0400123456 EMAIL ADDRESS \* email@example.com

+ Add Additional Contact

SUMMARY  
SERVICE  
ENTERPRISE NBN™  
44 TOWERHILL RD, FRANKSTON VIC  
0 12 Month Contract  
250Mbps  
Gold Support Pack  
A Build Category  
PER MONTH (Exc GST)

The following prices are exclusive of GST  
PER MONTH  
UPFRONT

## STEP 10

- You can also add in any tags as required in the **Tags** field.
- Insert your contact details.

Wideband TEST Cust...  
Aussie Broadband

Dashboard  
Create Service  
Services  
Projects  
Billing  
Emergency Addresses  
Tickets  
Correspondence

Settings  
Feedback  
API Documentation  
Collapse

Project Service Hardware Technical Details Business Details

EARLIEST CONNECTION DATE  
Leave blank for ASAP

TAGS  
Add Tag

SELECT AN APPOINTMENT TIMESLOT  
AUTOMATICALLY SELECT NEXT AVAILABLE APPOINTMENT?

Site contact details are required to ensure that nbco or installers can make contact if they are running late and to confirm access instructions.

PRIMARY SITE CONTACT DETAILS

FULL NAME \* 9999 JOB TITLE Optional  
PHONE NUMBER \* 0400123456 EMAIL ADDRESS \* email@example.com

+ Add Additional Contact

BUSINESS DETAILS

SUMMARY  
SERVICE  
ENTERPRISE NBN™  
44 TOWERHILL RD, FRANKSTON VIC  
0 12 Month Contract  
250Mbps  
Gold Support Pack  
A Build Category  
PER MONTH (Exc GST)

The following prices are exclusive of GST  
PER MONTH  
UPFRONT



- Scroll down and insert your Business details.
- Once completed, click the **Checkout Order** button in the bottom right corner of the page.

Wideband TEST Cust... Aussie Broadband

Site contact details are required to ensure that nbnco or installers can make contact if they are running late and to confirm access instructions.

**PRIMARY SITE CONTACT DETAILS**

FULL NAME \*  JOB TITLE

Full name is required.

PHONE NUMBER \*  EMAIL ADDRESS \*

0400123456 email@example.com

+ Add Additional Contact

**BUSINESS DETAILS**

BUSINESS NAME \*  ABN \*

Business Name 123456 78901

TRADING NAME \*

Trading Name

**SITE DETAILS**

BUILDING TYPE \*  BUILDING NAME

Optional

**OPERATING HOURS** Leave blank if closed

MON	TUE	WED	THU	FRI	SAT	SUN
9am - 5pm	9am - 5pm	9am - 5pm	9am - 5pm	9am - 5pm		

ARE THERE ANY ADDITIONAL SITE ENTRY REQUIREMENTS OR CONSIDERATIONS?

Previous **Checkout Order**

**SUMMARY**

SERVICE

ENTERPRISE NBN™  
44 TOWERHILL RD, FRANKSTON VIC

12 Month Contract  
350Mbps  
Gold Support Pack  
A Build Category

PER MONTH (Inc GST)

The following prices are exclusive of GST

PER MONTH UPRIFT

## STEP 11

- Read and tick all **Terms and Conditions** boxes.
- Click the **Submit Order** button in the bottom right-hand corner of the page.

Wideband TEST Cust... Aussie Broadband

Aussie Broadband accepts payment via Direct Debit or Credit/Debit Card. You will be charged for any once-off costs upon completion of sign-up. Your first month will be charged on connection to the network. If you would like your order to proceed immediately, please pay via credit card. You can change your payment details later.

Current Payment Method: Direct Debit [Modify](#)

**FILTER BY**

Current Service  Current Project  Selected Orders  All Projects & Services

**PECK PECK** [Back to Projects](#) [Unselect All](#)

nbnc: 44 TOWERHILL RD, FRANKSTON VIC  
# 2876903 Order: 2876903 Fibre 250Mbps/100Mbps GOLD Support Pack Site contact: iggy (email@example.com) Created on Nov 07 2024 Prepared by Ignacio Ranno

**CRITICAL INFORMATION SUMMARY**

DESCRIPTION	MONTHLY COSTS	UPRIFT COSTS
Plan 250/100		

Sub Total (Inc GST)

**TERMS AND CONDITIONS:**

You agree to us activating the ordered services at the nominated sites (after we have confirmed that we have accepted your order)

If you cancel a service after we have accepted your order we may charge you a termination charge. This may be for example because we have incurred non-recoverable costs and time as a result of taking steps to fulfil your order.

You agree that certain terms & conditions apply to the provision of services and to our relationship with you. The terms have been negotiated by email exchange with you.

**ORDER #2876903 TERMS AND CONDITIONS:**

Please be aware - if you have any existing services either with Aussie Broadband or another provider you may be subject to additional charges if you cancel those services.

You understand and agree to the Carbon Fibre Connect Program. [Click here to view the Terms.](#)

A Fibre Connect service target completion period is approximately 19-29 Business days. However, there may be delays due to unexpected additional work required at your address.

**Submit Order**



# STEP 12



- This will take you to the order confirmation page. Confirmation of your order will also trigger an email to your inbox with all the details of your purchase.

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Dashboard  
Create Service  
Services  
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Tickets  
Correspondence  
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API Documentation  
Collapse

ORDER DETAILS

## Thank you for your order

Project name: peck peck  
Project contact: lqgy, email@example.com  
Receipt ID: 259e98d1-6403-4ae2-abf8-26975de54a22

Amount (for this order)

nbn:44:TOWERHILL RD, FRANKSTON VIC  
#2846547 Order ID | Fibre | 250Mbps/100Mbps | 12 Month Contract | OGD Support Pack | Site contact: ignazio.ranno (ignazio.ranno@team.aussiebroadband.com.au) | Created on Oct 18 2024 | Prepared by ignazio.ranno  
Ordered by ignazio.ranno

CRITICAL INFORMATION SUMMARY

DESCRIPTION	MONTHLY COSTS	UPFRONT COSTS
Plan 250/100		
<b>Sub Total (inc. GST)</b>		

AGREED TERMS AND CONDITIONS:

- You agree to us activating the ordered services at the nominated sites (after we have confirmed that we have accepted your order)
- If you cancel a service after we have accepted your order we may charge you a termination charge. This may be for example because we have incurred non-recoverable costs and time as a result of taking steps to fulfil your order.
- You agree that certain terms & conditions apply to the provision of services and to our relationship with you. The terms have been negotiated by email exchange with you.

Order #2846547:

- A Fibre Connect service target completion period is approximately 8 weeks, however, there may be delays due to unexpected additional work required at your address.
- When the Fibre Connect service is activated, a 10-day grace period is provided before billing commences.
- Any existing services will continue to operate and be billed during this grace period and will continue to operate and be charged until you terminate/cancel those existing services.
- Please be aware - if you have any existing services either with Aussie Broadband or another provider you may be subject to additional charges if you cancel those services.

- Please note that standard delivery communications will follow as the order progresses with the provisioning team. For any order information, call our 1300 161 625 number and select option 2 for provisioning enquires.

# CARBON

To find out more about  
Aussie Broadband's Wholesale  
products and services visit:  
[aussiebroadband.com.au/wholesale](http://aussiebroadband.com.au/wholesale).



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Broadband**  
———— Wholesale