MAKE FIBRE CONFRECT PURCHASES IN CARBON

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



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.

	Wideband TEST Cust	Q Search						T & 4 U
	Dashboard	CREATE SERVICE						
<	Create Service Service Projects Brig	۲ ۱۹	Data Services • NBN Enterprise Elternet • NBN • Aussie Fibre		Mobile Services • Bulk Simcards	G	Office Phones Phone System SIP Trunk	
	출 Tickets 덠 Correspondence		Data Centre • Headends • Point of Presence connectivity • Rack space	20	SD-WAN & Firewall • Fortinet • VeloCloud • Meraki	合	Cloud • Private Cloud • Public Cloud	
	्री Live Chat @ Settings							
	☆ Feedback							
	API Documentation							
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• 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.

Wideband TEST Cust Aussie Broadband	Q Sear	ich				
Dashboard	(j. j.	Project	Service	Hardware	Technical Details	Business Details
⊕ Create Service		Please select an existing project to assign the order to, or	create a new project			
₽ Services ■ Projects	S	C Filter projects				CREATE NEW PROJECT
Biling		i				Í.
0 Totale	20	🚝 AussieFibre				
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API Documentation Collapse						

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

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STEP 3

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

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Dashboard	(j)	Project	Service	Hardware	Technical Details	Business Details	
Create Service		Enter your address or LOCID balan	to determine the can/car and place available at your cite				
∂ Services	C	Address (number, street, :	suburb, state, postcode)	$\mathbf{)}$	Couldn't time your address? Use th	Advanced Search	
Projects							
Billing	20	Deminut					
월 Tickets	8	Previous				Next	
Correspondence							
≰‡ Live Chat							
③ Settings							
☆ Feedback All Decumentation							
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- 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.



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STEP 5

Scroll down the page.

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

Wideband TEST Cust	C Sector						<u> </u>						
Dashboard	(; []	click below to Request a Quote.					SUMMARY SERVICE						
Create Service		Request Quote	Se	lect	Selected		ENTERPRISE NBNTM						
& Services	C					*	44 TOWERHILL RD, FRANKSTON VIC						
Projects		Great News	you are eligible to order a full fibre o	onnection under the nbn® Fibre Conr	nect program		 36 Month Contract 200 100Mbps 						
Billing	20		Bite Connect exolicity on Life and higher speeds. Q. Support Pack O What is filter Connect! M. A build Category										
Emergency Addresses						J	PER MONTH						
오 Tickets	-20		We have detected 1 existing NB	N service(s) at your site Address.			SUBSEQUENT INSTALLATION FEE						
Correspondence			Third-party services at this location	on: 1			36-MONTH DISCOUNT @						
		CONTRACT LENGTH EANDWIDTH Contract Length Existing Technology (FTTN/FTTC 1)	ipeeds)	© Fi	No Contract 12 Months 24 Months 36 Months thre Connect FTTP Speeds	Dps stor™TC-4							
		12/1	o IS/10	50/2	0 10	/40							
		SUPPORT PACKAGE											
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API Documentation Collapse		Previous			Next 9		The following prices are exclusive of GST PER MONTH UPPRONT	- 					
								. · · ·					

- 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.

Hardware is current	v not available on no-contra	ict terms.			
	,				
BANDWIDTH			2		
Exist	ting Technology (FTTN/FT	TC Speeds)	🕝 Fibre Co	nnect FTTP Speeds) 6
	3 250	/100Mbps			

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 TM Ahr eSLA 24/7 Standard Ram-Michieth M-F & Ram-Rom S-S Rusiness 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**.



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.

Wideband TEST Cust	Q Searc	h					₽ & Q 0 +
Dashboard	(f)	Project	Service	Hardware	Technical Details	Business Details	SUMMARY
① Create Service		Network Time		_			
₿ Services	S			O Laver 2		O MPIS	44 TOWERHILL RD, FRANKSTON VIC
Projects							12 Month Contract 250Mbps
Billing	20						2 Gold Support Pack
Emergency Addresses	5	Previous				Next 🔊	PER MONTH
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ter Settings							
API Documentation							The following prices are exclusive of GST
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STEP 9

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

Wideband TEST Cust	Q Search						\$ & + O +
Dashboard	(]	Project	Service	Hardware	Technical Details	Business Details	(j) summary
Create Service					-		SERVICE
₿ Services		EARLIEST CONNECTION DATE					44 TOWERHILL RD, FRANKSTON VIC
III Projects	8	Leave blank for ASAP					③ 0 Month Contract
B Biling			/				250Mbps Gold Support Pack
	20	TAGS					A. A Build Category
Emergency Addresses	8	Add Tag					PER MONTH (Enc. 657)
2 Tickets							
Correspondence							
		To learn more about the guidelines for	or installing and locating the NTD and connec	tion box please <u>click here</u> .			
		SELECT AN APPOINTMENT TIMESLOT					
		AUTOMATICALLY SELECT NEXT AVAILABLE A	APPOINTMENT?				
		Site contact details are required to ensur	re that nbnco or installers can make contact i	they are running late and to confirm a	ccess instructions.		
		PRIMARY SITE CONTACT DETAILS		IOB TITLE			
		2 iaav		i Optional			
		PHONE NUMBER *		EMAIL ADDRESS *			
		C 0400123456		🖂 email@exampl	e.com		
						+ Add Additional Contact	
		BUSINESS DETAILS				0	
Settings		BUSINESS NAME *		ABN *			
☆ Feedback		🖉 Business Name		P 12 3456 78901			
API Documentation		TRADING NAME *					The following prices are exclusive of GST
Collapse		Trading Name					PER MONTH
							UPPRONT (8)



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

Wideband TEST Cust	Q Search								F & 4	
Aussie broadband	(international international i	Project	Service	Hard	dware	Technical Details	Business Details		(j) SUMMARY	
Dashboard									SERVICE	
Create Service		FARLIEST CONNECTION DATE							ENTERPRISE NBNTM	
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Projects		Leave blank for ASAP							@ 250Mbps	
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Emergency Addresses		TAGS							PER MONTH	
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		SELECT AN APPOINTMENT TIMESLOT								
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		Site contact details are required to ensure	that nbnco or installers can make contac	t if they are running	late and to confirm access i	nstructions.				
		PRIMARY SITE CONTACT DETAILS								
Settings		FULL NAME *			JOB TITLE					
슈 Feedback		<u>ک 1997</u>			L Optional					
API Documentation		PHONE NUMBER *			EMAIL ADDRESS *				The following prices are exclusive of GST	
Collapse		U400123456			email@example.com				UPFRONT UPFRONT	
							- & Add Additional Cont	~		

STEP 10

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

Wideband TEST Cust	Q Search						\$ \$ \$ \$ \$ \$
Aussie broadband	(Å	Project	Service	Hardware	Technical Details	Business Details	SUMMARY
(A) Dashboard							SERVICE
Create Service							ENTERPRISE NBNTM
<i>聞</i> Services	R	EARLIEST CONNECTION DATE					44 TOWERHILL RD, FRANKSTON VIC
Projects		Leave blank for ASAP					③ 12 Month Contract
El Pilling							250Mbps Gold Support Pack
	20						惑 A Build Category
Emergency Addresses		TAGS					PER MONTH
0	3	Add Tag					(Exc. GS7)
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Correspondence							
		SELECT AN APPOINTMENT TIMESLO	r				
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		Site contact details are required to e	nsure that nbnco or installers c	an make contact if they are runni	ng late and to confirm access inst	tructions.	
		PRIMARY SITE CONTACT DETAILS					
		FULL NAME *					
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Settings		PHONE NUMBER *		EMAIL ADDRESS *			
A Foodback		6 0400123456		🖂 email@exa	ample.com		
14 reeuback						+ Add Additional Contact	/
API Documentation							The following prices are exclusive of GST PER MONTH
Collapse							UPFRONT
		BUSINESS DETAILS				(i)	283

• Scroll down and insert your Business details.



Wideband TEST Cust	Q Search											6. 0 ⁺
Dashboard Create Service		Site contact details are re PRIMARY SITE CONTACT I	quired to ensure that nbncs	o or installers can make cor	itact if they are ru	nning late and to	o confirm access ins	tructions.			SUMMARY SERVICE	
6 c		FULL NAME *				OB TITLE					ENTERPRISE NBNTM 44 TOWERHILL RD, FRANKST	ON VIC
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Projects		Pur hanne is required.									@ 250Mbps	
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Emergency Addresses	8								+ Add Additional Contact		PER MONTH	(Eur. 657)
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		BUSINESS NAME *				ABN *						
		🖉 Business Name				🔑 12 3456 789	901					
		TRADING NAME *										
		Trading Name										
		SITE DETAILS										
		BUILDING TYPE *				BUILDING NAME						
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		OPERATING HOURS							Leave blank if closed			
		MON	TUE	WED	тни	FRI		SAT	SUN			
		9am - 5pm	9am - 5pm	9am - 5pm	9am - 5pm	9ar	m - 5pm					
Settings		ARE THERE ANY ADDITIONA	SITE ENTRY RECUIREMENTS (
☆ Feedback												
API Documentation											The following prices are exclusive of GST	
(Calibrate		Previous							Checkout Order 🗸 🗸)	PER MONTH	
Сосоларие											UPFRONT	\$

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	Q, seeth.
Dashboard	Aussis Broadband accepts payment via Direct Debt or Ched/Eybet 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 places pay via credit card. You can charge your payment details later
Create Service	Current Payment Method Direct Debit Modily -
🏓 Services	
Projects	Current Service Current Project O Selected Oxders O All Project & Services
B Billing	
Emergency Addresses	PECK PECK Or Description Description Description Description
2 Tickets	nbr. 44 TOVERHILL RD, FRANKSTON VIC
Correspondence	# 2012001/Jodev 18 🖉 Fiber @ 2504byv/508bys & @ 03.0 hayport Fibe 8 📓 Site control gay (manifest-ample cont) 🔅 Created in Nov 67 2014 🗋 Prepared by grazo Barro
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	TERMS AND CONDITIONS:
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	by the state of
	ORDER #205603 TERMS AND CONDITIONS:
	Prest be assure. If you have any exempt services effect with Auralia franchatard or another provider you may be subject to additional dranges if you cancel these services.
	Other Convect service and get a rest a deterministic service in regions. Lists are to view out Millin.
Settings	
API Documentation	
	Submit Order 📀



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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.

Wideband TEST Cust	Q. Search				1 k 4 U	+
	ORDER DETAILS					
Create Service						
₽ Services	Thank you for your order					
Projects	Project name	peck peck				
Billing	Project contact	iggy email@example.com	Amount (ro	or this order)		
Emergency Addresses	Receipt ID	259e99d1-6403-4ad2-abf8-26975dd54a22				
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	Sub Total (die: 667)					
	AGREED TERMS AND CONDITIONS:					
	You agree to us activating the ordered services at the nominated sites (piller we have confirmed that we have accepted your order) you cance a service after the new accepted your order employable that the have accepted your order. You cance a service after the new accepted your order employable that the new accepted your order. You cance a service after the new accepted your order employable that the new accepted your order. You cance that entits then as a control services and to materialize the new accepted your order. You cance that entits then as accepted your order employable the new accepted your order the new accepted your order. You cance the new accepted your order employable that the new accepted your order accepted your order. You cance that entits then as accepted your order accepted your order. You cance that entits then as accepted your order accepted your order. You cance that then as accepted your order accepted your order. You cance that then as accepted your order accepted your order. You cance that then as accepted your order accepted your order. You cance that then as accepted your order accepted your order accepted your accepted your order. You cance that then as accepted your order accepted your order accepted your order. You cance that then as accepted your order					
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• 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.**

