

Date 5/8/2011

Dear Resident,

Fibre to the Home (FTTH) – Retail Services Providers (RSP)

VicUrban is pleased to advise that iiNet and iPrimus are now available to offer your replacement internet and telephone services across VicUrban's FTTH network.

As you may be aware IP Systems, the parent company of Arise who currently deliver telephone and internet services to Aurora Stages 1 to 7, will be exiting Aurora by the end of April 2012.

The transition from Arise to the new RSP of your choice (either iiNet or iPrimus) is scheduled to start in late August 2011. It is anticipated that it will take six-to-nine months to transfer all Arise customers. A Fact Sheet providing more information on the planned transition is enclosed for your information.

In order to assist in your selection of a new RSP, please find enclosed brochures from iPrimus and iiNet. We recommend that you carefully read the details provided. If you have any enquiries about the services being offered, or wish to order the retail services of one of them, please contact them directly.

Please note that VicUrban makes no representation as to the accuracy or appropriateness of the information provided by the RSPs, and has no influence over any offers which are entirely market based. However, please remember to advise the RSPs that you are in a VicUrban Development that has been provided with fibre optic infrastructure.

The numbers for the RSP sales teams are:

iiNet: phone 131 917

iPrimus: phone 131 789 or 1300 798 608

Please be aware that it will take time before a RSP is able to complete your service connection as part of the transition of your service.

If you have any questions on this letter please contact the FTTH Project Help Desk on 03 9331 4575.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'C. Petrone', is written over a horizontal line.

Carmine Petrone

FTTH Senior Development Manager

Please find below answers to commonly asked questions about transitioning your home from Arise to the new 'Fibre to the Home' (FTTH) Retail Service Providers (RSPs).

1. What is Fibre to the Home (FTTH)?

FTTH is fibre-optic cable technology which will provide your home with telephone, internet and television (Free-to-Air and subscription television services). It is optional whether you want to use any, some, or all of these services.

2. What is the transition and why is it required?

The transition involves switching your telephone and internet services from Arise to one of the new RSPs - iiNet or iPrimus, who will then deliver services to Aurora homes. Please note: Arise (current RSP of services for Stages 1-7) will eventually stop providing services within Aurora by the end of April 2012.

3. What does the transition involve?

The transition involves:

- a) the physical upgrade/replacement of equipment in the Aurora Exchange (this has been completed);
- b) each existing Arise customer signing a contract with the new RSP of their choice for the delivery of telephone and/or internet services, after which an appointment will be made for a home visit to upgrade the FTTH carrier equipment in your Home FTTH cabinet in readiness for the subsequent activation of your new RSP services (at the end of the visit you will be offered a form to complete authorising the cancellation of your Arise service); and
- c) Arise actioning your signed form to cancel your existing service once your new RSP service is active.

4. What are the Roles and Responsibilities of the Various Parties mentioned in the following questions?

The Telco Contractor installs the new FTTH network equipment in each home on behalf of VicUrban who own the FTTH network.

VicUrban provides the RSPs with access to the Aurora FTTH network.

The RSPs deliver their services over the FTTH network to customers who have signed up for one of their offerings as outlined in this information pack. The RSPs are responsible for customer management and liaison during the sales and service activation process.

5. What has to happen for me to get my home connected?

- (a) You will be offered a choice of new RSPs - iPrimus and iiNet who will provide services to all VicUrban FTTH developments.
- (b) Before your home can be connected to the new RSPs you will need to select and sign up with either iPrimus or iiNet.
- (c) A letter asking for contact information has been sent to your home for you to complete and return by email to VicUrban at vicurban.ftth@vicurban.vic.gov.au.
- (d) As part of Transition Phase 1, the Telco Contractors will arrange a time with you to perform a FTTH Cabinet check. This will provide the information needed by the Telco Contractor to install the new Carrier Network Equipment in the FTTH Cabinet in your home. Many of these checks have already taken place.
- (e) When your area is being transitioned (Transition Phase 2), and you have already placed an order for retail services with one of the RSPs, iiNet or iPrimus, the Telco Contractors will arrange a time with you to install the new Carrier Network Equipment in the FTTH Cabinet.

6. When will my home be connected?

VicUrban currently has plans to progressively connect homes to the new FTTH services from August 2011. It is anticipated that it will take several months to transition all residents. It is important that you place your order early, so that when your area is being transitioned to the new RSP, your service will also be transitioned.

Please note that to ensure ongoing availability of telephone and internet services we recommend that you do not cancel your Arise service until your new service is connected with iiNet or iPrimus.

7. Will I be able to access the FTTH Cabinet?

The FTTH Cabinet is Carrier Network Equipment and therefore neither you nor any other unauthorised person is able to access the FTTH Cabinet.*

VicUrban, as the Telco Carrier, owns the FTTH Cabinet and requires that it is kept secure in order to comply with standard industry practice and the requirements of the Telecommunications Act 1997. If you require access to the FTTH Cabinet, please contact VicUrban for a service call. You can email vicurban.ftth@vicurban.vic.gov.au to arrange an appointment.

8. Do I have to be there when the work gets done at my house?

Yes, because access to the FTTH Cabinet is normally inside your house, typically in the garage. Each household will be contacted for access arrangements.

9. Who pays for the new equipment at my house?

VicUrban will pay for the upgrade of the Carrier Network Equipment in the FTTH Cabinet. If other parts within the FTTH Cabinet require upgrades, additional fees may apply. The Telco Contractor will advise if any equipment needs to be replaced or tuned.

As part of their standard service offering, RSPs may also require a connection fee, as per industry standard practice.

10. Who is accountable for the quality of the FTTH service?

The RSPs are responsible for the delivery of services leading up to each home's FTTH Cabinet. Any fault in the network leading up to the FTTH Cabinet is known as a 'Lot Network Fault'. All internal cabling faults, backup battery, TV (RF) Equipment, or any fault other than the Carrier Network Equipment faults, are collectively known as an 'Internal Customer Fault' and are the resident's responsibility. All telephone and internet service faults should be reported to the RSPs.

If you request an RSP to send out a technician to fix an Internal Customer Fault, you will need to pay for this service. Please ask the RSP for a list of charges. If a fault is found within the network up to your FTTH Cabinet (including the Carrier Network Equipment), there will be no charge to you and the RSP may arrange for a technician to visit the site and fix the fault within the network.

11. What part does VicUrban play in ensuring the quality of the service provided by the new RSPs?

Because the contract is between the RSP and the resident, VicUrban has no responsibility in ensuring the standard of service.

12. If I don't need the internet or telephone; do I still need a visit?

Yes, a house visit is required even if you don't need to be connected to the telephone and the internet as TV services will also be delivered over fibre.

Free-to-Air TV and Foxtel signals will be available to the resident, although you will only be able to access the Foxtel signals if you have a contract with Foxtel. VicUrban will not be responsible for any issues experienced with internal cabling faults affecting Free-to-Air or Foxtel services.

If you require only TV services, for example, you do not require phone and/or internet, please contact VicUrban's FTTH Team by fax at 03 8317 3666, or at vicurban.ftth@vicurban.vic.gov.au.

When your area is being transitioned (Transition Phase 2), and if you have an order for TV services, the Telco Contractors will arrange a time with you to install the Carrier Network Equipment in the FTTH Cabinet.

13. Can I swap between service providers?

You will need to check your contract with the new RSPs - iPrimus or iiNet.

14. Will the wiring in my house still work or will it need changing?

In relation to your telephone and internet services, if the wiring in your house is currently working there is no reason to believe it will be impacted by the transition to a new RSP as it will not be touched during the process.

The transition process only involves equipment up to the Carrier Network Equipment in the FTTH Cabinet. As part of the installation, the wiring within the house will be tested at the 'carrier point' of connection into the FTTH Cabinet. Any faults found beyond the carrier point in the FTTH Cabinet, for example, within the internal wiring of your home, will be a resident issue. If there are in-house wiring faults, the Telco Contractor may offer repair services on a direct billable basis direct to the resident, however the resident is entitled to engage other accredited service providers for this task.

15. When do I need to make the transition by?

It is important that you place an order with the RSPs (iiNet or iPrimus) by the end of August 2011; otherwise it may delay the transition of your home to the new RSP, or delay when you will receive Free-To-Air Television Services over the new Carrier Network Equipment.

16. Will my current services remain until I am connected to a new service provider?

Arise will continue to provide existing services until the end of April 2012. As transition progresses, Arise will stop accepting orders for new installs and plan changes in preparation for their exit. You will be provided with notice of this cut off date.

17. Do I need a specific type of phone to link into this service?

Please check with your new RSP.

18. Are telephone handsets supplied by the RSP?

Please check with your new RSP.

19. What after hours support will be available?

Please check with your new RSP.

20. Can I use my computer and talk on the phone at the same time?

Typically, you can use your computer and the telephone service simultaneously. Please check with your new RSP.

21. Does my computer need to be turned on when I use the phone?

Typically, your computer does not need to be turned on to make a call on the telephone service. Please check with your new RSP.

22. Can I use a fax machine with the service?

Please check with your new RSP.

23. Can I keep my existing phone number?

No, the RSP will issue you with a new phone number when you connect to the RSP telephone service of choice.

24. Will I be listed in the White Pages?

Yes, unless you request to be listed as a silent number. Please check with your new RSP.

25. Can I access Directory Assistance?

Yes, access to Directory Assistance is available. Rates can be obtained from the new RSP.

26. Will my phone work during a power failure?

This depends on how your new RSP provides the phone service. Please check with your new RSP.

27. Can I call 000 Emergency Services and does my 000 information show up correctly?

Yes.

28. Can I get broadband?

Yes, broadband internet is available through the RSPs.

29. What is the speed of the internet connection?

Please check with your new RSP.

30. Can I get High Definition Digital TV?

Yes, High Definition Digital Free-to-Air TV is available through FTTH.

31. Is there a cost for normal (Free-to-Air) TV?

No, VicUrban does not charge you for Free-to-Air television provided through FTTH. However, please note that if there are any internal cabling faults or other non-network related issues with your Free-to-Air television service, you will have to meet the cost of addressing those issues.

If you do not have internet or telephone connections and wish to receive Free-to-Air television please contact: VicUrban's FTTH Team by fax at 03 8317 3666, or at vicurban.ftth@vicurban.vic.gov.au (from August 2011) to ensure your connection is appropriately programmed.

* Please note that the FTTH Cabinet is Carrier Network Equipment and therefore it is a criminal offence to tamper or interfere with it.

For further information, please contact the VicUrban FTTH team at:
vicurban.ftth@vicurban.vic.gov.au.

The information provided is current at time of writing and may be subject to change due to unforeseen circumstances.

Fibre to the Home

How to contact us.

For sales, call us on 1300 559 582.

For support or billing enquiries,
call us on 1300 558 695.

iinet.net.au/fibre
1300 559 582



Get Fibre in your diet.

Fast broadband, big quotas
plus unmetered downloads.



iinet.net.au/fibre
1300 559 582

What is Fibre to the Home?

More than something to look for in a good breakfast cereal, Fibre is the future - and it's here, now!

Fibre to the Home (FTTH) delivers lightning-fast internet connectivity to homes using clever fibre optics. By saying goodbye to traditional copper lines, iiNet's Fibre networks are able to deliver speeds of up to three times what we're used to with ADSL2+.

At the moment ADSL2+ is one of the fastest ways of accessing the net, using standard copper wiring, connecting your home to your local telephone exchange. Because Fibre can carry more bits of data than copper, anything you download from the internet will reach your computer a whole lot faster.

Thanks to Fibre, you can connect even quicker to a range of communications and entertainment services, including:

- **Internet - email & WWW** ■ **Pay TV**
- **Phone (VOIP)** ■ **Free to air TV**

Fibre brings the world into your home - faster. With Fibre, you'll enjoy lightning fast downloads, seamless Voice over IP and streaming TV (to name a few). Fibre also delivers a smarter 'future proof' option, with technology and infrastructure ready to move with the leaps and bounds of tomorrow's advances.

So, whether you're a budding mediaphile; a busy work-from-home type; or have a family who plain love the internet; Fibre will have you covered and connected using the speed of light.

Features

On top of harnessing the speed of light, signing up for an iiNet Fibre plan means you'll make the most of a bevy of benefits.

- **No phone line rental**
- **Local and National Calls included for \$9.95 a month**
- **Access to the iiNet Freezone - heaps of cool content that doesn't count towards your quota**
- **No excess data charges**
- **10 email addresses & 1GB webspace**
- **Complimentary premium virus & spam email protection**

The plans

Moving to an iiNet Fibre plan means you'll never need to pay phone line rental again. There's a bunch of different plans available and for an extra \$9.95 a month, you can get all your local and national calls included. Plus you'll have access to iiNet's Freezone, the home of quota-free content including TV, sport, music and more! Take a look at what's on the table:

Plans	Speed	Peak / Off-peak	Plan Cost
Fibre 1	25 / 2Mbps	5 GB / 5 GB	\$49.95
Fibre 2	25 / 2 Mbps	10 GB / 10 GB	\$59.95
Fibre 3	25 / 2 Mbps	30 GB / 30GB	\$69.95
Fibre 4	50 / 4 Mbps	30 GB / 30GB	\$89.95
Fibre 5	50 / 4Mbps	50 GB / 50 GB	\$99.95
Fibre 6	100 / 8 Mbps	60 GB / 60 GB	\$129.95
Fibre 7	100 / 8 Mbps	90 GB / 90 GB	\$159.95

* Peak period for Fibre 1-4 is 8am - 2am and off peak is 2am - 8am. For Fibre 5-7, peak period is 9am - 1am and off peak is 1am - 9am. Uploads are counted towards your monthly quota.

Contract options and hardware

Signing up for Fibre is easy. You can choose between a '24 months' contract or go the 'no contract' option. While you're signed up to a contract, you can also change plans to suit your download and speed needs. If you're switching over to a plan with a lesser monthly cost, a \$39 fee to swap plans applies.

Contract Options	Setup Fee Cost
24 Months	\$79
No Contract	\$159

Hardware	Hardware Cost
BoB™	\$369

If you're signed up for 24 months and break your contract before this time is up, you won't need to pay out the remainder of your contract. You will, however, need to pay back the difference between the discounted and full price Setup Fees.

iPRIMUS

CALL OUR 100% AUSTRALIAN BASED
CUSTOMER CENTRE TODAY

1300 798 608
iprimus.com.au

FIBRE

TO THE HOME

BROADBAND

iPRIMUS

Things you should know about this offer:

* Connection speeds refer to the speed delivered to the fibre technology installed at the customer's premises. These are the maximum theoretical speeds which can be achieved and are limited by many external factors which impact the speed of data uploads and downloads. See www.iprimus.com.au for full details.

1 Peak: 10am – 2am and off-peak: 2am – 10am. If allowance in either period is exceeded, speed will be limited in that period for the balance of the billing period. Uploads are not counted. Not available in all areas or all homes. Direct debit only. Early exit fees apply.

2 Calls for normal personal domestic use only and subject to our right to prevent excessive use. Excessive use is defined as more than 350 standard local calls, more than 150 national calls or over 400 minutes of calls to Australian mobiles in a billing month (or alternatively if usage is such as to affect the Primus network or other users). 1300/13/1900 calls excluded.

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SPECIAL OFFER

iPrimus, a leading Australian communications provider of broadband, phone and mobile services is now offering Fibre to the Home Broadband and Telephone services in your area.

iPRIMUS MAX FIBRE TO THE HOME 89

Here are some of the benefits iPrimus Max, which includes both your broadband and telephone service for one monthly access fee.

- ▶ Calls to Australian Mobiles included²
- ▶ Local Calls included²
- ▶ National Calls included²
- ▶ No Broadband Excess Usage Charges
- ▶ Includes Home Phone Line Rental

BROADBAND INCLUDES PER MONTH:

25 MBPS
BROADBAND
SERVICE*

15 GB
MONTHLY
DOWNLOAD

**WIRELESS
ACCESS
POINT**

(5GB peak + 10GB off peak)¹

ALL FOR:

\$89 PER MONTH¹
Total minimum cost:
\$1,878.95 over 24 months

SPECIAL OFFER:

6 MONTHS 1/2 PRICE

Sign-up before 30 June 2011, and receive your first 6 months at half price (\$44.50 per month) when you take a 24 month contract.

CALL US TO HELP FIND THE PLAN THAT'S RIGHT FOR YOU

1300 798 608

 **SIGNUP
ONLINE**

iprimus.com.au

FREQUENTLY ASKED QUESTIONS

What is Fibre to the Home Broadband?

Fibre to the Home Broadband uses a different technology and is superior in many ways to the current broadband connections available in your area. Fibre to the Home Broadband is fast, robust and will support Australia's communications needs well into the future.

It's the broadband service for the next generation!

How does it compare to my current broadband service?

Fibre to the Home Broadband is capable of providing broadband speeds of up to 100 Megabits per second (Mbps)* — much faster than the current broadband services in your area today.

What are the benefits?

It's fast! Ultra-fast. You'll be able to surf the web, share the internet between computers in your house and watch YouTube™ videos in high-definition without delay all at the same time. In addition, new services will become available over time, such as Pay TV, high-definition phone services and products that haven't been invented yet!

I'm thinking of getting connected, what's involved?

To deliver a Fibre to the Home service to your premises we need to arrange an appointment for the installation of the service at your home. You will need to gain consent from your landlord or the home owner before we can begin installation. We also require someone to be home during the installation.

Will my existing broadband modem work with this new service?

As the technology is vastly different, your existing broadband modem will most likely not be compatible. iPrimus offers equipment that will work with your new Fibre to the Home Broadband service, at the new faster speeds.

What are the costs to receive a Fibre to the Home service?

iPrimus offer a range of Fibre to the Home Broadband and Telephone plans to suit your needs.

Plan details can be found on the iPrimus website at:

<http://www.iprimus.com.au/ftth>