Aurora Fibre to the Home (FTTH) Questions/Issues
ACA residents meeting at the Aurora Café General Store
Saturday 20 August, 2011

1. Is it possible for residents to keep their existing telephone numbers? Can Arise release the numbers?

A) Following VicUrban's discussions with each of the new Retail Services Providers (RSPs) – iiNet and iPrimus, each RSP has independently advised that they will only be able to issue new telephone numbers.

2. Will VicUrban compensate residents for a change of phone number that affects their business cards, letter head and website updates?

A) No, VicUrban will not be providing compensation for residents. Whilst VicUrban has made inquiries on behalf of the residents regarding changes to existing telephone numbers, this is a matter outside of VicUrban's control.

3. Does legislation require the Carrier Network Equipment to be located outside the resident's home? If not, and the equipment is located inside the home, is the resident responsible or liable for this hardware?

A) VicUrban can confirm that Carrier Network Equipment, which includes the FTTH Cabinet, is owned by the Telco Carrier irrespective of whether it is located inside or outside of the house. As the FTTH Cabinet is Carrier Network Equipment residents will not be responsible for it or be able to access it.

As noted in question 10 on the FTTH Information Sheet ,the Internal Customer Faults do not include faults resulting from Carrier Network Equipment (which includes the FTTH Cabinet).

VicUrban, as the Telco Carrier, owns the FTTH Cabinet and requires it is kept secure in order to comply with standard industry practice and the requirements of the Telecommunications Act 1997.

4. Can residents have keys to, or otherwise access, the FTTH Cabinets located inside their homes?

A) As noted in question 3, VicUrban, as the Telco Carrier, owns the FTTH Cabinet and requires 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.

5. Will contractors who fix FTTH infrastructure for residents in Stages 1 – 4 need to return in order to update the infrastructure if the infrastructure is not appropriate for television? Can any of these issues be addressed now?

A) VicUrban will assess issues to do with the original equipment in the FTTH Cabinet during the transition.

6. Will residents need to pay any additional set up costs?

A) As part of their standard service offering, the RSPs may require a connection fee, which is as per industry standard practice. These costs may depend on the RSP and the plan you sign up to.

7. Residents wanting a phone-line, but not the internet, are concerned that there is only one provider that offers this arrangement, resulting in a monopoly. Are these concerns being addressed?

A) iiNet and iPrimus are the RSPs that were successfully tested and appointed to provide internet and telephone services via VicUrban's FTTH network. VicUrban is endeavouring to increase the number of RSPs offers in VicUrban's FTTH developments in the future.

8. Will FTTH issues be communicated to residents before settlement is made?

A) The 'handover pack' contains the information relating to the new RSPs. There is also a FTTH Helpdesk to assist residents with FTTH enquiries 03 9331 4575.

9. Are residents meant to receive a FTTH Compliance Certificate from builders?

A) Residents who have obtained an occupancy permit will not need to receive a FTTH Compliance Certificate.

Residents who have *not* obtained an occupancy permit should request a FTTH Compliance Certificate from their builder. The FTTH Compliance Certificate will be presented on VicUrban letterhead.

10. Can the FTTH infrastructure handle 100MB per second? Can the plans that residents purchase function within the existing infrastructure?

A) The fibre-optic infrastructure that VicUrban has built is capable of handling 100MB per second, but VicUrban can not control the fluctuations in the speed and plans that the RSPs have provided. Please note that VicUrban is not responsible for the quality of internal cabling provided in Stages 1 – 14 which may affect the internet speed.

11. Do residents in Stage 1– 7 needed to have selected a plan by Tuesday 23 August 2011 as suggested by the letter?

A) Residents need to place an order with a RSP to ensure timely transitioning of services. Where residents have not placed orders by due dates, delays may be experienced.

12. What role does VicUrban take in internet connection passwords and set up processes?

A) Residents who order an iiNet service are able to control their passwords on their iiNet BOB router.

Residents who order an iPrimus service, will not have control of the router as the router forms part of the Carrier Equipment in the FTTH Cabinet.