

26th June 2013

Dear Resident,

Places Victoria Fibre-To-The-Home (FTTH) helpdesk have been trying to make a booking with you regarding your FTTH Service.

As part of routine checks, there is a service check required to the FTTH cabinet and the carrier equipment located within your premises.

Part of this service check will be to ensure that the Places Victoria FTTH cabinet containing the carrier owned equipment is locked.

Under the terms and conditions of you having a FTTH service, your Retail Service Provider (RSP) and Places Victoria FTTH require that the cabinet be kept secured at all times and only accessed by carrier authorised personnel.

Places Victoria FTTH has tried numerous times to make a booking, as such there will be a 48 hour period of which the customer must contact the Places Victoria FTTH Helpdesk and confirm a booking date and time to occur within 7 days.

**If this does not occur your RSP and Places Victoria FTTH will commence proceedings for your service to be disconnected.**

Please contact the Places Victoria FTTH helpdesk within the next 48 hours on the below number to make a booking. Should you have any queries, they may also be addressed by the helpdesk.

Please note when the booking occurs the technician will require a clear working area of approximately 2meters by 2meters in front of the FTTH cabinet.

**Places Victoria FTTH Helpdesk (03) 9331-4575**



Kind Regards,

Carmine Petrone  
Fibre To The Home (FTTH)  
Senior Development Manager  
Places Victoria