



**REDTRAIN.com.au**



## WHO IS CNTCORP?

CNTCORP was formed in 2003, and is a privately owned Australian company that holds an approved Australian carrier license (license no 279) with ACMA (Australian Communications and Media Authority). The company is experienced in designing, deployment and ongoing management of fibre network infrastructure.

## WHO IS REDTRAIN NETWORKS?

Redtrain Networks Pty Ltd ("Redtrain") is a privately owned Australian company and is the Fibre wholesale division of CNTCORP Pty Ltd ("CNTCORP").

## WHAT WE CAN OFFER?

We offer a state of the art fibre to the premises network, providing not only an alternative to traditional copper based technologies but also future proofing your investment well into the future.

Access to the World of Communications and Information is here NOW  
Site Address: "Waterford Rise Estate" Warragul

REDTRAIN Networks is powered by CNTCORP's first class fibre network infrastructure to deliver a whole new experience in technology convergence. With a unique fibre to the premises offering which caters for all types of requirements of a Developer, REDTRAIN Networks is setting itself aside from the rest of the industry by unlocking the full potential of optical fibre technology.

Offering true convergence, our network has the ability to support simultaneously:

- ✓ IP Telephony;
- ✓ Fibre Broadband;
- ✓ Free-to-Air Television (FTA-TV);
- ✓ Pay –to-view TV (Foxtel) (please check with your developer if this service is offered);

CNT Corp/REDTRAIN Networks will coordinate with your developer and builder to ensure the fibre optic service is provided with minimum delay.

Steps in getting the fibre connected are provided below

- ✓ Builders have complied with CNTCORP's "builder's general checklist";
- ✓ Completed all mandatory fields in the REDTRAIN fibre installation form;
- ✓ Ensure all builders performing work on the premises complete in the TCA-1 form required by ACMA;
- ✓ Once the fiber installation is completed, customers can contact a certified REDTRAIN RSP.



## Retail Service Providers

Retail Service Provider	Website	Phone	Facsimile
Advanced Future Technologies	<a href="http://www.aftel.com.au">www.aftel.com.au</a>	+61 3 8527 2288	
Clear Networks	<a href="http://www.clearnetworks.com.au">www.clearnetworks.com.au</a>	1300 855 215	
Ascensa Communications	<a href="http://www.ascensa.com.au">www.ascensa.com.au</a>	+ 61 3 9975 4040	+ 61 3 9075 4041
DCSI	<a href="http://www.dcsi.net.au">www.dcsi.net.au</a>	1300 66 55 75	1300 55 65 95

## CNTCORP / REDTRAIN Networks

Administrative Contact	Email Address	Phone	Facsimile
Accounts & Billing	<a href="mailto:billing@redtrain.com.au">billing@redtrain.com.au</a>	1300 787 178	+61 3 9555 7338
Technical Support	<a href="mailto:support@redtrain.com.au">support@redtrain.com.au</a>	1300 787 178	+61 3 9555 7338

[www.redtrain.com.au](http://www.redtrain.com.au)



Please complete this form, as all fields **are mandatory**. The application is to be signed, scanned and emailed to [support@redtrain.com.au](mailto:support@redtrain.com.au) or alternatively the application can be signed and faxed to +61 3 9555 7338. It is compulsory that the customer post original documents back to Redtrain Networks at PO BOX 5255, Mt Waverley, VIC 3149

**Lot Owner Details**

Applicant Name: \_\_\_\_\_  
Business Trading Name: \_\_\_\_\_  
(If Applicable)  
Driver's License Number: \_\_\_\_\_ Exp Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_ Email Address: \_\_\_\_\_  
Site Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Post Code: \_\_\_\_\_  
Telephone (Business Hours): ( ) \_\_\_\_\_ Mobile: \_\_\_\_\_ Fax: ( ) \_\_\_\_\_

**BILLING INFORMATION**

**Direct Debit** to Bank Account – Automatically Direct Debit my account \*:

Name of Account holder (s): \_\_\_\_\_  
Name of Bank or Financial Institute: \_\_\_\_\_  
Branch where account is held: \_\_\_\_\_ State: \_\_\_\_\_  
BSB no: \_\_\_\_\_ Acc no: \_\_\_\_\_

**Charge to a Credit Card** – Automatically charge my Credit Card \*:

Card type (please tick) MasterCard  Visa   
AMEX  (surcharge 3%)  
Credit Card number:                      CCV:     
Exp Date:   /    
Card holders full name on card: \_\_\_\_\_  
Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

\* Invoice will be sent to the nominated email account and the amount will be debited on the due date (once off payment)

**Installation – (tick applicable)**

	<b>Charges</b>	<b>Description</b>
Fibre To The Home (FTTH) <sup>+</sup>	\$418.00 <input type="checkbox"/>	* Once-off Charge (no router included)
Free to Air (FTA) Installation <sup>+</sup>	\$399.00 <input type="checkbox"/>	* Once-off Charge

**CUSTOMER AUTHORISATION**

- The applicant confirms that he/she is 18 years of age or older and legally authorised to proceed with the installation order to be charge to the nominated Credit Card or Direct Debit account. If the applicant is a business or a company, the signee must warrant that he/she is authorised to execute this agreement on behalf of the business or company.

SIGNATURE:

DATE: / / 20

**+ Important information:**

1. A minimum provisioning lead time up to ten (10) business days will apply from date of property compliance by Redtrain Networks, and not from the date of Redtrain Networks receiving the application form.  
The ten (10) business days **WILL NOT** be applicable if:
  - a. Your house is not compliant in accordance with our builders check list. We will endeavour to reschedule a site inspection once we receive confirmation in writing that all non-compliance issues have been rectified.
  - b. A block conduit or broken pit has been identified .If the pit and pipe asset is still under warranty, the developer will need to rectify the defect within 1 week. If it is out of warranty, Redtrain Network will endeavor to get the matter fix within 3 business working days.
2. After we have received your application form, the installation process will follow the following sequence:
  - a. Quality control. Our technician will go to your premise and check if the following equipment has been installed
    - Junction box
    - ONU enclosure
    - Power point
    - Internal conduit and nylon string
  - b. Fibre installation.  
Once the installation is completed the end customer must select one of our retail service providers as listed in the following URL: [www.redtrain.com.au/get-connected/](http://www.redtrain.com.au/get-connected/)
3. New service \$418 fee includes
  - Fibre hauling from the access pit into the ONU enclosure
  - Supply and fit ONU device
4. Free to air \$399 fee includes
  - Installation of FTA devices inside ONU enclosure
5. New service and FTA fees DO NOT include
  - All internal wiring setup. Our demarcation point is up to the ONU enclosure which is normally in the garage  
Customer need to ensure all the internal wiring for internet (RJ-45), phone (RJ-45/RJ-11) and TV (RG6) are compliant and pre terminated
6. We will perform a direct debit of your nominated account the following business day upon successful site inspection and confirmation that your property is compliant and ready for the installation of fibre. Scheduling of fibre installation for the property will not take place until payment for the fibre install has been received. A dishonour fee of \$3.50 will be applied for any direct debit reject from the bank.

7. The builder / electrician are required to sign the attached TCA-1 form in order to comply with ACMA regulation. Any house that has received Certificate of Occupancy prior to 15 January 2013 is exempt from the ACMA requirement.
8. We **WILL NOT** proceed with fibre installation until the TCA-1 form has been completed.



**FTTH**

**BUILDERS GENERAL CHECKLIST**

**Information the builder needs to know**

## What You Need To Know

At CNTCorp, we like to keep things simple for our customers and partners. The purpose of this document is to help the builder / home owner prepare for connection with CNTCorp and to ensure that the service is connected with minimum delay then CNTCorp requires the following guidelines to be met.

If these guidelines are not met, CNTCorp will not be able to deliver and activate services. Please ensure all requirements are ticked on the following check list set out by CNTCorp.



## Getting Started

The following is a checklist of what must be performed by the builder/home owner to a home prior to CNTCorp installing the ONT (Optical Network Termination device) at the premises. Failure to make these arrangements may result in additional costs to the home owner.

It is important that you ensure all of the following requirements are met to avoid delays in the provisioning of telecommunication services by CNTCorp to your home.

### ***CHECK LIST***

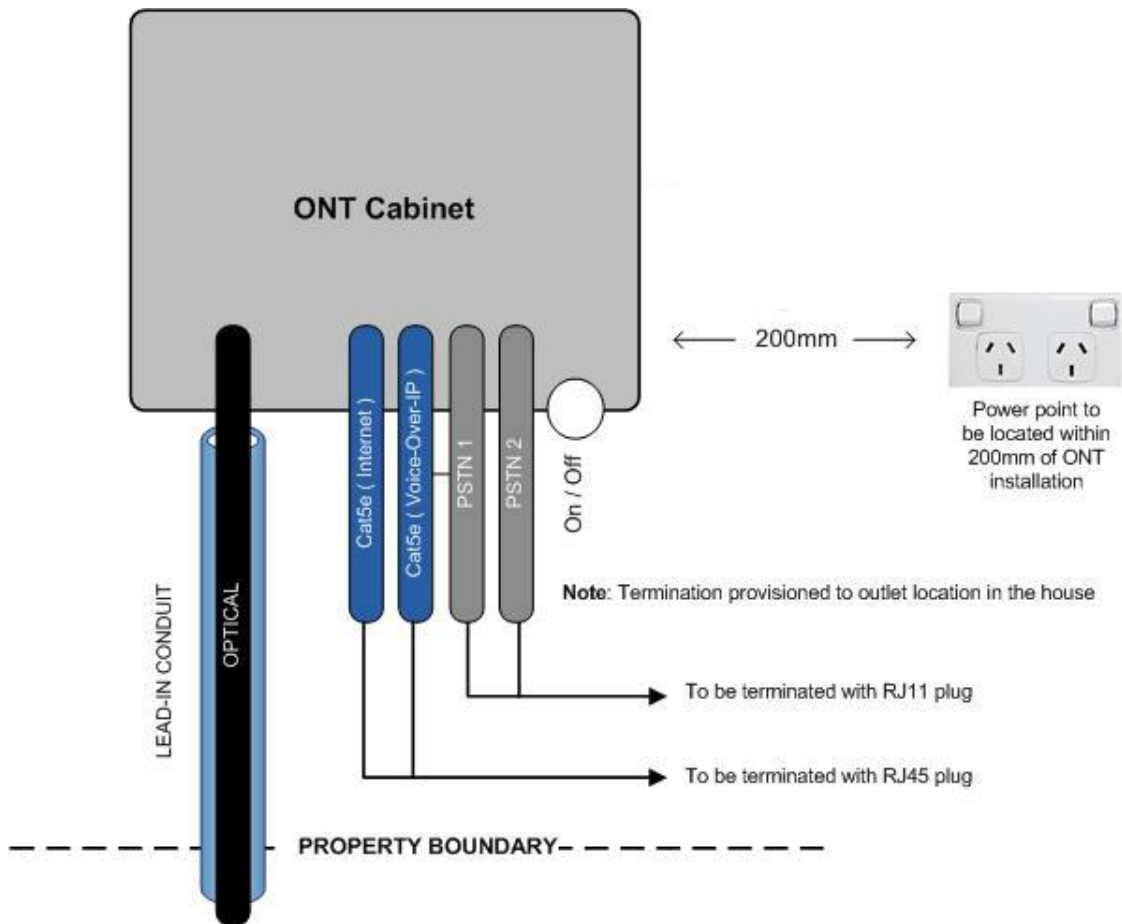
- Installation of a continuous 32mm undamaged conduit from the stub conduit entering your property on an external wall of your garage rising 300mm out of the ground.
- If the conduit rises externally to the house, the conduit is to be terminated into a weather proof enclosure roughly 120mm x 120 mm. Lead in conduit then continued from the external adaptable box to the ONT enclosure.
- Ensure use of sweeping bends when installing the lead in conduit. Include nylon draw string, secured at both ends.
- Install ONU Cabinet (Maddison or a Starhub system) inside the garage which directly connects from the 32mm conduit.
- Cabling technician has installed required cabling from house to ONT (refer to cabling advice outlined in the following page).
- All TV points must have a dedicated Cat 6 (RJ 45 pre-terminated) connection that runs from the wall outlet into the Garage where the ONU enclosure is installed.

## ONT (Optical Network Termination Unit) Installation

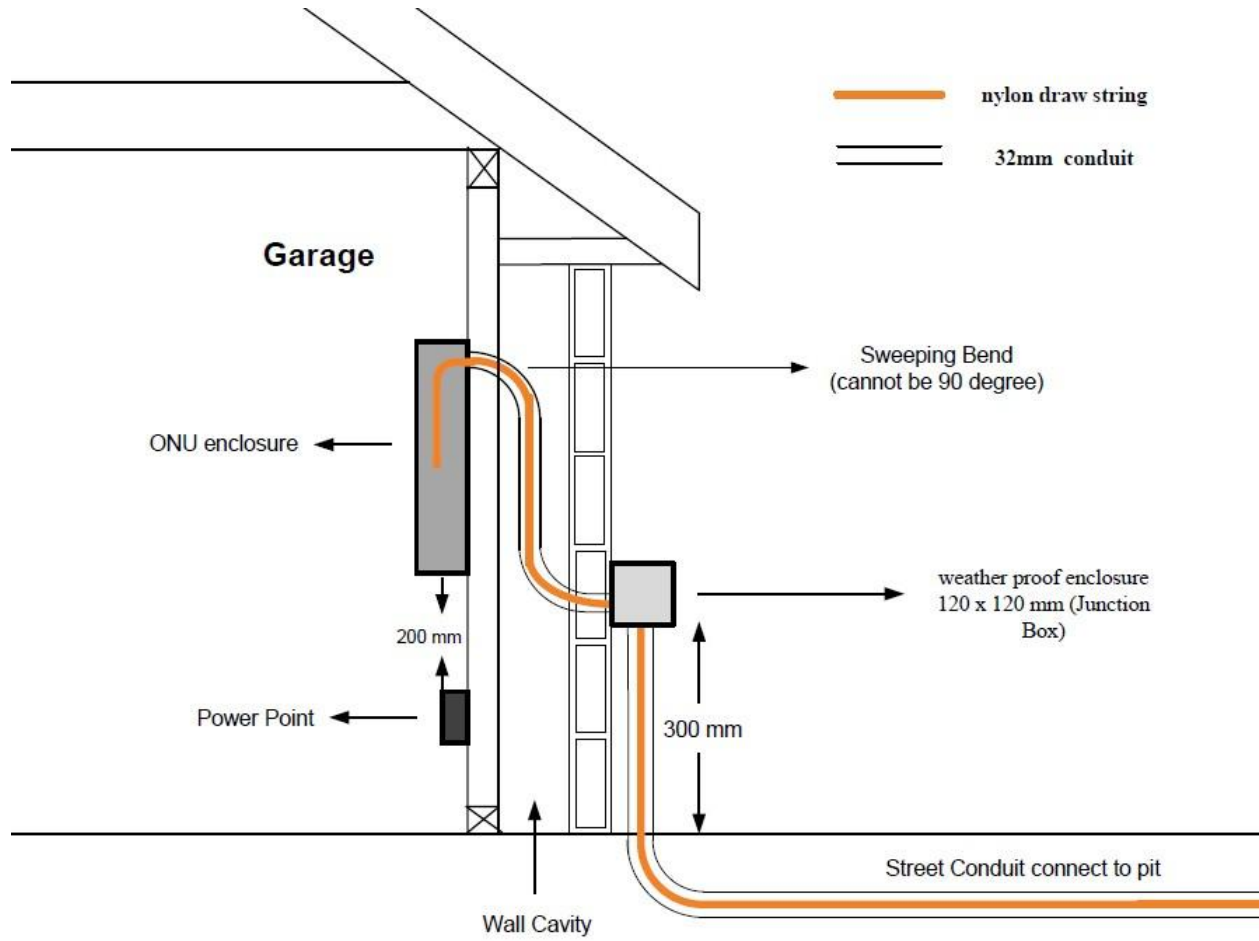
### IMPORTANT NOTE

All customers cabling work MUST be carried out by a registered cabling technician and comply with all regulatory authority requirements.

### *Optical Network Termination (ONT) Requirements*



## Supply internal and external conduit paths



## General Enquiries

We understand that in today's fast pace living that time is important to you. If at any time you have a question please contact us directly on 1300 787 178. Alternatively if you don't have the time to call, please feel free to e-mail us directly at [support@cntcorp.com.au](mailto:support@cntcorp.com.au). One of our consultants will be available to attend to your queries and if requested to do so, will call you back at a more convenient time.

**For further information, please register your interest in**

**[www.cntcorp.com.au](http://www.cntcorp.com.au)**

# Telecommunications cabling advice (TCA1)



Copies required for customer, cabler and employer (if applicable)

## Instructions for completion

### Requirements

A registered cabling provider must complete this form after each cabling job (except for certain exemptions). Cablers must retain a copy of this form for at least 12 months and pass a copy to the customer and/or employer.

Print clearly. Illegible, unclear or incomplete application forms may delay processing.

Where proposed works may be compromised by existing cabling, a TCA2 form should be completed.

### Enquiries

For advice on completing this form, please go to the ACMA website at [www.acma.gov.au](http://www.acma.gov.au) (go to For licensees & industry: Service & technical requirements > Telecommunications : Cabling requirements > TCA forms > How to complete TCA forms).

Technical enquiries about cabling should be directed to:

Email: [cablingqueries@acma.gov.au](mailto:cablingqueries@acma.gov.au)

Tel: 1300 850 115

## Registered cabling provider

### Name

SURNAME
GIVEN NAMES

### Address

POSTCODE

### Contact details

WORK ( )
MOBILE

### Registration number

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### Name of registrar

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## Employer (IF APPLICABLE)

### Name of company

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### Contact details

WORK ( )
MOBILE

### Address

POSTCODE

## Description of work (INCLUDING ANY SUPERVISION)


## Customer details

### Name

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### Address

POSTCODE

### Contact details

WORK ( )
FAX ( )

## Certification

I hereby certify that the cabling work described in this advice complies with the Wiring Rules (AS/ACIF S009:2006 or its replacement).

SIGNATURE
DATE

PRINT FULL NAME
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