



Sanctuary Cove
FTTH Community Network
Welcome Pack



Welcome to the Sanctuary Cove FTTH Community Network

The Sanctuary Cove Fibre to the Home (FTTH) Community Network brings state of the art communications services to its residents. The FTTH network replaces the now redundant coaxial cable for the delivery of Free to Air TV and real time security monitoring of your home as well as many additional benefits including, free calls to other Sanctuary Cove residents connected to the network and a choice of Pay TV, Telephone and Internet Service Providers.

The Sanctuary Cove appointed Network Manager manages the network on behalf of Sanctuary Cove Communication Services Pty Ltd to deliver world class telecommunications services to you, the residents of the Sanctuary Cove Community.

A single fibre optic cable delivers a range of services to Sanctuary Cove residents including very high-speed Broadband (Internet), Voice over Internet Protocol (VoIP) and traditional telephone, Free-to-Air TV channels, Foxtel Pay TV services. Additionally, the in-home monitored security system will also be connected to the network with direct access to the Sanctuary Cove Security Services monitoring station. This FTTH network has content carrying capacity that is many times greater than traditional copper cable used in other networks. This increased capacity, means that the Sanctuary Cove Community will not need to upgrade their Telephone, Internet or FTA/Pay TV networks for many decades.

Residents at Sanctuary Cove can take advantage of the new communications services that will start appearing on the market in the next few years, such as Internet Protocol Television (IPTV) that will deliver a whole new range of media services to subscribers and movies at the push of a button via Video-on-Demand (VoD).

King regards,

Sanctuary Cove Communications Services Pty Ltd
as Trustee for Sanctuary Cove Communications Services Unit Trust





What does this mean for you?

The Sanctuary Cove FTTH Network is a wholly optical fibre-based solution that will deliver all of the common types of services you use today. Your FTTH Network will be developed and grow to deliver increasing functionality and capacity over time.

Choice of Products and Services

For you, living in Sanctuary Cove, this means access to a choice of telecommunications service providers who offer great products and services that include:

- ✓ High speed broadband
- ✓ Multiple telephone lines
- ✓ Bundled telephony packs
- ✓ Digital Free to Air Television
- ✓ Pay TV services from Foxtel

The Principal Body Corporate (PBC) believes in choice. The Sanctuary Cove FTTH Network is an “Open Access” network that provides residential and business customers a choice of providers.

Included in this pack

- ✓ Sanctuary Cove home cabling technical specifications
- ✓ Sanctuary Cove home cabling lead in conduit technical specifications
- ✓ Home cabling installation certification checklist – Home cabling requirement spec
- ✓ Home cabling installation certification checklist – Home cabling requirement lead in conduit spec

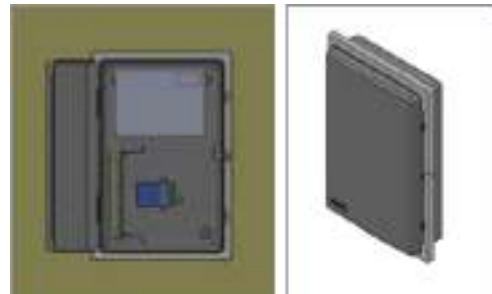


Connecting Your Home



To deliver the services into your home or business, we will install a device on the inside of your dwelling called the Network Termination Device (NTD). It will be contained within a wall mounted, specially designed Housing Box.

The NTD is used to terminate the fibre optic cable coming in from the street and converts the optical signal so you can use a standard telephone, television or internet port, just like those used by the typical devices you use today.



Picture of the NTD

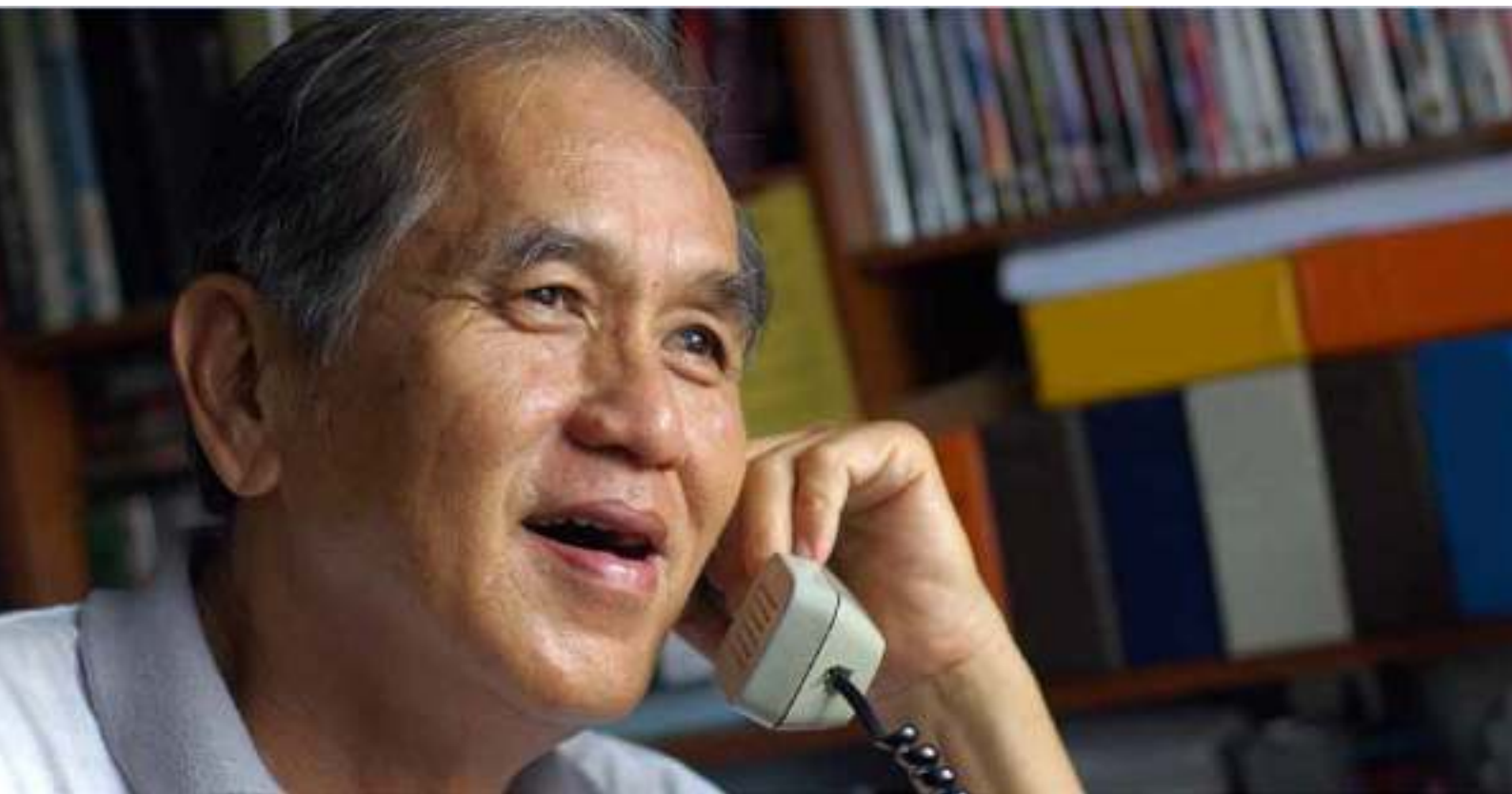
Smart Wiring

To ensure you make the best use of the services delivered by the Sanctuary Cove FTTH Network, you should consider having your home SmartWired™.

A Smart Wired™ Home

The term commonly used to describe a structured wiring system in a home or business is “Smart wiring”. Typically, it includes the wiring of your telephone, data and television points to multiple rooms, from a central Home Hub or Home Distributor. It could also be employed for the delivery of monitored security, audio/video distribution, home or building automation and paging/intercom systems. A SmartWired™ home provides you with the greatest level of flexibility and takes full advantage of the services available on the Sanctuary Cove FTTH Community Network and can add value to your home.

Whilst it is not mandatory to have your home SmartWired™ to connect to the FTTH network, in Sanctuary Cove there is a minimum standard that must be adhered to when building a new dwelling that will be connected to the Sanctuary Cove FTTH Community Network. This Building Standard is available from the Sanctuary Cove Principle Body Corporate. It is essential that your builder/developer is familiar with the requirements in the document as your in-home communications network must conform to these minimum requirements. Failure to meet these requirements will prevent your home from being connected to the Sanctuary Cove FTTH Network.



Battery Backup

Unlike copper-based telephone or ADSL networks, a fibre optic network cannot pass power down the line. The NTD therefore requires a local 240-Volt power source to be supplied by a 240-volt power point, adjacent to the NTD Housing.

A regulated power supply is used to convert the 240-volts into a usable power source for the NTD. A back-up battery is also installed in the NTD to avoid interruption to the telephone service when there is a power failure.

You will not be able to receive or make any telephone calls including calls to the Emergency 000 service if the 240-volt power point is turned off and the back-up battery is flat or faulty. It is important that the power point feeding the NTD is maintained ON to ensure correct operation of the NTD and your in-home communications system.

The back-up battery will maintain the NTD operational, for up to 3 hours in the event of a power outage. In this event an end-user with a standard line powered telephone (i.e. not a cordless phone) will be able to make and receive calls.

The maintenance of the battery is the responsibility of the network Manager and the battery will be replaced when required and maintained operational at all times.

Sanctuary Cove Standard Communications Package



As a Sanctuary Cove resident, when your home is connected to the Sanctuary Cove FTTH Network, you will have access to the Sanctuary Cove Standard Communications Package at no charge.

This Package Includes:

- ✓ Free to Air Television channels including High Definition Digital.
- ✓ Free Security alerts, arm, disarm & testing to the Sanctuary Cove Security Monitoring Station.
- ✓ Access to Service providers for internet and telephone accounts.

These services will be provided and maintained for your benefit by The Network Manager in conjunction with Sanctuary Cove Communication Services.

Telephones and Broadband



Home Telephone

You can order up to 2 telephone lines for residential customers. Fixed line telephone services for making telephone calls external to the network can be ordered from one of the Retail Service Providers who operate over the network.

You can plug any Australian Standards compliant off the shelf phone into your home network and make crystal clear telephone calls, as the Sanctuary Cove FTTH Network complies with the requirements of a Standard Telephone Service.

Getting Connected

As the Sanctuary Cove FTTH Network is “Open Access”, you have a choice of service providers.

You can order your telephone services from a number of Retail Service Providers. They offer a variety of telephone packages, leaving you free to select the one that best suits your needs. Initially there will be a choice of Retail Service Providers. Over time, additional Retail Service Providers will be added, providing a greater variety of service offerings to you.

To find out which service providers are available in Sanctuary Cove visit the OptiComm website www.opticomm.net.au and check the Residents Service Provider link

Getting connected to the Sanctuary Cove FTTH Network is easy. Contact your nominated service provider to arrange your connection.

Reporting Telephone Faults

In the event of a telephone line fault, you should call your telephone Retail Service Provider. In the event that they ascertain that the fault is network related, they will contact the Network Manager directly to resolve the problem. All other faults are the direct responsibility of your telephone Retail Service Provider.

Broadband

In the Sanctuary Cove FTTH Network, you have access to high speed broadband services. The network is capable of delivering speeds of up to 1000Mbps for residential customers. These speeds give you the ability to truly enjoy what the Internet has to offer.

In addition to the broadband available to you as part of the Sanctuary Cove Standard Communications Package, you can receive enhanced services from a number of Internet Service Providers (ISP). They offer a variety of broadband packages for you to choose from.

Getting Connected

As the Sanctuary Cove FTTH Network is “Open Access”, you have choice.

You can order your High-Speed Internet Broadband service from a number of Internet Service Providers. Each service provider offers different packages that are designed to suit every need.

To find out which ISPs are available in Sanctuary Cove contact Sanctuary Cove Body Corporate Services or visit the OptiComm website www.opticomm.net.au and check the Residents Service Provider link

Getting connected to the Sanctuary Cove FTTH Network is easy. Contact your nominated Internet Service Provider to arrange your connection.

Reporting Internet Faults

In the event of an internet fault, you should call your Internet Service Provider. In the event that they ascertain that the fault is network related, they will contact the Network Manager directly to resolve the problem. All other faults are the direct responsibility of your Internet Service Provider.

Television and Media Services



Free to Air Television

In the Sanctuary Cove FTTH Network, Free to Air television channels are provided for you to access. As these are delivered via the optical fibre network, you will enjoy picture perfect television reception without the need for an external television antenna.

Getting Connected

Free to Air television is part of the Sanctuary Cove Standard Communications Package and will be provided free of charge when you are connected to the Sanctuary Cove FTTH Network.

Reporting FTA television faults

Many issues with FTA television reception are simply caused by faulty home wiring or tuning problems on the TV or set top box. Before reporting any television service fault, you should ensure that you have checked for any problems which may be present within your home wiring or equipment.

The frequently asked questions contained further in this document, may help to resolve your problem.

To report a television reception fault, you should contact our call centre on 1300 341 424. However, if upon our technician site visit to check your television reception problem, there is no fault found, or the fault is identified to be located within your home wiring or your reception equipment, you will be charged a minimum of \$200 for a callout, plus any time onsite.





Pay Television

The Sanctuary Cove FTTH Network provides Foxtel services suitable for iQ2 and iQ3 cable set top boxes. This is delivered on the same fibre optic cable that provides all of the telecommunications services to your home.

Foxtel have designated license areas and Sanctuary Cove falls within the Foxtel license area, iQ4 is only delivered via satellite dish. Approval for a satellite dish can be obtained by contacting the Body Corporate office.

To find out any changes to Pay TV Service Providers available in Sanctuary Cove contact the network Managers help desk

Getting Connected

If you wish to subscribe to a Pay TV service, you will need to contact the service provider directly as Pay TV services can only be organised directly with the service provider chosen. Their contact numbers are listed below.

- ▶ Foxtel - 1300 788 796

Reporting faults

In the event of a Pay TV service fault, you should call your Pay TV Service Provider. In the event that they ascertain that the fault is network related, they will contact the Network Manager directly to resolve the problem. All other faults are the direct responsibility of your Pay TV Service Provider. Their contact numbers are listed below.

- ▶ Foxtel - 131 999

The Network Manager will not attend your home for any problem associated with your Pay TV service unless it is related to a network fault.

Frequently Asked Questions



New Home Owner

Q. I have just purchased a block of land (or house/land package) in Sanctuary Cove. What should I do next?

Sanctuary Cove provides a pack of important documents outlining the Sanctuary Cove requirements for new home owners. Inside the pack you will find a document that outlines the cable entry requirements and minimum in-home cabling requirements to connect to the Sanctuary Cove FTTH Network. You should read all the documents and most importantly pass these on to your builder.

If you did not receive these documents as part of your Sanctuary Cove Pack you should contact the Sanctuary Cove PBC and request your information pack.

Please note: The home cabling installation certification checklists must be delivered to the Sanctuary Cove Body Corporate office or emailed to enquiries@scove.com.au a minimum two (2) weeks prior to the required installation of the FTTH network.

Q. Who is responsible for the installation of the conduit between the house and pit in the street?

Your builder has the responsibility to install the conduit from your house to the street, the lot owner is responsible for maintaining a serviceable conduit for repair or replacement on fibre cable inside the lot. Please contact Sanctuary Cove PBC if you do not have the documents outlined in the previous question to arrange for a copy of these and ensure your builder is acquainted with their requirements. This is important as failure to adhere to these requirements will prevent you from connecting your home to the Sanctuary Cove FTTH Network.

Q. What is the Network Termination Device or NTD?

The Network Termination Device (NTD) is a legal term from the Telecommunications Act which describes the box which marks the boundary of the Sanctuary Cove FTTH Network and the in-home communications wiring. This equipment is owned by Sanctuary Cove Communication Services. It terminates the fibre optic cable coming in from the street and converts the optical signal so you can use a standard telephone, television or internet port, just like those used by the typical devices you use within your home or business today.

Q. What is the Optical Network Unit or ONU?

The Optical Network Unit is the technical term for the equipment housed inside the NTD. This equipment is not accessible to the home owner and can only be accessed by a qualified technician.

Q. Can I turn the NTD power off?

You should **NOT** turn the NTD power off as you will not be able to make or receive or any telephone calls including calls to the Emergency 000 service if the 240-volt power point is turned off and the back up battery is flat or faulty. It

is important that the power point feeding the NTD is maintained ON to ensure correct operation of the NTD and your in-home communications system.

Internet Connections for New Homes

Q. Can I use my existing DSL router or modem?

Your existing DSL modem will not work on the FTTH Network. Your DSL router can be reused, but only as a router. It is your responsibility to configure any devices for connection to the FTTH Network in your Home Distributor (or elsewhere in your home). The Network Termination Device is connected to your Home Distributor at the time of installation.

It is recommended, for ease of support, that you use one of the Retail Service Provider's recommended devices. However, for avoidance of issues, the Network Manager highly recommends the use of a residential gateway or router.

Q. What type of routers/home gateways are supported?

The Sanctuary Cove FTTH Network is completely fibre based, and most routers and modems that you have purchased in the past for use on ADSL based networks will be incompatible with the services provided by over the network (see previous question).

We recommend you discuss with your Retail Service Provider what routers they would recommend you use. The Service Providers have been provided with a list of supported routers.

ADSL modems will not work on the new network.

Q. What Ethernet port should I plug my home network into on the NTD?

It is common practice for the Network Manager to provision all Internet services onto the first Ethernet port of the NTD. It is this first port on the NTD that your home network should be connected to at all times.

Internet Connections for Existing Homes currently connected over the NBN/Telstra Network

Q. Can I use my existing DSL router or modem?

If you remain connected to the NBN/Telstra copper network then nothing changes with respect to your internet service excluding any NBN upgrades. Contact your service provider for advice on using the NBN/Telstra Network.

If you choose to change to a new service provider using the Sanctuary Cove FTTH Network then your old DSL modem is of no further use.

There are various options available for connecting existing in-home wiring to the Sanctuary Cove FTTH Network. Call the network Manager or your I.T. provider for further advice on the selection of suitable home networking equipment supported on the FTTH Network.

Frequently Asked Questions (continued)



Telephone and Internet – General

Q. I am unable to establish a Broadband Connection

The Sanctuary Cove FTTH Network does not require any devices to supply a user name and password. Your service is configured to work directly with your Internet Service Provider when the FTTH equipment is installed.

If you are having problems connecting to the internet check that any devices in your home between your computer and the NTD are powered up and operating correctly.

If you continue to have problems establishing a broadband connection, we suggest you contact your retail service provider.

Q. Does the Sanctuary Cove FTTH Network support Naked DSL?

While we don't support Naked DSL as such, we do have the functional equivalent. If you only wish to order a broadband service, you do not have to purchase a telephone service.

Q. My internet is running slowly

This can be a common problem and is usually caused by viruses or spyware. Ensure you are running an up to date virus scanner. If you have a home network, check the connection is not shared with other users that are running bandwidth hungry applications.

Q. Does PBC or the Network Manager look after my home cabling?

No. PBC or the Network Manager accepts no responsibility for cabling issues within your home which may be affecting the performance of your service. Any internal home wiring or cabling faults is the responsibility of your builder or authorized technician.

If the Network Manager is requested to attend site for any problem which is caused by the home owner's internal home wiring, you will be charged a minimum of \$200 for a callout, plus any time onsite.

FTA Television

Q. Do I need a television antenna on my roof to receive FTA television channels?

No, all telecommunications services, including FTA television are delivered on the one fibre optic cable connected to your home. Sanctuary Cove covenants prevent you from installing your own television antenna, but this is not required as The Sanctuary Cove FTTH Network reticulates all digital Free to Air channels in the local area.

Q. What FTA television channels are available over the Sanctuary Cove FTTH Network?

The following channels and their respective sub channels are available for viewing over the network:

Channel	Digital
ABC Queensland	✓
SBS	✓
7	✓
9	✓
10	✓
Prime	✓
NBN	✓
Gold Coast 10	✓

Q. Do I have to retune my TV or Set Top Box?

It is your responsibility to retune your television, set top box or VCR when adding or buying a new receiving unit. The Network Manager does not offer telephone support with respect to tuning your television to the network. If you are having problems getting your TV working, we suggest you contact a TV service agent in your local area.

Q. Who provides support for the FTA Television issues?

All FTA television related support issues are handled directly by the Network Managers call centre. Consumers should call us on 1300 341 424 regarding any FTA Television problems.

However, if upon our technician site visit to check your television reception problems, there is no fault found, or the fault is identified to be located within your home wiring or your reception equipment, you will be charged a minimum of \$200 for a callout, plus any time onsite.

Q. How can I connect my television into the network?

The NTD installed in your home or business has an F-Type, RF connector which delivers all the FTA and Pay TV channels through this single point of connection. This television output should be connected into your in-home structured wiring system using RG6 Quad Shield cable and made available to the required television points.

This single connection point can support up to 4 TV points within your home, without deterioration, via the installation of a 4-way passive splitter. Additional TV points can be supported by using a television RF amplifier to boost the signal to the required levels.

Q. The FTA television stations do not work at all.

Check that the 240V power cord to the television or set-top box is correctly plugged into a 240V power supply and turned on.

Check that the channels are correctly tuned in accordance with the Channel Plan supplied on the following page.

Check that the television channels are available at the Home Distributor (Home Hub) as this will verify that the fault is not in the in-home cabling. Internal wiring issues should be referred back to your builder or home cabling contractor.

Q. I am receiving a television signal but the reception quality is poor.

The Sanctuary Cove FTTH Network is designed to deliver the highest quality television services to your home. A common Head-End delivers the television signal to all homes within Sanctuary Cove. Poor quality television reception in one dwelling would therefore tend to be an issue within the in-home cabling. Alternatively, the fly leads connecting the wall plate to the television receiver may be damaged or of a substandard quality.

Check all interconnecting cabling to ensure that it is connected firmly and correctly. Always use high quality video and coaxial cables to minimise reception issues.

If you are having problems getting your TV working, we suggest you contact a TV service agent in your local area.

CHANNEL PLAN

Mode	Channel	Frequency: MHz	Name
Digital	27	522.500	ABC
Digital	28	529.500	PRIME
Digital	29	536.500	Seven Network
Digital	30	543.500	NBN
Digital	31	550.500	Nine Network
Digital	32	557.500	Network Ten
Digital	33	564.500	Southern Cross
Digital	34	571.500	SBS

Pay TV

Q. Who is responsible for the Pay TV services?

Subscribers to a Pay TV service deal direct with the Pay TV Service Provider chosen and they provide support to their customers directly.

Q. The end-user is not receiving all of the Pay TV channels requested

The Sanctuary Cove FTTH Network is transparent to Pay TV signals. Missing channels could indicate a faulty set-top box or an incorrect channel package. Check with your nominated Pay TV service provider to ensure that you are on the correct channel package and if problems persist report the fault to them.

Q. My Pay TV service does not work.

The Sanctuary Cove FTTH Network distributes the Pay TV signals in their entirety, it is your set-top box and your chosen channel package that determines which channels you can view on your television. A common head end delivers the television signals to all homes within Sanctuary Cove. Poor quality or the absence of television reception in one dwelling would therefore tend to be an issue within the in-home cabling. Alternatively, the fly leads connecting the wall plate to the television receiver may be damaged or of a substandard quality.

Check all set-top interconnecting cabling to ensure that it is connected firmly and correctly and that the 240V power supply is turned on.

If you continue to have problems receiving Pay TV contact your Pay TV Service Provider for support. Their contact numbers are listed below.

▶ Foxtel - 131 999

Problems with internal wiring should be referred back to your home cabling contractor.

