



Southport Central Internet Service Options

Physical services – at Southport Central

1. Phone wiring
 - Phone/Fax lines
 - Ethernet over copper (multiple lines)
 - ADSL via Telstra Exchange
 - ISDN Digital phone over copper
2. Fibre
 - To suite via various intermediate locations
3. Ethernet
 - Fibre or wireless to site with network switches and cabling in each Tower
4. Wireless
 - There are some wireless internet providers, e.g. Wires Broadband

Notes:

- Communications risers are in each tower
- All services enter the site under Building A

ADSL – Asymmetric Digital Subscriber Line

- ADSL (details below) is no longer available and has been replaced by NBN
 - Uses traditional phone line as the communication medium (a modem converter is required)
 - ADSL2+ theoretical limit is 24 Mbps download and 1.4 Mbps upload speeds
 - Even though the Telstra exchange is only on Nerang Street the practical maximum is 12 (but typically 6 to 8) Mbps download and 1 Mbps upload however this does depend on the distance from the unit to the street entry
 - All copper services including traditional phone, fax and ADSL will be replaced with the NBN
 - Low cost. Availability depends on ports at the exchange. Slow connection times. Not Cloud Compatible.
 - Current providers in Southport: Telstra, Internode, TPG, IINet, Optus, OnTheNet, Primus, and, EFTel.
 - Note 1: Mbps = Megabits per second equivalent to sending a 100KB file in about 1 second
 - Note 2: Asymmetrical services are not suitable for cloud based operation which requires fast uploads.

EOD – Ethernet over Copper

- EOD (details below) as a new service is no longer available
 - Uses multiple traditional phone line as the communication medium
 - High speed achieved by using more lines
 - Symmetric service up to 10 Mbps – upload and download speeds are the same
 - Will probably be replaced with the NBN
 - High cost. Availability depends on lines at the exchange. Very slow connection time

NBN – National Broadband Network

- Any Internet Service Provider can deliver and NBN service to your unit
- Fibre to site (FTTN) then existing building phone wiring to each unit using VDSL2 (Very-high-bit-rate Digital Subscriber Line)
- Replaces most traditional copper services (phone, fax, ADSL). Other services like ISDN may remain for a time.
- The maximum speed is about 100 Mbps but practically it will probably be up to 50 Mbps download and 15 Mbps upload depending on the site wire condition and distance from Tower 1, basement 1, building A.

- This is a residential not business class connection and many have reported heavy contention (slow speeds) particular in the later afternoon and evenings
- Low Cost, Slow connection time, Modem still required for line signal conversion
- The service level and night time speeds depend on your Internet Service Provider

Mobile Broadband Services

- Mobile data via USB device or tethered via your mobile phone
- Available from main mobile phone carriers
- Plans vary between providers with 10GB to 50GB downloads for around \$25 to \$70 per month
- Asymmetrical speeds in Southport are very good: from 6Mbps to over 20Mbps depending on the device and the conditions
- Telstra promise a new “Gigabit LTE” with practical speeds of 5 to 300Mbps
- No installation cost, Limited data downloads, Fast connection

Fibre – Optical Fibre Internet Services

- Optical Fibre is the current standard method for high-speed distance internet communications
- There are currently three communication carriers with Fibre to site:
 - Telstra
 - AAPT (TPG)
 - Ucomm (Optus)
- Symmetrical speeds usually up to 400Mbps.
- Very high installation cost, High ongoing costs, Very slow installation time

Fibre Ethernet – Building Ethernet Network Services

- Optical Fibre and roof wireless backup to the site, Ethernet network wiring up and down each high rise tower (bypassing legacy phone network which includes NBN)
- Result is direct high speed internet access with the same upload and download speeds
- These networks are completely independent from other internet service offerings
- There are currently two internet service providers with this service:
 - Spirit Internet www.spirit.com.au/spc-business
 - Freedom Internet www.freedominet.net.au
 - Hip Communications hipcom.com.au
- Each provider has different plan offerings and service levels: take note of download limits (if any) and contention versus contention network limitations
- Providers have installed public Wi-Fi access to retail and residential areas
- Symmetrical service speeds up to 500Mbps through a direct connection (no modem)
- Low or no connection cost, Reasonable ongoing rates, Fast connection, Cloud compatible speeds

Conclusion

- The recent offerings of High Speed internet services are available for Southport Central Tenants
- These are additional suppliers if internet options and will not limit any other internet service offerings

- NBN replaces ADSL and conventional phones but still uses the buildings existing telephone wiring
- Fibre options are always available via Telstra, Optus and TPG
- High Speed internet is the most practical solution in terms of connection cost and time, service reliability, and competitive rates
- This information will be available on our web site so that tenants can be informed of changes
- Please refer to www.southporttowers.com.au under “Information”