

Probiz Installation Guide

Step by Step guide to getting your business connected
and keeping you informed through the journey.

Applicable to Probiz on Business nbn Enterprise Ethernet and Probiz on Telstra Ethernet Access.

Stage 1	Stage 2	Stage 3	Stage 4
 Preparation At this stage we expect to finalise the requirement for your business and prepare a Service Order Form. The Sales team will send the order form to sign. Once the order form is signed, our Delivery team will take over and commence the ordering process.	 Processing At this stage a Service Delivery Manager will be assigned and will send you a questionnaire to complete. On completion of the questionnaire and subject to any required approvals, the order will be placed with nbn or Telstra.	 Provisioning At this stage your order has been placed and a delivery date will be provided. Site survey, network planning, design, construction & internal installation will commence. You will receive a site survey notice via nbn or Telstra's Delivery Partner. Design completed. Construction will commence & appointment to install the required Network Termination Device/ Unit (NTD/U) is scheduled. Final testing completed.	 Completion At this stage you will receive a service completion advice. Your Service completion advice will include configuration details required to connect to your service and billing will commence.

Stage 1	Stage 2	Stage 3	Stage 4
Preparation Time 1-2 business days We'll work with you to capture your requirements to generate a service order form. Obtain all necessary approvals.	Processing Time 2-3 business days Once the order form is signed, you will be contacted via email. Your Service Delivery Manager will assess the order and processing with our network provider.	Provisioning Time ~8 business weeks Your order will navigate the following stages: Site survey Network planning & design Construction Internal Installation	Completion Time 1 business week Congratulations! Your site is now connected with Superloop Probiz Internet Service. You will be provided with a service completion notice.
Customer Provide the correct address Select service term Select product type (Ethernet or Internet) Speed tier and class of service required	Customer Verify site information, requirements and provide point of contact for site access and approvals. Once we have verified all order details and you have confirmed all necessary approvals, we will submit the order to nbn or Telstra.	Customer Authorised site contact details & provide access to site when required Ensure site readiness, inclusive of power supply rack space and any construction activity.	Customer Confirm the service completion details Confirm your site connection Double check your IP set up / requirements For services without Superloop CPE/router - ensure the traffic leaving your router & entering the NTD/U is shaped accordingly.
Superloop Generate service order form	Superloop Full order inclusions and site requirements including equipment mounting. Site contact & building management details.	Superloop Manage project and ensure system readiness	Superloop Ensure all final checks are done and confirm project completion with customer.

Get in touch

For more information please contact your Account Manager or our sales team.

1800 57 87 37
sales.support@superloop.com

[find out more](#)