



# Preparing for the nbn™ broadband access network

nbn™ Fibre to the Curb (FTTC)





# Thanks for switching to the nbn™ broadband access network

You're only a few steps from connecting to Australia's new broadband network.

This guide will provide you with useful information on your upcoming installation, and help answer any questions you may have.



The rollout of the nbn™ broadband access network will involve new technologies, and some existing equipment (including many medical alarms, auto-diallers and emergency call buttons) may not be compatible with these at all times. You should contact your equipment provider to find out if your alarm or other equipment will work when connected to the nbn™ broadband access network and what alternative solutions are available. For more information, visit [nbn.com.au/compatibility](http://nbn.com.au/compatibility)

## Things to know before connecting to the nbn™ access network

### Before you start, consider the following:



Plugging in the nbn™ connection box will disconnect your existing phone, internet and alarm services. This means you'll need to have an alternative form of communication handy during setup – like a charged mobile phone.

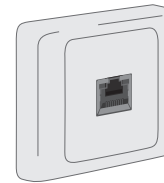


If you rely on safety-critical equipment like a medical, fire or security alarm, check with your equipment provider/s that it will work on your new plan, or whether you'll need to find an alternative solution. You should also register your safety-critical equipment with nbn by calling **1800 227 300** or visiting [nbn.com/compatibility](http://nbn.com/compatibility)\*



Non-compatible devices, such as old phones, faxes and alarm services, will not work on your new plan and should be disconnected from all telephone wall sockets before you set up the nbn™ connection box.

### Locating your telephone wall socket



An important first step to your setup is locating a telephone wall socket in your home or business (like the one pictured on the left).

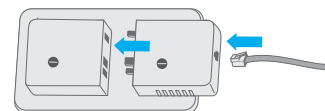
### Which telephone wall socket is the right one?

It's most likely the socket that currently connects to your phone or internet service. Ideally, it will be located only a short distance from a power outlet.

### What if I have an older-style telephone wall socket?

If you have a telephone wall socket (like the one pictured below), you'll need to purchase an adaptor to connect to your nbn™ powered plan. These can be found at most hardware or electronics stores.

In most cases, your adaptor can be installed by you. But if you need help, contact your phone and internet provider.



### What if I have multiple telephone wall sockets in my home?

You'll know that the correct one is connected when the Connection Light and Broadband Light on the nbn™ connection box turn solid blue.

### What if I don't have a telephone wall socket?

To connect to your nbn™ powered plan via an FTTC connection, it's vital you have a telephone wall socket installed. If you don't, or only have a cable wall socket (e.g. for pay TV), contact your phone and internet provider.

# You'll require all equipment pictured below

It's likely that your phone and internet provider will send you most of the equipment pictured below - including equipment supplied by **nbn**. If you're missing something, you'll need to speak to your phone and internet provider.

You'll need both a modem\* and an **nbn**™ connection box to get connected.

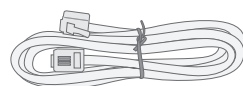
## Equipment supplied by nbn



nbn™ connection box

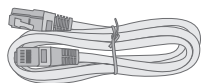


nbn™ power cord



nbn™ telephone cable

## Equipment supplied by you or your provider



Ethernet cable



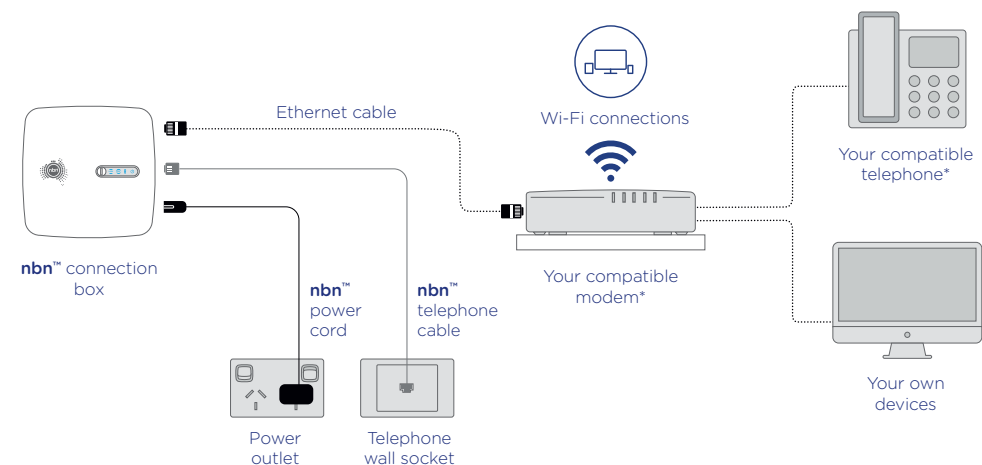
Modem



Modem power cord

# How your setup comes together

To complete your setup, you'll need to make sure the **nbn**™ connection box is plugged into a power outlet, your telephone wall socket and your modem. You'll then be able to connect other equipment, like your phone.



\*Check compatibility with your provider.

— **nbn**™ supplied cables    ..... Other cables (not supplied by **nbn**)



### ADSL filters

Make sure there are no devices, such as an ADSL filter, between the **nbn**™ connection box and the wall socket. These can block or limit your connection.

## Want to know more?



Refer to the FTTC setup guide included with the **nbn**™ connection box.

\*Wi-Fi enabled gateway.

# Connectivity options



## Wireless network and Ethernet

With your provider's (or your own) modem, you can create a wireless network in your home or business. If the Wi-Fi signal isn't strong enough to reach other rooms, you can use powerline networking adaptors, which plug into your power points and use existing wiring. Alternatively, you can have Ethernet cables installed between rooms (charges may apply).



## Phone

You'll need to switch to a Voice over Internet Protocol (VoIP)-compatible phone if you currently use a landline. Check this with your phone and internet provider and let them know where you plan to use it, as you may need extra wiring or cabling (charges may apply).



## Smart TV and appliances

If you watch catch-up TV or streaming services (such as Netflix), or use internet-connected appliances (such as automated lighting or a smart kitchen), discuss your needs with your phone and internet provider.



## Security alarm

If you have a security alarm, discuss your needs with your phone and internet provider, as you may need additional wiring or cabling installed (charges may apply). Please also refer to the important information on page 5.

# Some tips to help get the most out of your nbn™ experience

When you connect to the nbn™ access network, consider:



## Your in-home wiring

Check your nbn™ connection box is connected to the first telephone socket in your home or business. This is usually closest to the door.

Also consider having your wiring assessed by a registered cabler. If you have more than one socket in the house, or devices still connected to the old sockets, this may degrade the achievable performance on the nbn™ access network.



## Your modem

Make sure any new or existing modems support the latest technology and will work over the nbn™ access network. Ask your phone and internet provider about the different types available.



## Devices

Where possible, connect devices that require large amounts of data (such as gaming consoles or streaming devices) directly via an Ethernet cable.



## Modem location

Place your modem in a raised, central area. Keep it clear of solid or brick walls and furniture like the TV, and don't store it in a cupboard.



## Updating old hardware and software

Consider upgrading old computers, devices and software – as old technology may not work as fast as updated versions. Devices which use older Wi-Fi standards may also impact your experience.



## Phone location

Consider where you'd like to keep your nbn™ compatible phone when you choose a spot for your modem, as your phone will need to connect directly to it.

For some more tips to help improve your in-home setup, visit [nbn.com.au/optimisation](https://nbn.com.au/optimisation)



# Important information on equipment compatibility

Connecting to the **nbn**™ access network may affect the following equipment in your home or business\*:



## Monitored medical alarms, auto-diallers or emergency call buttons\*

Before connecting to the **nbn**™ access network, contact your medical alarm provider and ask whether your monitored medical alarm, auto-dialler or emergency call button will work over the **nbn**™ access network, or whether you'll need to find an alternative solution.

It's also important that you register your equipment online at [nbn.com.au/medicalregister](https://nbn.com.au/medicalregister) or by calling **1800 227 300**. This helps **nbn** identify homes or businesses where support may be needed to minimise a break in service.



## Phones\*

Your current phone should work over a fixed line service with the **nbn**™ access network unless it is a rotary dial or pulse dial based phone. If your phone has an old connector plug, it may need a converter or a new cable. Your phone provider will be able to confirm this.



## Monitored security alarms\*

Call your security alarm provider to find out if your equipment will work over the **nbn**™ access network. If necessary, they can advise you on what alternative solutions are available.



## EFTPOS terminals\*

Call your EFTPOS provider to find out if your equipment will work over the **nbn**™ access network. Your equipment provider (such as the bank that provides your EFTPOS terminal) can advise whether it will work over the **nbn**™ access network and, if necessary, what alternative solutions are available.



## Fax machines and TTY equipment\*

Please check with your phone provider whether your fax and TTY equipment is supported on their phone service over the **nbn**™ access network.



## Fire indicator panels\*

If you have a fire indicator panel in your premises, call your fire indicator panel provider to find out if it will work over the **nbn**™ access network before connecting.

It's also important that you register your equipment online at [nbn.com.au/fireandlift](https://nbn.com.au/fireandlift) or by calling **1800 227 300**. This helps **nbn** identify homes or businesses where support may be needed to minimise disruption.



## Priority Assistance

For information on Priority Assistance services:

1. Call a phone or internet provider.
2. Tell them you have a Priority Assistance service and that you need the same level of service over the **nbn**™ access network.

Talk to your phone and internet provider to find out whether your existing devices are compatible with the **nbn**™ access network. They will be able to suggest a solution to suit your situation.



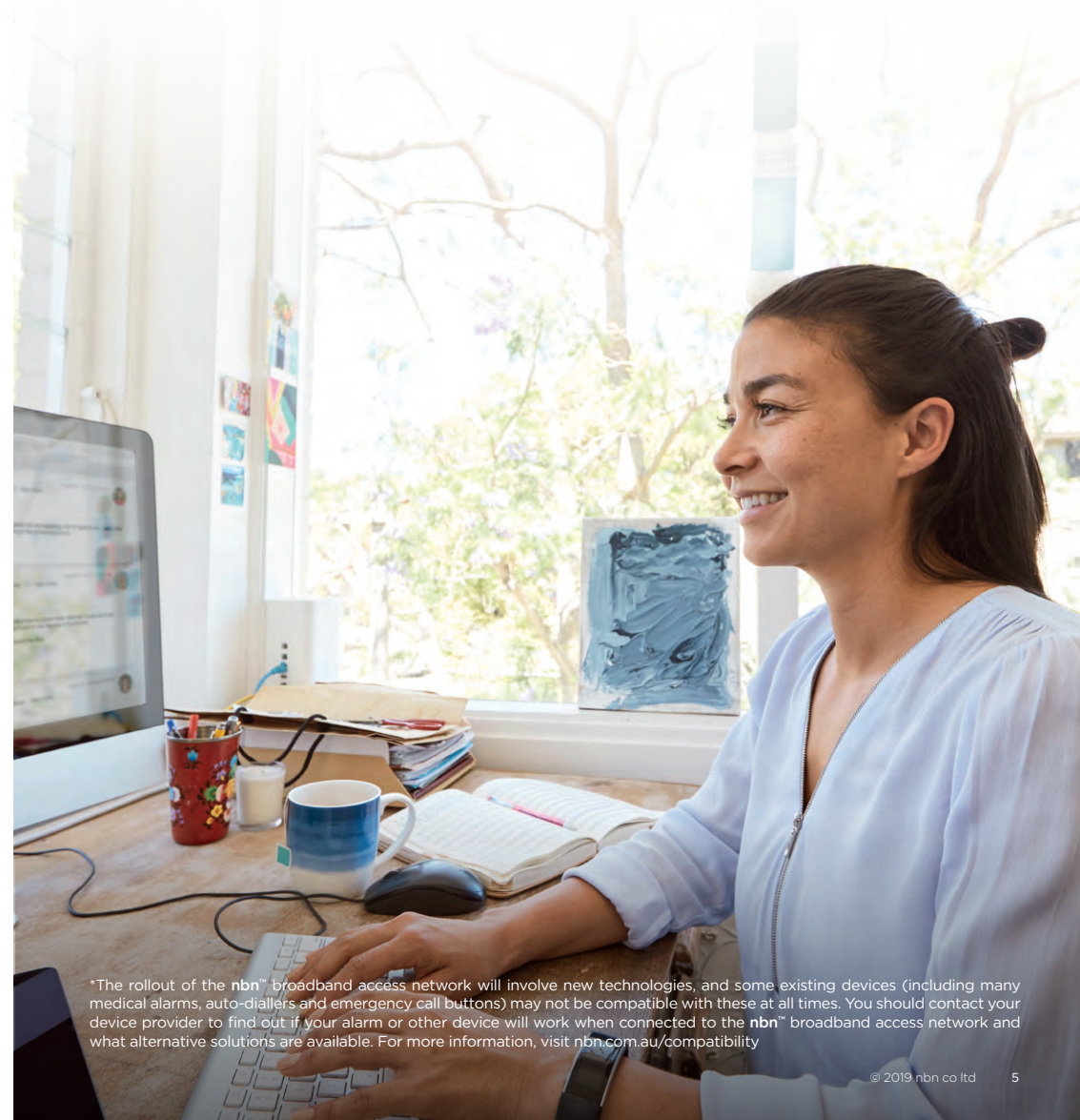
## To organise in-premises wiring changes:

Call your phone and internet provider and ask:

1. If they can arrange in-premises wiring or cabling changes.
2. What the cost will be.

OR

Contact a registered cabler about connecting your telephone wall sockets to your phone service over the **nbn**™ access network (search online for 'phones & systems - installation & maintenance').



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# Having trouble with the nbn™ connection box?

## You may want to try this checklist:

- I have both an nbn™ connection box and a modem (if not, contact your phone and internet provider).
- I've tried resetting the nbn™ connection box by holding the 'RESET' button for 1-2 seconds.
- The power cord running to the nbn™ connection box is firmly plugged in at both ends.
- I've checked that I'm using a modem compatible with my nbn™ powered plan.
- The Power, Connection and Broadband Lights on the nbn™ connection box are solid blue (if not, contact your phone and internet provider).
- I've tried using other telephone wall sockets in my home to see if my nbn™ powered plan is active through these.
- The telephone cable running from the nbn™ connection box to the wall is secure and not pinched, kinked or bent (this can cause a break or short in the cable).

## Need more help?



Contact your phone and internet provider or visit [nbn.com.au/FTTC](https://nbn.com.au/FTTC) for more information.

# Common questions

## Who do I contact if I need help?

If you have any questions or want to report a fault, contact your phone and internet provider or visit [nbn.com.au](https://nbn.com.au) for more information.

## What happens to my services in a blackout?

Equipment connected to the nbn™ access network will not work during a power blackout. Consider having an alternative form of communication handy (such as a charged mobile phone). If you have safety-critical equipment, such as a medical alarm, monitored fire alarm or lift emergency phone, speak to your equipment provider about alternative solutions.

## Can I plug the nbn™ connection box into a power board?

Plugging the nbn™ connection box into a fixed power outlet will give you a more reliable connection. If this isn't possible, you can use a double adaptor, extension cord or power board, as long as these are safe.

## Are the nbn™ connection box and its cables safe?

Yes. The nbn™ connection box only uses fixed connections, which are not designed to give off any wireless radiation. However, as the cables conduct electricity, you should never disconnect, bend or tamper with them.

## What if I accidentally damage nbn™ supplied equipment?

You'll need to speak to your phone and internet provider to have it repaired (charges may apply).

## What happens to the nbn™ connection box and other equipment if I move?

All nbn™ supplied equipment is the property of nbn and should not be removed from the premises in which it's installed. Speak to your provider for advice on switching your phone and internet services over to your new address.

## I've moved to a house that already has an nbn™ connection box - how do I get it working?

To connect to the nbn™ access network via your nbn™ connection box, contact your phone and internet provider and order an nbn™ powered plan.

## Will there be any equipment installed at my premises?

Unless you need a telephone wall socket installed within your premises, no equipment will be installed. Your provider should send you a modem with simple self-installation instructions for you to get set up.

## Does connecting to the nbn™ access network affect my pay TV service?

If you have a pay TV service like Foxtel, you should ensure your set-top box is connected to your modem via an Ethernet cable or Wi-Fi to allow full functionality of on-demand services.

## Have more questions?



Contact your phone and internet provider or visit [nbn.com.au/support](https://nbn.com.au/support)

# Your connection checklist



- Communication during setup**  
I am aware that plugging in the **nbn**<sup>™</sup> connection box will disconnect my existing services, and have arranged to have an alternative form of communication handy – like a charged mobile phone.
- Telephone wall socket**  
I have located a telephone wall socket in my premises or purchased an adaptor for my older-style telephone wall socket (if necessary).
- Safety**  
I've considered any safety issues associated with the location of my **nbn**<sup>™</sup> supplied equipment.
- Equipment check\***  
I've checked with my equipment provider/s and phone and internet provider that any equipment I rely on, such as medical and security alarms, will work over the **nbn**<sup>™</sup> access network.
- Safety registration\***  
I've registered any medical and security alarms with **nbn** by visiting [nbn.com.au/compatibility](http://nbn.com.au/compatibility) or by calling **1800 227 300**.
- My in-home setup**  
I've considered my current internet and phone setup and understand what needs to change.
- Landlord consent**  
I have my landlord's consent for the installation and any new wall outlet(s) (if required).

## For help and support



Contact your phone and internet provider or visit [nbn.com.au](http://nbn.com.au)

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**Disclaimer:** This document provides general information about the technical requirements for connecting to the **nbn**<sup>™</sup> broadband access network and is correct as at August 2019. Technical connection requirements may change due to factors such as legislative and regulatory requirements, as well as advances in technologies. For any queries about your particular circumstances or requirements, please consult your phone and internet provider or other equipment supplier.

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