



# Preparing for the nbn™ broadband access network

nbn™ Fibre to the Premises (FTTP)



# 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 to answer any questions you may have.



## Things to know before installation day

When you contacted your phone and internet provider to connect to the nbn™ access network, they would have arranged an installation time for an nbn™ approved technician to visit your home or business to install the necessary equipment.

Your nbn™ approved technician should call you on the business day before your scheduled installation to confirm the appointment time. To change this time, contact your phone and internet provider.

### What to expect from a free standard installation:



A fibre optic cable will be connected from your street to an nbn™ utility box on the outside of your premises.



The nbn™ approved technician will drill a small hole through your wall and feed the fibre optic cable to the nbn™ connection box.

### There are two options available for the installation of the nbn™ connection box:



#### Power Supply with Battery Backup (also known as Battery Backup)

This option includes the installation of a separate power supply box with Battery Backup. The Battery Backup keeps selected phone and internet services running for up to five hours (including a manually activated emergency reserve) in the event of a power outage. If you want your services to work for a limited time during a power outage, we recommend this option.



#### Standard Power Supply

This is a simpler installation process - with only the nbn™ connection box installed on the wall. However, if you choose to order the Standard Power Supply, you won't be able to use your phone or internet services during a power outage.

# On the day of installation

When your **nbn**™ approved technician arrives, you can ask to see their ID before giving them access to your premises.

They'll then discuss with you where the **nbn**™ supplied equipment is going to be installed.

## Things to keep in mind:

- If a fibre optic cable has not been connected from your street to the outside of your property, your **nbn**™ approved technician might need to dig a small trench, or, if it's coming from overhead, clear a small amount of vegetation.
- Some equipment locations might not be possible due to safety or other considerations, such as the location of existing telecommunications infrastructure.
- You must advise your **nbn**™ approved technician of any safety issues you are aware of on your property, like known or suspected asbestos or asbestos-containing material, or any recent pest treatments.
- You must advise your **nbn**™ approved technician of any heritage requirements or restrictions relevant to your property.
- Phone and data cables cannot be extended outside or between buildings, as they are susceptible to lightning and are a potential hazard.
- Your **nbn**™ approved technician may need to turn off your power for a short time. However, they'll discuss this with you beforehand to make sure it won't impact any of your safety-critical equipment, such as medical alarms.



## Asbestos-containing material

Asbestos-containing materials may be identified during the installation process. In some cases, an **nbn**™ approved technician may suspect and/or assume that asbestos-containing materials are present because of the age of the building. Where asbestos-containing material is identified or assumed to be present in a property, the **nbn**™ approved technician will consider options to avoid disturbing that material or area of the property, or will otherwise use accepted work practices to ensure, so far as is reasonably practicable, the safety of themselves and the occupants of the property.

## What if I can't be there for my installation?

If you can't attend your installation appointment, you can either reschedule it with your phone and internet provider, or ask someone you trust who is over 18 to give access to all areas of your property. Remember, they'll need to make decisions about the installation on your behalf, so they must be there for the whole appointment.

## How long does installation take?

If your property already has a fibre optic cable connected to an **nbn**™ utility box outside, a standard installation will normally take up to two hours. If not, then a complex installation could take between four and eight hours.

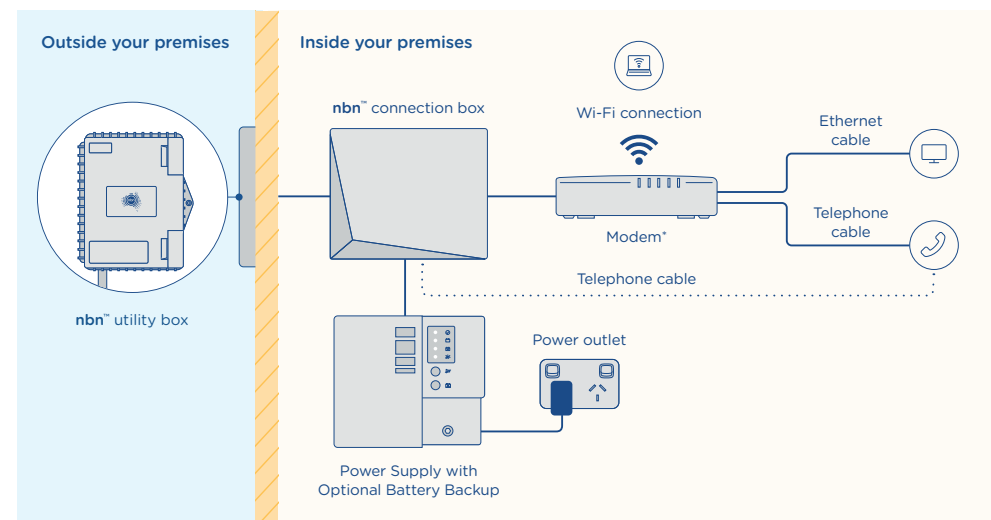
## How much does the installation cost?

A standard installation of **nbn**™ supplied equipment is currently free of charge. This includes connecting a fibre optic cable from your street to the **nbn**™ utility box outside your premises, then inside to the **nbn**™ connection. But remember to ask your phone and internet provider if they have any other fees.

## What if installation can't be completed?

If your **nbn**™ approved technician is unable to complete your installation on the day, **nbn** will work with your phone and internet provider to arrange a new appointment.

## A standard installation of **nbn**™ supplied equipment



## Where will the **nbn**™ supplied equipment be installed?

**nbn**™ supplied equipment should only be installed in a location that you are comfortable with. If your preferred locations are unsuitable, your **nbn**™ approved technician must explain this to you and help you choose an alternative. If you're unhappy with where or how the device is being installed, contact your phone and internet provider before signing off on the work.

\*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:



## 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.



## Update 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.



## 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.



## 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.



## Devices

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

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**<sup>™</sup> access network may affect the following equipment in your home or business\*:



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

Before you connect to the **nbn**<sup>™</sup> 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**<sup>™</sup> 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**<sup>™</sup> 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**<sup>™</sup> 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**<sup>™</sup> access network. Your equipment provider (such as the bank that provides your EFTPOS terminal) can advise whether it will work over the **nbn**<sup>™</sup> 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**<sup>™</sup> access network.



## Fire indicator panels\*

If you have a monitored fire alarm in your premises, call your alarm provider to find out if it will work over the **nbn**<sup>™</sup> 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**<sup>™</sup> access network.

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



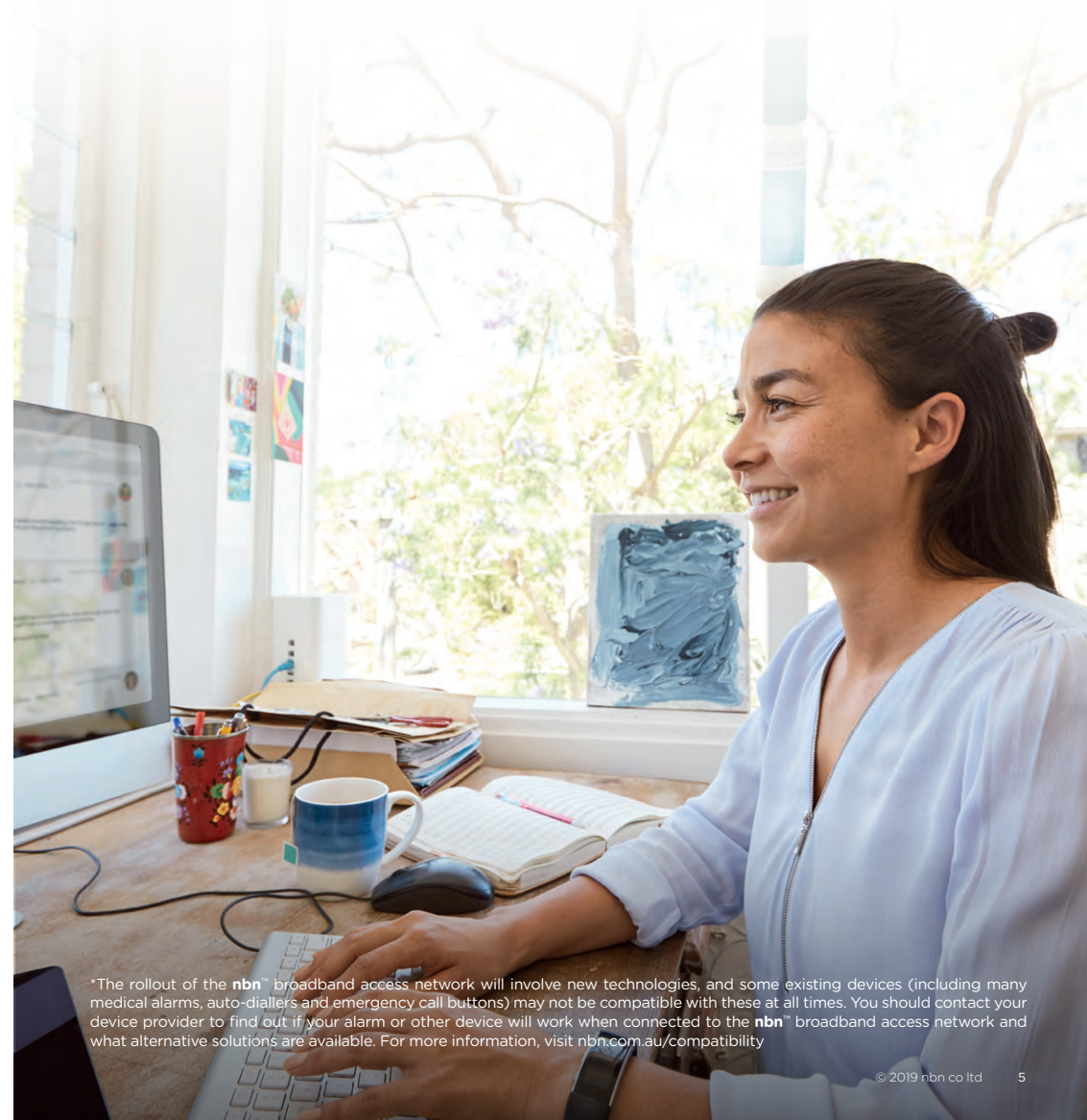
## To organise in-premises wiring changes:

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**<sup>™</sup> access network (search online for 'phones & systems - installation & maintenance').



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

# 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. You can also visit [nbn.com.au](http://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?

Yes, but plugging the **nbn**™ connection box into a fixed power outlet will give you a more reliable connection. You can also use a double adaptor, or extension cord, so long as they are safe.

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

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

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

Speak to your phone and internet provider to have it repaired (charges may apply).

## What happens to the **nbn**™ supplied equipment if I move?

All **nbn**™ supplied equipment should not be removed from the premises in which it's installed. Speak to your provider when moving to switch your phone and internet services 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.



## Any other questions?

If you have any questions about your **nbn**™ FTTP connection or the **nbn**™ access network, contact your phone and internet provider.

This includes:

- Any additional equipment, such as a modem
- Any additional internal wiring and cabling
- Any additional wall outlets
- Network outages
- Internet speed queries
- Wi-Fi signal queries.

# Your installation day checklist



- Installation appointment**  
I've arranged for myself (or an authorised representative over 18) to be there for the whole appointment.
- Appointment length**  
I understand that a standard installation appointment might take up to two hours.
- Safety registration\***  
I've registered any medical and security alarms with **nbn** by visiting [nbn.com.au/compatibility](https://nbn.com.au/compatibility) or by calling **1800 227 300**.
- 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™** access network.
- Equipment location**  
I've considered where I would like my **nbn™** supplied equipment to be located in my premises.
- Landlord consent**  
I have my landlord's consent for the installation and any new wall outlet(s) (if required).
- My in-home setup**  
I've considered my current internet and phone setup, and understand what needs to change.

## For help and support



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

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**Disclaimer:** This document provides general information about the technical requirements for connecting to the **nbn™** 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 supplier.

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