Preparing

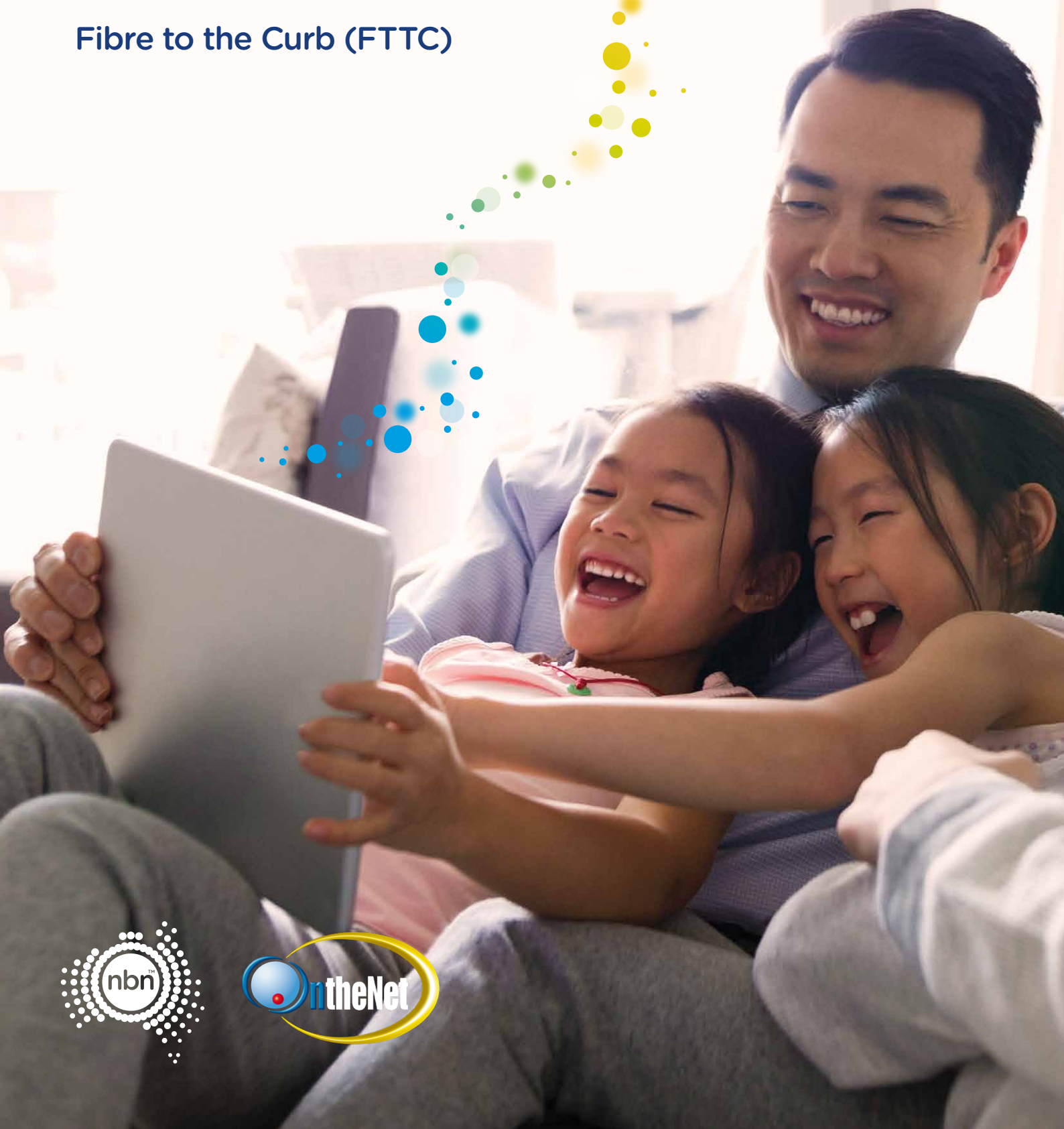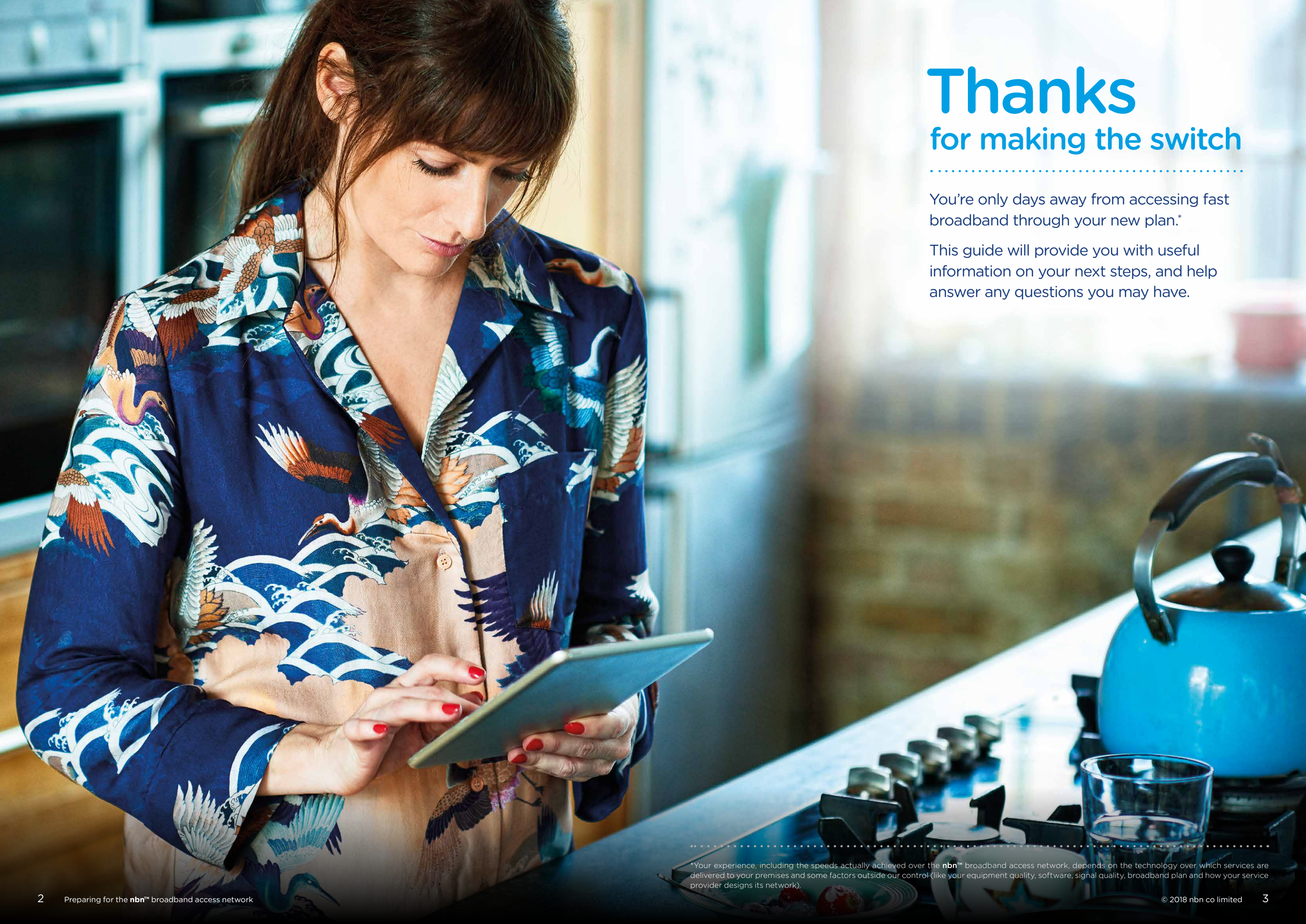## for the nbn™ broadband access network
access network

Fibre to the Curb (FTTC)

Thanks
for making the switch

You're only days away from accessing fast broadband through your new plan.*

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

*Your experience, including the speeds actually achieved over the **nbn™** broadband access network, depends on the technology over which services are delivered to your premises and some factors outside our control (like your equipment quality, software, signal quality, broadband plan and how your service provider designs its network).

An overview of your setup

Before you start, consider the following:

Plugging in the **nbn™** connection device 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 a safety-critical device like a medical, fire or security alarm, check with your device provider/s that these will work on your new plan, or whether you'll need to find an alternative solution.

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 device.

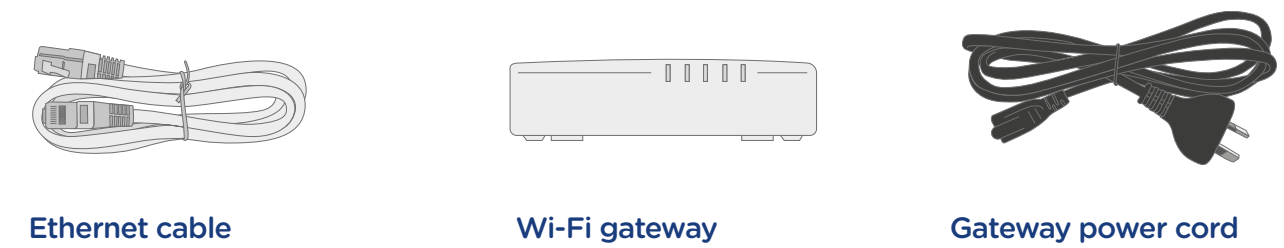## You'll require all equipment pictured below

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 provider.

You'll need both a Wi-Fi gateway and an **nbn™** connection device to get connected.
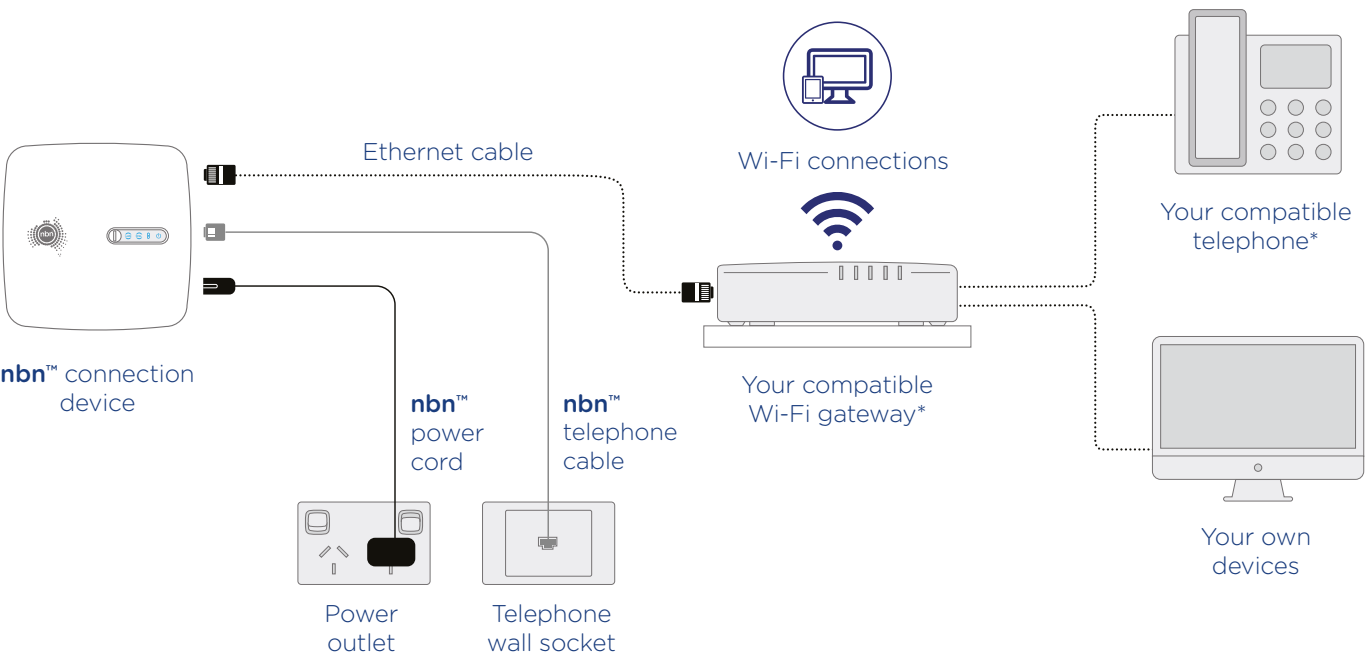
Equipment supplied by **nbn**

nbn™ connection device

nbn™ power cord

nbn™ telephone cable
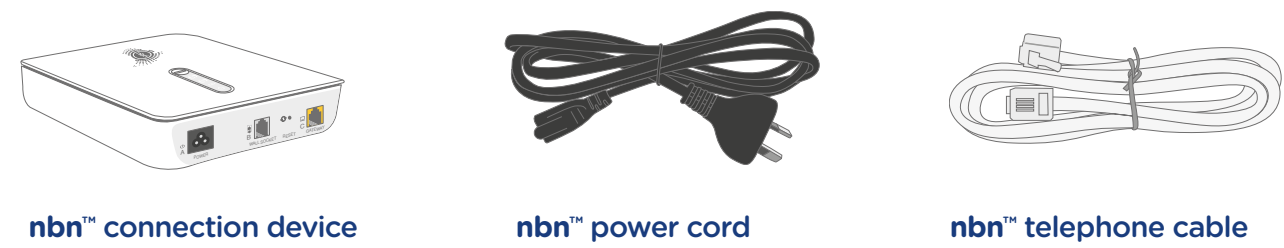
Equipment supplied by you or your provider

Ethernet cable

Wi-Fi gateway

Gateway 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 Wi-Fi gateway. You'll then be able to connect other equipment, like your phone, computers, and other internet-enabled devices.

For help locating your telephone wall socket, turn to pages 6-7.

Ethernet cable

Wi-Fi connections

Your compatible telephone*

nbn™ connection device

nbn™ power cord

nbn™ telephone cable

Your compatible Wi-Fi gateway*

Power outlet

Telephone wall socket

Your own devices

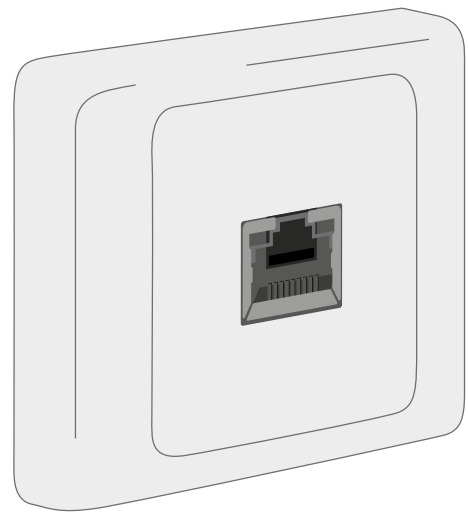*Check compatibility with your provider.

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

Want to know more?

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

Locating your telephone wall socket

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

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 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 device turn solid blue.

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 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.
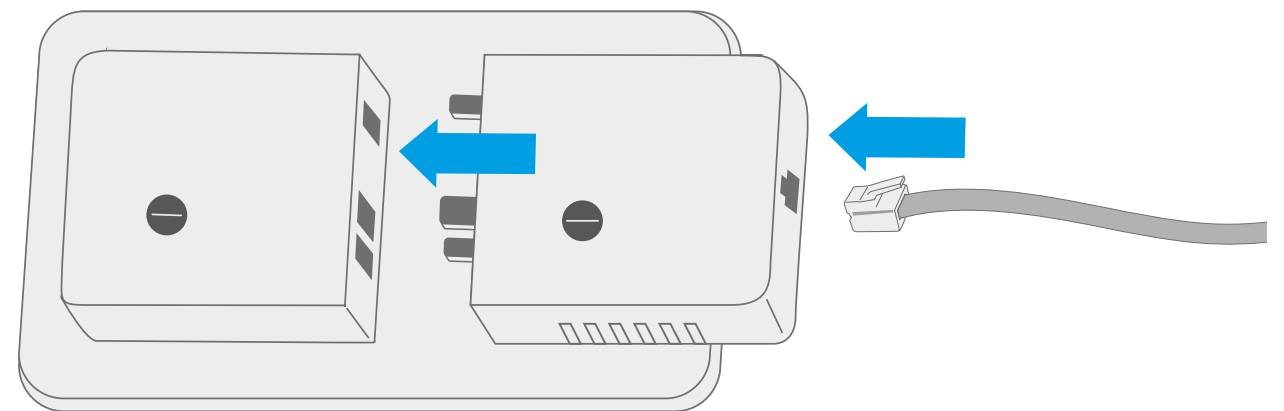
($) **nbn does not currently charge for a standard installation**

However, if you require additional wiring or cabling, you should discuss this with your provider, as they may have costs associated.

Important information on device compatibility

If you use any of the following devices, it's important you contact the provider/manufacturer to check it will work on your new plan, or whether you'll need to find an alternative solution:*

Medical alarm or emergency call system

Fire alarm or lift emergency phone

Monitored security alarm system

Fax machine or TTY device

Register your safety-critical devices with nbn

If you rely on a safety-critical device like an emergency call button, medical alarm, fire alarm or lift emergency phone, it's important you register these by calling **1800 227 300** or visiting **nbn.com.au/compatibility**
This helps **nbn** identify homes where support may be needed to help minimise a loss in your services when switching.

Prepare for power blackouts

Devices connected to your new phone or broadband service will not work during a power blackout, so it's important you have an alternative form of communication handy (such as a charged mobile phone).

Having trouble with the nbn™ connection device?

You may want to try this checklist:

☐ I have both an **nbn™** connection device and a Wi-Fi gateway (if not, contact your phone and internet provider).

☐ The power cord running to the **nbn™** connection device is firmly plugged in at both ends.

☐ The Power, Connection and Broadband Lights on the **nbn™** connection device are solid blue (if not, contact your phone and internet provider).

☐ The telephone cable running from the **nbn™** connection device to the wall is secure and not pinched, kinked or bent (this can cause a break or short in the cable).

☐ I've tried resetting the **nbn™** connection device by holding the 'RESET' button for 1-2 seconds.

☐ I've checked that I'm using a Wi-Fi gateway compatible with my **nbn™** powered plan.

☐ I've tried using other telephone wall sockets in my home to see if my **nbn™** powered plan is active through these.

Need more help?

Contact your phone and internet provider or visit **nbn.com.au/FTTC** for more information.

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*The rollout of the **nbn™** broadband access network will involve new technologies, and some existing devices (including many medical alarms, autodiallers 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 of other device will work when connected to the **nbn™** broadband access network and what alternative solutions are available. For more information, visit nbn.com.au/compatibility

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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** for more information.

Can I plug the **nbn**™ connection device into a power board?

Plugging the **nbn**™ connection device 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 device and its cables safe?

Yes. The **nbn**™ connection device 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 device and other equipment if I move?

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

I've moved to a house that already has an **nbn**™ connection device – how do I get it working?

Contact a phone and internet provider to order an **nbn**™ powered plan at your new address.

Your connection checklist

☐ **Communication during setup**

I am aware that plugging in the **nbn™** connection device will disconnect my existing services, and have arranged to have an alternative form of communication handy during setup – like a charged mobile phone.

☐ **Telephone wall socket**

I have located a telephone wall socket in my home or purchased an adaptor for my older-style telephone wall socket.

☐ **Device check**

I have checked with my provider/s that devices I rely on, such as security and medical alarms, EFTPOS and fax machines, will work on my new plan.

☐ **Registration**

I have registered any safety-critical devices like medical alarms, fire alarms and lift emergency phones with **nbn**.

Need help?

↗ Contact your phone and internet provider or visit **nbn.com.au**

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