



Australia's  
broadband  
network

# Preparing for the nbn™ network

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Fibre to the Node (FTTN)



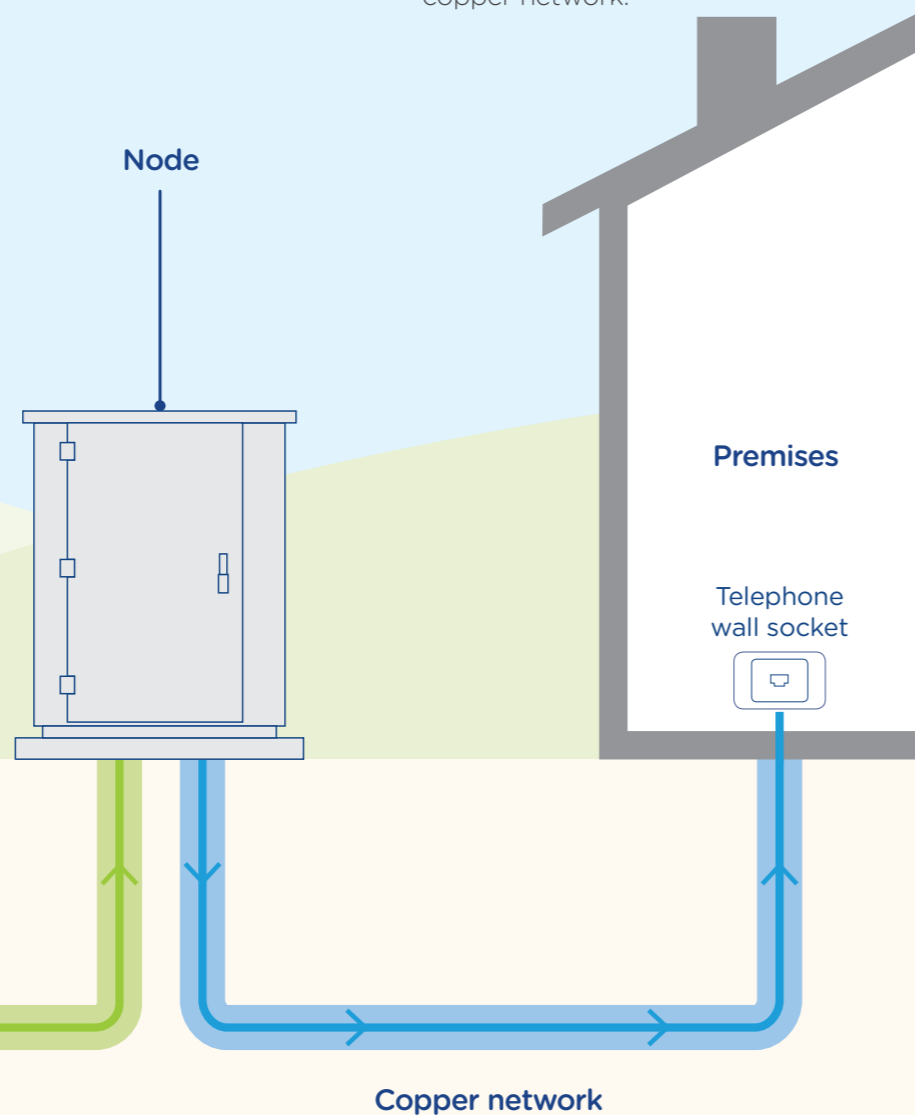
# Connecting your home or business to the nbn™ network

When you contacted your phone or internet provider to switch to the nbn™ network, they should have arranged a time for your home or business to be connected to the nbn™ network.

They should have also provided instructions on how to set up your equipment so that, on your scheduled connection day, you should be all set to start enjoying services over the nbn™ network.

Your connection will be delivered over Fibre to the Node (FTTN) using VDSL2 technology.

FTTN is used when the existing copper network makes the final part of the nbn™ network connection from a nearby node to your premises. VDSL2 is the technology nbn is utilising to deliver broadband over the copper network.



Note: Your closest node may be located further from your premises than shown.

# Setting up your equipment

To prepare for your service over the new nbn™ network being switched on in your area, simply set up your VDSL2 compatible modem using the instructions given by your service provider. This modem should have been supplied by your service provider or, if you already have a modem, it must be VDSL2 compatible for it to work over the nbn™ network.

## Where should my modem go inside my premises?

Your new modem will connect to your existing telephone wall socket, so you'll need to find a place close to this.

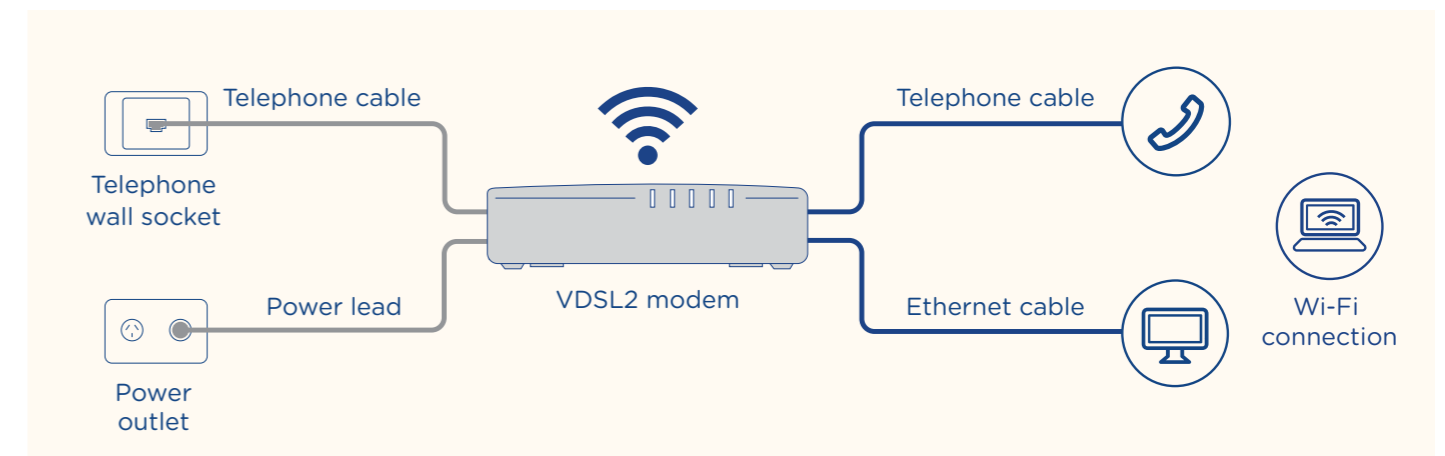
## Do I require an appointment with a technician?

Your service provider will advise you based on your circumstances.

**!** Please note

- If you have not received or do not have a VDSL2 compatible modem before your connection date, contact your service provider.
- If you have ordered a phone service, your phone will need to be plugged into the modem.

## Standard setup



# Frequently asked questions

## Will there be any interruption to my phone and internet service during the installation?

On the day of connection, there is likely to be an interruption to your phone and internet service as your service is transferred. Your service provider should be able to advise you further based on your individual circumstances. If, after you're connected, you find your service isn't working, contact your service provider for assistance.

## Will nbn be providing me with equipment?

For FTTN connections **nbn** does not typically provide any equipment for your home or business, and do not need to come to your home to install equipment. It is the role of your service provider to ensure you have a compatible VDSL2 modem.

## Do I need to install any cables and outlets?

If you are switching from an existing broadband service, you are unlikely to need any additional cabling. However, you may find you prefer to have wired connections for things like internet TV or your desktop computer. If so, you can arrange for a registered cabler to install additional network points.

## Can I use more than one telephone wall socket in my home?

This will depend on your individual circumstances, so you should speak to your service provider. As the modem will connect to just one of your existing telephone wall sockets, and your phone into the back of the modem, you may need additional cabling installed by a certified cabler to connect the phone to other wall sockets.

## Can I run everything on a wireless (Wi-Fi) network?

Once your VDSL2 modem is connected to the **nbn**™ network you can run most devices over a Wi-Fi network, but if you find Wi-Fi limiting, try connecting via an Ethernet cable or speak to your service provider who can let you know about other available options.

## What will happen to my services in a power blackout?

Devices connected over the **nbn**™ 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 a safety-critical device (e.g. a medical alarm, monitored fire alarm or lift emergency phone), speak to your device provider about alternative solutions.



### Troubleshooting

#### If your service is not working as you'd expect:

- Ask your service provider about what speed plans are available to you. If your family are using multiple devices at the same time, a higher speed plan may give you a better experience.
- Wi-Fi may be susceptible to interferences; consider connecting your devices such as your smart TV and computer via an Ethernet cable instead. Speak to your service provider for advice.

#### If your service stops working after connection:

- Contact your service provider.

# Other devices that may be affected by the nbn™ network

Connecting the **nbn™** network may affect other devices in your home or business.\* Speak to your device providers to find out whether your existing devices will work over the **nbn™** network.



## Monitored medical alarm/ auto-dialler or emergency call button

Before connecting to the **nbn™** network, contact your medical alarm provider and ask whether your monitored medical alarm/auto-dialler or emergency call button will work over the **nbn™** network. It is also important that you register your device online at [nbn.com.au/medicalregister](http://nbn.com.au/medicalregister) or call 1800 687 626. This will help us identify homes or businesses where support may be needed to avoid a break in service.



## Telephone devices

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



## Security alarms

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



## EFTPOS terminal

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



## Fax machine and TTY devices

Please check with your phone provider that fax transmissions and TTY devices are supported on their phone service over the **nbn™** network.



## Fire indicator panels

If you have a fire indicator panel in your building, please register it with **nbn** and call your fire indicator panel provider to find out if it will work over the **nbn™** network before switching. This will help minimise any break in service when the existing network is switched off. Register online at [nbn.com.au/fireandlift](http://nbn.com.au/fireandlift) or call 1800 687 626.



## Priority Assistance

For information on Priority Assistance services:

- Call a phone or internet provider; and
- Tell them you have a Priority Assistance service and that you need a connection over the **nbn™** network.



## Phone services over the nbn™ network

If you have ordered phone services, they will be delivered via Voice over Internet Protocol (VoIP). Speak to your provider about how your new VoIP phone service will be connected and if any additional wiring or cabling is required.

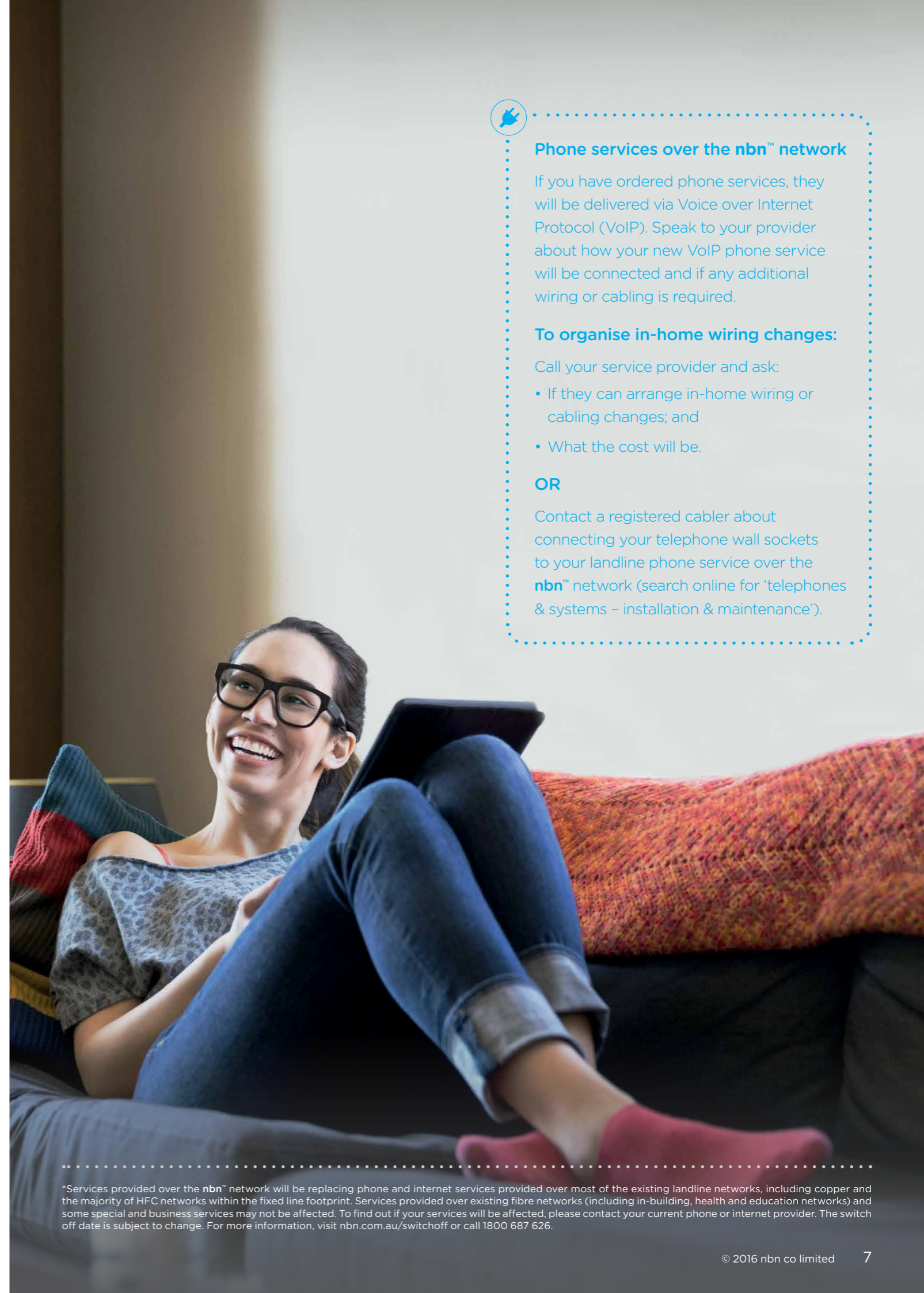
## To organise in-home wiring changes:

Call your service provider and ask:

- If they can arrange in-home wiring or cabling changes; and
- What the cost will be.

## OR

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



\*Services provided over the **nbn™** network will be replacing phone and internet services provided over most of the existing landline networks, including copper and the majority of HFC networks within the fixed line footprint. Services provided over existing fibre networks (including in-building, health and education networks) and some special and business services may not be affected. To find out if your services will be affected, please contact your current phone or internet provider. The switch off date is subject to change. For more information, visit [nbn.com.au/switchoff](http://nbn.com.au/switchoff) or call 1800 687 626.

# Your connection checklist

## Connection date

I have been informed of my connection date and have confirmed with my service provider whether I need to be home for the appointment.

## Modem

I have received a new modem from my phone and internet provider or have checked that my modem is VDSL2 compatible.

## Equipment check

I have checked with my device and service providers that any devices I rely on, such as medical and security alarms, will work over the **nbn**<sup>™</sup> network.

## For help & support



Contact your service 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> network and is correct as at June 2016. 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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