

Preparing for the nbnTM network

Hybrid Fibre Coaxial (HFC)



Australia's
broadband
network



Thanks

for switching to
the nbn[™] network

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You're only days away from
enjoying Australia's exciting new
landline phone and internet network.

Connecting your home or business to the nbn™ network

To help you prepare for your upcoming installation, please read through this booklet.

When you called to switch your landline phone or internet service to the nbn™ network, your service provider will have made an appointment for an nbn™ approved installer to come to your home or business and install your nbn™ supplied equipment.

Your nbn™ approved installer should call you the business day before installation to confirm your appointment time and address details.

What does installation involve?

Installation will include connecting nbn™ supplied equipment to the outside of your home or business, as well as inside your premises as follows:

- 1 If the outside of your premises hasn't been connected to the nbn™ network yet, your standard installation will include connecting hybrid fibre coaxial (HFC) cable from your street to the nbn™ utility box on the outside of your premises (also known as a Premises Connection Device or PCD).
- 2 Your nbn™ approved installer will access or install the HFC wall outlet inside your premises. It connects to the nbn™ utility box outside your premises.
- 3 Your nbn™ connection box will be connected to your wall outlet using a coaxial fly lead.
- 4 Your nbn™ approved installer will conduct various tests to ensure your nbn™ connection box and existing cable equipment are working.

The installation of your nbn™ supplied equipment is the first stage of activating your service over the nbn™ network. Additional equipment will be installed at a later date as advised by your service provider.

Questions you should consider:

- Will you need extra wiring or cabling to a phone line in your study or home office?
- Do you have a medical alarm?
- Do you have a security alarm that will need special wiring or cabling (e.g. Mode 3 phone cabling)?
- Will you be considering smart kitchen or in-home/business appliances in the future that might require fixed or Wi-Fi internet access?

You should discuss any of the above requirements with your phone, internet or alarm provider.

Where should your nbn™ supplied equipment be installed inside your premises?

Your nbn™ connection box will be located close to your existing wall outlet inside your premises, as well as a power point. If you have more than one wall outlet, ask your nbn™ approved installer which one is suitable for connecting your nbn™ connection box.

If you don't have an existing wall outlet, you should consult your nbn™ approved installer and use the checklist on the right when considering the best location for your nbn™ supplied equipment.

Your nbn™ connection box should only be installed in a location that you are comfortable with. If your preferred location is unsuitable, your nbn™ approved installer will explain this to you, and help you choose an alternative.

If you are not satisfied with where or how your box is being installed, please call your service provider before signing off the work.

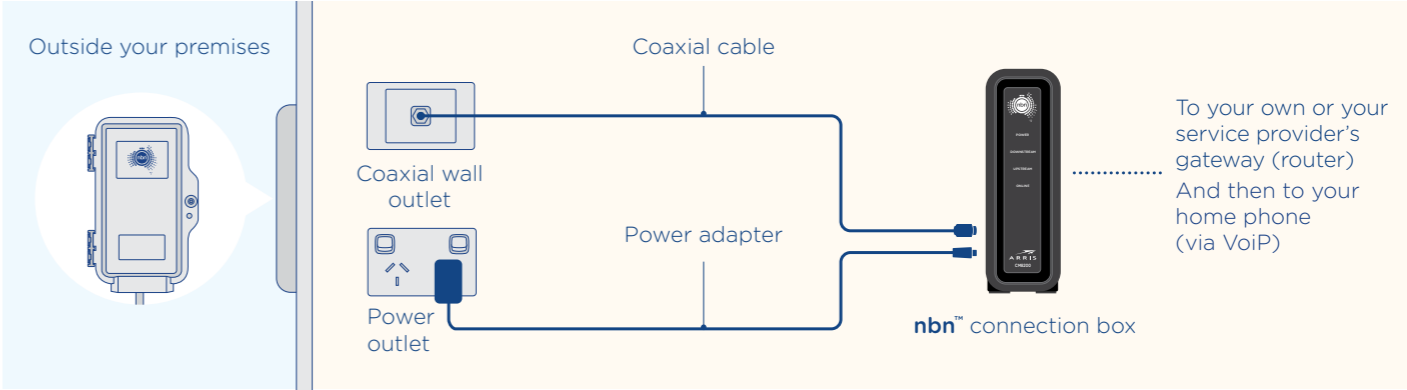
Note:
During installation, someone over the age of 18 needs to be home to authorise the work.

The location should be:

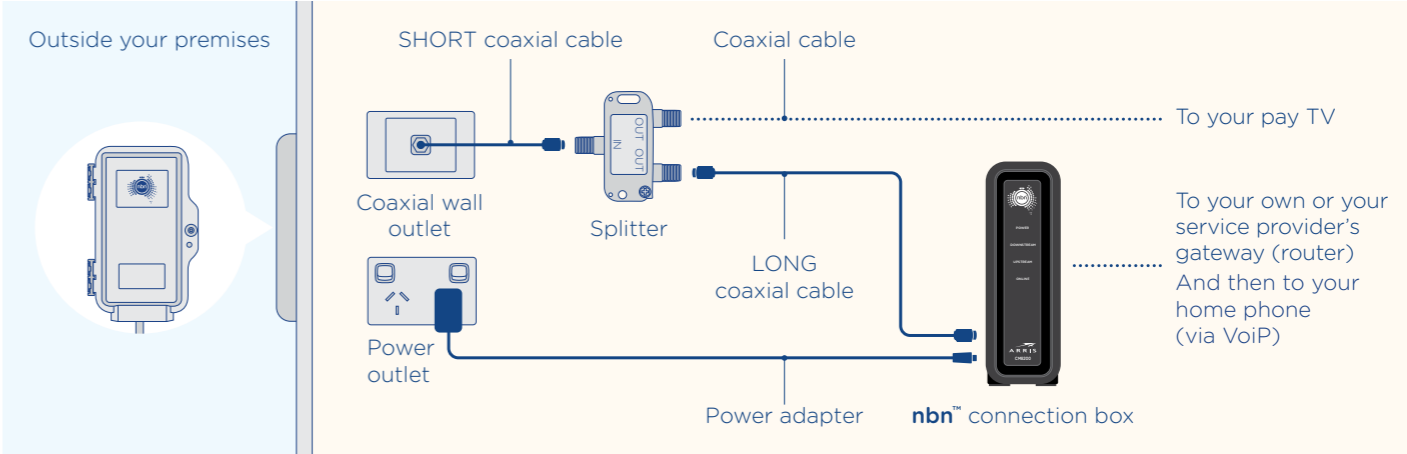
- Close to a power point
- In a cool, dry, ventilated area (not a damp area such as a kitchen, bathroom, laundry or under a window)
- Away from areas where it may be knocked or damaged
- Somewhere that allows you to easily check the indicator lights
- In the same building as your electric meter box or distribution board (i.e. not in a separate garage or outhouse – this is non-negotiable)

How your equipment connects

Installation without pay TV service



Installation with existing pay TV or cable internet service



On the day of installation

When your **nbn**™ approved installer arrives, check their ID before giving them access to your property. Your **nbn**™ approved installer will discuss what **nbn**™ supplied equipment is going to be installed and connected at your home or business.

Keep in mind:

- The safety, ease of access and other considerations your **nbn**™ approved installer will need to be aware of in relation to the location of your existing internet equipment, telecommunications and pay TV equipment.
- You must advise your **nbn**™ approved installer of any safety issues on your property, such as any known or suspected asbestos or asbestos-containing material or if there have been any recent pest treatments.
- You must also advise your **nbn**™ approved installer if you're aware of any relevant heritage requirements or restrictions.

PLEASE NOTE: Phone and data cables can't extend outside or between buildings, as they are susceptible to lightning and are a potential hazard.

What if I can't be there for my appointment?

If you can't be there for your installation, you can either reschedule it with your service provider, or ask someone you trust (who is over 18) to give access to all areas of your property. Remember, they may need to make decisions about the installation, so they need to be present for the whole installation.

Some things to expect during installation

If the coaxial cable has not been connected from your street to the outside of your property, we might need to dig a small trench, or, if it's coming from overhead, clear a small amount of vegetation. Don't worry; we'll try to keep disturbance to a minimum.

Asbestos-containing material may be identified during the installation process. In some cases, your **nbn**™

approved installer may suspect or assume that asbestos-containing material is present because of the age of the building. (Asbestos-containing material such as fibre cement sheeting was commonly used in building materials in Australia until the 1980s.)

If asbestos-containing material is present, your **nbn**™ approved installer will consider options to avoid disturbing that material or area of the property, or will otherwise use accepted work practices to ensure, as far as is reasonably practicable, the safety of themselves and the occupants of the property.

Your **nbn**™ approved installer may also need to turn off your electricity for a short time. However, they'll discuss this with you beforehand to make sure this won't impact critical electrical equipment, such as medical devices.

How long will it take?

If your property already has a coaxial cable connected to the **nbn**™ utility box outside your premises, a standard installation of the **nbn**™ connection box in your premises will normally take approximately one to two hours. If your property does not have the coaxial cable connected to an **nbn**™ utility box, then a standard installation could take between four and eight hours.

What happens if we can't complete the installation?

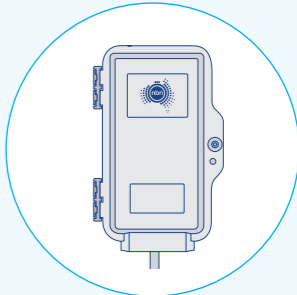
If we are unable to complete your installation on the day, **nbn** will work with your service provider to give you notification of when the issue should be resolved and when you can book a new appointment.

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Important

This equipment remains the property of **nbn**. If you move premises, **nbn**™ supplied equipment must remain at the premises of installation and will not work at any other location.

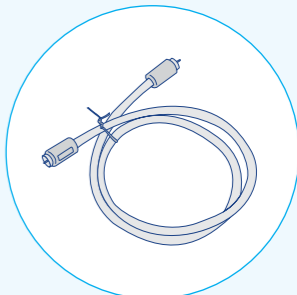
What's supplied in your installation?



nbn™ utility box



nbn™ connection box



Coaxial cable

To connect your wall outlet to your **nbn**™ connection box

External cabling from the street to your **nbn**™ utility box and internal cabling up to your wall outlet is also included.

What happens after the installation?

Your service over the **nbn**™ network is the responsibility of your phone and internet provider. Additional cables and equipment, such as your gateway (router), are the responsibility and property of you or your service provider. This includes any internal wiring or cabling required for additional internal phone or internet outlets within your home or business.

Connectivity options

Computer/internet access

You can connect computers to the **nbn™** network using a separate gateway (router). It's unlikely that your existing gateway (router) will work over the **nbn™** network – your service provider can confirm this. If you want to connect computers or devices in other rooms, ask your service provider about options.

Internet TV

To watch broadband-based TV over the **nbn™** network, you'll need to order the service from your service provider to ensure you have the right equipment.

Wireless network

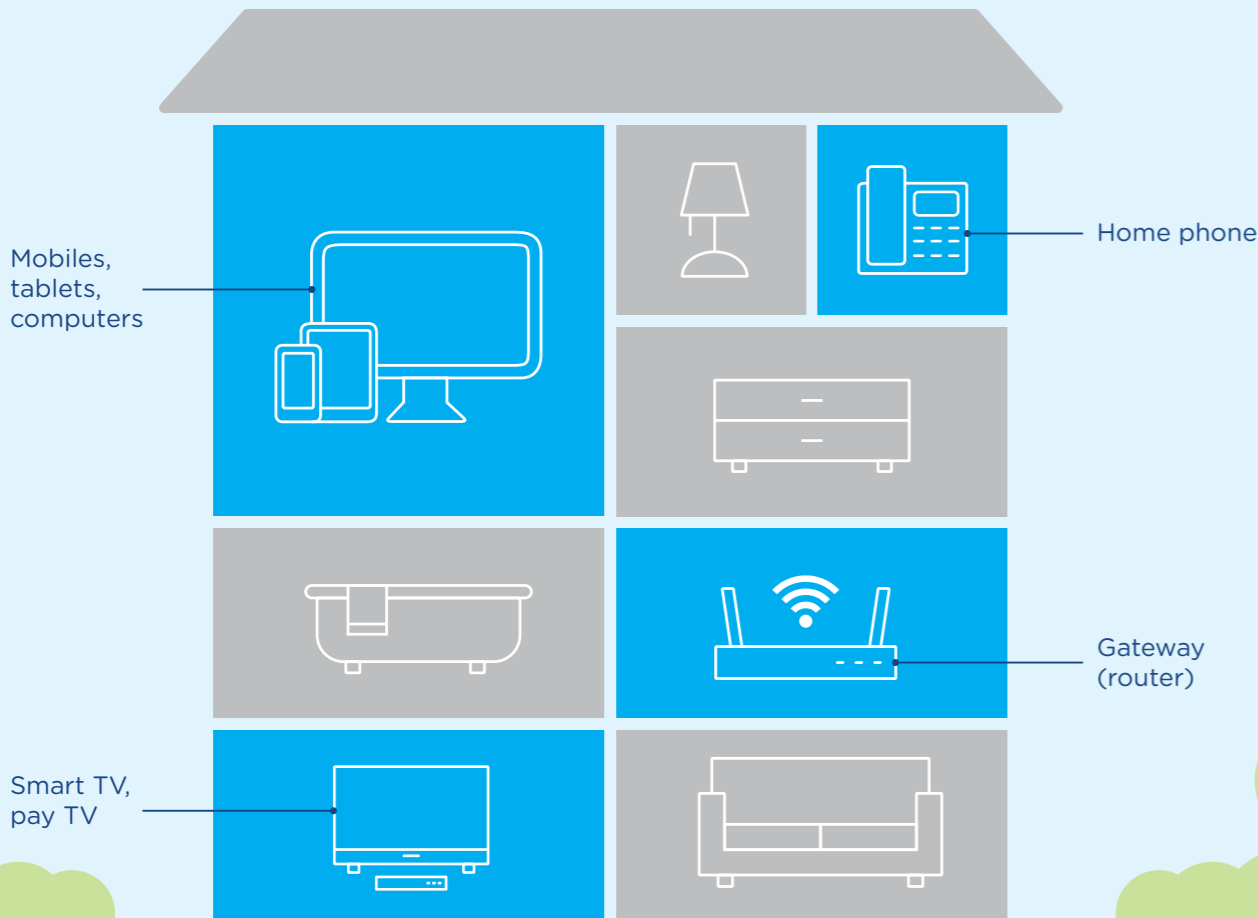
If you already have a wireless modem, your service provider can confirm whether it will work over the **nbn™** network. In most cases, a new wireless modem will need to be supplied by your service provider.

Phone

Phone services over the **nbn™** network are available as VoIP services – speak to your service provider about options.

Pay TV or cable internet

You may need a splitter that's connected to the same wall outlet as your **nbn™** connection box. The splitter will allow for both services to run from one wall outlet, and is installed by your **nbn™** approved installer.



Frequently asked questions

Can I run everything on a wireless network?

You can run most services over a Wi-Fi network, but if you find Wi-Fi limiting, there are other options. For instance, powerline networking adaptors can plug into your power points and use existing wiring, avoiding the need for new cables. These are available through retailers – search for 'powerline networking adaptor'.

Will there be any interruption to my phone and internet service?

If your current service is delivered via an ADSL service, installation of **nbn™** supplied equipment on the exterior of your property should not interrupt your existing landline phone and internet services. However, the **nbn™** network will replace most landline phone and internet networks in your area, which will be permanently switched off after the **nbn™** network is rolled out. You'll need to switch your affected services to the **nbn™** network before the disconnection date if you want to keep them working.*

If you have existing pay TV or cable internet services, there may be a slight interruption to your service during the installation of your **nbn™** supplied equipment.

Do I need to install any cables and outlets?

Most services can be run over a Wi-Fi network (wireless), but you may prefer to have wired connections for things like Internet TV (IPTV), data or your landline phone. You can arrange for any registered cabler to install network points. Your service provider may be able to recommend a registered cabler in your area, or you can search for 'telephones & systems – installation & maintenance'.

What if the **nbn™** approved installer damages my property?

Your **nbn™** approved installer has an obligation to take appropriate care while on your property during the installation. However, in the unlikely event any damage is caused, you can call **nbn** on 1800 687 626.

Do I need to get a separate supplier for internal wiring or cabling?

Beyond your **nbn™** connection box, your **nbn™** approved installer won't carry out internal wiring or permanent cabling through wall, floor or ceiling cavities. This must be done by a registered cabler. Your service provider may be able to recommend a registered cabler in your area, or you can search for 'telephones & systems – installation & maintenance'.

Will my existing monitored alarm, i.e. medical, security or fire alarm, work over the **nbn™** network?

To keep your alarm working over the **nbn™** network when the existing network is switched off, contact your alarm service provider as well as your service provider to ask about any issues to consider.*

For more information on alarms and the **nbn™** network, please visit nbn.com.au/alarms or call 1800 687 626.

*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 service provider. The switch off date is subject to change. For more information, visit nbn.com.au/switchoff or call 1800 687 626.

Other devices that may be affected by the nbn™ network

The installation of **nbn™** supplied equipment may affect other devices in your home or business.* Talk to your device provider to find out whether your existing devices will work over the **nbn™** network. Your provider can help ensure they keep working.



Priority Assistance

For information on Priority Assistance services, call your service provider. Tell them you have a Priority Assistance service and that you need the same service levels over the **nbn™** network.



EFTPOS terminal

Call your EFTPOS provider to find out if your device will work over the **nbn™** network before moving. Your equipment 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 alternative solutions are available. **nbn** is unable to provide general advice due to the wide range of payment terminals in the market.



Monitored medical alarm/ auto-dialler or emergency call button

Before moving to the **nbn™** network, it's essential that you 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 with **nbn** online at nbn.com.au/medicalregister or by calling 1800 687 626. This will help us identify homes where support may be needed to avoid a break in service when the existing network is switched off.



Fax machine and TTY devices

Please check with your phone provider whether they support fax transmissions and TTY devices 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 before switching to find out if it will work over the **nbn™** network. This will help minimise any break in service when the existing network is switched off. Register online at nbn.com.au/fireandlift or call 1800 687 626.



Security alarms

Call your security alarm provider before switching to find out if your device will work over the **nbn™** network. If necessary, they can advise you on what alternative solutions are available. **nbn** is unable to provide general advice due to the wide range of security alarms in the market.



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 service 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:

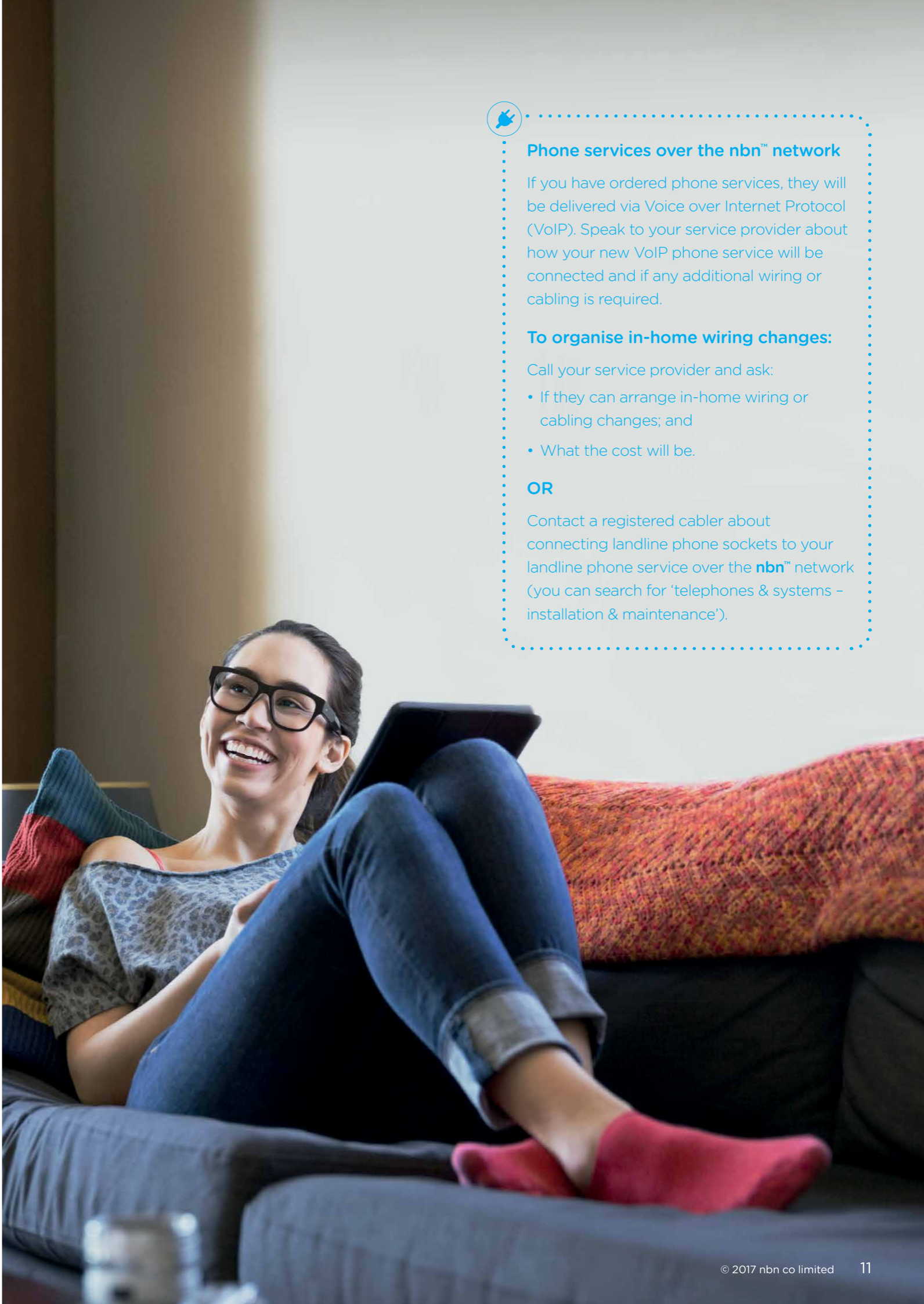
Call your service provider and ask:

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

OR

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

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Your connection checklist



Device check

I have checked with my device provider and my service provider that any devices I rely on, such as medical alarms, EFTPOS and fax machines, will work on the new **nbn™** network.



Authorisation

I've arranged for myself (or an authorised representative over 18) to be there for the whole installation.



Consent

I have my landlord's consent for the installation (if required).



Duration

I understand that a standard installation might take up to eight hours.



Safety

I've considered the safety issues as to where my **nbn™** supplied equipment will be located on my premises.



Registration

I have registered my medical and fire alarms with **nbn**.

For help & support



Contact your service provider
or visit nbn.com.au

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Disclaimer: This document provides general information about the technical requirements for connecting to the **nbn™** network and is correct as at January 2017. 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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