

Preparing

for the nbn™ Fixed
Wireless network



Retail Service Provider of



Thanks for switching to the nbn™ Fixed Wireless network

You're only days away from enjoying Australia's revolutionary new network.

To prepare for your upcoming installation, it's important that you read through this guide. It contains useful information on how your home or business will be connected to the **nbn™** Fixed Wireless network, and will help answer any questions you may have.



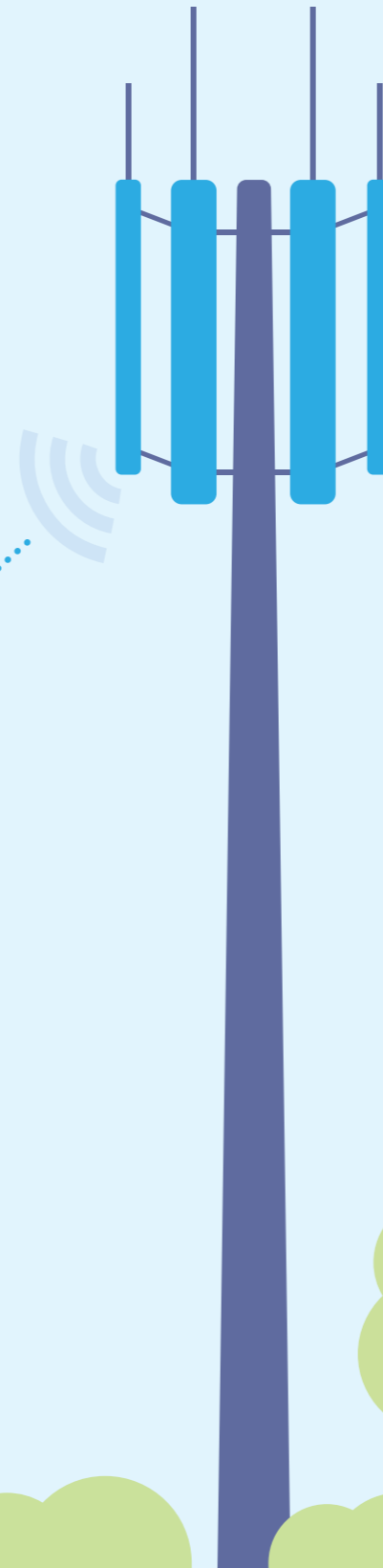
Connecting your home or business to the nbn™ Fixed Wireless network

When you contacted your internet provider to switch to the **nbn™** Fixed Wireless network, they should have arranged a time for an **nbn™** approved installer to visit your home or business and connect you.

Your **nbn™** approved installer will call you one business day before your installation to confirm your appointment time and address details. They will also call you on their way to your premises.

Your connection will be delivered over nbn™ Fixed Wireless technology

Fixed wireless is generally used for connecting homes and businesses in rural or remote areas. It's also used in places where the **nbn™** fixed line network can't be reached. This type of connection uses data sent wirelessly from a local transmission tower to an outdoor antenna that is fixed to the exterior of your premises. This will link to a connection box inside via an Ethernet cable.



Safety information

The **nbn™** Fixed Wireless equipment complies with the Australian standard AS/NZS 60950.1:2011 (Electrical safety).

Electrical surges caused by lightning strikes can still occur. **nbn** recommends protecting your internal electrical equipment from potential surges; however, this is not a requirement or responsibility of **nbn**.

nbn also can't take responsibility for the internal electrical wiring in your premises.

All **nbn™** installers comply with the wiring standards (ACMA AS/CA S009:2013 Installation Requirements for Customer Cabling) required for an **nbn™** Fixed Wireless connection.

For further advice on the best way to protect internal equipment or wiring, you should contact your service provider or electrician.

What does installation involve?

Installation will involve **nbn™** supplied equipment being installed both inside and outside your premises.

Once your **nbn™** supplied equipment has been installed and tested by an **nbn™** approved installer, your service provider will need to complete their set-up.

Things to consider before installation

The location of your **nbn™** connection box, which should be:

- Near an accessible power point
- In a cool, dry, ventilated area
- Away from busy areas where it may be knocked and damaged
- Away from bedrooms, as the connected modem can flash brightly and disturb sleep
- Near your existing landline phone or network cabling

Your preferred in-premises networking

While most services can be run over a Wi-Fi network, you may prefer to have cabled connections for things like internet TV (IPTV) and data outlets. If you'd prefer another networking option, you'll need to speak with your internet provider to arrange this, as it won't be included in a standard installation.

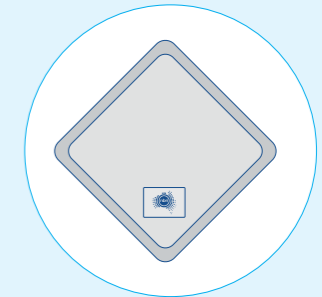
Steps to install your **nbn™** supplied equipment

On the day of installation, your installer will:

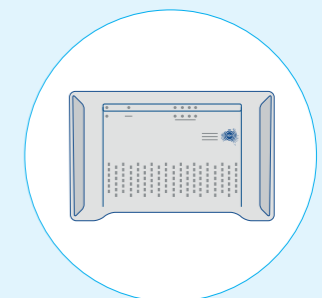
- 1. Check signal strength** to make sure you can receive a good quality fixed wireless service.
Please note: If your home or business can't receive a strong wireless signal, we won't be able to proceed with the installation and you will need to contact your internet provider for alternate solutions.
- 2. Mount an antenna** to either the roof of your premises or an external wall. The position of this antenna will be chosen based on where you will receive minimal obstruction to the signal sent from the **nbn™** Fixed Wireless tower. Keep in mind that things like trees and hills can block the signal.
- 3. Set up your internal connection** by drilling a small hole through your exterior wall and feeding a connection cable from the external antenna to an **nbn™** connection box installed on an inside wall of your home or business.
- 4. Activate your service** once all of the **nbn™** Fixed Wireless equipment has been installed and tested. This should take no more than 24 hours. Once this has been completed, your service provider will need to activate your plan. This can also take up to 24 hours.

For instructions on the best way to connect your devices to the internet once your **nbn™** Fixed Wireless Service has been installed, contact your service provider.

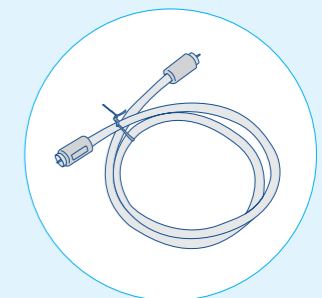
For an **nbn™** Fixed Wireless connection, **nbn** will supply:



nbn™ outdoor antenna



nbn™ connection box



Ethernet connection cable between the **nbn™** outdoor antenna and the **nbn™** connection box*

* This equipment remains the property of **nbn**. Our boundary of responsibility stops at the data (UNI-D) ports on the **nbn™** connection box. From there, the service on that port is the responsibility of your phone and internet provider. All other cables and equipment are the responsibility and property of you or your phone or internet provider.

On the day of installation

When your **nbn**[™] approved installer arrives, check their ID badge before giving them access to your property.

Your **nbn**[™] approved installer will discuss with you what **nbn**[™] supplied equipment will be installed and where it will go.



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

If you can't be there for your appointment, you can either reschedule with your internet provider or ask someone you trust who is over 18 to give access to all areas of your premises. Because they may need to make decisions about the installation on your behalf, they'll need to be there for the whole appointment.

How long will installation take?

Installation normally takes 2-4 hours. If you'd like your installation done in a particular way, please discuss this with your installer as it may take longer and there may be costs associated.

How much does installation cost?

Currently, at least one installation option will be available at your premises for no charge. If you'd like your installation done in a particular way, please discuss this with your installer as there may be costs associated.

Can the weather affect my installation?

Yes, adverse weather conditions may make installation unsafe for the installer. If weather prevents us from safely installing your equipment, we'll arrange another time for installation to happen.

What if the installer damages my property?

Your installer will take before and after photos of your premises and ask you to sign a form giving your approval of how the installation will be done. This will ensure that installation is done to your satisfaction, and that your premises is returned to the way you'd like it.

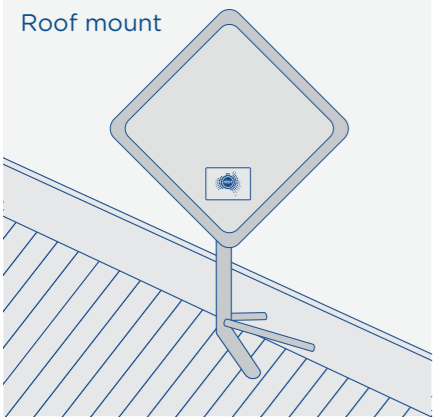
In the unlikely event any damage is caused, you can contact **nbn** on **1800 687 626**.

Keep in mind:

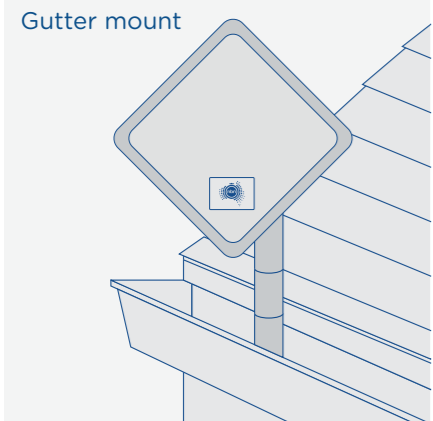
- Some equipment locations may not be possible due to safety or other considerations such as the location of trees around your property or where your local fixed wireless tower is located.
- You must advise your **nbn**[™] approved installer of any safety issues on your property, such as known or suspected asbestos or any recent pest treatments.
- You must advise your **nbn**[™] approved installer if you're aware of any heritage requirements or restrictions for your premises.

What does the nbn™ Fixed Wireless equipment look like?

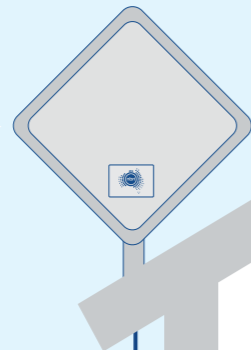
Roof mount



Gutter mount

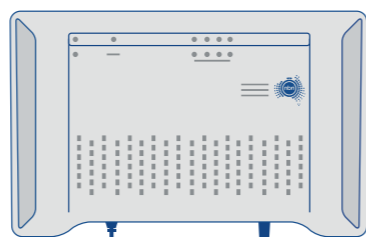


The nbn™ outdoor antenna will be attached to your premises in one of the above ways. If neither of these locations provide direct line-of-sight to the nbn™ Fixed Wireless tower, your installer may look for another suitable location.

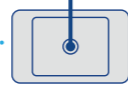


A cable will be run between the nbn™ outdoor antenna and the nbn™ connection box inside your house. Generally, this requires drilling a small hole in your external wall for the cable to pass through.

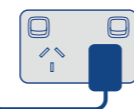
nbn™ connection box



Wall outlet



Power outlet

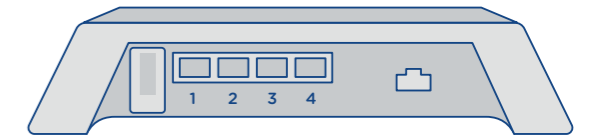


Installation failure

In the event that the standard installation procedure fails, you can:

1. Check that the installer has tried to get a strong enough signal on all areas of the roof.
2. Ask if the installer has tried a 3-metre mount to get a stronger signal (note: this type of mount can only be installed on tin rooves with a pitch of less than 30°).
3. Ask the installer if there are any other locations on your property where the signal could be strong enough.
4. Consider if you're prepared to take further measures to get a signal and voice these to the installer. For example:
 - Building a shelter to house equipment and then relaying the data to your main premises (note: wireless relay of data is only required if the total cable length run from the nbn™ outdoor antenna to the nbn™ connection box is more than 80m).
 - Digging a trench to transport the cable from one building where the signal is strong enough, back to your main premises.
 - Building a tower for the equipment to be installed on (note: the installer will note the location of the tower and suggest a suitable height to achieve signal).
 - Using a cherry picker or similar equipment to provide access to a location suitable for equipment to be installed.

Please note: If your nbn™ outdoor antenna installation is not going to be on your roof or eaves, there may be additional charges associated with a custom installation or follow-up appointment from your installer.



Your nbn™ connection box

The nbn™ connection box is wall-mounted and has four Ethernet ports that can deliver your internet data. Each service you subscribe to will be allocated to a specific port.

You can keep a record of the ports that have been activated below.

1

2

3

4

Please note: It may take up to 24 hours to finalise your set-up. You may experience an interruption to your internet connection during this activation period.

Your questions answered

What's the difference between nbn™ Fixed Wireless and mobile wireless?

The nbn™ Fixed Wireless network uses advanced technology (commonly referred to as LTE or 4G) to deliver services to a fixed number of premises within an area. Unlike a mobile wireless service, where speeds can be affected by the number of people moving in and out of the area, nbn™ Fixed Wireless Service can remain relatively steady, even at peak times of use.

If I get poor mobile reception, will I get poor fixed wireless connection?

No, we are building a completely separate fixed wireless network, so poor mobile reception should not be considered an indication of what you'll experience on the nbn™ Fixed Wireless network.

Do I need to install any cables and outlets?

Most services can be run over a Wi-Fi network, but you may prefer to have cabled connections for things like internet TV (IPTV) and data outlets. You can arrange for any registered cabler to install additional internal network points at your premises, but these won't be included in a standard installation.

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

Your installer won't undertake internal wiring and cabling tasks other than those needed to install your nbn™ connection box. Any additional wiring or cabling tasks will need to be done by a registered cable installer. Your service provider may be able to recommend a cable installer in your area.

Are the radiation levels emitted from the nbn™ outdoor antenna safe?

The nbn™ outdoor antenna uses radio waves and operates within levels that comply with Australian standards. When working in the vicinity of the nbn™ outdoor antenna, radio waves can be disabled by turning off the nbn™ connection box inside your premises.

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

No. Your existing copper line or equivalent service won't be affected by the installation of nbn™ Fixed Wireless at your premises. If you'd like to keep your existing services active while switching, you should discuss this with your service provider.

Once on the nbn™ network, will I be able to use my landline phone if my power fails?

Connection to the nbn™ network won't affect your existing copper line phone connection. However, services connected over the nbn™ Fixed Wireless network won't work during a power outage, and you should consider having an alternative form of communication handy, such as a charged mobile phone or your existing copper phone line.

Will my existing monitored alarm work over the nbn™ Fixed Wireless network?

As there are no changes made to existing copper phone lines when the nbn™ Fixed Wireless network is installed, any alarms or services that use your current phone line should continue to work as usual. If you're unsure, contact your device provider and current fixed line phone service provider for more information.

Important equipment that may need attention

If you use any of the following equipment, contact your provider for advice before switching to the **nbn**[™] Fixed Wireless network.

-  Medical alarm, autodialler or emergency call button
-  Monitored fire or security alarm
-  Lift emergency phone
-  Fax machine or TTY device

Register your medical alarm, fire alarm or lift emergency phone

This helps us identify where support may be needed.

Register your medical alarm

Call **1800 227 300**

Visit nbn.com.au/medicalregister

Register your fire alarm or lift emergency phone

Call **1800 227 300**

Visit nbn.com.au/fireandlift

Questions to ask your equipment provider

- Will my equipment work on the **nbn**[™] Fixed Wireless network?
- What alternatives are there to using a fixed wireless connection?
- Will my existing copper land line stay connected?
- Will my equipment work during a power blackout when connected to the **nbn**[™] Fixed Wireless network?
- Do you charge any additional fees when connecting my premises to the **nbn**[™] Fixed Wireless network?



Power blackout

Equipment connected over the **nbn**[™] Fixed Wireless network won't work during a power blackout. Consider having an alternative form of communication handy, such as a charged mobile phone or your existing copper phone line, especially if you don't have good mobile phone coverage at your home or business. If you have safety-critical equipment (e.g. a medical alarm, monitored fire alarm or lift emergency phone), speak to your equipment provider about alternative solutions.

Your connection checklist

Installation approval
I have my landlord's approval for installation (if needed) and am approved for installation at my heritage-listed premises (if applicable).

Connection date
My service provider has informed me of my connection date and I understand that I (or an authorised representative over 18) need to be there for the appointment, which may take up to 4 hours.

Equipment location
I have considered locations for my **nbn**[™] supplied equipment.

Safety-critical equipment
I understand that important equipment connected over the **nbn**[™] Fixed Wireless network won't work during a power blackout and have registered this equipment online at nbn.com.au/compatibility

Activation time
I understand that it may take up to 24 hours to activate my service following set-up. Also that there may be an interruption to my internet connection during this time.

Existing copper lines
I have talked to my service provider about keeping my existing copper line.

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Retail Service Provider of



For help and 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 May 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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