



# Preparing for the nbn™ broadband access network

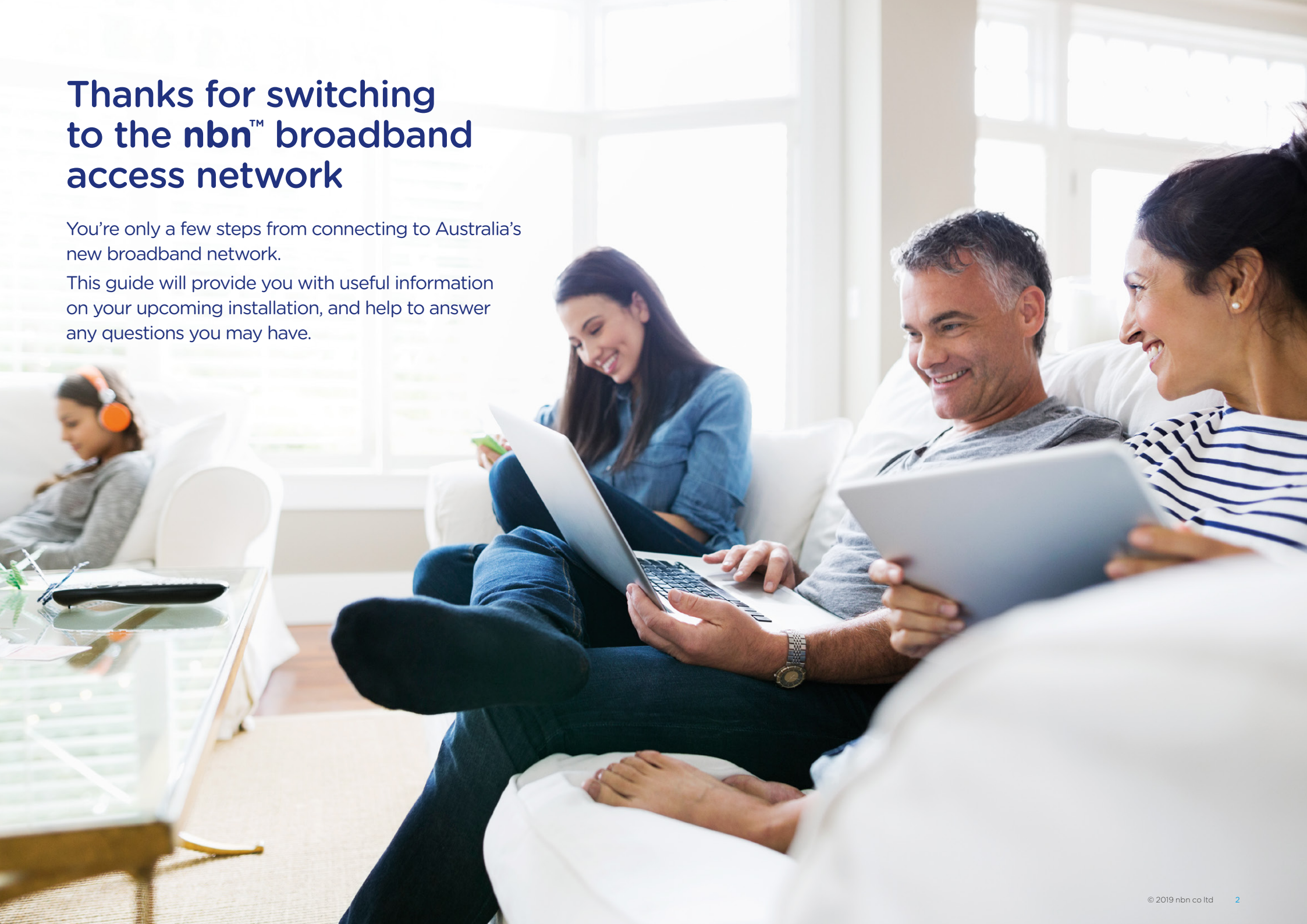
nbn™ Hybrid Fibre Coaxial (HFC)



# 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 installation

A free standard installation\* involves an **nbn**™ approved technician:

1. Connecting a Hybrid Fibre Coaxial (HFC) cable from your street to an **nbn**™ utility box installed on the outside of your premises (also known as a Premises Connection Device).
2. Accessing the HFC wall outlet (inside your premises) that connects to the **nbn**™ utility box. They will then connect your **nbn**™ connection box to your HFC wall outlet using a coaxial fly lead. If you don't have a compatible HFC wall outlet, an **nbn**™ approved technician may install a new wall outlet (the connecting cable must run 40m or less from the **nbn**™ utility box on your premises to the new wall outlet).
3. Installing a splitter to allow both the pay TV the **nbn**™ access network to run from the one wall outlet.
4. Testing the connection to make sure your **nbn**™ connection box and the existing cabling are working.

**Note:** If any additional internal wiring or cabling needs to be installed, this must be arranged directly with a registered cabler (charges may apply).

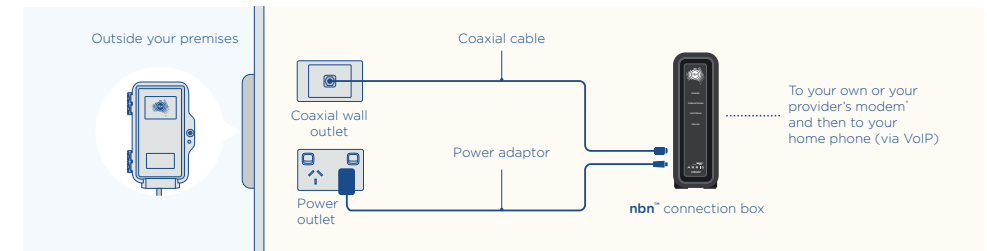
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### Questions you should consider:

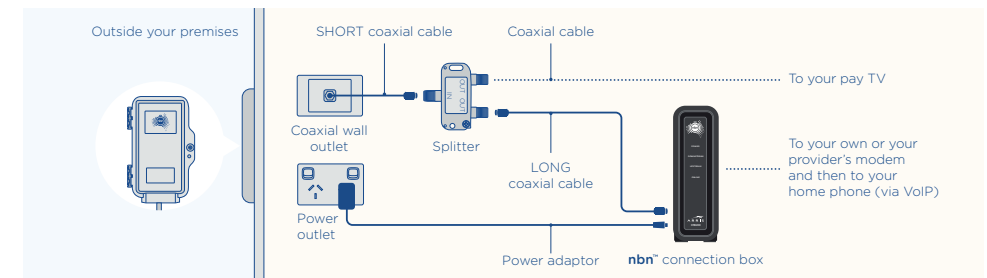
- Will you need extra wiring or cabling for a phone connection in your study or home office?
  - Do you have a medical alarm?
  - Do you have a security alarm that will need special wiring or cabling (e.g. Mode 3 phone cabling)?
  - Will you be considering smart kitchen or in-home/business appliances 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.

## A standard installation of **nbn**™ HFC setup

### Installation without pay TV service



### Installation with existing pay TV or cable internet service

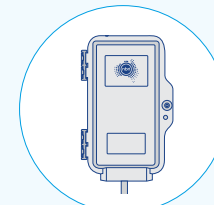


— nbn™ connections      ..... Service or equipment provider connections

**Important:** The above equipment is the property of **nbn** and should not be removed from the premises where it's installed, even if you move.

\*Wi-Fi enabled gateway.

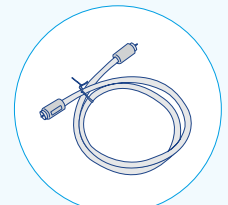
## What's supplied in your installation?



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 are also included.

\*For more information on what's included in a standard installation, visit [nbn.com.au/hfc](http://nbn.com.au/hfc) or call 1800 687 626.

# On the day of installation

When your **nbn**<sup>™</sup> 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**<sup>™</sup> supplied equipment is going to be installed.

## Things to keep in mind

- If the HFC cable has not been connected from your street to the outside of your property, your 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 and pay TV equipment.
- You must advise your **nbn**<sup>™</sup> 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**<sup>™</sup> 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**<sup>™</sup> 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 safety-critical equipment, such as medical alarms.



### Asbestos-containing material

Asbestos-containing material may be identified during the installation process. In some cases, your **nbn**<sup>™</sup> approved technician may suspect and/or assume that asbestos-containing material is present because of the age of the building. Where asbestos-containing material is identified or assumed to be present in a property, your 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 an HFC cable connected to an **nbn**<sup>™</sup> 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**<sup>™</sup> supplied equipment is currently free of charge. This includes connecting an HFC cable from your street to the **nbn**<sup>™</sup> utility box outside your premises, then inside to the **nbn**<sup>™</sup> connection box. 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**<sup>™</sup> 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.

## Where your **nbn**<sup>™</sup> supplied equipment will be installed

Your technician will discuss with you the best location for your **nbn**<sup>™</sup> supplied equipment.

### Cable wall outlet

If you don't have a compatible wall outlet installed in your premises, or have a compatible one that you'd like moved, your technician can install one new **nbn**<sup>™</sup> wall outlet on the day of installation. Remember, it must be in a location where a connecting cable can be run 40m or less from the **nbn**<sup>™</sup> utility box outside.

### **nbn**<sup>™</sup> connection box

When choosing a location for your **nbn**<sup>™</sup> connection box, keep in mind that it should be:

- Near a 240V power outlet (using a power board is not recommended).
- In a cool, dry, ventilated area (**nbn**<sup>™</sup> supplied equipment cannot be installed in a damp or wet area, such as a kitchen, bathroom, laundry or under a window that opens).
- Away from busy areas where it may be knocked or damaged.
- In the same room as your landline phone.
- Somewhere that allows you to easily check its indicator lights.
- In the same building as the main electric meter box or distribution board (i.e. not in a detached garage or outhouse).



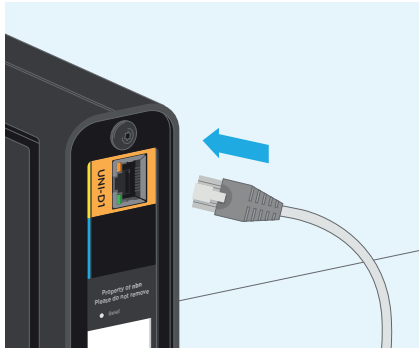
**Please note:** The **nbn**<sup>™</sup> supplied equipment should only be installed in a location that you are comfortable with. If your preferred locations are unsuitable, your **nbn**<sup>™</sup> approved technician must explain this to you and help you choose an alternative.

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

If you are a tenant, your landlord will need to provide authorisation to install a new wall outlet.

## What to do after installation

When your **nbn**™ approved technician has finished installing the **nbn**™ supplied equipment, you'll need to connect your provider's (or your own) modem to the **nbn**™ connection box using the Ethernet cable provided with the modem.



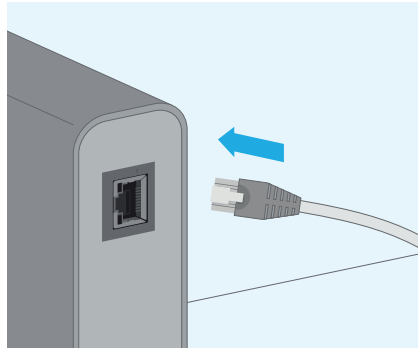
Step 1

Plug one end of the ethernet cable into the yellow panel labelled 'UNI-D1' on the **nbn**™ connection box.

This will allow you to connect your computers and other devices to the internet via the **nbn**™ access network.

For more information on connecting your modem, refer to the instructions supplied by your phone and internet provider.

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



Step 2

Plug the other end into the correct port on your modem (usually labelled 'WAN', 'internet' or '**nbn**').

# 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).



## Cable TV or internet

If you have an existing pay TV or cable internet service that is connected to the same wall outlet as your **nbn**™ connection box, a splitter will be installed by your **nbn**™ approved technician to allow both services to run from one wall outlet.



## 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 7.



## Modem compatibility

If you already have a wireless modem, your phone and internet provider can let you know if it will work over the **nbn**™ access network. In most cases, your phone and internet provider will need to supply you with a new modem.



# Some tips to help get the most out of your nbn™ experience

When you connect to the nbn™ access network, consider:



## Airflow

To help ensure your nbn™ connection box works best, place it vertically with 10cm of space on each side and no objects covering it or limiting airflow.



## 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.



## 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.



## Modem cabling

Connect to your modem using the yellow sockets at the back of your nbn™ connection box.

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 fire indicator panel in your premises, call your fire indicator panel 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 your phone and 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.



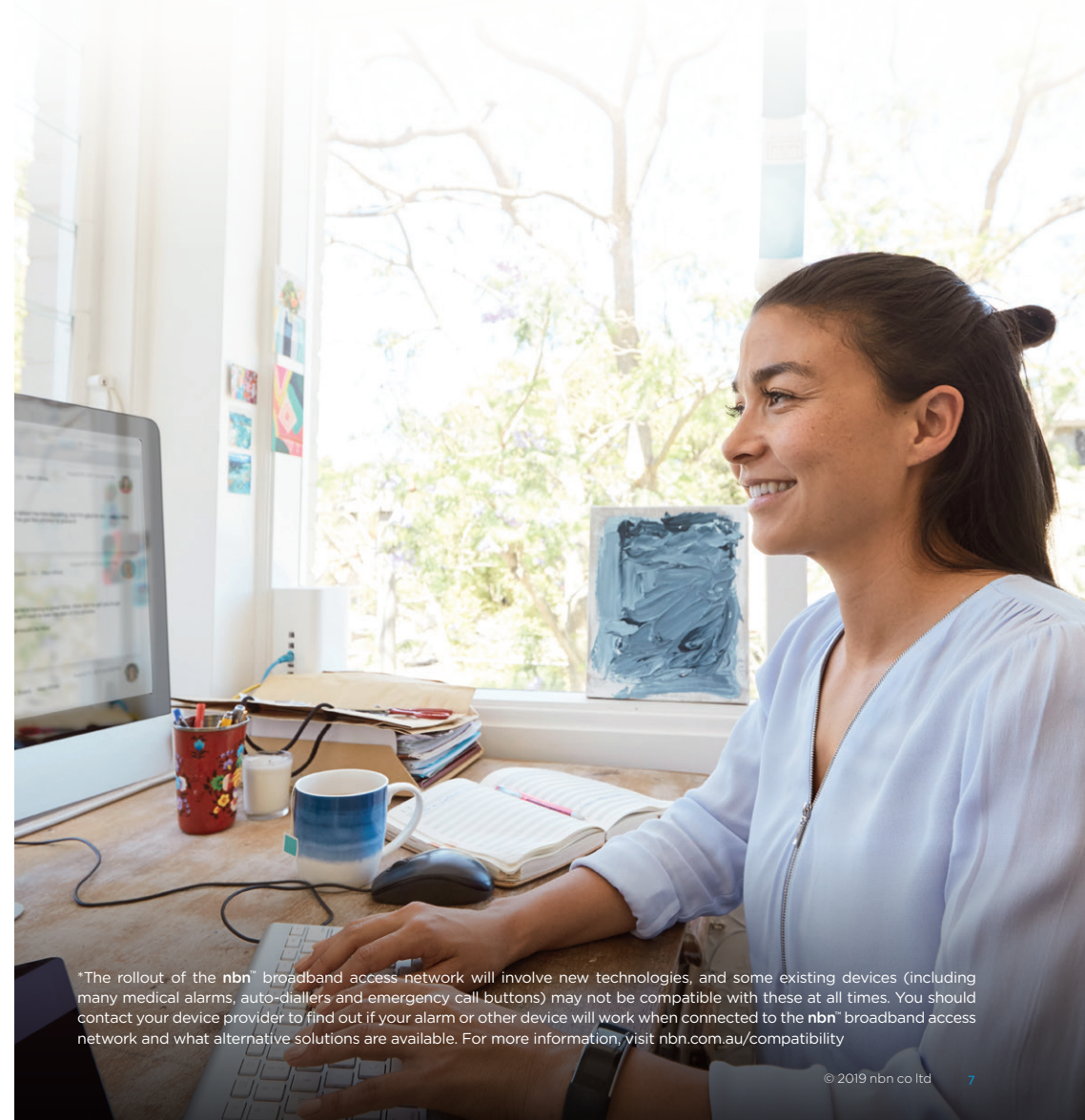
## To organise in-premises wiring changes

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

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

You can run most devices over a Wi-Fi network. But if you find Wi-Fi limiting, you may want to try connecting your devices via powerline networking adaptors (which plug into your power points and use existing wiring) or an Ethernet cable.

## 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 your smart TV or desktop computer. If so, you can arrange for a registered cabler to install additional network points (charges may apply).

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

Beyond your **nbn**<sup>™</sup> connection box, your **nbn**<sup>™</sup> approved technician won't carry out internal wiring or permanent cabling through wall, floor or ceiling cavities. This must be done by a registered cabler. Your phone and internet provider may be able to recommend a registered cabler in your area, or you can search online for 'telephones & systems - installation & maintenance'.

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

It depends on the services you currently use. If you have pay TV, or other cable internet services, there may be a slight interruption to your services during the installation of the **nbn**<sup>™</sup> supplied equipment on the exterior of your property. If your current service is delivered via ADSL, installation of **nbn**<sup>™</sup> supplied equipment on the exterior of your property should not interrupt your services. Your **nbn**<sup>™</sup> approved technician should advise you of any outages beforehand.

## What happens to the **nbn**<sup>™</sup> equipment if I move?

**nbn**<sup>™</sup> supplied equipment remains the property of **nbn**. If you move premises, this equipment must remain at the premises of installation, and won't work at any other location. Speak to your phone and internet provider when you move to switch your phone and internet services to your new address.

## I've moved to a house that already has an **nbn**<sup>™</sup> connection box - how do I get it working?

To connect to the **nbn**<sup>™</sup> access network via your **nbn**<sup>™</sup> connection box, contact your phone and internet provider and order an **nbn**<sup>™</sup> powered plan.

## Will my medical, security or fire alarm work over the **nbn**<sup>™</sup> access network?

You will need to call your equipment provider/manufacturer to check that your equipment will work over the **nbn**<sup>™</sup> access network, or whether you'll need to find an alternative solution. You should also register your safety-critical equipment with **nbn** by calling **1800 227 300** or visiting [nbn.com.au/compatibility](http://nbn.com.au/compatibility)\*

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

Equipment connected over the **nbn**<sup>™</sup> 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 (e.g. a medical alarm, monitored fire alarm or lift emergency phone), speak to your equipment provider about alternative solutions.

## What if the **nbn**<sup>™</sup> approved technician damages my property?

Your technician has an obligation to take appropriate care on your property during your installation; however, in the unlikely event any damage is caused, you can call **nbn** on **1800 687 626**.



## Any other questions?

If you have any questions about your **nbn**<sup>™</sup> HFC connection or the **nbn**<sup>™</sup> 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.

\*The rollout of the **nbn**<sup>™</sup> broadband access network will involve new technologies, and some existing equipment (including many medical alarms, auto-diallers and emergency call buttons) may not be compatible with these at all times. You should contact your equipment provider to find out if your alarm or other equipment 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](http://nbn.com.au/compatibility)



# 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**  
I've considered any safety issues associated with the location of my **nbn**™ supplied equipment.
- 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.
- 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**.
- 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.