

business **nbn**<sup>™</sup>

# Preparing your business for the **nbn**<sup>™</sup> broadband access network



**nbn**<sup>™</sup> Hybrid Fibre Coaxial (HFC) connection

# Thanks for switching to the **nbn**<sup>™</sup> access network

Your business will soon be experiencing the benefits of Australia's new landline phone and internet network.

To help you prepare for your upcoming installation appointment, have a read through this booklet for information about how your business will be connected to the **nbn**<sup>™</sup> access network.

# Installation at your property

When you called to switch your business' landline phone or internet service to the **nbn**<sup>™</sup> access network, your provider will have made an appointment for an **nbn**<sup>™</sup> approved installer to come to your property and install your **nbn**<sup>™</sup> supplied equipment.

## What does the installation involve?

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

**This is the first stage of connecting your business to the **nbn**<sup>™</sup> access network. Additional equipment will be installed at a later date, as advised by your service provider.**

## Things you should consider before installation

You should discuss these requirements with your alarm, equipment, phone or internet provider.



Does your business have an ATM or EFTPOS terminal?



Do you have a fax machine, medical alarm, or lift emergency phone?



Do you have a security alarm or phone line that will need special wiring or cabling?



Will you be considering business equipment in the future that might require fixed or Wi-Fi internet access?



Do you have pay TV and/or an existing internet service? If so, check with your service provider before installing your **nbn**<sup>™</sup> connection box.

# The location of the **nbn**<sup>TM</sup> supplied equipment

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

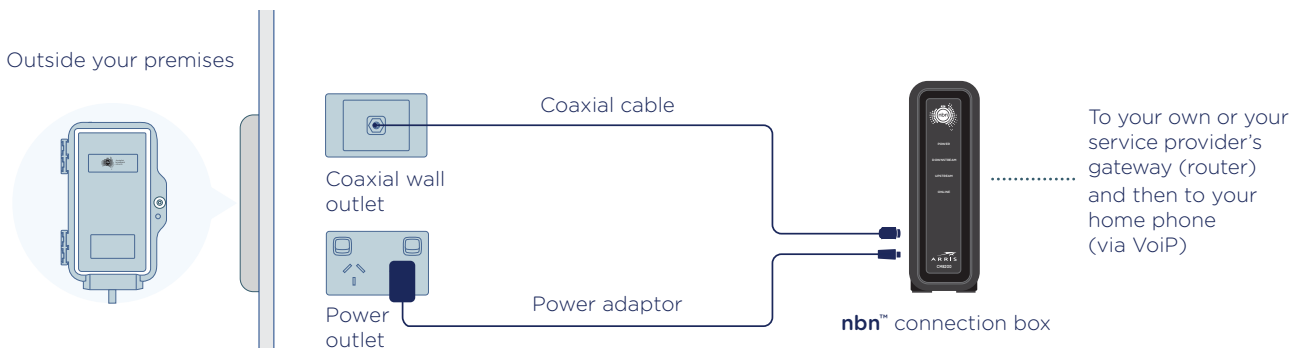
This will be located close to an existing outlet and power point inside your property. If you have more than one outlet, ask your **nbn**<sup>TM</sup> approved installer which one is most suitable.

If you don't have an existing outlet, your **nbn**<sup>TM</sup> approved installer will help you find the best location.

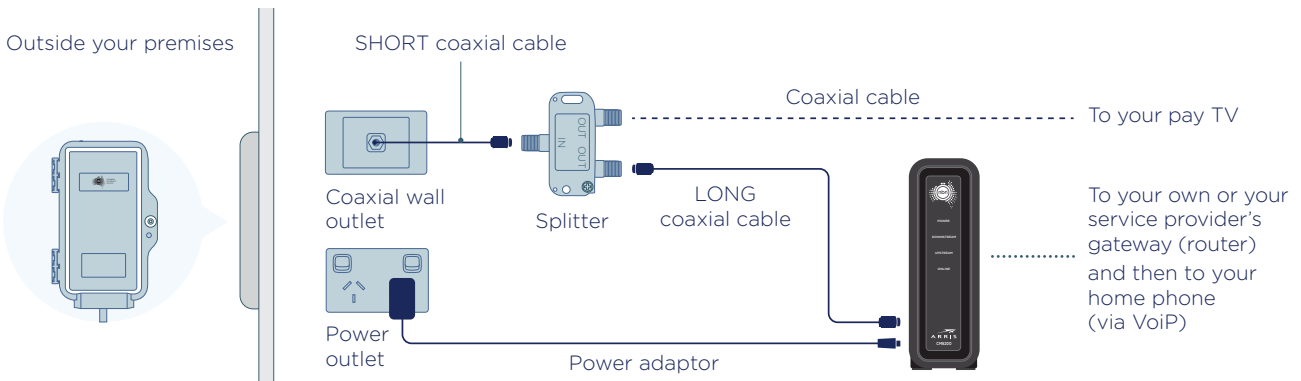
Your **nbn**<sup>TM</sup> connection box should only be installed in a location that you are comfortable with. If your preferred location(s) is unsuitable, your **nbn**<sup>TM</sup> approved installer must explain this to you and help you choose an alternative.

## A standard **nbn**<sup>TM</sup> HFC setup

### Installation without pay TV service



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



————— **nbn**<sup>TM</sup> supplied cables      ..... Service or equipment provider connections

### Location checklist

- Close to a power outlet (using a power board is not recommended)
- In a cool, dry, ventilated area
- Away from areas where it may be knocked or damaged
- Somewhere easy for you to check the indicator lights
- In the same building as your electric meter box or distribution board

#### 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.

\*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.

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# Installation - what to expect on the day

When your **nbn**<sup>TM</sup> approved installer arrives, check their ID before giving them access to your property. They will discuss what **nbn**<sup>TM</sup> supplied equipment is going to be installed at your business.\*

A standard installation is currently free of charge, and includes connecting the coaxial cable from your street to the **nbn**<sup>TM</sup> utility box on the outside wall of your property and to your **nbn**<sup>TM</sup> connection box inside your property. Remember to ask your provider if they have any other fees.

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## How long does it take?

If your business already has a coaxial cable connected to the **nbn**<sup>TM</sup> utility box outside your property, a standard installation will take approximately one to two hours. If your property does not have the coaxial cable connected to an **nbn**<sup>TM</sup> utility box, then a standard installation could take between four and eight hours.

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## What if the installation cannot be completed?

If we are unable to complete your installation (due to bad weather or another issue), **nbn** will work with your phone or internet provider to book a new appointment.

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

You can reschedule it with your phone or internet provider or ask someone you trust who is over 18 to give access to all areas of your property. Remember, they need to be present for the whole installation.

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## Can I request an installation after business hours?

You will need to ask your phone or internet provider if they can arrange this. An authorised person over the age of 18 will need to be present.

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## What if I need additional cabling or equipment?

Additional cables and equipment, such as your gateway (router), will need to be organised by you and your service provider. This is also the case for any internal wiring or cabling required for additional internal phone or internet outlets within your business.

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## What happens if I move property?

**nbn**<sup>TM</sup> supplied equipment is the property of **nbn** and must remain at the premises of installation. It won't work at any other location.

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## Asbestos-containing material

In some cases, your **nbn**<sup>TM</sup> approved installer may suspect or assume that asbestos-containing material is present because of the age of the building.

If asbestos-containing material is present, your **nbn**<sup>TM</sup> approved installer will consider options to avoid disturbing that material or area of the property, or will otherwise comply with all relevant codes of practice and work practices regarding asbestos, being mindful of the safety of themselves and the occupants of the property.

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\*For any monitored alarm services such as medical, fire or security alarms that need to be able to dial out using a landline connection, **nbn** recommends the Battery Backup service is selected, as it is designed to operate for a period during a power outage. The Battery Backup service is mandatory for Priority Assistance services. You can find more information on this in the FAQ section.

# Installation - what to expect on the day

## Things to keep in mind

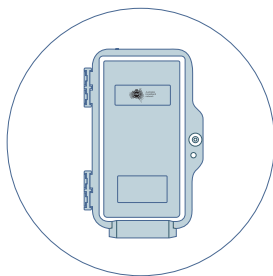
- If the HFC cable has not been connected from your street to the outside of your property, we might need to dig a small trench or, if it's coming from overhead, clear a small amount of vegetation.
- Some equipment locations might not be possible due to safety or other considerations, such as the location of the existing telecommunications infrastructure and pay TV equipment.
- You must advise your **nbn**<sup>TM</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>TM</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>TM</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.

## Note

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 clear a small amount of vegetation. Don't worry - we'll keep disturbance to a minimum.

Your **nbn**<sup>TM</sup> approved installer may also need to turn off your electricity for a short time. However, they should discuss this with you beforehand to minimise the impact on critical electrical equipment, such as EFTPOS, ATMs and medical devices.

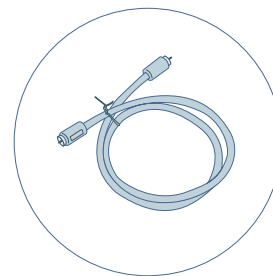
## What's supplied in your installation?



**nbn**<sup>TM</sup>  
utility box



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



Coaxial cable  
To connect your wall outlet to your **nbn**<sup>TM</sup> connection box

External cabling from the street to your **nbn**<sup>TM</sup> utility box and internal cabling up to your wall outlet.

## Non-standard installations

If your requirements are non-standard, your **nbn**<sup>TM</sup> approved installer will discuss your options. For more information on what's included in a standard installation, visit [nbn.com.au/networktechnology](https://nbn.com.au/networktechnology)

# Connectivity options in your business

## Computer/Internet access

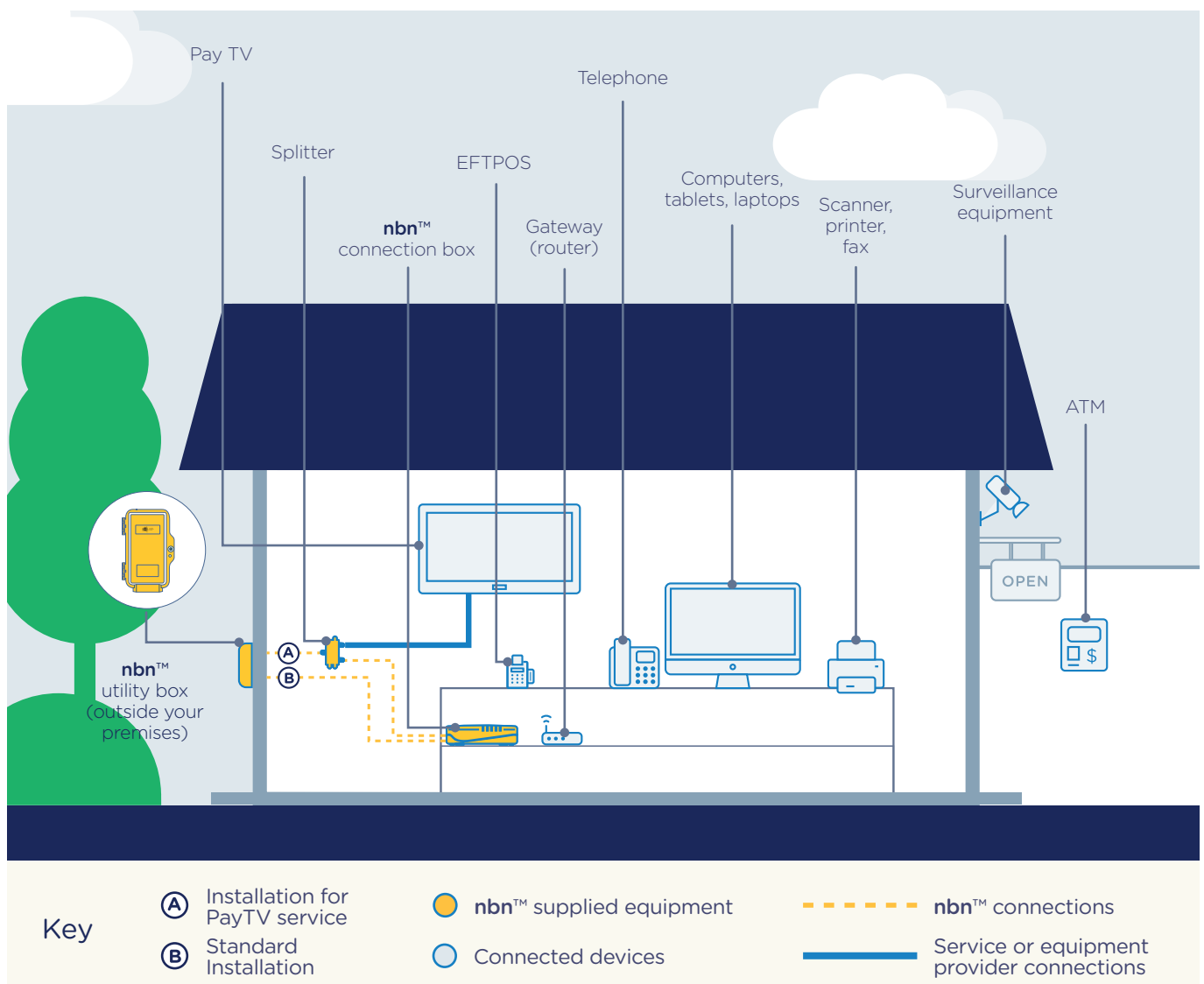
To connect computers to your **nbn**<sup>™</sup> connection box, you'll need a separate gateway (router) that connects to the internet via Ethernet wiring or wireless networking (Wi-Fi). If you already have a modem or gateway from your old cable or ADSL broadband, it's unlikely that it will work over the **nbn**<sup>™</sup> access network. Your service provider should be able to provide you with a new one.

## Wireless network

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

## Pay TV or existing cable internet

You may need a splitter if you have an existing pay TV or internet service that is connected to the same wall outlet as your **nbn**<sup>™</sup> connection box. The splitter will allow for both services to run from one wall outlet, and is installed by your **nbn**<sup>™</sup> approved installer.





# Other devices that may be affected by the **nbn**<sup>™</sup> access network

The installation of **nbn**<sup>™</sup> supplied equipment may affect other important business devices.\* Talk to your device provider for advice about whether they will work over the **nbn**<sup>™</sup> access network.

## EFTPOS terminals and ATMs



Call your equipment provider (such as the bank that provides your EFTPOS equipment) to find out if your device will work over the **nbn**<sup>™</sup> access network. If required, they can advise what alternative solutions are available.

## Fire indicator panels and lift emergency phones



If you have a fire indicator panel or lift emergency phone in your business, please register it with **nbn** and call your provider to find out if it will work over the **nbn**<sup>™</sup> access network. This will help minimise any break in service when the existing network is switched off. Register online at [nbn.com.au/fireandlift](https://nbn.com.au/fireandlift) or call **1800 227 300**.

## Security alarms



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

## Fax machines



Ask your phone provider about whether they support fax transmissions on their phone service over the **nbn**<sup>™</sup> access network.

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



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.

It's also important that you register your device with **nbn** online at [nbn.com.au/medicalregister](https://nbn.com.au/medicalregister) or by calling **1800 687 626**. This will help us identify businesses where support may be needed to avoid a break in service when the existing network is switched off.

## Pay TV service



If you are connecting to the **nbn**<sup>™</sup> access network and also have a pay TV service like Foxtel, you should ensure the set-top box is connected to your network via Ethernet or Wi-Fi to allow full functionality of on-demand services.

## To organise wiring changes in your business:

Call your service provider and ask if they can arrange in-premises wiring or cabling changes and what the cost will be.



Contact a registered cabler about connecting landline phone wall sockets to your landline phone service over the **nbn**<sup>™</sup> access network (you can search online for 'telephones & 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, 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 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)



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# FAQs

## Will Special Services be affected?

If your business uses any Special Services such as ISDN, Frame Relay or Ethernet Lite, that are affected by the disconnection of existing landline phone and internet networks, you will need to arrange new services well before the disconnection date. These services also have different disconnection dates. For more information, see [nbn.com.au/specialservices](https://nbn.com.au/specialservices)

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## Will there be any interruption to my business' phone and internet services?

If your current service is delivered via an ADSL service, installation of **nbn**<sup>TM</sup> supplied equipment on the exterior of your premises should not interrupt your existing landline phone and internet services.

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**<sup>TM</sup> supplied equipment.

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

Most internet enabled services can be run over a wireless network (Wi-Fi), but you may prefer to have wired connections for things like internet smart 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 and systems - installation and maintenance'.

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## Will I lose my existing phone and internet services while my **nbn**<sup>TM</sup> supplied equipment is being installed?

We will try to ensure minimal disruption to your existing services; however, your **nbn**<sup>TM</sup> approved installer should inform you if there is going to be a prolonged outage.

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

You can run most internet enabled services 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 advise you on available options.

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

Beyond your **nbn**<sup>TM</sup> connection box, your **nbn**<sup>TM</sup> 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.

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## Will my existing monitored alarm (i.e. medical, security or fire alarms), work over the **nbn**<sup>TM</sup> access network?

To keep your alarm working when the existing network is switched off, speak to your alarm provider about how to keep your service working over the **nbn**<sup>TM</sup> access network.\*

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\*Services provided over the **nbn**<sup>TM</sup> access 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](https://nbn.com.au/switchoff) or call 1800 687 626.

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# FAQs

## What you need to do after installation

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

Your service over the **nbn**<sup>™</sup> access 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.

For more information on alarms and the **nbn**<sup>™</sup> access network, please visit [nbn.com.au/alarms](https://nbn.com.au/alarms) or call **1800 687 626**

# Preparing for connection

## Things to consider before connection

- How and where will your computers be connected?
- Where is the best place for a wireless router for your Wi-Fi devices?
- Where will you place connected devices like printers?
- Will you need a phone line in different rooms?
- Will you have a security alarm that will need a fixed phone line and/or special wiring (e.g. Mode 3 phone cabling)?
- Will you be considering devices in the future that may require fixed or Wi-Fi internet access?
- Have you checked with your device provider and service provider that any devices you rely on such as ATMs, EFTPOS, HICAPS, fax machines and medical alarms will work over the **nbn**<sup>™</sup> access network?

For help or support,  
contact your service provider  
or visit [nbn.com.au/business](https://nbn.com.au/business)

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