



NBN[®] FIBRE TO THE PREMISES (FTTP) CONNECTION BOX

Installation Guidelines

This guide is designed to provide you with key information on the installation of your new nbn connection box. It helps you get ready for the installation and make the most out of your new full fibre service.

As you will need to connect your Wi-Fi router to the connection box to access your nbn FTTP service, it's important to know where the connection box can and cannot be installed.

Your nbn approved technician will use the following guidelines to find a suitable location for the nbn connection box.

If it isn't feasible to meet all of these guidelines on the day of installation, exceptions may be considered. Your technician will discuss your options with you on the day.



The nbn connection box should be installed:

1. Within 3 metres of an existing power point outlet inside your premises.
2. Within a 12 metre radial distance of the nbn utility box (see diagram below for more info). If there is no suitable location within the 12 metre radius according to nbn installation guidelines, the technician will, where feasible, install the nbn connection box in the nearest most suitable location beyond 12 metres.
3. In an easily accessible location for convenient monitoring of the indicator lights, if required.

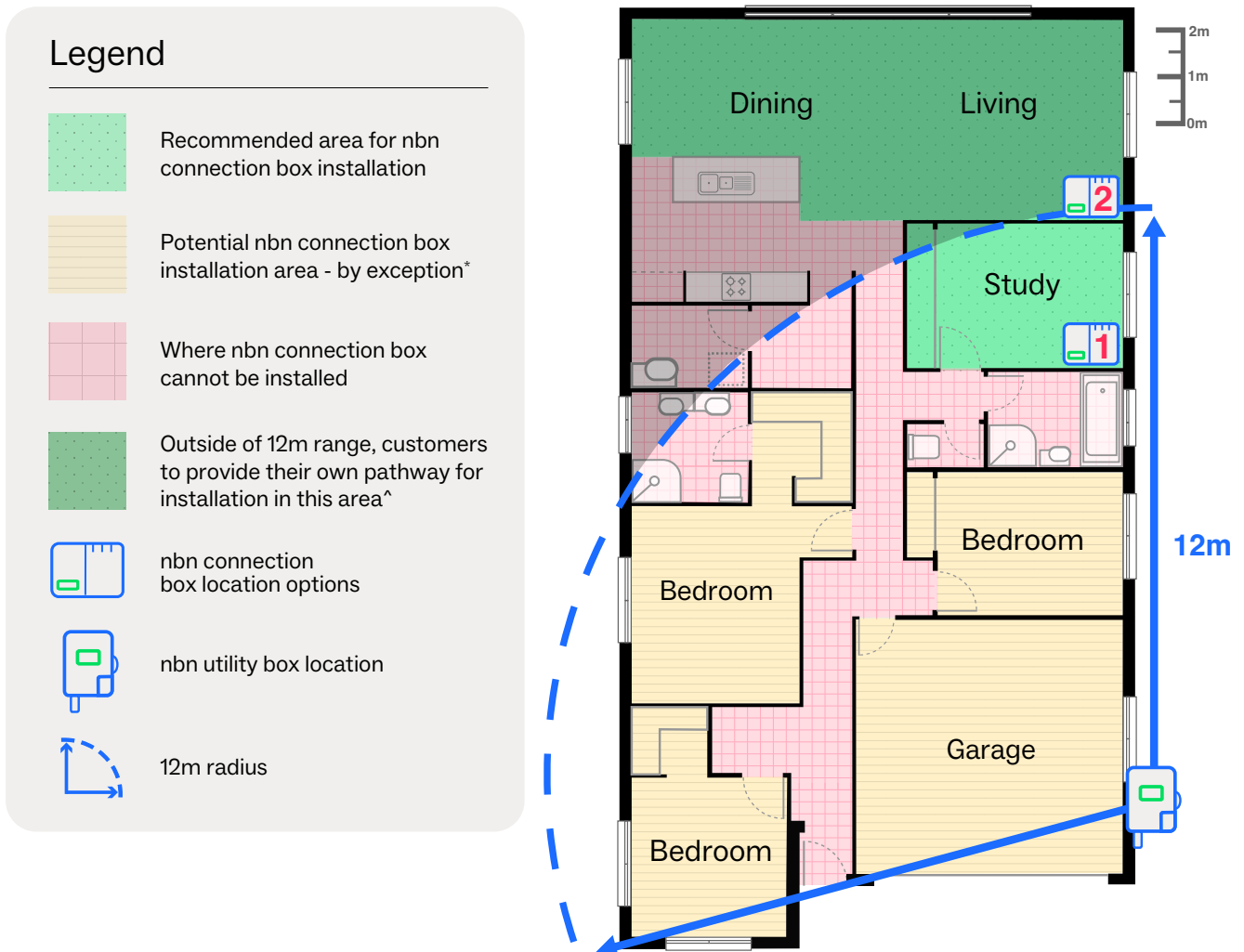
4. Away from existing utilities such as gas lines, external water systems and away from direct sunlight.
5. In an easily accessible location taking into consideration health and safety (for example, our technicians are not able to access low roof spaces or low underfloor spaces).
6. In a safe position where it will not be easily damaged.
7. In a cool, dry, ventilated area. It cannot be placed in a wet area, such as the bathroom, laundry, kitchen wet area or under a window that opens.
8. On the ground floor in a multi-story building.
9. On the inside surface of the external wall that your nbn utility box was installed (and within the same building).
10. Not in a garage or a bedroom unless:
 - You specifically request it or;
 - There's existing Ethernet cabling from the garage or bedroom to a better location for your Wi-Fi router or;
 - A pathway has been provided from the nbn utility box to the garage or bedroom or;
 - It's the only safe or feasible option due to the construction/ layout of your premises.

Note:

The technician will complete the installation in a communications room/rack provided that it falls within nbn's installation guidelines - or outside these guidelines, provided there is a Customer Installed Fibre Cable Pathway available meeting nbn standards.

EXAMPLE HOUSE FLOOR PLAN

The installation locations may vary depending on the construction and layout of your premises. The diagram below gives you an idea of an example installation.



*For exceptions in the Garage and Bedrooms, please refer to guideline No. 10.

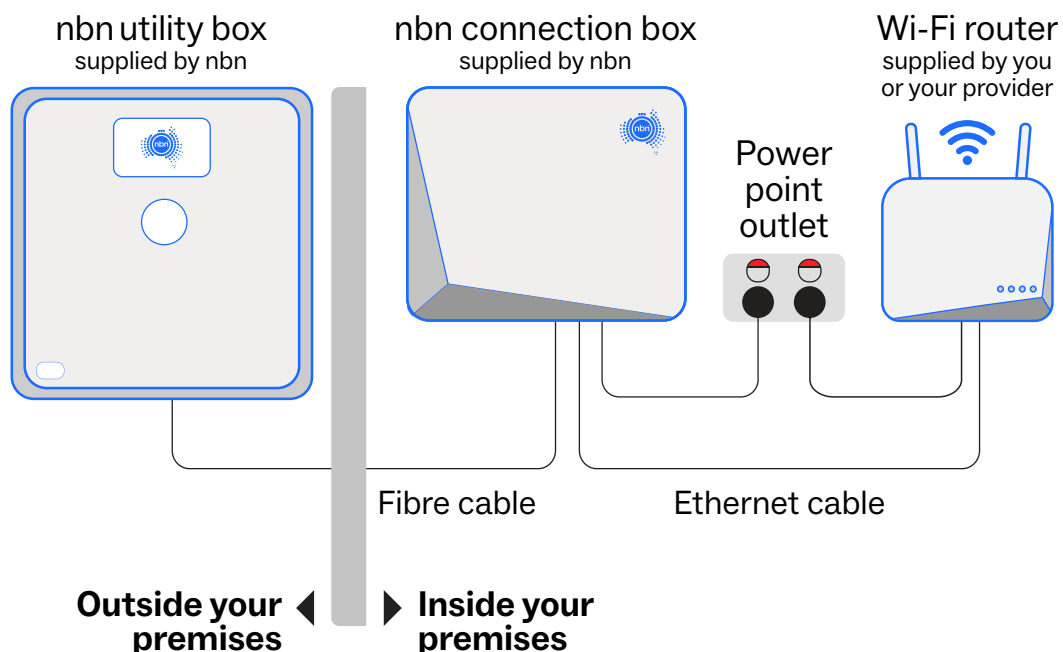
^For installation in the dark green area, outside of the 12m radius, Customer Installed Fibre Cable Pathways are required. nbn connection boxes and nbn utility box are not to scale.

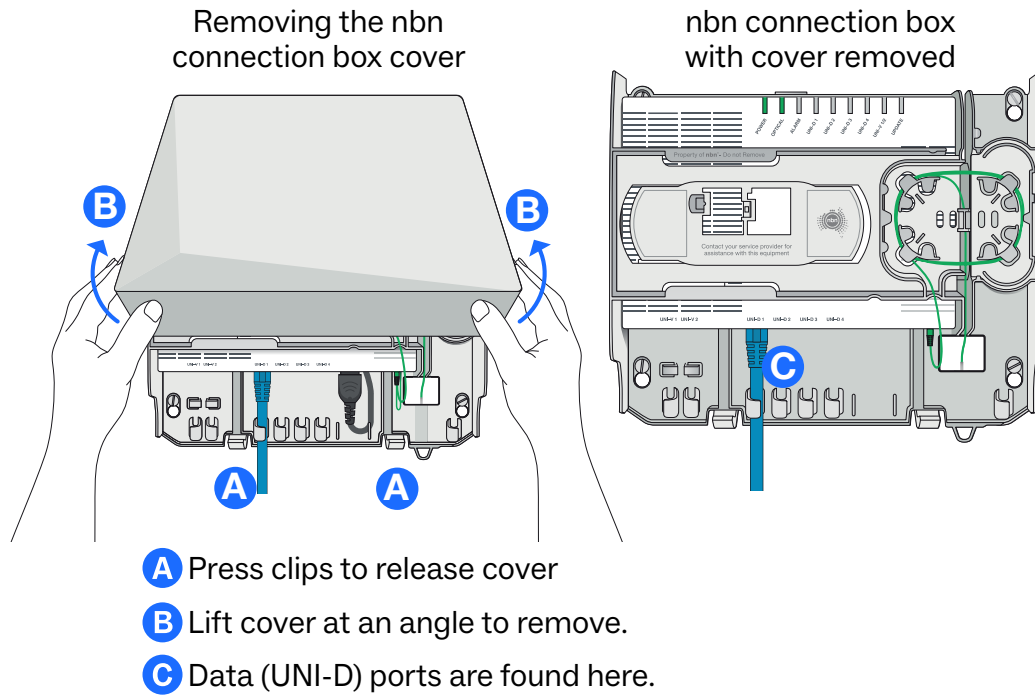
Top tips for installation day:

- Consider your preferred location/s for the nbn connection box referring to the guidelines above.
- Your technician will assess your premises and take your reasonable preference into consideration when discussing installation options with you.

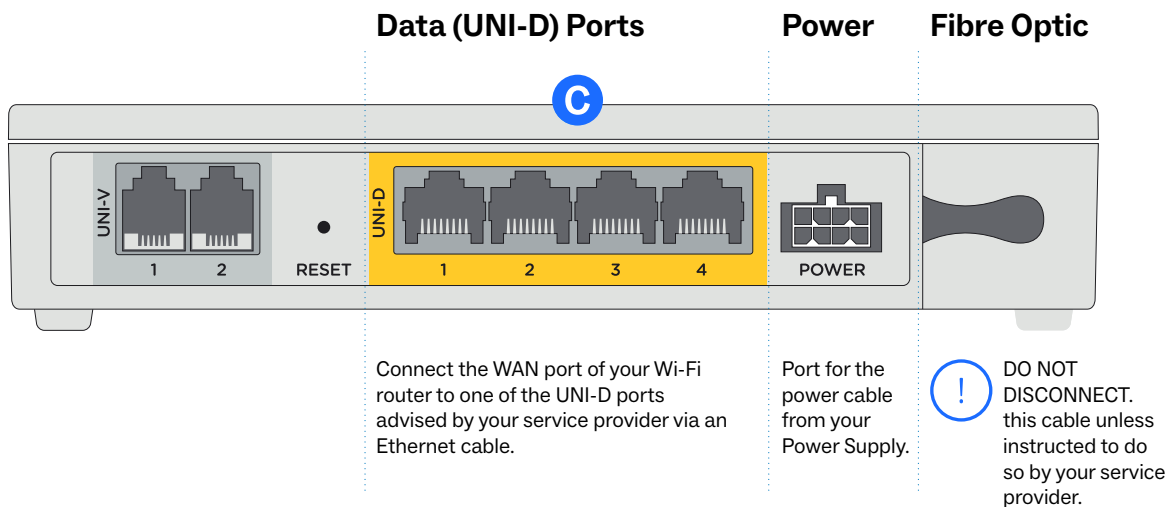
- You'll be offered at least one installation option consistent with the guidelines above to have your full fibre installation completed. If we are not able to install the nbn connection box in your preferred location on the day, there are a few options you can consider, but they are not included in the nbn full fibre installation and will be at your own expense:
 - Providing your own pathway following "[Requirements of Customer Installed Fibre Cable Pathways](#)" to where you would like your nbn connection box.
 - Running an Ethernet cable from the nbn connection box to where you would like your Wi-Fi router.
 - Looking at ways you could further enhance the set-up in your premises with our video "[Getting your connection up and running](#)" or "[Optimisation fact sheet](#)".

Once your nbn connection box is installed please take a moment to see how it's connected with your Wi-Fi router for your internet service.





Look at the bottom of your nbn connection box (which is inside the cover mounted to the wall), and you will see a row of ports that look like this:



Your internet services will be delivered through the data (UNI-D) ports on the nbn connection box.

Your phone and internet provider will advise you which ports they have designated for your services, and how to connect any necessary equipment to these services.

Visit nbnco.com.au/fibreappt for more information or contact your phone and internet provider.