



LET'S GET YOU CONNECTED TO NBN[®] FIXED WIRELESS

Your helpful preparation guide

THANKS FOR CHOOSING THE NBN NETWORK

You're only a few steps away from enjoying the benefits of a plan powered by nbn Fixed Wireless technology.

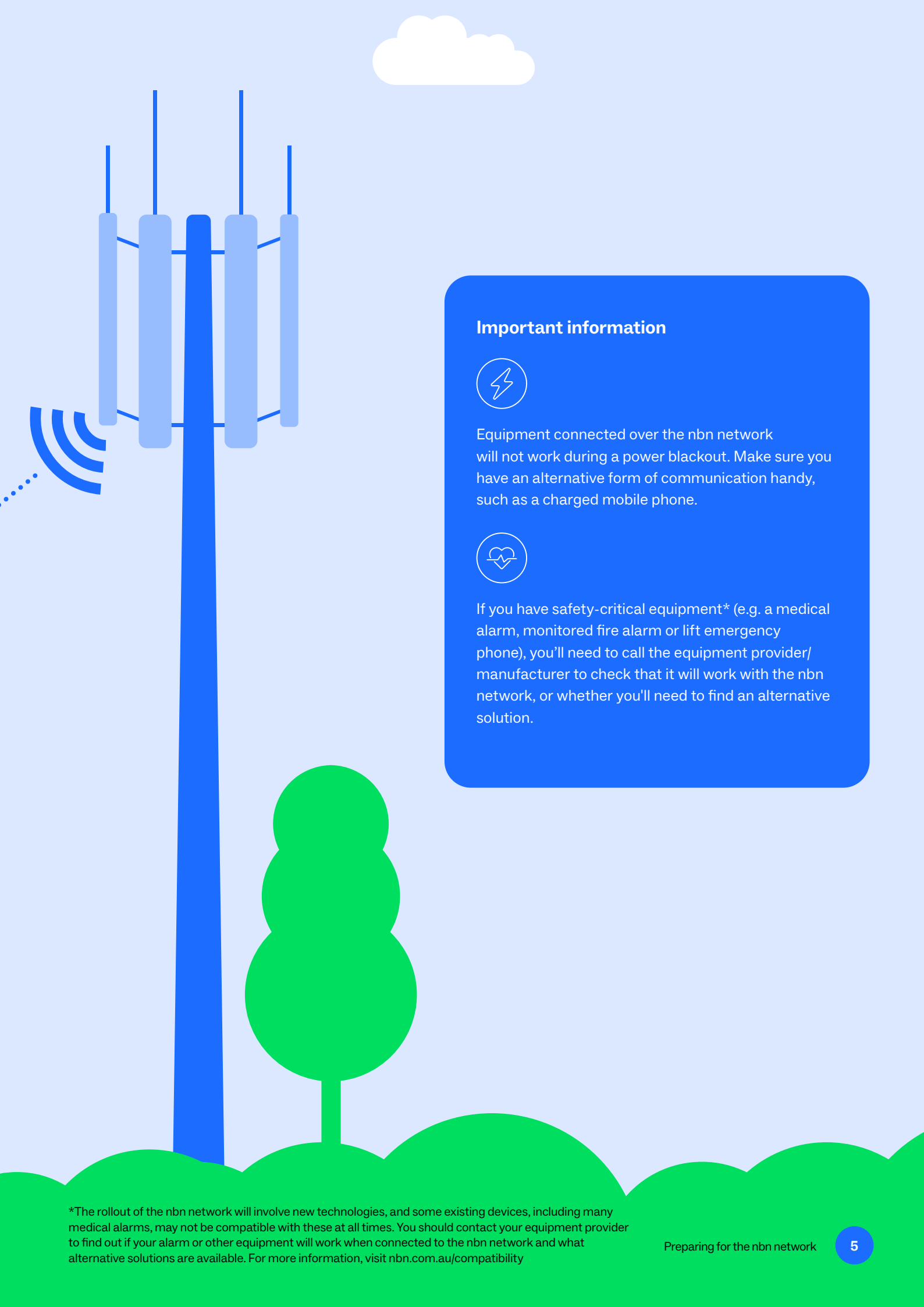
This guide explains what to expect on installation day and helps answer any questions you may have.



NBN FIXED WIRELESS AT A GLANCE

An nbn Fixed Wireless connection uses data sent wirelessly from a local transmission tower to an nbn outdoor antenna fitted to the exterior of your property, which is then connected to an nbn connection box inside via an Ethernet cable.





Important information



Equipment connected over the nbn network will not work during a power blackout. Make sure you have 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), you'll need to call the equipment provider/manufacturer to check that it will work with the nbn network, or whether you'll need to find an alternative solution.

*The rollout of the nbn network will involve new technologies, and some existing devices, including many medical alarms, 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 network and what alternative solutions are available. For more information, visit nbn.com.au/compatibility

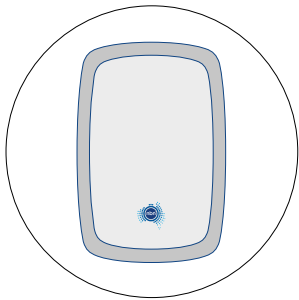
THINGS TO KNOW BEFORE INSTALLATION DAY

When you placed your nbn Fixed Wireless order through your provider, they would have arranged for an nbn approved technician to contact you to arrange a suitable time for any new equipment to be installed.

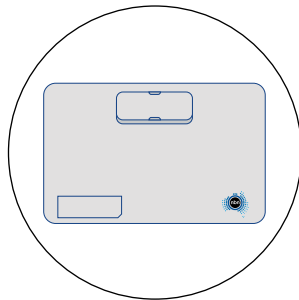
Your technician should call you one business day before the installation to confirm your appointment time and address details. They will also call you when they're on their way to your home or business.

If you are renting your property, you'll need to make sure you have your landlord's approval for the installation to go ahead. If you have a heritage-listed property, you'll need additional approvals too.

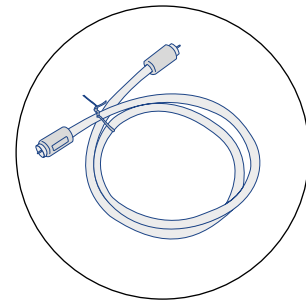
What equipment will the nbn technician install?



nbn outdoor antenna



nbn connection box



Ethernet cable to connect your nbn outdoor antenna to your nbn connection box

IMPORTANT: This equipment is the property of nbn and must remain at the home or business where it's installed – it won't work at another property. Equipment must not be moved as it may affect performance and even may not work. Equipment is positioned for optimal signal strength. If it needs to be moved, please contact your provider.

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. While not a requirement, nbn recommends that you protect the electrical equipment inside your home from potential surges. This is not the 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 ways to protect internal equipment or wiring, you should contact your provider or an electrician.



What does the installation involve?

nbn supplied equipment will be installed both inside and outside your property.

The nbn outdoor antenna will be attached to either the roof or an external wall. If neither of these locations provide direct line-of-sight to the nbn Fixed Wireless tower, your technician may look for another suitable location.

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

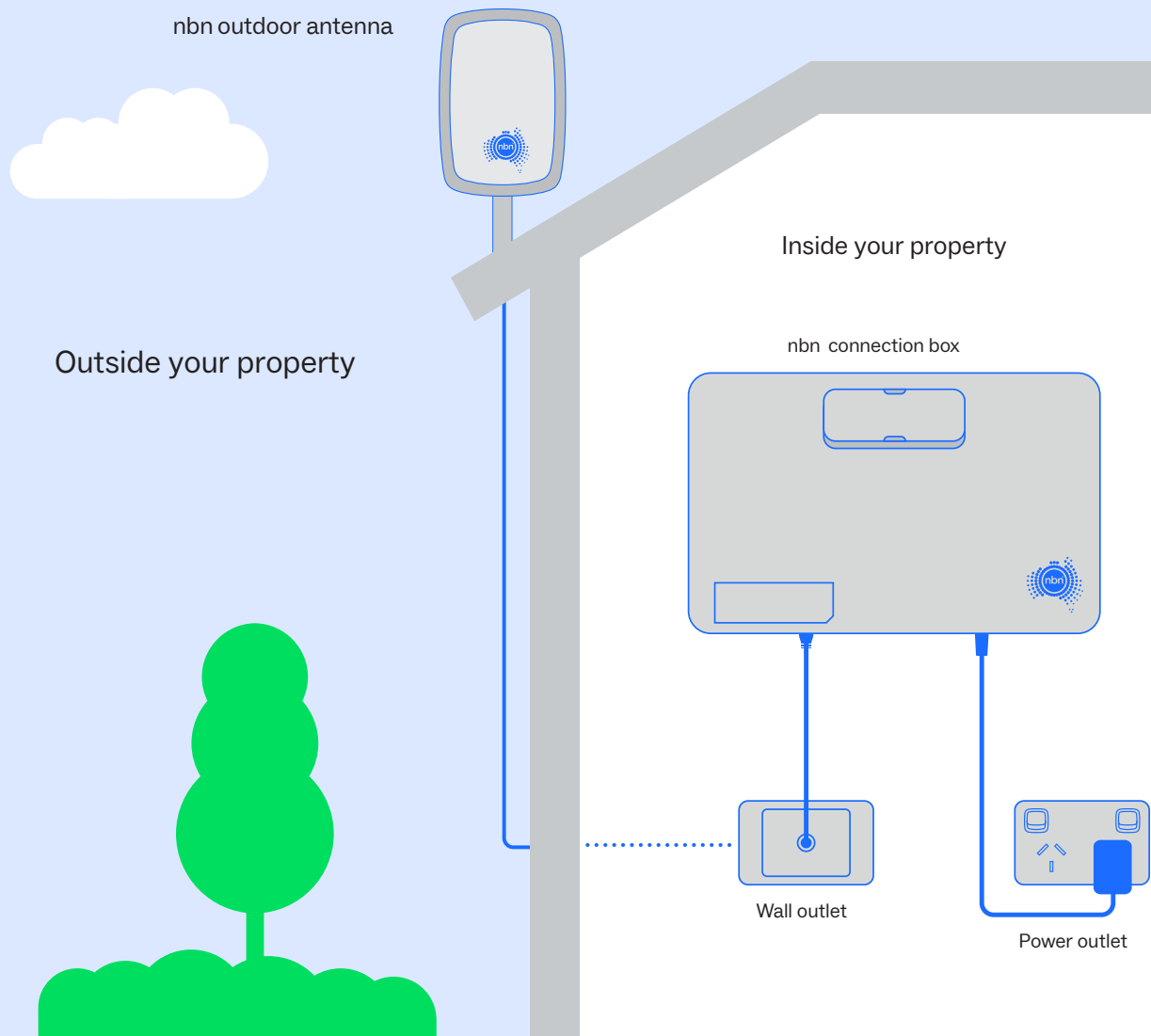
It's important to consider:

The location of the 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 and nbn connection box can have flashing lights, which may disturb sleep
- Near your existing landline phone or network cabling.

Your preferred internal networking

While most services can 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 provider to arrange this, as it won't be included in a standard installation.



ON THE DAY OF INSTALLATION

When your nbn approved technician arrives, check their ID before giving them access to your property. They'll then discuss with you where the nbn supplied equipment will be installed.

A standard installation will normally take up to 3 hours, and an authorised representative over the age of 18 will need to be present for the entire installation.

Your nbn approved technician will:

1. Check the wireless signal to make sure it's strong enough to proceed with the installation. In the unlikely event your premises can't receive a strong wireless signal, the installation won't proceed and you'll need to contact your provider for an alternative solution. See the opposite page for more information.
2. Mount an nbn outdoor antenna to either the roof of your property or an external wall. The position of this antenna will be chosen by the technician based on where you will receive minimal obstruction to the signal 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 nbn outdoor antenna to the nbn connection box installed on an inside wall.
4. Activate your service once all of the nbn Fixed Wireless equipment has been installed and tested.

Once your nbn supplied equipment has been installed and tested by the technician, your phone and internet provider will be notified to complete the setup of your nbn connection. In some cases, it may take up to 24 hours for your service to be fully activated.

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

In the unlikely event of installation failure

If you are unable to receive a suitable Fixed Wireless signal at your main premises, we'll check whether one can be reached at another appropriate location on your property. If a suitable signal can be located, your installer will advise whether a non-standard installation may be possible.

If a non-standard installation isn't possible and nbn determines that a suitable Fixed Wireless signal can be reached at another appropriate location on your property, you may wish to consider engaging a third-party vendor to design and build a Solar Mount Solution that complies with nbn Fixed Wireless technology. This will involve additional costs that are not covered by nbn.

For more information, visit nbn.com.au/FixedWireless



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

With nbn Fixed Wireless technology, you can choose to keep your existing copper phone line or ask your provider to switch to a Voice over Internet Protocol (VoIP) service. Talk to your provider about your needs, as you may need additional cabling or wall outlets installed, which aren't included in a standard installation.



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 provider to ensure this is factored into your set up.



Security alarm

If you have a security alarm, discuss your needs with your provider, as you may need additional wiring or cabling installed (charges may apply).





MAXIMISE YOUR NBN EXPERIENCE[^]

When you connect to a service over the nbn network, consider:



Airflow

To help ensure your nbn connection box works best, ensure there are 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

If you choose to connect with a VoIP-compatible phone, consider where you place your modem, as your phone will need to connect directly to it.



Modem cabling

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



Devices

Where possible, connect devices that require large amounts of data (such as gaming consoles or streaming devices) directly via an Ethernet cable.

For more tips to help improve your home internet setup, visit nbn.com.au/optimisation

[^]Your experience, including the speeds actually achieved over the nbn network, depends on the nbn technology and configuration over which services are delivered to your premises, whether you are using the internet during the busy period, and some factors outside of nbn's control (like your equipment quality, software, chosen broadband plan, signal reception, or how your provider designs its network). Speeds may also be impacted by the number of concurrent users on the nbn Fixed Wireless network, including during busy periods.

COMMON QUESTIONS

What if I can't attend my installation appointment?

You can either reschedule the appointment with your phone and internet provider (charges may apply) or ask someone you trust who is over 18 to attend in your place. Remember, they'll need to provide access to all areas of your property and make decisions about the installation on your behalf, including where the nbn outdoor antenna and nbn connection box will go. If you decide to change the location of this equipment at a later date, charges may apply.

How long will installation take?

Installation of nbn supplied equipment can take up to 3 hours. If you'd like your installation done in a particular way, please discuss this with your nbn approved technician, as it may take longer and could have costs associated. It may take up to 24 hours for your service to be fully activated.

How much will the installation cost?

nbn does not currently charge phone and internet providers for a standard installation. Wiring and cabling changes, or the installation of additional wall outlets, may incur a fee. Ask your provider what fees and charges may apply to you.

Some installations may not be standard – for example, if your technician needs to take special measures to protect heritage items or your property requires use of specialised mounting equipment. In such cases, nbn may quote your provider a charge for the non-standard installation, which may be passed on to you.

Can the weather affect my installation?

Yes. Bad weather conditions may make installation unsafe for the technician. If weather prevents them from safely installing your nbn supplied equipment, we'll arrange to reschedule your installation for another day.

What if the technician damages my property?

Your technician should take before and after photos of your property and ask you to sign a form giving your approval of how the installation will be done. This will help ensure that the installation is done to your satisfaction, and that your property is returned to the way you'd like it. In the unlikely event any damage is caused, visit nbn.com.au/ReportDamage to submit a damage report.

Do I need a separate supplier to install additional cabling?

Your technician will install all nbn supplied cables and equipment in your home or business. However, you'll be responsible for connecting any cables from the nbn connection box to your own devices, including computers and Wi-Fi routers.

Can I run everything over a Wi-Fi network?

It's possible to run most services over a Wi-Fi network, but if for any reason you find Wi-Fi limiting, there are other options available. Talk to your technician, provider, or a registered cabler about the best way to connect other services inside your property.

I still have an existing nbn® Sky Muster® satellite service. What should I do with it?

If you aren't planning to continue using your nbn satellite service alongside your nbn Fixed Wireless service, there are a couple of things you can do:

1. Cancel your existing nbn Sky Muster plan to avoid being charged for two services

To do this, you'll need to contact your current Sky Muster satellite provider. You may want to consider keeping your existing nbn Sky Muster plan until your new nbn Fixed Wireless connection is active so that you aren't left without an internet service.

2. Have your nbn Sky Muster equipment removed

You can ask nbn to have your existing satellite equipment removed by completing the form at nbn.com.au/SatelliteRemoval

Note: You're not obligated to remove the equipment, however it will stop working once you disconnect your nbn Sky Muster plan.



For more information,
scan the QR code or visit
nbn.com.au/FixedWireless



YOUR INSTALLATION DAY CHECKLIST

Installation approval

I have my landlord's consent for the installation and any new wall outlet(s) (if required) and/or have approval for installation at my heritage-listed property (if required).

Installation appointment

My provider has informed me of my installation date and I've arranged for myself (or an authorised representative over the age of 18) to be there for the whole appointment, which may take up to 3 hours.

Equipment location

I've considered where I'd like my **nbn** supplied equipment to be located in my home or business.

Activation time

I understand that it may take up to 24 hours for my service to be fully activated and that there may be an interruption to my internet connection during this time.

Existing copper phone lines

I have talked to my provider about whether or not I want to keep my existing copper landline.

Safety-critical equipment*

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** network, should I choose not to keep my existing copper phone line active.*

For help and support

Contact your phone and internet provider

*The rollout of the nbn network will involve new technologies, and some existing devices, including many medical alarms, 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 network and what alternative solutions are available. For more information, visit nbn.com.au/compatibility

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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 July 2024. 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.

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