

# Your connection checklist

- Building Manager**  
I have checked with my Building Manager that they will be available to allow the **nbn**™ approved technician access to the communications room, and if any special requirements exist for my building.
- Connection date**  
My service provider has informed me of my connection date and I understand I need to be home for the appointment.
- Modem**  
I have received a new modem from my service provider or have checked that I have a VDSL2 modem compatible with the **nbn**™ network.
- Equipment check**  
I have checked with my device and service providers that any devices I rely on, such as medical and security alarms, will work over the **nbn**™ network.

Please use the space below to keep track of your appointment details

**My connection appointment details**

Date (I will need to be home) \_\_\_\_\_ between \_\_\_\_\_ and \_\_\_\_\_

I spoke with \_\_\_\_\_ from (company) \_\_\_\_\_ on \_\_\_\_\_

## For help & support

 Contact your service provider or visit [nbn.com.au](http://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 January 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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# Preparing for the nbn™ network

## Fibre to the Building (FTTB)



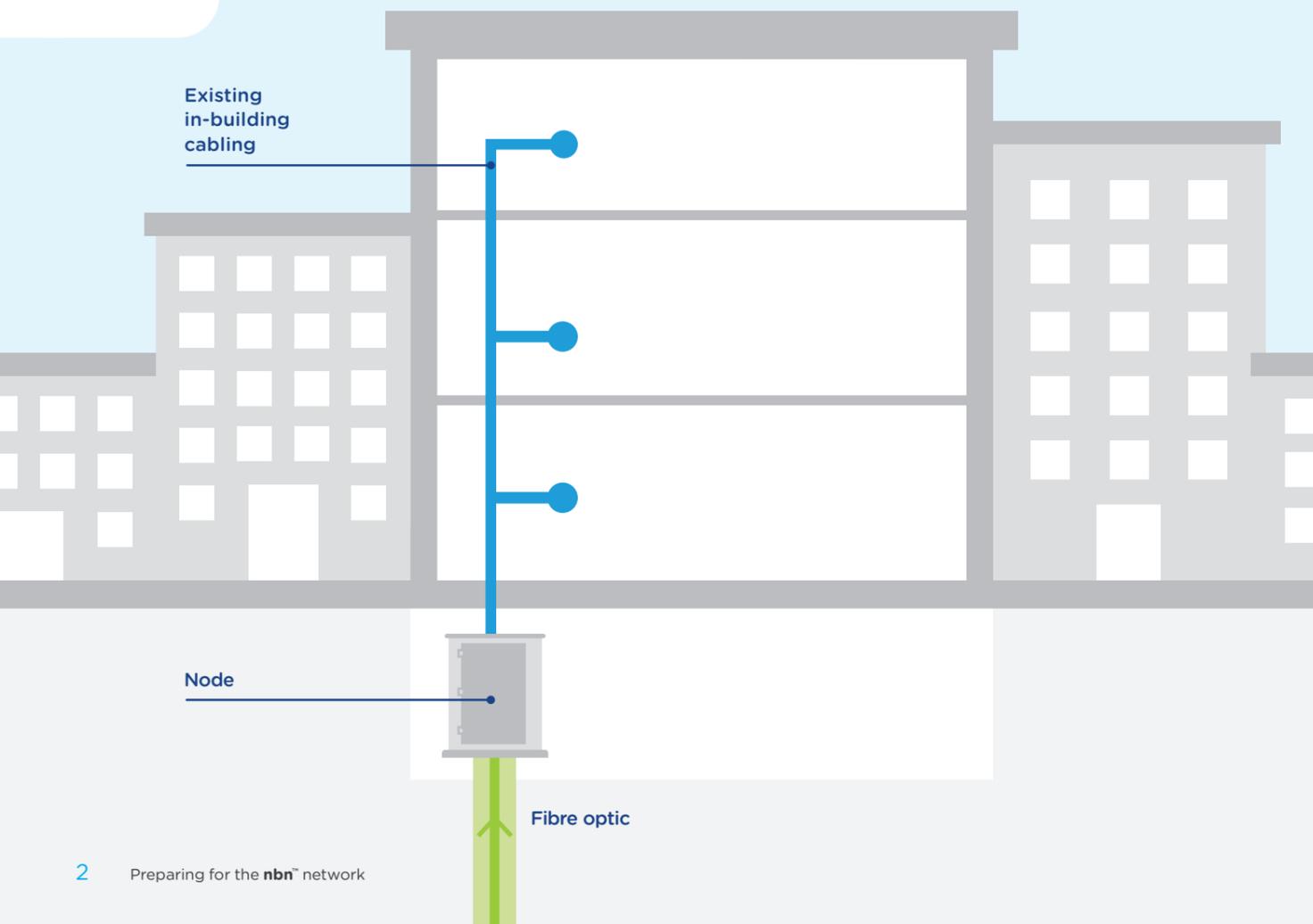
# Connecting your home or business to the nbn™ network

When you contacted your phone or internet provider to switch to the nbn™ network, they should have arranged a time for your home or business to be connected to the nbn™ network.

You should also have received instructions on how to set up your equipment so that, on your scheduled connection day, you should be all set to start enjoying services over the nbn™ network.

## Your connection will be delivered over Fibre to the Building (FTTB) using VDSL2 technology

FTTB is generally used for connecting an apartment block or similar building to the nbn™ network. A fibre optic line is run to a node in the building's communications room and from there, the building's existing in-building cabling is used to connect each apartment.



# Setting up your equipment

To prepare for your service over the nbn™ network, simply set up your modem using the instructions given by your service provider. This modem should have been supplied by your service provider prior to your connection date. If you already have a modem, it must be a VDSL2 modem compatible with the nbn™ network.

## Where should my modem go inside my premises?

Your new modem will connect to your existing telephone wall socket, so you'll need to find a place close to this.

## Do I require an appointment with an nbn™ approved technician?

Yes, on your connection day you will need to be home for your appointment.

The nbn™ approved technician may need your help to access your building's communications room and other areas of your

premises to activate and test your service. Please advise your Building Manager of your upcoming connection and provide the adequate notice that they require based on your individual building requirements. Once the nbn™ network is active in your

premises, you will then need to connect your modem following instructions your service provider will supply you with. Please note it is not the responsibility of the nbn™ approved technician to connect your modem.



### Please note

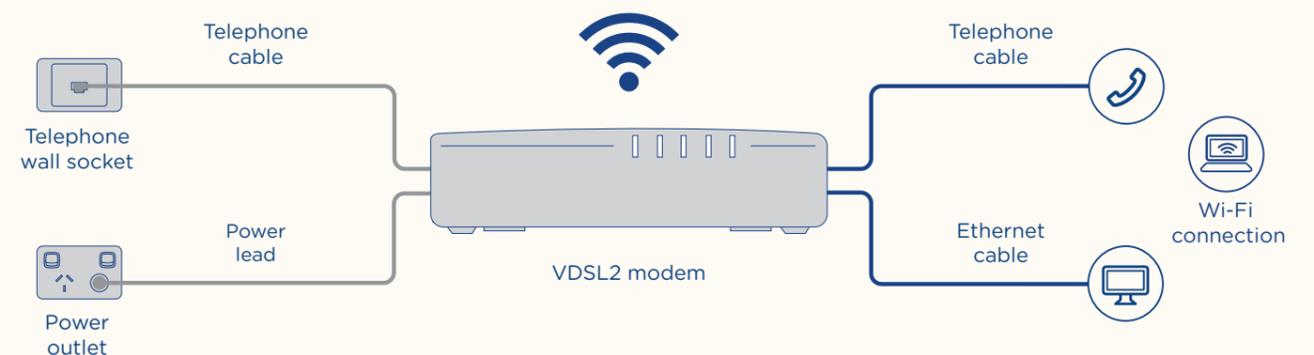
- If you have not received or do not have a VDSL2 modem compatible with the nbn™ network before your connection date,

contact your service provider as soon as possible.

- If you have ordered a phone service, your phone will need to be plugged into the modem.

## Standard setup

Depending on your needs, your standard setup will include some or all of the equipment shown.



# Frequently asked questions

## What can I expect on my connection day?

On your connection day, you will need to be home for your appointment. You may also need to help the **nbn**<sup>™</sup> approved technician gain access to your building's communications room where they will be able to activate your connection. Please advise your building manager of your upcoming connection and provide the adequate notice that they require based on your individual building requirements. Your service provider will be able to provide any additional requirements.

## Will there be any interruption to my phone and internet service during the installation?

On the day of connection, there is likely to be an interruption to your phone and internet service as your service is transferred. Your service provider should be able to advise you further based on your individual circumstances. If you find your service isn't working, contact your service provider for assistance.

## Will nbn be providing me with equipment?

For FTTB connections, **nbn** does not typically provide any equipment for your home or business. It is the role of your service provider to ensure that you have a VDSL2 modem compatible with the **nbn**<sup>™</sup> network.

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

## Can I use more than one telephone wall socket in my home?

This will depend on your individual circumstances, so you should speak to your service provider. As the modem will connect to just one of your existing telephone wall sockets, and your phone into the back of the modem, you may need additional cabling installed by a registered cabler to connect the phone to other wall sockets. (Charges may apply.)

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

Once your modem is connected to the **nbn**<sup>™</sup> network, you can run most devices over a Wi-Fi network. If you find Wi-Fi limiting, try connecting via an Ethernet cable or speak to your service provider who can let you know about other available options.

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

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



### Troubleshooting

#### If your service is not working as you'd expect:

- Ask your service provider about what speed plans are available to you. If your family are using multiple devices at the same time, a higher speed plan may give you a better experience.\*
- Wi-Fi may be susceptible to interferences, especially in apartments where modems are in close proximity. Consider connecting your devices such as your smart TV and computer via an Ethernet cable instead, or changing your modem configuration. Speak to your service provider for advice.

#### If your service stops working after connection:

- Contact your service provider.

\*Please consult your service provider to find out which speed plans are available in your area. Your experience, including the speeds actually achieved over the **nbn**<sup>™</sup> network, depends on the technology over which services are delivered to your premises and some factors outside our control like equipment quality, software, broadband plans, signal quality and how the end-user's service provider designs its network.

# Other devices that may be affected by the nbn™ network

Connecting the nbn™ network may affect other devices in your home or business.\* Speak to your device providers to find out if your existing devices will work over the nbn™ network.



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

Before connecting to the nbn™ network, contact your medical alarm provider and ask if your monitored medical alarm/auto-dialler or emergency call button will work over the nbn™ network, and if not, what alternatives may be available. It is also important that you register your device online at [nbn.com.au/medicalregister](http://nbn.com.au/medicalregister) or call 1800 227 300. This will help us identify homes or businesses where support may be needed to help minimise a break in service.



## Telephone devices

Your current phone should work over an nbn™ fixed line service unless it is a rotary dial or pulse dial based phone. Your phone may need a converter or a new cable if it has an old connector plug. Your phone provider will be able to confirm this.



## Security alarms

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



## EFTPOS terminal

Call your EFTPOS provider to find out if your device will work over the nbn™ network. Your device provider (such as the bank that provides your EFTPOS equipment) can advise whether your terminal will work over the nbn™ network and, if necessary, what alternative solutions are available.



## Fax machine and TTY devices

Please check with your phone provider that fax transmissions and TTY devices are supported on their phone service over the nbn™ network.



## Fire indicator panels

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



## Priority Assistance

For information on Priority Assistance services:

- Call a phone or internet provider; and
- Tell them you have a Priority Assistance service and that you need a connection over the nbn™ network.



## Phone services over the nbn™ network

If you have ordered phone services, they will be delivered via Voice over Internet Protocol (VoIP). Speak to your provider about how your new VoIP phone service will be connected and if any additional wiring or cabling is required.

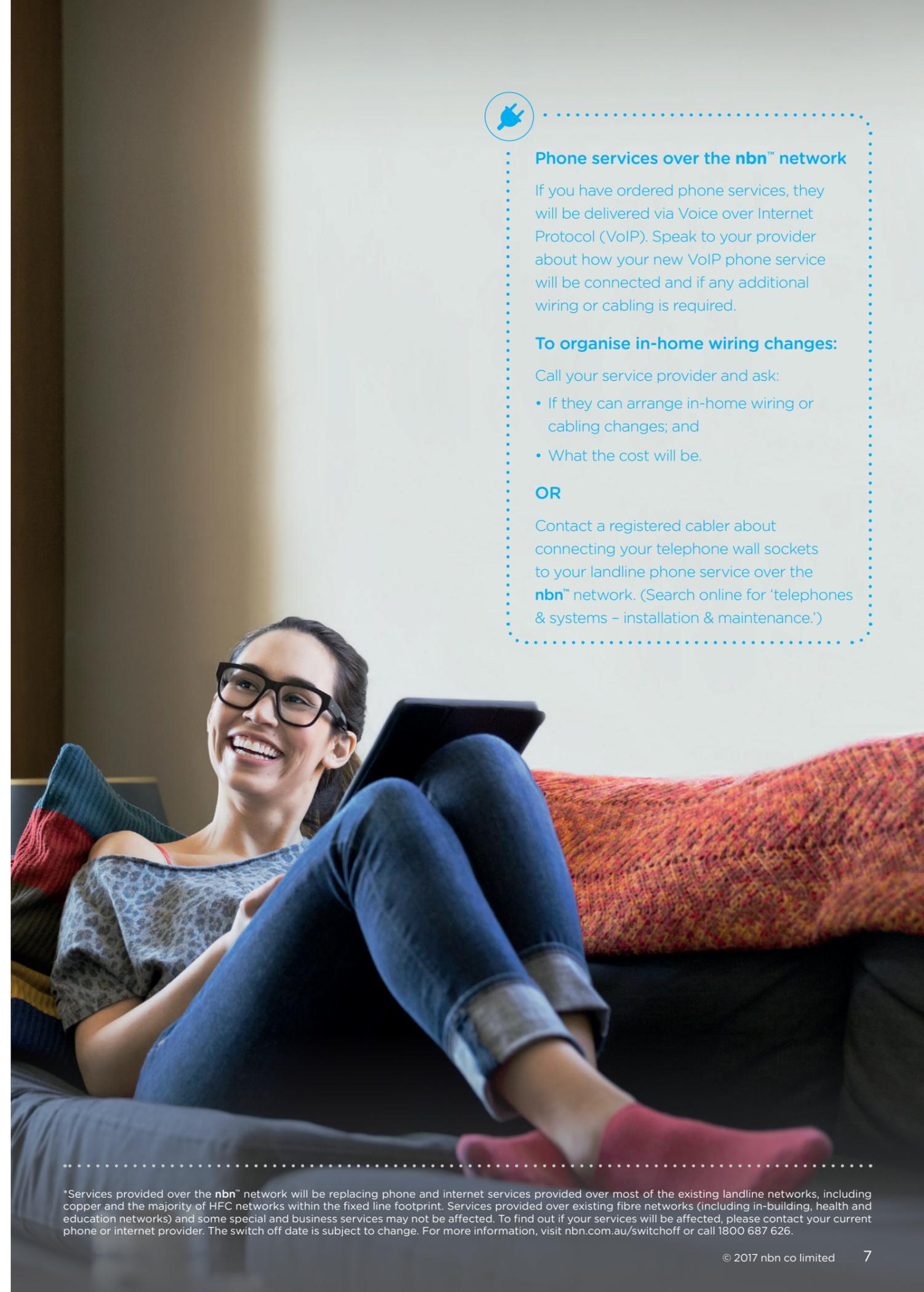
## To organise in-home wiring changes:

Call your service provider and ask:

- If they can arrange in-home wiring or cabling changes; and
- What the cost will be.

## OR

Contact a registered cabler about connecting your telephone wall sockets to your landline phone service over the nbn™ network. (Search online for 'telephones & systems - installation & maintenance'.)



\*Services provided over the nbn™ 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](http://nbn.com.au/switchoff) or call 1800 687 626.