

# Preparing for your connection to the **nbn**<sup>TM</sup> network



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## Thanks for switching to Australia's broadband network

You're only days away from  
enjoying the benefits of Australia's  
exciting new landline phone  
and internet network.





# Connecting your home or business to the nbn™ network

To help you prepare for your upcoming installation appointment, have a read through this booklet for information about how your home or business will be connected to the nbn™ network.

When you called to switch your landline phone and/or internet services to the nbn™ network, your phone or internet provider will have made an appointment for an installer to come to your home or business and install the necessary equipment. Your installer should call you the business day before the scheduled installation to confirm the appointment time is still suitable.

## What does the installation involve?

If the outside of your property hasn't been connected to the nbn™ network yet, the free standard installation\* will include connecting a fibre optic cable from your street to the nbn™ utility box installed on the outside of your home or business (also known as a Premises Connection Device). The next step is for your installer to drill a small hole through your wall and feed the fibre optic cable from the outside into the nbn™ connection box (also known as a Network Termination Device).

There will also be a separate power supply box which includes battery backup (also known as Battery Backup). The Battery Backup will keep selected landline phone and internet services running for up to five hours (including a manually activated emergency reserve) in case of power failure. You can find more information on this in the FAQ section.



## Before your installation appointment

Now is the ideal time to consider how you will wire your home to prepare for the connected lifestyle you want.

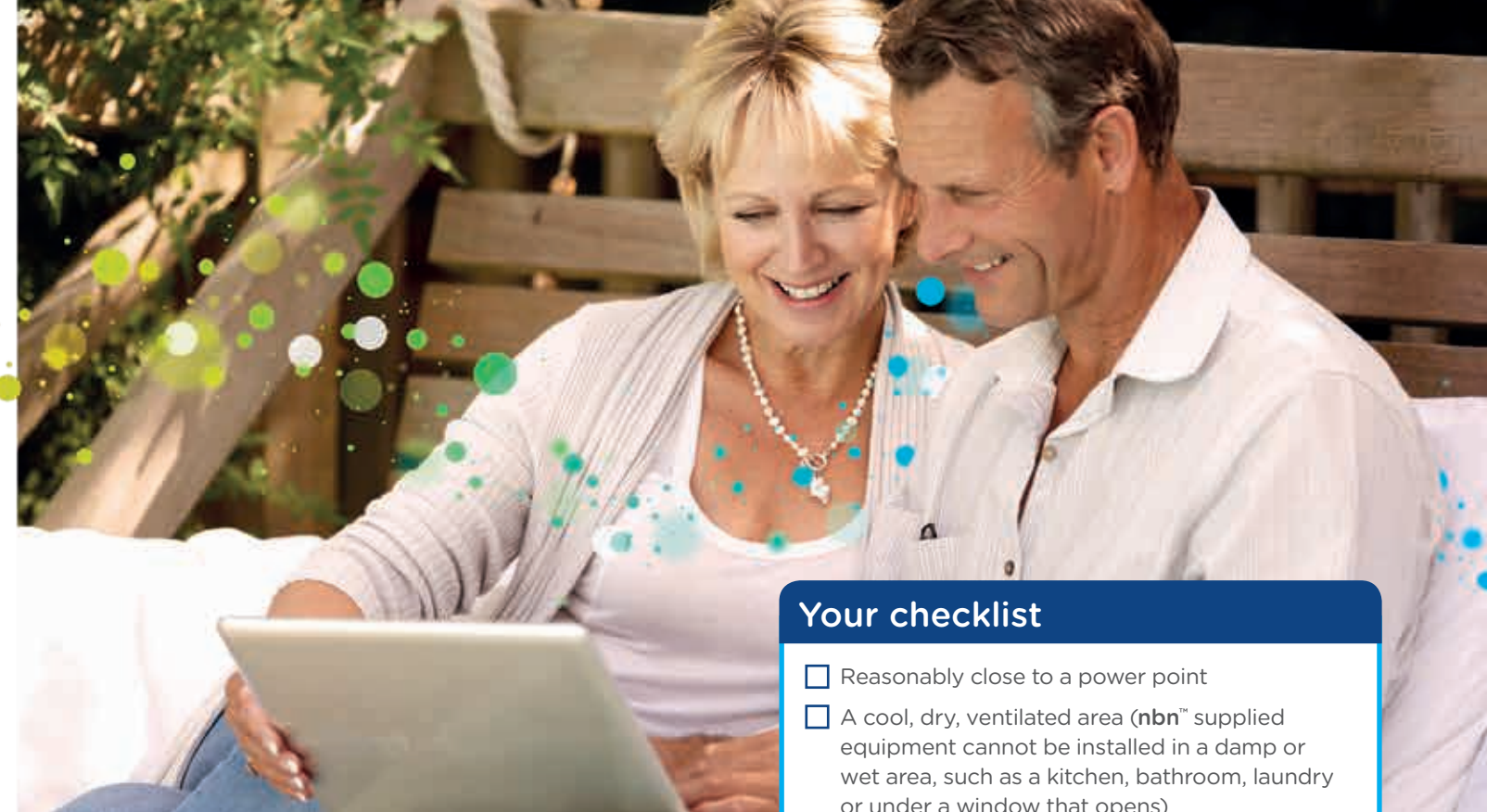
### Questions to consider

- Where will you use home computers?
- Where would be the best place to locate a wireless router for Wi-Fi devices?
- Where will you want to place TVs to use internet TV services and other internet connected devices like gaming consoles?
- Will you need a phone line in your study or home office?
- Do you have a medical alarm service that will need a fixed phone line?
- 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 smart kitchen appliances in the future that might require fixed or Wi-Fi internet access?

## Choosing the best location for the nbn™ equipment

You will need to think about where you want the nbn™ connection box and power supply to be installed. Use the checklist on page 5 to help you pick the best location. On the day of installation, someone over the age of 18 needs to be home to authorise the work. The device should only be installed in a location that you

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



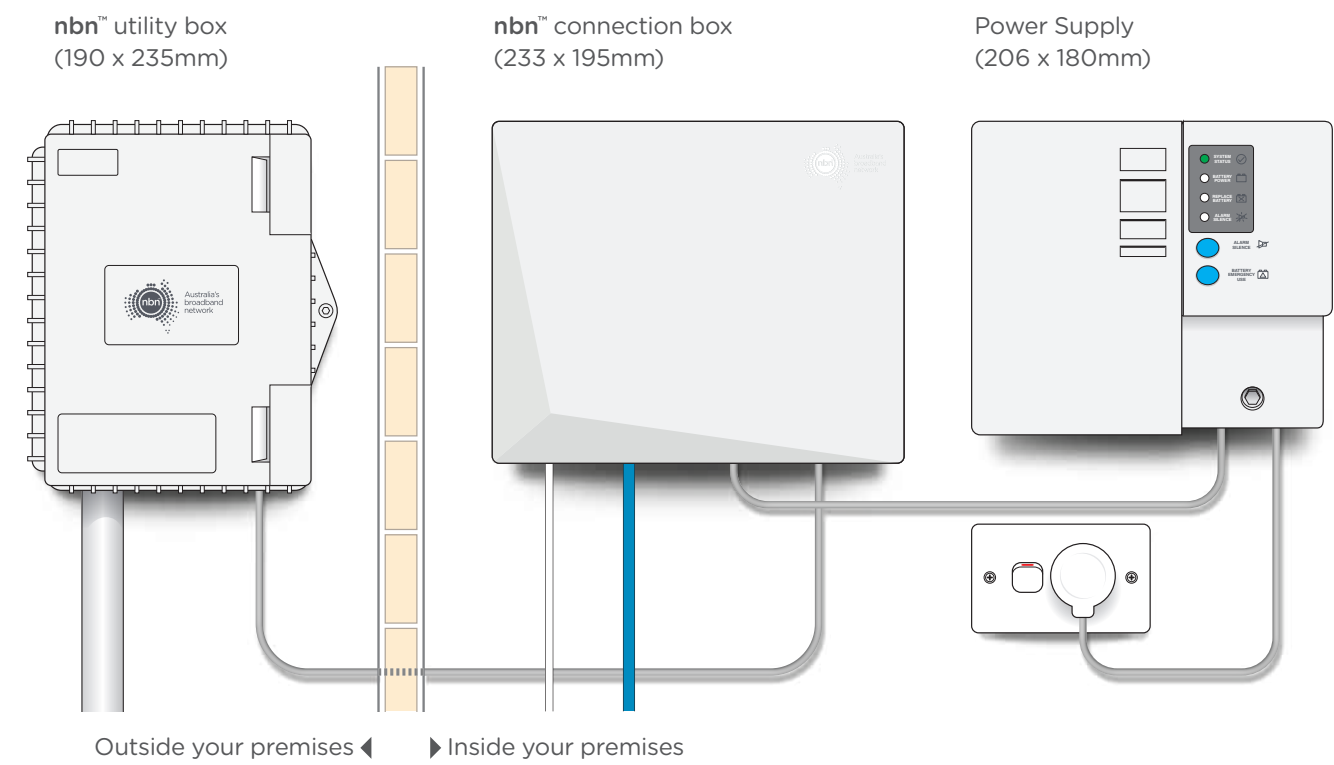
### Your checklist

- ☐ Reasonably close to a power point
- ☐ A cool, dry, ventilated area (nbn™ 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
- ☐ Somewhere easy for you to see and to check the indicator lights
- ☐ In the same building as the main electric meter box or distribution board (i.e. not in a separate detached garage or outhouse)

are comfortable with. If your preferred locations are unsuitable, the technician must explain this to you, and help you choose an alternative.

**If you are unhappy with where or how the device is being installed, please call your phone or internet company before signing off on the work.**

## What does the nbn™ Fibre equipment look like?



The nbn™ connection box shown is designed for use inside the home and business. If your installation requires an external nbn™ connection box your device will differ to the one shown above.

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

The installation of nbn™ equipment may also affect other devices you have in your home or business. Talk to your device provider to understand the compatibility of your existing devices with the new network. Your provider can help ensure continuity of service.\*



### In-home wiring changes

You can plug one phone (or other device) into the inbuilt landline phone socket that comes with the nbn™ in-home equipment if you've ordered a landline phone service over this socket. If you want to keep using other existing landline phone sockets in your home, wiring changes will be required.

To organise in-home wiring changes to enable your existing equipment or landline phone sockets to work over the nbn™ network:

- **Call your preferred phone company or internet provider and ask:**
  - If they can arrange in-home wiring changes and
  - What the cost will be

OR

- **Contact a registered cabler** about connecting landline phone sockets to your landline phone service over the nbn™ network (look up 'Telephones & systems – installation & maintenance' either online or in your phone directory).



### Priority Assistance

Priority Assistance services are available for individuals with diagnosed life-threatening medical conditions.

- **Call a phone company or internet provider.**
  - Tell them you have a Priority Assistance service and that you need the same service levels over the nbn™ network.



### Professionally monitored medical alarms/autodialler or emergency call button

**Important** – before moving to the nbn™ network it's essential that you contact your medical alarm provider and find out if your professionally monitored medical alarm/autodialler or emergency call button is compatible with the nbn™ network.

It is also important that you register your device with nbn online or call 1800 227 300. This will help us identify homes where support may be needed to avoid a break in service when the existing network is switched off.

Call your medical alarm, autodialler or emergency call button provider for advice before moving to the nbn™ network.



### EFTPOS terminal

**Important** – call your terminal provider to find out if your device is compatible before moving to the nbn™ network.

Your payment terminal provider can advise whether your terminal will work when connected to the nbn™ network and, if necessary, what alternative solutions are available. nbn is unable to provide general advice due to the wide range of payment terminals in the market.



### 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 your device is compatible before moving to the nbn™ network. This will help nbn and your fire indicator panel provider support you in minimising any break in service when the existing network is switched off.



### Security alarms

**Important** – call your security alarm provider to find out if your device is compatible before moving to the nbn™ network.

Your security alarm provider can advise whether your alarm will work when connected to the nbn™ network and, if necessary, what alternative solutions are available. nbn is unable to provide general advice due to the wide range of security alarms in the market.



### Fax machine and TTY devices

Please check with your phone company whether they support fax transmissions and/or TTY devices on their phone service over the nbn™ network at your address.

\* 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.





## On the day of installation

When your installer arrives, check their ID before giving them access to your property. Your installer will discuss with you where the **nbn**™ equipment is going to be installed.

Remember to keep these things in mind:

- Some locations might not be possible due to safety or other considerations, such as the location of the existing telecommunications infrastructure.
- Make sure you advise the installer of any safety issues you are aware of on the property, like any known or suspected asbestos or asbestos-containing material on your property or if there have been any recent pest treatments on the property.
- Please also advise the installer if you're aware of any heritage requirements or restrictions that might be relevant.

PLEASE NOTE: Customer telephone and data cables can't extend outside or between buildings. They are susceptible to lightning and are a potential hazard as the lightning can be transferred between different ports of the **nbn**™ connection box to connected equipment.

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

If you can't be there on the day of your installation, you can either 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'll potentially need to make decisions about the installation for the technician, so someone needs to be present for the whole installation process.

### Some things to expect during installation

If the fibre optic 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. Don't worry; we'll try to keep disturbance to a minimum.

To get to the location you want the **nbn**™ equipment installed, some furniture may need to be moved around. We'll need to drill a hole through your wall, as well as some other holes to mount the **nbn**™ equipment, so be prepared for a small amount of drilling noise and dust – we'll clean it up afterwards.

Asbestos-containing materials may also be identified during the installation process. In some cases, an installer may suspect and/or assume that asbestos-containing materials are present because of the age of the building. Asbestos-containing materials such as fibre cement sheeting were commonly used in building materials in Australia until the 1980s. Where asbestos-containing material is identified or assumed to be present in a property, the installer 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.

Your installer may also need to turn off your electrical power for a short time. However, they'll discuss this with you beforehand to make sure this won't impact critical electrical equipment, such as medical devices.

### How long will it take?

If your property already has a fibre optic cable connected to an **nbn**™ utility box outside, standard installations normally take between approximately two and four hours. If your property does not have the fibre optic cable connected, then a standard installation could take between four and eight hours. Non-standard installations may take longer.

### What happens if we can't complete the installation?

If we are unable to complete your installation on the day, **nbn** will work with your service provider to give you notification of when the issue should be resolved and when you can book a new appointment.

### How much does the installation cost?

A standard installation of **nbn**™ equipment is currently free of charge. Remember to ask your preferred provider if they have any other fees. A standard installation includes connecting fibre optic cable from your street to the **nbn**™ utility box on an outside wall of your home or business and to an **nbn**™ connection box inside.

If your requirements are non-standard, your installer can discuss your options with you. For more information on what's included in a standard installation, visit [nbn.com.au/fibreinstallation](http://nbn.com.au/fibreinstallation). Speak to your phone or internet provider before installation to see if they have any other charges, such as set up or activation fees.

### What's supplied in your installation?

**nbn** supplies:

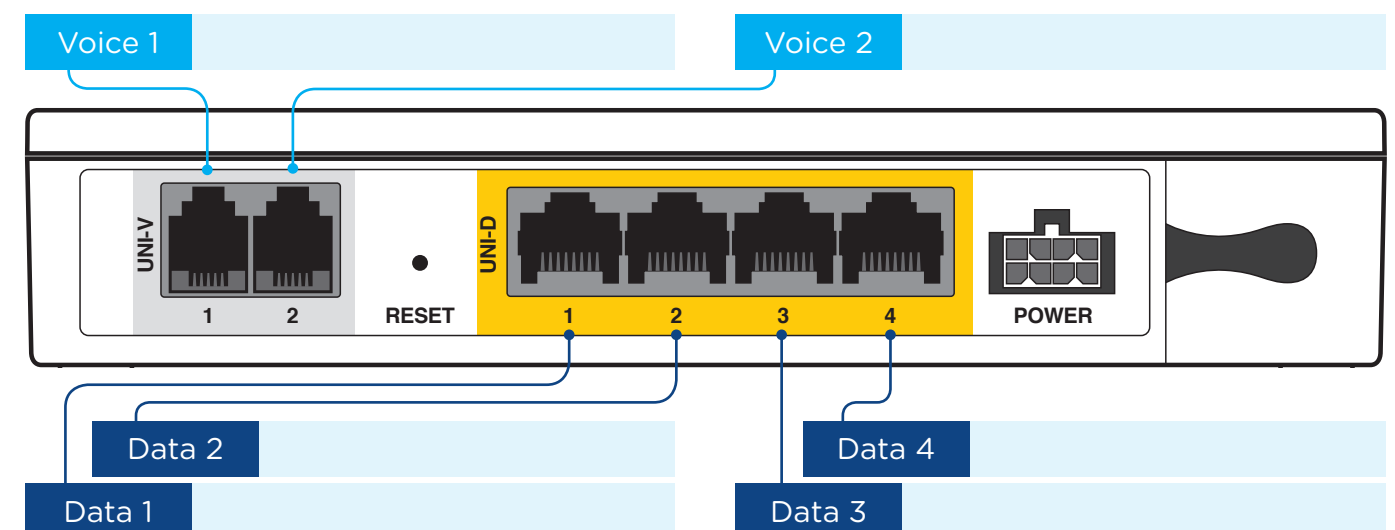
- **nbn**™ utility box
- **nbn**™ connection box with Battery Backup (optional)
- External cabling from the street network to the **nbn**™ utility box and internal cabling up to the **nbn**™ connection box.

This equipment remains the property of **nbn**. Our boundary of responsibility stops at the data (UNI-D)/voice (UNI-V) ports. From there, the service on that port is the responsibility of your phone and internet provider. All other cables and equipment are the responsibility and property of you or your phone and internet provider. This includes the internal wiring required for additional internal phone outlets within a home or business.

### Connecting your equipment

Your **nbn**™ connection box has several ports on the back of it. Each service you subscribe to will be allocated to a specific port on your **nbn**™ connection box. Your phone or internet provider can tell you which ports have been activated in your **nbn**™ connection box. Please don't plug things into ports other than the one your installer advises, as the other ports will be inactive.

You can keep a record of which ports have been activated in your **nbn**™ connection box using the diagram below.





## Connectivity options

### Computer/internet access

To connect computers to your **nbn™** connection box, you'll need a separate router – a box that shares an internet connection over Ethernet wiring, or wireless networking (Wi-Fi). If you already own a router from your old cable or ADSL broadband, it might not work over the **nbn™** network. Your phone or internet provider can confirm this and may be able to provide you a new one. If not, any router you buy needs to be able to support Ethernet WAN. If you want to connect computers or other devices in other rooms, you will need to use either a wireless router, power-line adaptors (see FAQs for more information on power-line adaptors) or install Ethernet cables between rooms.

### Internet TV (IPTV)

Generally, internet TV boxes need a wired connection to your **nbn™** connection box, though some may work with Wi-Fi. To watch broadband-based TV services delivered over the **nbn™** network, you will need to order the relevant service from your phone or internet provider so you have the right equipment for these services.

### Telephone

If you've ordered a landline phone service, ask your phone or internet provider where to connect your phone. There are dedicated 'UNI-V' ports on the back of the **nbn™** connection box into which you can plug a phone, but not all landline phone services use these ports, which is why it's important to confirm with your phone or internet service provider beforehand.

You can plug one phone (or other device) into the inbuilt phone socket that comes with the **nbn™** in-home equipment. If you want to keep using other existing landline phone sockets in your home, wiring changes will be required. Wiring changes aren't covered in the free standard installation and services over the **nbn™** network will work without them, but they are necessary if you want more than the one landline phone socket built into your **nbn™** equipment or your phone or internet provider's equipment.

### Wireless network

If you have an existing wireless router, your phone or internet provider can advise whether it can operate with the service you acquire over the **nbn™** network.

## FAQs

### Can I run everything on a wireless 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. For instance, power line networking adaptors can make a home network by using existing electricity wiring in your house. These plug directly into home power points and use existing in-home electrical wiring for data networking, avoiding the need to install new cables. These adaptors are readily available in retailers – search for "power line networking adaptor" on your internet browser.

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

Most services can be run over a Wi-Fi network, but you may prefer to have wired connections for things like internet TV (IPTV), data and/or landline phone outlets. You can arrange for any registered cabler to install points. Your phone and internet provider may be able to recommend a registered cabler in your area or look up "telephones & systems – installation & maintenance" online or in your phone directory. Alternatively, you can wait until you and your installer have agreed on the location of your **nbn™** connection box. You can arrange to have as many internal home network points as you like, but these will not be included in a standard installation.

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

Beyond the **nbn™** connection box, your installer won't undertake internal wiring tasks and permanent cabling through wall, floor or ceiling cavities. This must be done by a registered cabler. Your phone and internet service provider may be able to recommend a registered cabler in your area or look up "Telephones & Systems – Installation & Maintenance" online or in your phone directory.

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

No, installation of **nbn™** equipment on the exterior of your property should not interrupt your existing landline phone and internet services. However the **nbn™** network is currently scheduled to replace most landline phone, ADSL internet and Telstra cable internet. These existing services will be permanently switched off around 18 months after the **nbn™** network is rolled out in your area.<sup>2</sup>

You'll need to transfer your existing landline phone and internet services to the **nbn™** network before the scheduled disconnection date in your area if you want to keep making phone calls or accessing the internet using a landline connection.

### Will my existing monitored alarm i.e. medical, security or fire alarm, work over the nbn™ network?

The most certain way to find out is to call your alarm service provider and your phone or internet provider to find out about the issues to consider when moving to an **nbn™** network-based landline phone service.

You will need to talk to your alarm provider to keep your alarm working when the existing network is switched off.<sup>1</sup> Then you should test your alarm and can also request that your alarm service provider test your alarm service the same day that the service is activated by your phone or internet provider, and also check that your in-premises wiring is correctly connected up to your new **nbn™** equipment. For further information on alarms and the **nbn™** network please visit [nbn.com.au/alarms](http://nbn.com.au/alarms)

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### When I'm connected to the nbn™ network, can I use the phone or internet if my power fails?

The **nbn™** connection box comes with a Power Supply unit that has Battery Backup. This means that you'll be able to keep making phone calls for up to five hours (including a manually activated battery emergency reserve period) after the power goes out, as long as you are using a standard corded landline phone that doesn't need to be plugged into a power point, and your landline phone service is provided through one of the "UNI-V" ports on the connection box.

Other landline phone services or cordless phones are not powered by the Battery Backup. To ensure your landline phone service is supported by Battery Backup, please ask your phone or internet provider to supply your landline phone service through the **nbn™** network "UNI-V" port, and make sure you are using a standard corded landline phone that doesn't need to be plugged into a power point.

The Battery Backup service can also support any internet-connected device when connected to an active UNI-D port on the **nbn™** connection box via an Ethernet cable, as long as the internet-connected device has its own separate battery.

### What if the installer damages my property?

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

1. 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.

2. 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.



## Your connection checklist

- ☐ **Check** I have checked with my device provider and my phone or internet provider that any devices I rely on will work on the new **nbn™** network-based service
- ☐ **Authorisation** I've arranged for myself (or an authorised representative over 18) to be there for the whole appointment
- ☐ **Consent** I have my landlord's consent for the installation (if required)
- ☐ **Understanding** I understand that a normal installation appointment might take up to four hours
- ☐ **Consideration** I've considered where I would like my **nbn™** equipment to be positioned in my premises

## Deaf, hearing or speech impairment services

If you are deaf or have a hearing or speech impairment, contact us through the National Relay Service:

TTY phone **1800 555 677** and enter **1800 687 626**

Speak and Listen users phone **1800 555 727** and enter **1800 687 626**

Internet relay users connect to **www.iprelay.com.au/call** and enter **1800 687 626**

## Translating or interpreting services

If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on **131 450**. Visit **nbn.com.au/translation** for information in the following languages:

Arabic	العربية	Macedonian	Македонски
Chinese (Traditional)	中文繁體	Polish	Polski
Chinese (Simplified)	中文简体	Samoan	Gagana fa'a Sāmoa
Croatian	Hrvatski	Serbian	Српски
Filipino	Pilipino	Sinhalese	සිංහල
Greek	Ελληνικά	Spanish	Español
Hindi	हिन्दी	Sudanese Arabic	بالعربي السوداني
Italian	Italiano	Turkish	Türkçe
Korean	한국어	Urdu	اردو
Khmer	ខ្មែរ	Vietnamese	Tiếng Việt

## For more information

**1800 687 626** | **nbn.com.au** | **info@nbn.com.au**

## Contact us

13 DODO (13 36 36)

### Live Chat

[www.dodo.com/cslivechat](http://www.dodo.com/cslivechat)

Visit a **Dodo Connect kiosk** near you

[www.dodoconnect.com](http://www.dodoconnect.com)

## Tech Support

[www.dodo.com/support](http://www.dodo.com/support)



## January 2016

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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 2016. 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.