



National  
Broadband  
Network

# Preparing for the NBN

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**NBNCo**  
Bringing broadband to life



# Congratulations on choosing to join the National Broadband Network

Your new fibre optic connection will give you access to world-class high speed broadband, a core infrastructure of the new century.

This booklet explains what happens next and how you will be connected to the NBN and related services.

## Connecting your home to the NBN

When you called to get connected to the NBN your telephone and internet service provider will have made a time with you for the NBN installer to visit and install the NBN equipment (if they haven't, give them a call). The installer will call you the business day before to confirm the time is still good.

If your premises is not already connected to the NBN, the installation will include running a fibre-optic cable from the street to a small box on the outside of your house (the Premises Connection Device).

The installer will then drill a small hole through your wall and feed the cable through into a wall plate that will be installed inside the house. A cable runs from there to the Network Termination Device, which looks like a broadband modem.

There will also be a separate power supply box which includes battery backup that will keep selected phone services\* running for up to five hours in case of power failure.

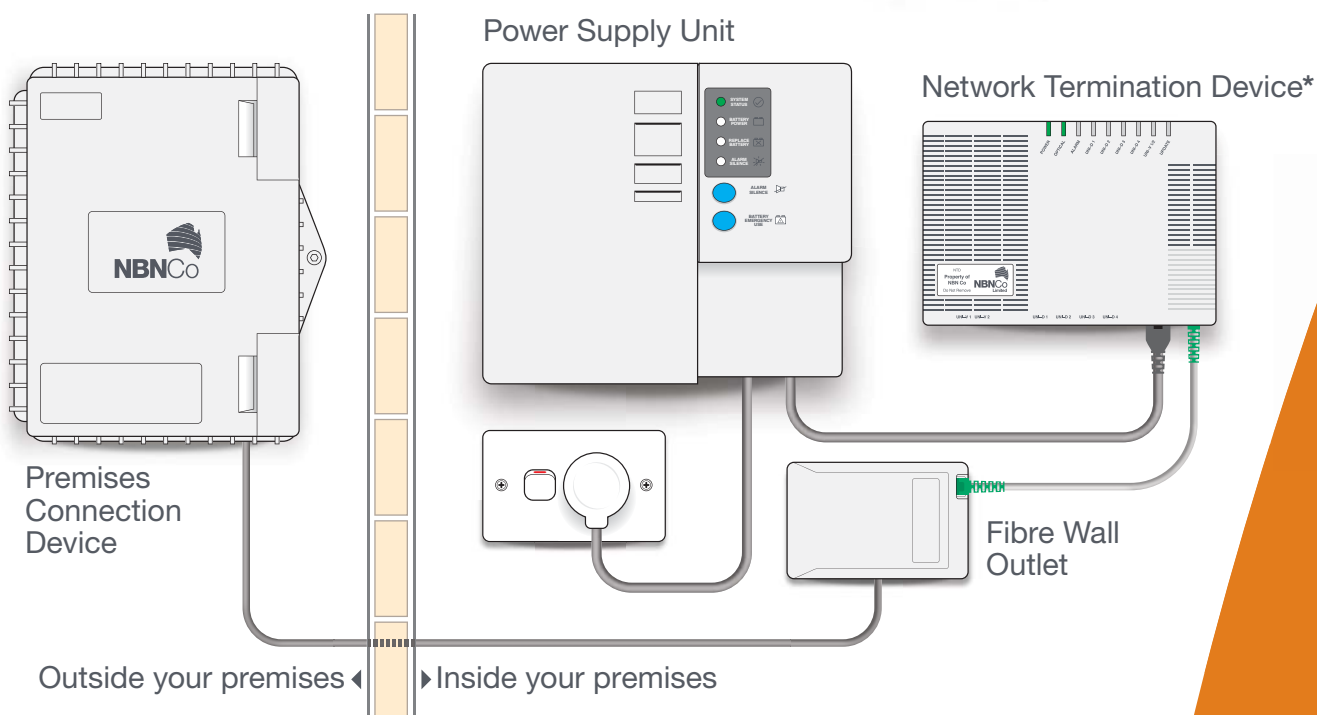


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## What does the equipment look like?



Please note, the Network Termination Device shown is designed for use inside the home, if your installation requires an external Network Termination Device your device will differ to that shown above.

\*The backup battery only provides power for a phone service provided through a voice (UNI-V) port on the Network Termination Device. Phone and other services connected to the data (UNI-D) ports, and mains powered telephones, alarms and other devices such as cordless phones connected to any port will not work during a power failure. Please ensure you refer to the Power Supply Unit instructions in the User Guide you will receive with the installation for more important information.

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## Before the installation date

You'll need to decide where you want the Network Termination Device and power supply to be installed. The best place is:

- Near a dedicated power point (a mandatory requirement)
- In a cool, dry, ventilated area
- Away from busy areas where it may be knocked and damaged
- Where it will be easy for you to check the indicator lights
- Near your existing phone or network cabling.

The Network Termination Device and Power Supply Unit should be installed less than 1.5m apart (but if you need them installed further apart, talk to your installer.) They must be installed in the same building as the main electric meter box or distribution board.

Your Network Termination Device provides both the internet and phone connection, so the best location for it is somewhere you can connect your phone, or a cordless phone base station, as well as a Wi-Fi or Ethernet router to share the internet connection around the premises.

The standard, free-of-charge installation covers connection to the room that provides the most direct and shortest path to the cable on the street. If you want it elsewhere, your installer can give you a quote on the cost, and may need to book a date to come back later to complete the installation.

Once you've picked the spot for the NBN equipment, you'll need to think about how to connect your devices inside the house - computers, smartphones, tablets, landline phones and internet TV boxes. Talk to your internet or phone service provider about options for in-home networking (not included in the standard installation).

Customer telephone and data cables cannot 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 Network Termination Device to any equipment they have connected.



## On the day

When the installer arrives at your property at the allocated time, ensure you check their ID before giving them access to your property.

The installer will discuss where you want the equipment installed, and whether it can be done at no charge as part of our standard installation. Some places might not be possible due to safety or other considerations.

## What to expect

If your building doesn't already have a fibre-optic cable connected, running the cable in may require the digging of a small trench, or, if it's coming from overhead, some minor clearing of vegetation. We'll try to keep disturbance to a minimum.

It might be necessary to move furniture around inside your house a little to get to the location you want the equipment installed. We'll need to drill a hole through your wall, as well as some other holes to mount the equipment, so be prepared for a small amount of drilling noise and dust - but we'll clean up afterwards.

If your premises already has fibre-optic cable connected to a Premises Connection Device, standard installations normally take between approximately 2 and 4 hours. If your premises does not have the fibre optic cable connected then a standard installation could take between 4 and 8 hours. Non-standard installations may take longer.

## Why you need to be there for the installation

You, or an authorised representative (someone you trust who is over 18), needs to be there for the whole appointment, to let the installer in, and advise where the equipment should be located.

## How much does the installation cost?

Standard installation is free. This includes installing the fibre to your premises, and installing and connecting the Premises Connection Device, Fibre Wall Outlet, Network Termination Device and Power Supply Unit in the nearest most suitable location.

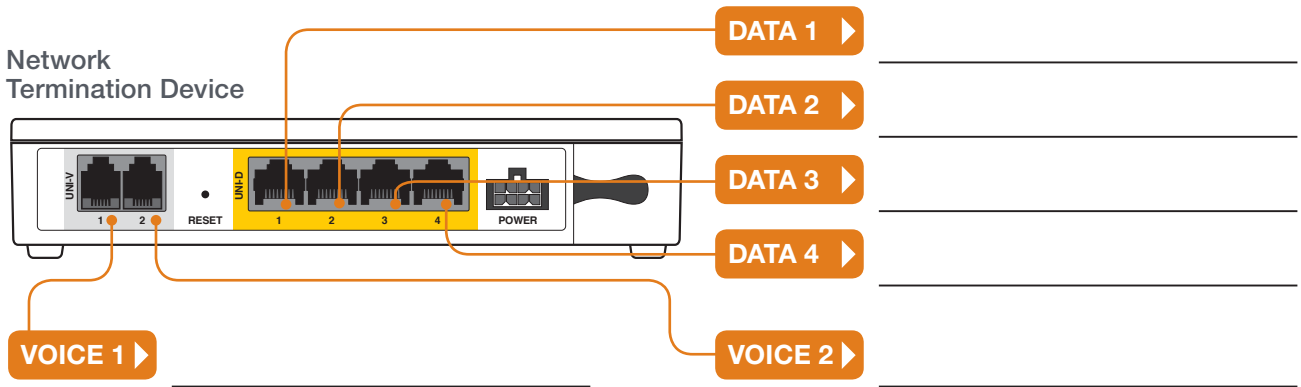
If your service would ordinarily be delivered via aerial cable but you would prefer an underground routing, or if you want the equipment installed somewhere else in your house that's not the nearest most suitable location, or if a non-standard install is required for logistical, engineering or other reasons, the installer can arrange a non-standard installation and provide you with a quotation from an appropriately qualified technician.

If you choose or require a non-standard install, charges may apply and you will need to agree on the charges and a date for this to occur with your chosen technicians.

## Connecting your equipment

Your Network Termination Device has several ports on the back of it. Each service you subscribe to will be allocated to a specific port on your Network Termination Device. Your Telephone or Internet Service Provider can tell you which ports have been activated in your Network Termination Device. Please don't plug things into ports except for 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 Network Termination Device using the diagram below.



## Connectivity options

### COMPUTER / INTERNET ACCESS

To connect computers to your NBN connection, 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 DSL broadband, it might not work with the NBN. Your Telephone or Internet Service 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 be connected to an Ethernet connection. If you want to connect computers or other devices in other rooms you will need to use either a wireless router, power-line adaptors or install Ethernet cables between rooms.

### INTERNET TV (IPTV)

Generally, Internet TV boxes need a wired connection to your Network Termination Device, though some may work with Wi-Fi. To watch broadband-based TV services delivered over the NBN, you will need to have the relevant service from your provider.

### TELEPHONE

If you've ordered a phone service, ask your service provider where to connect your phone. There are dedicated 'UNI-V' ports on the back of the Network Termination Device into which you can plug a phone, but not all phone services use these ports, which is why it's important to confirm with your service provider.

### WIRELESS NETWORK

If you have an existing wireless router, your telephone and internet service provider can advise you if it can operate with the higher speeds offered by your new NBN-based service.

### PLEASE NOTE

Existing DSL and cable modems are unlikely to be compatible with the NBN. Please check yours with your telephone and internet service provider.

## What we supply and what we don't

NBN Co supplies: Premises Connection Device, Fibre Wall Outlet, Network Termination Device and Power Supply Unit; first battery; external cabling from the street network to the Premises Connection Device; and internal cabling up to the Network Termination Device. This equipment remains the property of NBN Co. Our boundary of responsibility stops at the data (UNI-D) / voice (UNI-V) port. From there the service on that port is the responsibility of your telephone and internet service provider. All other cables and equipment are the responsibility and property of you or your telephone and internet service provider.

## Frequently asked questions

### **Can I run everything on a wireless network?**

Yes, it is possible to run most services over a Wi-Fi network but should you find Wi-Fi limiting for any reason there are other options. For instance, powerline networking adapters can make a home network by using existing electricity wiring in your house. These plug directly into home powerpoints and use existing in-home electrical wiring for data networking, avoiding the need to install new cables. These are readily available in retailers – search for “powerline networking adaptor” through your internet browser.

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

It is possible to run most services over a Wi-Fi network, but you may prefer to have cabled connections for things like Internet TV (IPTV), and data and/or phone outlets. You can arrange for any cable installer registered with an Australian Communications and Media Authority accredited industry registrar to install points now or you can wait until you and the installer have agreed on the location of your Network Termination Device. You can arrange to have as many internal home network points as you like.

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

The NBN installer will not undertake internal wiring tasks, and permanent cabling through wall, floor or ceiling cavities must be done by a registered cable installer. Your telephone and internet service provider may be able to recommend a registered cable installer in your area.

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

This depends on the timing of your installation. Currently the NBN is being connected at the same time as the existing copper network. This means that there will be no interruption of your existing services at this stage, but it is intended that the Telstra copper network will be shut down about 18 months after the NBN is rolled out in your area. In some cases, this switchover may briefly interrupt your service.

### **I have a monitored home security system. Will it work on the NBN?**

It is expected that most monitored home security systems will operate over the NBN, however if you plan to continue using an existing system you must check this with the manufacturer of your system, your service provider and ensure all connections have been made correctly.

### **Once on the NBN, will I be able to use the phone if my power fails?**

The Power Supply Unit includes a backup battery that can keep a non powered phone service provided through a voice (UNI-V) port on the Network Termination Device operational for a short time in the event of a mains power failure. It is a good idea to have a non powered traditional phone connected to a service provided over a UNI-V (voice) port or a charged up mobile (cell) phone on hand for such emergencies.

**IMPORTANT:** The battery backup is only for the UNI-V voice port. Phone and other services provided through the data (UNI-D) ports on the Network Termination Device, and mains powered telephones, alarms and other devices such as cordless phones connected to any port on the Network Termination Device will not work during a power failure. It is a good idea to have an unpowered traditional phone connected to a service provided over a voice (UNI-V) port or a charged-up mobile (cell) phone on hand for such emergencies.

The internet will not work during power outages.

The backup battery will typically last for up to five hours. You will receive a separate user guide with this piece of equipment when it is installed which will contain more detailed information. Please read this carefully.

### **What if the installer damages my property?**

The installer will take appropriate care on your property during the installation however in the unlikely event that we cause any damage you can contact us on 1800 881 816.

### **What do I do if I can't attend the appointment?**

If you can't be there on the day of your appointment, you can either reschedule it with your telephone or internet service provider, or ask someone you trust who is over 18 to give access to all areas of your property and make decisions about the installation for the technician.

Remember that if you authorise someone else to be present on your behalf for your appointment they will need to make decisions including where the Network Termination Device and Power Supply Unit should be installed. If you decide later to change the location of the Network Termination Device, additional charges may apply.

## CONTACT NUMBERS

Your telephone and internet service provider(s) can help you if you have any other questions about your new NBN service. You may like to write down the names and numbers of your service provider(s) below for future reference.


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This document provides general information about the technical requirements for connecting to the NBN and is correct as at January 2012. 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 telephone and internet service provider or other supplier.

