



# Preparing for the nbn<sup>TM</sup> broadband access network

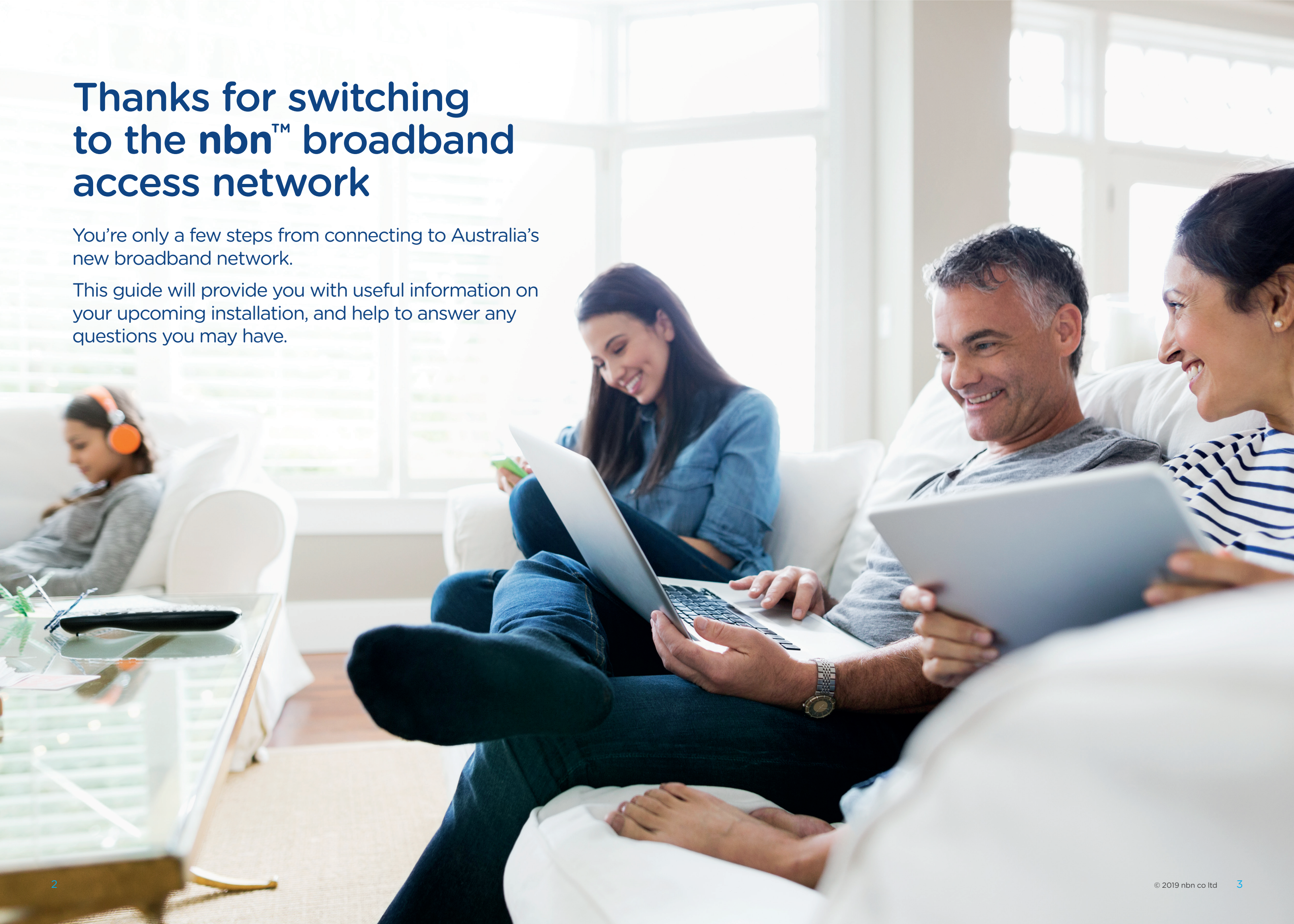
nbn<sup>TM</sup> Fibre to the Node (FTTN)



# Thanks for switching to the nbn™ broadband access network

You're only a few steps from connecting to Australia's new broadband network.

This guide will provide you with useful information on your upcoming installation, and help to answer any questions you may have.



# Things to know before installation day

When you contacted your phone and internet provider to connect to the **nbn™** access network, they would have arranged a time for your home or business to be connected.

They should have also provided you with a VDSL2 compatible modem\* and instructions on how to set up your equipment so that, on your scheduled installation date, you'll be all set to start enjoying services over the **nbn™** access network.

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

It depends on your circumstances. Your phone and internet provider will advise you of this.

### Will I receive a new modem with my **nbn™** powered plan?

Your phone and internet provider should send a modem to your premises before your installation day. If you haven't received a modem, you'll need to contact your phone and internet provider.



**Old wiring**

Be aware that unused alarm systems or old wiring inside your premises may impact the speeds available to you. If you have any questions about this, contact your phone and internet provider or a licensed cabler.

# Your equipment setup

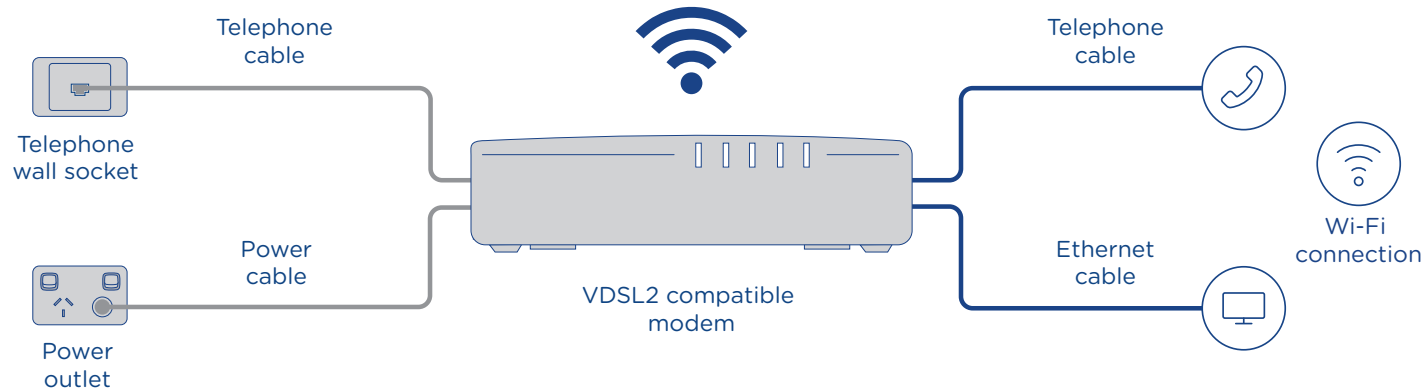
To get connected, you'll need to set up your modem.

This modem should have been supplied by your phone and internet provider. If you already have a modem, it must be VDSL2 compatible to work over the **nbn™** access network.

Simply follow your provider's instructions to get set up.

### A standard **nbn™** FTTN setup

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



### Where should my modem go inside my premises?

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

### Setting up your phone

If you ordered a phone service with your **nbn™** powered plan, you'll most likely need to plug your Voice over Internet Protocol (VoIP)-compatible phone directly into your modem. Speak to your provider for more detailed instructions on how to do this. You'll also need to contact them if you don't have a VoIP-compatible phone.



**ADSL filters**

Make sure there are no devices, such as an ADSL filter, between your modem and your telephone wall socket. These can block or limit your connection.

\*Wi-Fi enabled gateway.

# Connectivity options



## Wireless network and Ethernet

Using 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

You'll need to switch to a Voice over Internet Protocol (VoIP)-compatible phone if you currently use a landline. Check this with your phone and internet provider and let them know where you plan to use it, as you may need extra wiring or cabling (charges may apply).



## 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 phone and internet provider.



## Security alarm

If you have a security alarm, discuss your needs with your phone and internet provider, as you may need additional wiring or cabling installed (charges may apply). Please also refer to the important information on page 8.

# Some tips to help get the most out of your nbn™ experience

When you connect to the nbn™ access network, consider:



## Your in-home wiring

Check your modem is connected to the first telephone socket in your home or business. This is usually the one closest to the door.

Also consider having your wiring assessed by a registered cabler. If you have more than one socket in the house, or devices still connected to the old sockets, this may degrade the achievable performance on the nbn™ access network.



## Modem location

Place your modem in a raised, central area. Keep it clear of solid or brick walls and furniture like your TV, and don't store it in a cupboard.



## Phone location

Consider where you'd like to keep your nbn™ compatible phone when you choose a spot for your modem, as your phone will need to connect directly to it.



## Devices

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



## Your modem

Make sure your new or existing modem will support the latest technology and work over the nbn™ access network. Ask your phone and internet provider about the different types available.



## Updating old hardware and software

Consider upgrading old computers, devices and software – as old technology may not work as fast as updated versions. Devices which use older Wi-Fi standards may also impact your experience.

For some more tips to help improve your in-home setup, visit [nbn.com.au/optimisation](https://nbn.com.au/optimisation)

# Important information on equipment compatibility

Connecting to the **nbn**<sup>™</sup> access network may affect the following equipment in your home or business\*:



## Monitored medical alarms, auto-diallers or emergency call buttons\*

Before connecting to the **nbn**<sup>™</sup> access network, contact your medical alarm provider and ask whether your monitored medical alarm, auto-dialler or emergency call button will work over the **nbn**<sup>™</sup> access network, or whether you'll need to find an alternative solution.

It's also important that you register your equipment online at [nbn.com.au/medicalregister](https://nbn.com.au/medicalregister) or by calling **1800 227 300**. This helps **nbn** identify homes or businesses where support may be needed to minimise a break in service.



## Phones\*

Your current phone should work over a fixed line service with the **nbn**<sup>™</sup> access network unless it is a rotary dial or pulse dial based phone. If your phone has an old connector plug, it may need a converter or a new cable. Your phone provider will be able to confirm this.



## Monitored security alarms\*

Call your security alarm provider to find out if your equipment will work over the **nbn**<sup>™</sup> access network. If necessary, they can advise you on what alternative solutions are available.



## EFTPOS terminals\*

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



## Fax machines and TTY equipment\*

Please check with your phone provider whether your fax and TTY equipment is supported on their phone service over the **nbn**<sup>™</sup> access network.



## Fire indicator panels\*

If you have a fire indicator panel in your premises, call your fire indicator panel provider to find out if it will work over the **nbn**<sup>™</sup> access network before connecting.

It's also important that you register your equipment online at [nbn.com.au/fireandlift](https://nbn.com.au/fireandlift) or by calling **1800 227 300**. This helps **nbn** identify homes or businesses where support may be needed to minimise disruption.



## Priority Assistance

For information on Priority Assistance services:

1. Call a phone or internet provider.
2. Tell them you have a Priority Assistance service and that you need the same level of service over the **nbn**<sup>™</sup> access network.

Talk to your phone and internet provider to find out whether your existing devices are compatible with the **nbn**<sup>™</sup> access network. They will be able to suggest a solution to suit your situation.



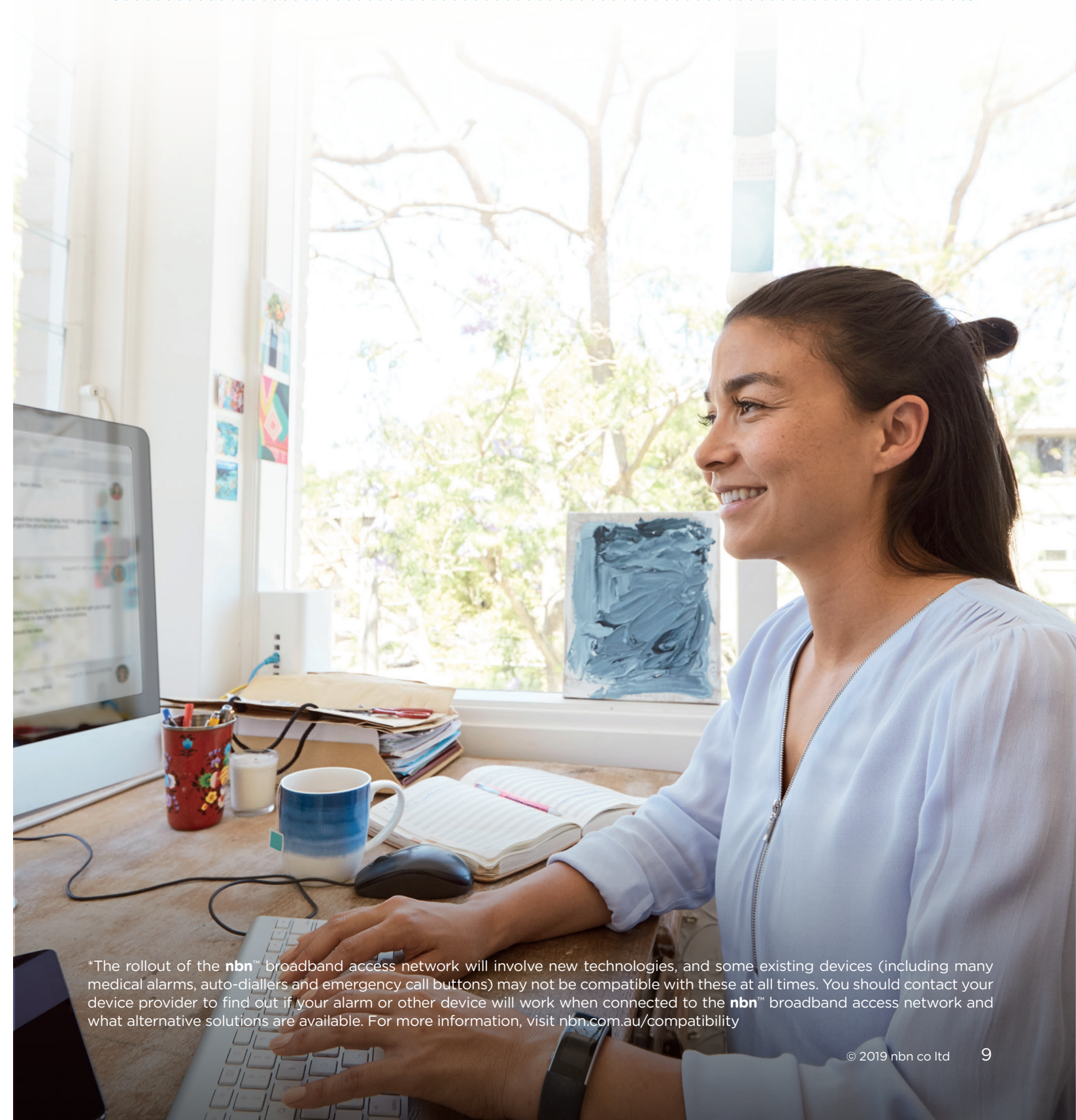
## To organise in-premises wiring changes:

Call your phone and internet provider and ask:

1. If they can arrange in-premises wiring or cabling changes.
2. What the cost will be.

OR

Contact a registered cabler about connecting your telephone wall sockets to your phone service over the **nbn**<sup>™</sup> access network (search online for 'phones & systems - installation & maintenance').



\*The rollout of the **nbn**<sup>™</sup> broadband access network will involve new technologies, and some existing devices (including many medical alarms, auto-diallers and emergency call buttons) may not be compatible with these at all times. You should contact your device provider to find out if your alarm or other device will work when connected to the **nbn**<sup>™</sup> broadband access network and what alternative solutions are available. For more information, visit [nbn.com.au/compatibility](https://nbn.com.au/compatibility)

# Common questions

## Will there be any interruption to my phone and internet services?

You may experience an interruption to your phone and internet services while you're being connected. If your services remain disconnected, contact your phone and internet provider.

## Who do I contact if I need help?

If you have any questions or want to report a fault, contact your phone and internet provider. You can also visit [nbn.com.au](https://nbn.com.au) for more information.

## What happens to my services in a blackout?

Equipment connected to the **nbn**<sup>™</sup> access 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 safety-critical equipment, such as a medical alarm, monitored fire alarm or lift emergency phone, speak to your equipment provider about alternative solutions.

## Will nbn be providing me with new equipment?

FTTN connections do not require any equipment from **nbn**, however, it's the role of your phone and internet provider to provide you with a compatible modem.

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

It's unlikely if you're switching from an existing broadband service. You may find you prefer wired connections, 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?

It depends on your circumstances. Your phone and internet provider can help with this. Your modem will connect to just one wall socket, and your phone into the modem. If you'd like another socket, you may need to speak to a registered cabler (charges may apply).



### Troubleshooting

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

- Ask your phone and internet provider about what speed plans are available to you. If your home or business is using multiple devices at the same time, a higher speed plan may give you a better experience.\*

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

- Contact your phone and internet provider.



\*An end user's experience, including the speeds actually achieved over the **nbn**<sup>™</sup> broadband access network, depends on the **nbn**<sup>™</sup> access network technology and configuration over which services are delivered to their premises, whether they are using the internet during the busy period, and some factors outside of **nbn**'s control (like their equipment quality, software, chosen broadband plan, signal reception, or how their provider designs its network).



# Your connection checklist

☐

## Installation date

I've been informed of my installation date and have confirmed with my phone and internet provider whether I need to be there for the appointment.

☐

## Modem

I have received a modem from my phone and internet provider, or have checked the compatibility of my existing modem with them.

☐

## Safety registration\*

I've registered any medical and security alarms with **nbn** by visiting [nbn.com.au/compatibility](https://nbn.com.au/compatibility) or by calling **1800 227 300**.

☐

## Equipment check\*

I have 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**™ access network.

☐

## Equipment location

I've considered where I would like my **nbn**™ supplied equipment to be located in my premises.

☐

## Landlord consent

I have my landlord's consent for the installation and any new wall outlet(s) (if required).

☐

## My in-home setup

I've considered my current internet and phone setup and understand what needs to change.

## For help and support



Contact your phone and internet provider or visit [nbn.com.au](https://nbn.com.au)

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**Disclaimer:** This document provides general information about the technical requirements for connecting to the **nbn**™ access network and is correct as at August 2019. 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.