

National Broadband Network User Guide



Congratulations on connecting to the National Broadband Network (NBN) through your chosen Service Provider. Your new fibre optic connection will enable you to access leading edge broadband. Services delivered over the NBN have the potential to transform every aspect of our lives including business, health, education and government services. The means to unlock this potential is broadband, the core infrastructure of the new century.

This user's guide gives you the information you need to ensure the equipment being installed to enable your connection to the NBN stays in good working order.

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Maintenance

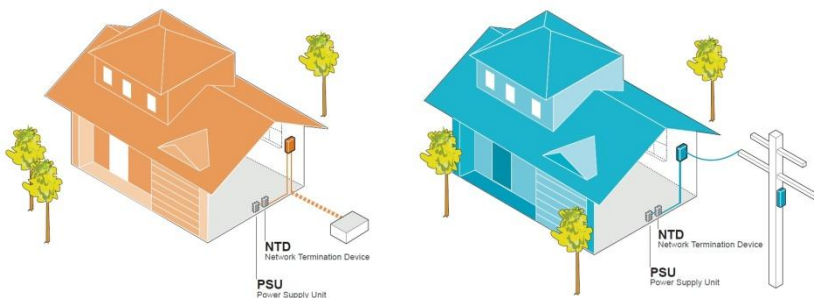
Network Termination Device & Power Supply

If properly cared for, the cables and equipment installed at your property should require very little maintenance.

The key pieces of equipment at your premises are:

- The aerial or underground drop cable which connects your property to the NBN Co cables in your street;
- The Premises Connection Device (PCD) attached to the outside of your property;
- The Network Termination Device (NTD) which terminates NBN Co's local access fibre, and forms the boundary between NBN Co's network and your internal wiring and connected equipment; &
- The Power Supply Unit (PSU) which provides electricity to the NTD

Outside Your Property



- Tree branches and shrubs should be kept away from the fibre optic drop cable and the Premises Connection Device (PCD) attached to the outside of your property.
- The drop cable and PCD should be easily accessible for when maintenance work is required. Please do not cover or paint the PCD.
- If you have an underground drop cable and plan to dig in the area, take care to locate the cable first to avoid damaging it.

Inside Your Premises

To care for and maintain the NBN equipment inside your premises, please note the following:

- You can dust the Network Termination Device (NTD) and Power Supply Unit (PSU) but **do not use** water to clean them.
- The PSU is plugged into a dedicated power point. Do not use an extension cord, double adapter or power board to connect the PSU. Keep the PSU plugged into the power point at all times.
- Keep the NTD plugged into the PSU at all times.
- The power supply “AC” light will normally be ‘green’ when the NTD is being powered from your mains (AC) electricity. If power is being sourced from the battery backup, the Battery Power light will turn on.
- If the NTD is functioning correctly, the “Power” and “Optical” lights will both be green.

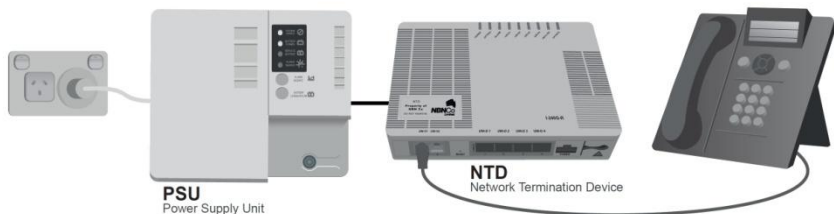


Diagram displaying the NTD and PSU

IMPORTANT

If your NTD shows red or flashing green lights and you are not sure of the reason, please consult the Power Supply and Battery Backup User Guide. If you are still unsure, please contact your Service Provider to ask for advice or report a failure.

Power Failures

For information on power failures, please read the *Battery Backup User Guide* provided with this pack.

Troubleshooting Check List

If any services provided through your NTD (eg Internet, IPTV and/or telephone) stops working, please check the following:

Power Check

- Is everything plugged in and turned on? This includes the NTD and power supply, any routers you have, all cables and power points.

Fibre Optic Cable Check

- Has your fibre optic cable connection from the street been damaged? For example, a fallen branch could have damaged the cable.

NTD and Power Supply Unit (PSU) Check

- Check the lights on your NTD and PSU; write down the colour of each light and note if the light is steady or flashing. You may need to provide this information to your Service Provider. The NTD must be turned on at all times, unless your Service Provider requests you to turn it off.

Telephone Check

If you have a telephone service which plugs into the NTD, check the following:

- Can you make a call – is there a dial tone?
- Are your phones connected to the NTD?
- Does your phone work if you plug it directly into the UNI-V port of the NTD? If this works, there could be a problem with your personal network.

Internet Check

- If you have an NBN broadband connection, is it working?
- If you have an IPTV connection, is it working?

Note down the answers to these checks as this information will help your Service Provider diagnose the problem.

Things to Remember:

- During a power failure, you will not be able to use a telephone that requires 240V power on the backup battery.
- It is important that the backup battery in the PSU is correctly installed, charged and maintained for the voice (UNI-V) ports on the NTD to continue to operate for approximately 5 hours in the event of a power failure. Note that even if you have a properly functioning backup battery, cordless and other mains powered devices, including phones and alarms that do not have their own backup batteries **will not function if there is a power failure**. The ability to make calls during a power failure also depends on the service you choose from your Service Provider, as the battery backup does not apply to the data (UNI-D) ports on the NTD.

Frequently Asked Questions

What if I damage the NTD?

You are responsible for the NTD, PSU, backup battery, PCD and the fibre optic cable on your property, just as you are responsible for other services such as power, phone and gas. If you accidentally damage any of the equipment or cable, you will need to contact your Service Provider for repair and you may be charged for the repair.

Is the NBN fibre optic cable safe?

Yes, it is safe. Fibre optic cables do not conduct electricity. However, you must never tamper with the cable or look directly into the laser light in the fibre optic cable.

Whom do I contact for assistance?

Your Service Provider will help you if you have any questions or need to report a fault.

Can I plug the NTD and power supply into a power board?

No. For the NTD and PSU to function correctly, the power supply cord must be connected to its own power point. Do not connect the power supply cord to a double adapter or a power board.

What if I want to move the NTD?

If you need to have equipment or cables relocated, contact your Service Provider who can advise you of the cost and also arrange for a technician to move the equipment. When considering relocating NBN equipment or cables you should bear in mind the following:

- The equipment must be protected from water, steam or excessive heat.
- The location must be well ventilated, near a dedicated power point and easy for you to check the indicator lights.
- The equipment must be positioned in a location away from busy areas and protected from damage, where there is sufficient light to see if the device is functioning correctly.
- You are responsible for the relocation cost.

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 would like to use an existing system, you should check with your Service Provider to ensure that your particular system is compatible with the service they are offering you.

Can I install the cabling myself?

Permanent cabling through wall, floor or ceiling cavities must be done by a qualified electrician or a cable installer registered with the Australian Communications and Media Authority (ACMA), the federal regulator responsible for registration of cable installers.

Your Service Provider may be able to recommend a registered cable installer in your area.

Contact Numbers

Your Service Provider will help you if you have any questions. You may like to write down the names and numbers of your Service Providers for future reference.

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Disclaimer

This document provides general information about the technical requirements for connecting to the NBN and is correct as at March 2011. Technical connection requirements may change due to factors such as legislative and regulatory developments as well as advances in technologies. For any queries about your particular circumstances or requirements, please consult your Service Provider or other supplier.

