

Preparing for the National Broadband Network

Thank you for choosing the National Broadband Network (NBN). 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 booklet explains how your property will be connected to the NBN.



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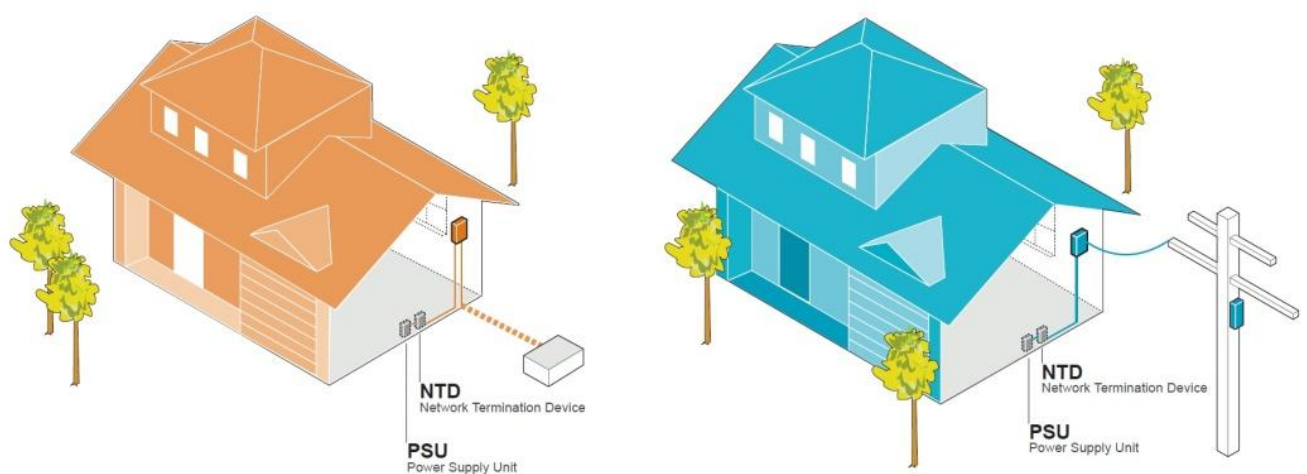
Disclaimer

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.

When we connect you to the NBN

When you order a service through your service provider (such as your telephone or internet service provider) they will arrange a mutually agreeable time for a field installer to connect you to the NBN. We will need you, or someone you have authorised to make decisions on your behalf, to be present when we install the equipment at your property.

You will be connected to the NBN by fibre optic cables and equipment, in much the same way as telephone, electricity and gas services.



You may already have a fibre optic cable connected to the outside of your house or building. If not, we will need to connect a cable from the street to the outside of your property. If the fibre optic cable is underground in your area, we may need to dig a small trench. We will try to minimise any disturbance in your area.

An additional fibre optic cable will then be connected to the Network Termination Device (NTD). The NTD is about the same size as a DSL Broadband modem, and comes with an external power supply unit that includes a battery backup device for the NTD's voice ports.

On the day of your installation, the Field Installer will help you decide if the NTD can be easily and safely installed in your preferred location.

We will try to place the NTD in your preferred location, as long as it meets the safety requirements and regulations of our standard installation methods. Charges may apply and a non-standard installation may need to occur at a later date.

Outside cable connection

The Field Installer will determine the best position for the external connection, which:

- Will be attached to the side of the building closest to the overhead or underground connection in your street.
- Must be more than one metre from where your power supply cable is attached to your property.

NTD and Power Supply Unit (PSU)

Although the NTD and PSU will usually be installed inside the house on an exterior wall of the building close to a power point outlet, the NTD may also be installed on the outside of the building. If you would prefer the NTD to be installed on an internal wall of the building, you may need to discuss a non-standard installation with the Field Installer. This could incur additional charges.

If the NTD is

- Located outside – it will need to be near your electricity meter.
- Located inside – we will drill a small hole to connect the fibre cable to the NTD.

The best location for the NTD is one that is:

- Near a dedicated power point.
- Near any existing telephone or data cable.
- In a cool and ventilated area.
- Away from water, damp and steam.
- Away from busy areas and protected from damage.
- Easy for you to check the indicator lights.

Frequently Asked Questions

Where do I want the equipment to go?

Quite often homeowners and occupiers choose to have broadband services installed into the study or home office area of the house and connected to a wireless network allowing them to use wireless devices such as computers or smart phones. As the NBN will enable more than just internet with the potential for new types of services to be used throughout the house such as IPTV, eHealth and eLearning capabilities, it is worthwhile taking time to consider the different ways you may use your NBN service so you can have the NTD installed in an appropriate location.

Your first choice may still be the study/home office or it could be elsewhere, like the lounge room or kitchen. It is also worthwhile considering how you will connect services between rooms if this is operationally and technically possible, particularly if you have more than one television. As broadband speeds increase there appears to be a trend towards cabling a home networking solution between rooms.

The Field Installer will advise you if the NTD can be installed in your preferred location as part of our standard installation method. There are, however, technical and operational considerations as well as safety requirements which affect where NBN equipment and cables can be installed, just as there are when connecting other services such as electricity, gas or water.

These requirements help to ensure that the installation is done in a safe manner and that the equipment will be easily accessible and protected from accidental damage. NBN Co installers are trained to install fibre optic cables, and have restrictions on where they can safely work. If you would like the NTD cable to go through your roof or under the floor to connect to an inside wall, the Field Installer can arrange a custom installation and provide you with a quotation from an appropriately qualified technician. Charges may apply and you will need to agree on a date for this to occur with your chosen technicians.

Do I need new wiring or equipment?

In many cases your existing cables and equipment can be connected to the NTD and you may not need to install any new cables to connect to the NTD. However, you are responsible for connecting your cables and equipment to the NTD.

If you choose to have the NTD installed near your computer, you may simply be able to plug it into the NTD using your existing cables and wireless router if required. Your service provider can advise what types of wireless routers and cables can be used. If you want to connect a computer or other devices in other rooms, you will need to use a wireless router or install cables. To watch broadband-based TV services delivered over the NBN, you will need to connect your compatible IPTV set-top box to the NTD using an appropriate cable.

If you have ordered a telephone service from a service provider, your existing telephone and phone points may be able to be connected to the NTD, depending on the plan you have selected; discuss this with your service provider. If you have an existing wireless router, your service provider can advise you if it can cope with the higher speeds offered by your new NBN-based service.

Note: Your existing DSL and cable modems are not required with the NBN.

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.

Do I have to install all the cables I would like before the NBN is connected?

You can arrange for a qualified electrician or registered cable installer to install points now for IPTV, data and/or telephone outlets and add further points later on as your needs change; or you can wait until you and the Field Installer have agreed the location of your NTD. You can arrange to have as many installed as you like. The choice is yours.

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 use the phone if my power fails?

The Power Supply Unit includes a backup battery that is intended to preserve a phone service connected to the voice (UNI-V) port on the NTD for a short time in the event of a mains power failure. The backup battery can last approximately 5 hours under typical circumstances. It is therefore important that the battery is correctly installed, charged and maintained.

Phone and other services connected to the data (UNI-D) ports on the NTD, and mains powered telephones, alarms and other devices, such as cordless phones, connected to any port on the NTD will not work during a power failure because the backup battery only powers the voice ports on the NTD and does not support mains powered devices. It is therefore a good idea to have an unpowered traditional phone, or mobile (cell) phone on hand for such emergencies. You should also read the battery backup user guide provided with this pack for more information on power outages and how the battery backup works.

On the day

How long will it take?

Depending on your installation, it may not take more than a couple of hours. Non-standard installations may need to be rescheduled with your service provider for a subsequent time/day.

What time slots are available?

The Service Provider will arrange a mutually convenient time, either 8:00am-12:00pm or 12:00pm–4:00pm, Monday to Friday, except public holidays. The field installer will call 24 hours prior to confirm the appointment.

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

If you have made an appointment, but cannot be there on the appointed day:

- Contact your Service Provider to arrange another time; or
- Ask your authorised representative to meet our Field Installer.

Remember that if you authorise someone else to be present on behalf of you for your appointment, they will need to make decisions including where the NTD and PSU should be installed. If you decide later to change the location of the NTD device, some charges may apply.

What if the installer damages my property?

In the unlikely event that we cause any damage during the installation, we will repair it.

Ready to connect!

Once the installation is complete, the Field Installer will check if it is all working correctly. You can then contact your service provider and tell them you are ready for them to turn on your service.

Contact numbers

Your service provider(s) will help you if you have any questions. You may like to write down the names and numbers of your service provider(s) for future reference.
