



Your steps to unleashing nbn[®] Fixed Wireless technology

Whether you're new to the **nbn** network, or upgrading from another **nbn** technology, this guide will help get you ready to connect



How to get ready for nbn Fixed Wireless

1 Check your home's eligibility for an nbn Fixed Wireless connection

To check whether your address is eligible to connect to a plan over nbn Fixed Wireless, visit nbn.com.au/check

2 If eligible, contact a phone or internet provider to order a plan

Let them know how you use the internet and how many connected devices your household uses (particularly during the evening busy period) so they can help you choose a plan to suit your needs. To find a list of providers in your area, visit nbn.com.au/providers

3 Schedule a Fixed Wireless installation appointment

Your chosen provider will arrange a Fixed Wireless installation appointment with an nbn approved installer to set up the necessary equipment at your home. A standard installation will normally take up to 4 hours. **Please note:** Someone over the age of 18 will need to be present for the entire installation.

4 Prepare for your Fixed Wireless appointment

In preparation for your installation appointment, think about where you'd like the nbn supplied equipment to be installed in your home. Consider things like what room you use most of your devices in, where power outlets are located, and whether blinking lights might be distracting.

5 On the day of installation

On the day of your installation appointment, standard installations will involve an nbn approved installer visiting your home to check for a Fixed Wireless signal. If a signal is detected, they'll install an nbn connection box inside your home and an nbn outdoor antenna on the roof, eaves, or an external wall. Visit nbn.com.au/FixedWireless for more information on installation and non-standard installation.

6 Connect to your Fixed Wireless service

Once the nbn approved installer has installed and tested all relevant nbn Fixed Wireless equipment, they'll activate your service and let your provider know that installation's complete, so you're all set to connect. Activation should take no more than 24 hours.

Still have an existing nbn® Sky Muster® satellite service?

There are a couple of things to remember when moving from an nbn satellite service to an nbn Fixed Wireless service:



Cancel your existing nbn Sky Muster plan to avoid being charged for two services

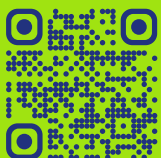
To do this, you'll need to contact your current Sky Muster satellite provider. You may want to consider keeping your existing nbn Sky Muster plan until your new nbn Fixed Wireless connection is active so that you aren't left without an internet service.



Have your nbn Sky Muster equipment removed

You can ask nbn to have your existing satellite equipment removed by completing the form at nbn.com.au/SatelliteRemoval

Note: You're not obligated to remove the equipment, however it will stop working once you disconnect your nbn Sky Muster plan.



For more information, scan the QR code or visit nbn.com.au/FixedWirelessUpgrades