

NBN[®] FIBRE TO THE PREMISES (FTTP) CONNECTION BOX

Installation Guidelines for Business orders
with eligible nbn Business Plans





This guide is designed to provide you with key information on the installation of your new nbn connection box. It helps you get ready for the installation and make the most out of your new full fibre service.

As you will need to connect your Wi-Fi router to the nbn connection box to access your nbn FTTP service, it's important to know where the nbn connection box can and cannot be installed.

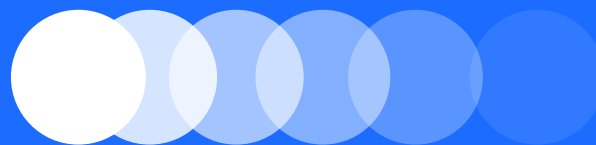
Your nbn approved technician will use the following guidelines to find a suitable location for the nbn connection box.

If it isn't feasible to meet all of these guidelines on the day of installation, exceptions may be considered. Your technician will discuss your options with you on the day.

Key Installation Information:

The nbn technician will complete the installation at the most suitable location within your business that is agreed on, provided it meets nbn installation guidelines or uses a Customer Installed Fibre Cable Pathway that complies with nbn standards.

Additionally, it's likely we will need to turn off the power and internet for 30-60 minutes during the installation appointment for health and safety reasons.



The nbn connection box should be installed:

- 1** Within 3 metres of an existing power point or a safe extension lead provided by you.
- 2** Within a 30-metre radial distance of the premises attachment point or nbn utility box (see below diagram). If there is no suitable location within the 30-metre radius according to nbn installation guidelines, the technician will, where feasible, install the nbn connection box in the nearest most suitable location beyond 30 metres.
- 3** In an easily accessible location for convenient monitoring of the indicator lights, if required.
- 4** Away from existing utilities such as gas lines, external water systems and away from direct sunlight.
- 5** In an easily accessible location taking into consideration health and safety. For example, our technicians cannot access low roof spaces, tight underfloor spaces, heights exceeding 4 meters (ladder against a wall), or 2.4 meters (freestanding ladder), to run cabling.
- 6** Mounted on a wall, in a safe position where it will not be easily damaged, or in a customer provided communications rack that meets nbn standards.
- 7** In a cool, dry, ventilated area. It cannot be placed in a wet area, such as the bathroom, kitchen wet area or under a window that opens.
- 8** On the ground floor in a multi-storey building.
- 9** On the inside surface of an exterior wall, or a wall which is easily accessible for cabling the fibre.
- 10** Not in areas unsuited to equipment installation, such as kitchens, bathrooms or storage areas, unless no other safe or feasible option is available.

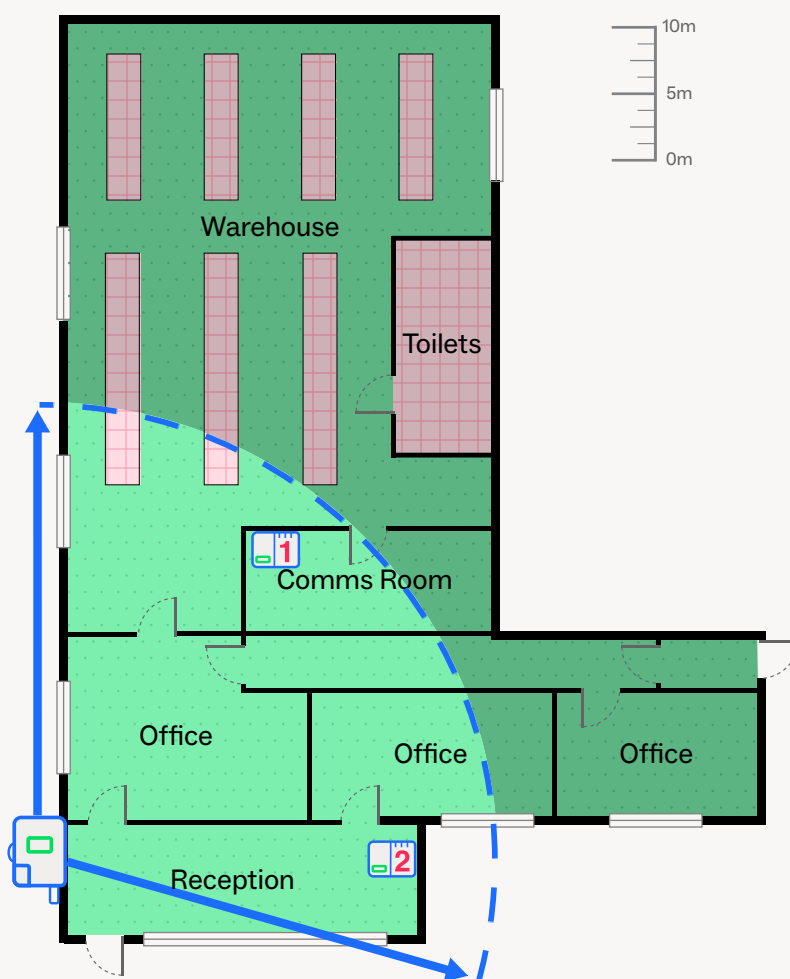
EXAMPLE BUSINESS FLOOR PLAN

The installation locations may vary depending on the construction and layout of your premises. The diagram below gives you an idea of an example installation.

Legend

-  Recommended area for nbn connection box installation
-  Outside of 30m range customers to provide their own pathway for installation in this area
-  Where nbn connection box cannot be installed

-  nbn connection box location options
-  nbn utility box or premises attachment point location
-  30m radius

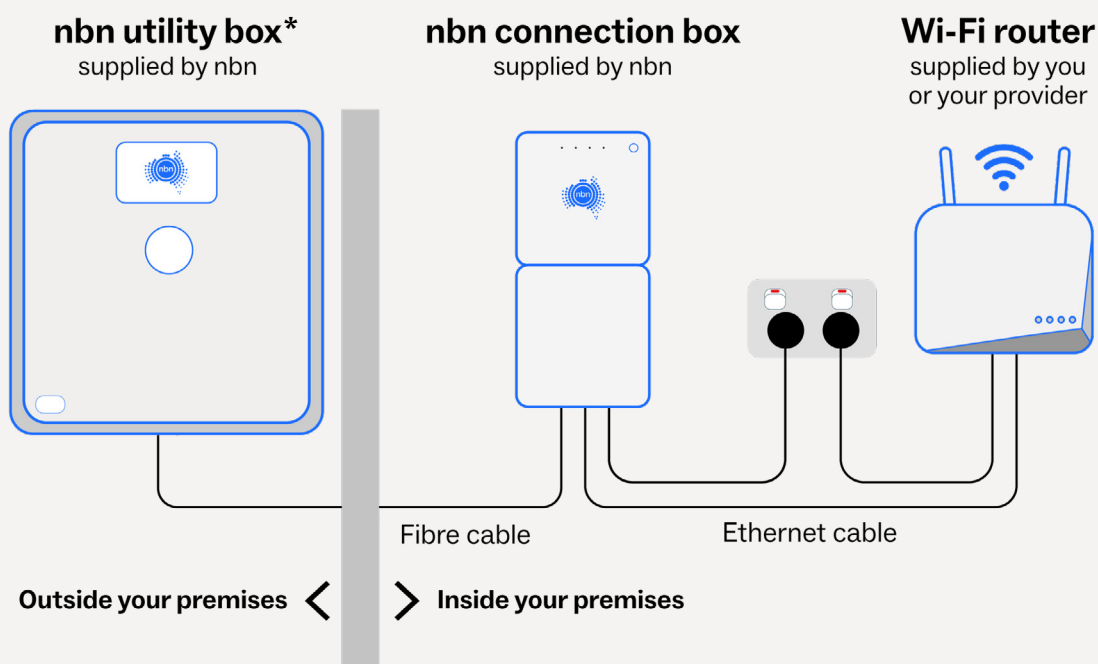


Important: nbn connection boxes, nbn utility box and premises attachment point are not to scale. Site conditions, safety requirements, or construction constraints will determine if installation of an nbn utility box is required on the day of the appointment.

●● Top tips for installation day:

- Consider your preferred location/locations for the nbn connection box referring to the guidelines above.
- Your technician will assess your premises and take your reasonable preference into consideration when discussing installation options with you. Business customers may also be eligible for flexible appointment times and case-managed installation support. Speak to your service provider for details.
- The nbn technician will complete the installation at the most suitable location within your business that is agreed on, provided it meets nbn installation guidelines or uses a Customer Installed Fibre Cable Pathway that complies with nbn standards.
- You'll be offered at least one installation option consistent with the guidelines above to have your full fibre installation completed. If we are not able to install the nbn connection box in your preferred location on the day, there are a few options you can consider, but they are not included in the nbn full fibre installation and will be at your own expense:
 - Providing your own pathway following **Requirements of Customer Installed Fibre Cable Pathways** to where you would like your nbn connection box.
 - Running an Ethernet cable from the nbn connection box to where you would like your Wi-Fi router.
 - Looking at ways you could further enhance the setup in your premises with our video **getting your connection up and running** or by going to nbn.com.au/optimise

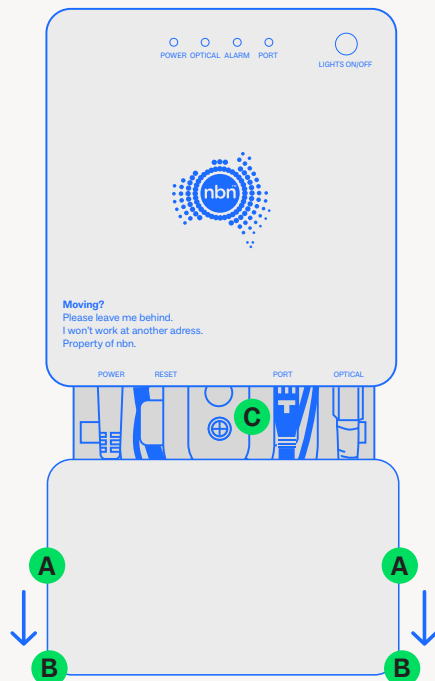
Once your nbn connection box is installed, your technician will guide you through how the nbn connection box integrates with your business network setup.



***nbn will not install an nbn utility box unless required**

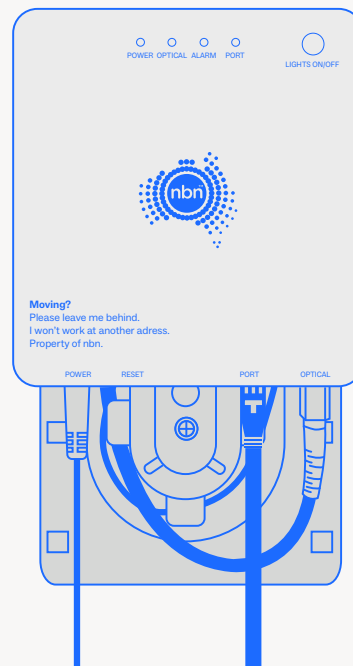
Connecting the nbn connection box to your Wi-Fi router

Removing the nbn connection box cover



- A** Press the indents on the side of the cover
- B** Slide cover downwards
- C** Data (UNI-D) port is found here

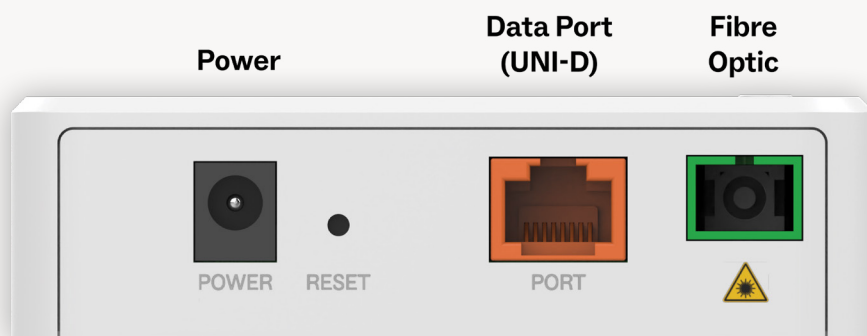
nbn connection box with cover removed



Business customers with rack-mounted or comms room installations may see a different configuration. Your technician will guide you through the setup based on your premises and plan eligibility.

Type 1: 1-Port nbn connection box (view from bottom)

Look at the bottom of your nbn connection box (which is inside the cover mounted to the wall). It should look like the image below and on the following page, with a row of ports. It may look different depending on the type of nbn connection box that's been installed.

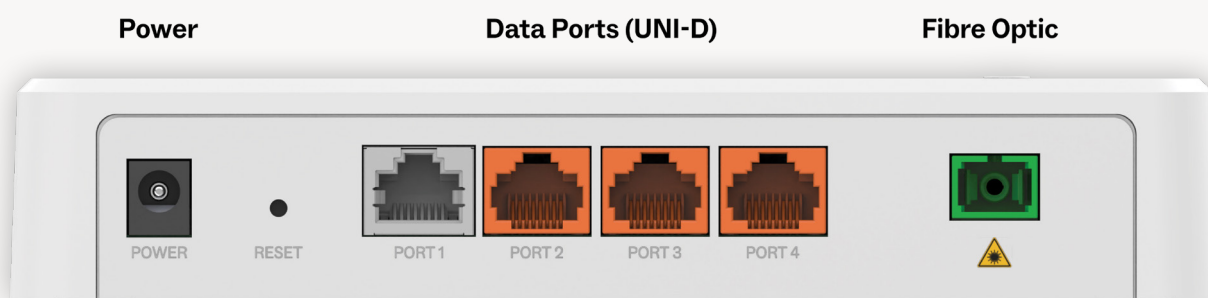


Port for the power cable from your Power Supply.

Connect the WAN port of your Wi-Fi router to the UNI-D port via an Ethernet cable.

Do not disconnect this cable unless instructed to do so by your provider.

Type 2: 4-Port nbn connection box (view from bottom)



Port for the power cable from your Power Supply.

Connect the WAN port of your Wi-Fi router to one of the UNI-D ports advised by your provider via an Ethernet cable.

Do not disconnect this cable unless instructed to do so by your provider.

Your internet services will be delivered through the data ports (UNI-D) ports on the nbn connection box. Your provider will advise you which ports they have designated for your services and how to connect any necessary equipment to these services.

For business-critical services, such as VoIP, POS, or server connections, your provider or IT specialist can advise on optimal port usage and setup.

For eligible nbn Business Plans, your connection will be monitored for 30 days after installation at a wholesale level to help ensure everything is running smoothly. If any issues are detected, nbn will notify your service provider to help support a fast resolution.[^]

Visit nbn.com.au/FibreApptBusiness for more information or contact your provider.



[^]Eligible plans include a combination of AVC speed tiers 250/100Mbps, 500/200Mbps, ~1000/400Mbps or 2000/500Mbps together with Business Service Essentials (eSLA 12-24/7) or Pro (eSLA 4- 24/7) on nbn® Ethernet Fibre (FTTP). 2000/500Mbps: subject to service qualification and only available where network capacity permits. ~1000/400Mbps: Regardless of the retail service purchased, the actual speeds delivered will be less than 1 Gbps due to equipment and network limitations.