



Before you connect to the **nbn**[®] network

The following checklist and information is helpful to consider before you speak with your chosen phone and internet provider about ordering an **nbn** powered plan.

Connected devices in your home:

1. How many people live in your home and regularly use devices that connect to the internet?

2. Make a list of the devices you have at home that can connect to the internet:

Tablet

Laptop or desktop computer

Smartphone (such as a mobile phone that can connect to the internet via Wi-Fi)

Smart or high-definition TV

Home telephone

Smart security system

Safety critical equipment (such as a medical alarm)

Voice activated devices such as a Google Home or Amazon Alexa

Smart appliances such as speakers, lighting, fridge/oven/washing machines

3. Think about the kinds of activities you use these devices for:

Emailing

Watching your favourite TV shows and movies on streaming services such as Stan, Netflix, Apple TV, Amazon Prime, Binge, Foxtel, ABC iView etc.

Browsing the internet

Online shopping, banking etc.

Downloading and/or uploading large files such as photos or documents

Making video calls and/or phone calls.

4. What time of day are you and/or most people in your home using these devices?

ACTION: When you speak with your chosen provider, let them know the information above so they can recommend an **nbn** powered plan that suits your needs. They will also help you to identify the devices that will be compatible with the **nbn** network.

Safety-critical equipment:

Do you or someone in your home have any safety-critical equipment, such as a medical alarm?

Yes

No

ACTION: Some safety-critical equipment, including many medical alarms, may not be compatible with the **nbn** network at all times. If you have any safety-critical equipment such as a medical alarm, let your chosen provider know when you call them to order an **nbn** powered plan.

You should also call the equipment provider/manufacturer to check whether your device is fully compatible with the **nbn** network. If it is not compatible, they might suggest upgrading your device to a new alarm that has a back-up battery and connects via a mobile network. This means it should still be able to work during a power or **nbn** network outage. For more information, visit nbn.com.au/compatibility.

If you or a loved one have special needs or a serious medical condition, speak to your chosen provider about any assistance services they may offer. **nbn** is a wholesaler, which means we don't offer these services.

Installation:

Below is a list of other questions about installation that may be helpful to ask your chosen provider when you order your **nbn** powered plan:

- What can I expect on installation day?
- What kind of equipment will be installed at my house?
- How long will the **nbn** technician take to install the equipment?
- Are there any additional costs associated with signing up to a service over the **nbn** network i.e. cost of routers/modems? Fixed term contract or a month-to-month arrangement?
- Will my current router/modem work with the **nbn** network, or do I need a new router/modem?
- Where is the best place to put a router/modem within my home?
- Will my current home phone work with the **nbn** network?
- Can I keep my current home phone number?
- How do I connect more than one handset to the **nbn** network?