Quick Reference Guide for Installers V2

The following information is designed for use by NBN Co installers to aid in communication with end users, to help explain the constraints they must work within and decisions that will need to be made during installation. It is designed to be used in conjunction with the NBN Co Fibre Installation Guide, the Preparing for NBN Guide (Fibre Connections) and the End User Guide (Fibre Connections).

How to use this guide

Front page: First 10 minutes on site and key fibre installation steps for NBN Co Installers

Inside pages: Useful information and diagrams for NBN Co Installers to show residents during installation

Back page: Additional information for NBN Co Installers to reference during installation

Installer first 10 minutes on site

1. On Site the Ticket of Work
2. Knock on door and introduce yourself
3. Explain what you are here to do
4. Show the end user the equipment
5. Ask the resident if they have a medical and/or security alarm and if so, advise them that they will need to contact their alarm service provider to discuss continuity of service
6. Identify and document the agreed equipment installation location
7. Talk the end user through what will take place and the estimated duration
8. Have the end user confirm or pre-sign the Ticket of Work before commencing where applicable

Work commences

9. Assess and complete HSE considerations
10. Commence and complete work required

Finishing up

11. Review and educate end user on the ‘End User Guide’ and leave them their copy
12. Review work and confirm with end user they are satisfied and have them post-sign off the Ticket of Work
13. Clean up any debris you have left in the premises (required under the Telecommunications Code of Practice).
14. Complete the Ticket of Work
Quick Reference Guide for Residents

Location of equipment
You will need to decide, in conjunction with your installer, where the NBN equipment will be placed within your premises. There are some technical constraints your installer must work within, as well as some other issues you should consider. The location of the NBN equipment should be decided with the long-term use of the room in mind and you are encouraged to discuss this with your installer, to determine where is best for your particular situation.

Installation of the NBN equipment must:
✔ Be located where the fibre can be safely and efficiently run from the utility box, without need for special access work (eg: new conduits).
✔ Be on the inside surface of an exterior wall or a wall which is easily accessible for cabling the fibre.
✔ Be near a dedicated power source or an appropriate, safe alternative
✔ Be in a safe location away from hazards, including busy areas where it may be knocked and damaged.
✔ Be in a cool, dry, ventilated area (with clearance of 100mm on all sides) away from direct sunlight.
✔ Be somewhere accessible for troubleshooting and port access.

Locations you might consider:

| Near existing phone outlets | Think about your devices and determine where any hard wired connections will need to be |
| Internal garage              | Think about how your other devices will connect. Will your router’s WiFi signal extend where needed? If not, you may need to get extra wiring done |
| Office/Living room           | Think about where your current connections are/may be in the future and where you typically connect your phone, internet or TV |

Your installer will help you finalise the best location based on your needs and operational requirements.

Battery Backup Service
The option to not have the Battery Backup Service installed is currently due to be available from all phone and internet service providers by June 2014, though some will offer it earlier. Your phone and internet service provider will provide you with information about the Battery Backup Service, and how it operates with your service. Your installer will complete the installation as per the instructions in your service provider’s request. If you change your mind on the day, you must call your service provider, and the appointment will need to be rescheduled. This is because the government requires your service provider to discuss the implications of having or not having Battery Backup Service with you and to record your decision before your order can be changed in NBN Co’s systems.

If you have any questions?
If at any point you have questions about the work that is taking place please discuss with your installer, or contact your service provider.
For more information refer to the Preparing for the NBN Guide (Fibre Connections) and the End User Guide (Fibre Connections) your installer will provide.
Your equipment will be installed in one of the following configurations:

1. **NBN utility box** with standard power supply
   - Outside your premises
   - Inside your premises

2. **NBN connection box** with battery backup
   - Power Supply with Battery Backup
   - Battery Backup
   - Inside your premises

3. **NBN connection box** (no cover)
   - Power Supply with Battery Backup
   - Battery Backup
   - Inside your premises

**If we are unable to complete your installation on the day:**

Your installer will explain the process regarding finishing the work. If there are other issues preventing the completion of the work, they will explain the situation and what will happen next. Your service provider will manage rescheduling the appointment once the issue is resolved. For example, additional work may need to be completed from the street to your premises before your installation can be rescheduled.

If the NBN fibre infrastructure is overhead, then we will deliver aerially; or if NBN Co's infrastructure is underground, we will deliver underground.

**Things to consider:**

- The location of the utility box may be restricted based on the existing telecommunications infrastructure.
- If connecting a wireless router to your NBN equipment, consider the distance and location of your devices.
- Future plans for the room as relocation of equipment will need to be done by a certified installer. Under normal circumstances NBN Co will not relocate equipment.
- If extra cabling is needed from the NBN equipment to other equipment including phone outlets, security alarms or in-home networking, you will need to contact your service provider.
- If you are in a newly built home, your builder may have put infrastructure in place that will pre-determine the location of the NBN equipment.

*Also known as a Premises Connection Device (PCD)*

*Also known as a Network Termination Device (NTD)*
What the end user needs to provide:

- **Dedicated Power Outlet** – if a dedicated power outlet is not available, then a power board or extension lead may be used – as long as a visual inspection deems it to be safe.
- An authorised end user **over the age of 18**, be available for the duration of the installation and sign off the work at completion.

What you provide the end user:

- Installation of NBN cabling and equipment as close as practical to existing telecommunications infrastructure, or if end user prefers, an alternative location within the standard installation limits.
- A lead in and installation of NBN Co’s fibre equipment.

**Ticket of Work and Power Supply Option**

- If an end user changes their mind on the power supply type on your ticket of work the installation cannot be completed on the day.
- You can proceed as per the ticket of work, which will require installation of either a Power Supply with Battery Backup or Power Supply Standard.
- If the end user changes their mind, the ticket of work must be updated as finished with a reason code of the end user declined power supply type. This indicates the end user has had a change of mind on the power supply. The Service Provider will then contact the end user.
- The power supply type cannot be changed from what is on the ticket of work until NBN Co receives an updated order form the Service Provider as part of Government Policy for Battery Backup Service.

If we are unable to complete the work on the day:

- Communicate the process regarding finishing off the work if unable to complete during the scheduled appointment.
- If this is not suitable or there are other issues preventing the completion of the work, **explain the situation, what will happen next** and that the provider will manage the communication and reschedule the appointment once the issue is resolved.
- As an example, lead in (civils) work may need to be completed from the street to the premises before the installation can be rescheduled because the current infrastructure is not suitable for use.

What happens once installation is complete:

- If the end user has a **scheduled professional installation** for their router or modem, this will be scheduled with their provider to be completed after the NBN Co order is completed.
- If the end user needs to **self install** their router or modem, the provider has to activate the service and then the end user will be able to connect their residential gateway. Refer the end user to their provider with any questions.
- **It is not NBN Co’s responsibility to connect the end user’s router or modem to the equipment** and this is to be supported by the provider if they have any questions.

Advise user to never remove NTD from the enclosure. It could snap the fragile fibre cable resulting in a service outage.

**Installation Day**

**Installer responsibilities on the day**

<table>
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<tr>
<th>Lead in (if required) and internal placement</th>
<th>Mount and install equipment</th>
<th>Activate and test equipment</th>
<th>Clean up</th>
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**The NBN connection box (Network Termination Device / NTD) must not under any circumstances be installed in any of the following locations:**

- Bathroom, shower or toilet
- Laundry
- Sauna, spa or pool area
- Kitchen area
- Poorly ventilated cupboard
- Near heater
- Verandah or patio
- Ceiling, wall or floor cavity

Refer to the NBN Co Fibre Installation Guide for further guidance on suitable installation locations.