Preparing for the nbn™ broadband access network

nbn™ Fibre to the Building (FTTB)
Thanks for switching to the nbn™ broadband access network

You're only a few steps from connecting to Australia's new broadband network.

This guide will provide you with useful information on your upcoming installation, and help to answer any questions you may have.
Things to know before installation day

When you contacted your phone and internet provider to connect to the nbn™ access network, they would have arranged a time for your home or business to be connected.

They should have also provided you with a VDSL2 compatible modem and instructions on how to set up your equipment so that, on your scheduled installation date, you’ll be all set to start enjoying services over the nbn™ access network.

Will I need to be home for my appointment?
Yes. Your nbn™ approved technician may need your help accessing certain areas of your building, such as your communications room, to activate and test your service. Please advise your building manager of your upcoming installation date and provide the notice they require based on your building’s requirements.

Will I receive a new modem with my nbn™ powered plan?
Your phone and internet provider should send a modem to your premises before your installation day. If you haven’t received one, you’ll need to contact your phone and internet provider.

Old wiring
Be aware that unused alarm systems or old wiring inside your premises may impact the speeds available to you. If you have any questions about this, contact your phone and internet provider or a licensed cabler.

Your equipment setup

To get connected, you’ll need to set up your modem. This modem should have been supplied by your phone and internet provider. If you already have a modem, it must be VDSL2 compatible to work over the nbn™ access network.

Simply follow your provider’s instructions to get set up.

A standard nbn™ FTTB setup

Depending on your needs, a standard setup will include some or all of the equipment shown.

Where should my modem go inside my premises?
Your modem will connect to your existing telephone wall socket, so you’ll need to find a place close to this.

Setting up your phone
If you ordered a phone service with your nbn™ powered plan, you’ll most likely need to plug your Voice over Internet Protocol (VoIP)-compatible phone directly into your modem. Speak to your phone and internet provider for more detailed instructions on how to do this. You’ll also need to contact them if you don’t have a VoIP-compatible phone.

ADSL filters
Make sure there are no devices, such as an ADSL filter, between your modem and your telephone wall socket. These can block or limit your connection.

*Wi-Fi enabled gateway.
Connectivity options

Wireless network and Ethernet
Using your provider’s (or your own) modem, you can create a wireless network in your home or business. If the Wi-Fi signal isn’t strong enough to reach other rooms, you can use powerline networking adaptors, which plug into your power points and use existing wiring. Alternatively, you can have Ethernet cables installed between rooms (charges may apply).

Smart TV and appliances
If you watch catch-up TV or streaming services (such as Netflix), or use internet-connected appliances (such as automated lighting or a smart kitchen), discuss your needs with your phone and internet provider.

Security alarm
If you have a security alarm, discuss your needs with your phone and internet provider, as you may need additional wiring or cabling installed (charges may apply). Please also refer to the important information on page 5.

Phone
You’ll need to switch to a Voice over Internet Protocol (VoIP)-compatible phone if you currently use a landline. Check this with your phone and internet provider and let them know where in your home or business you plan to use it, as you may need extra wiring or cabling (charges may apply).

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For some more tips to help improve your in-home setup, visit nbn.com.au/optimisation
Important information on equipment compatibility

Connecting to the nbn™ access network may affect the following equipment in your home or business*: 

- **Monitored medical alarms, auto-diallers or emergency call buttons**
  - Before connecting to the nbn™ access network, contact your medical alarm provider and ask whether your monitored medical alarm, auto-dialler or emergency call button will work over the nbn™ access network, or whether you’ll need to find an alternative solution.
  - It’s also important that you register your equipment online at nbn.com.au/medicalregister or by calling 1800 227 300. This helps nbn identify homes or businesses where support may be needed to minimise a break in service.

- **Monitored security alarms**
  - Call your security alarm provider to find out if your equipment will work over the nbn™ access network. If necessary, they can advise you on what alternative solutions are available.

- **EFTPOS terminals**
  - Call your EFTPOS provider to find out if your equipment will work over the nbn™ access network. Your equipment provider (such as the bank that provides your EFTPOS terminal) can advise whether it will work over the nbn™ access network and, if necessary, what alternative solutions are available.

- **Fire indicator panels**
  - If you have a fire indicator panel in your premises, call your fire indicator panel provider to find out if it will work over the nbn™ access network before connecting.
  - It’s also important that you register your equipment online at nbn.com.au/fireandlift or by calling 1800 227 300. This helps nbn identify homes or businesses where support may be needed to minimise disruption.

- **Phones**
  - Your current phone should work over a fixed line service with the nbn™ access network unless it is a rotary dial or pulse dial based phone. If your phone has an old connector plug, it may need a converter or a new cable. Your phone provider will be able to confirm this.

- **Fax machines and TTY equipment**
  - Please check with your phone provider whether your fax and TTY equipment is supported on their phone service over the nbn™ access network.

**Priority Assistance**

For information on Priority Assistance services:

1. Call a phone or internet provider.
2. Tell them you have a Priority Assistance service and that you need the same level of service over the nbn™ access network.

**To organise in-premises wiring changes:**

Call your phone and internet provider and ask:

1. If they can arrange in-premises wiring or cabling changes.
2. What the cost will be.

**OR**

Contact a registered cabler about connecting your telephone wall sockets to your phone service over the nbn™ access network (search online for ‘phones & systems - installation & maintenance’).

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*The rollout of the nbn™ broadband access network will involve new technologies, and some existing devices (including many medical alarms, auto-diallers and emergency call buttons) may not be compatible with these at all times. You should contact your device provider to find out if your alarm or other device will work when connected to the nbn™ broadband access network and what alternative solutions are available. For more information, visit nbn.com.au/compatibility.
Common questions

Will there be any interruption to my phone and internet services?
You may experience an interruption to your phone and internet services while you’re being connected. If your services remain disconnected, contact your phone and internet provider.

Who do I contact if I need help?
If you have any questions or want to report a fault, contact your phone and internet provider. You can also visit nbn.com.au for more information.

What happens to my services in a blackout?
Equipment connected to the nbn™ access network will not work during a power blackout. Consider having an alternative form of communication handy (such as a charged mobile phone). If you have safety-critical equipment, such as a medical alarm, monitored fire alarm or lift emergency phone, speak to your equipment provider about alternative solutions.

Will nbn be providing me with new equipment?
FTTB connections do not require any equipment from nbn, however, it’s the role of your phone and internet provider to provide you with a compatible modem.

Do I need to install any cables or outlets?
It’s unlikely if you’re switching from an existing broadband service. You may find you prefer wired connections, if so, you can arrange for a registered cabler to install additional network points (charges may apply).

Can I use more than one telephone wall socket?
It depends on your circumstances. Your phone and internet provider can help with this. Your modem will connect to just one wall socket, and your phone into the modem. If you’d like another socket, you may need to speak to a registered cabler (charges may apply).

Troubleshooting

If your service is not working as you’d expect following connection:
• Ask your phone and internet provider about what speed plans are available to you. If your home or business is using multiple devices at the same time, a higher speed plan may give you a better experience. *

If your service stops working following connection:
• Contact your phone and internet provider.

*An end user’s experience, including the speeds actually achieved over the nbn™ broadband access network, depends on the nbn™ access network technology and configuration over which services are delivered to their premises, whether they are using the internet during the busy period, and some factors outside of nbn’s control (like their equipment quality, software, chosen broadband plan, signal reception, or how their provider designs its network).
Your connection checklist

☐ Building manager
I've checked with my building manager that they'll be available to give the nbn™ approved technician access to the communications room, and whether any special requirements exist for my building.

☐ Installation date
I've been informed of my installation date and have confirmed with my phone and internet provider whether I need to be there for the appointment.

☐ Modem
I have received a modem from my phone and internet provider, or have checked the compatibility of my existing modem with them.

☐ Safety registration
I've registered any medical and security alarms with nbn by visiting nbn.com.au/compatibility or by calling 1800 227 300.

☐ Equipment check
I have checked with my equipment provider/s and phone and internet provider that any equipment I rely on, such as medical and security alarms, will work over the nbn™ access network.

☐ Equipment location
I've considered where I would like my nbn™ supplied equipment to be located in my premises.

☐ Landlord consent
I have my landlord's consent for the installation and any new wall outlet(s) (if required).

☐ My in-home setup
I've considered my current internet and phone setup and understand what needs to change.

For help and support
Contact your phone and internet provider or visit nbn.com.au

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Disclaimer: This document provides general information about the technical requirements for connecting to the nbn™ access network and is correct as at August 2019. Technical connection requirements may change due to factors such as legislative and regulatory requirements as well as advances in technologies. For any queries about your particular circumstances or requirements, please consult your phone and internet provider or other supplier.

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