



NBN Change of Access Technology (COAT) for your Business.



Upgrading your NBN access type with Telstra

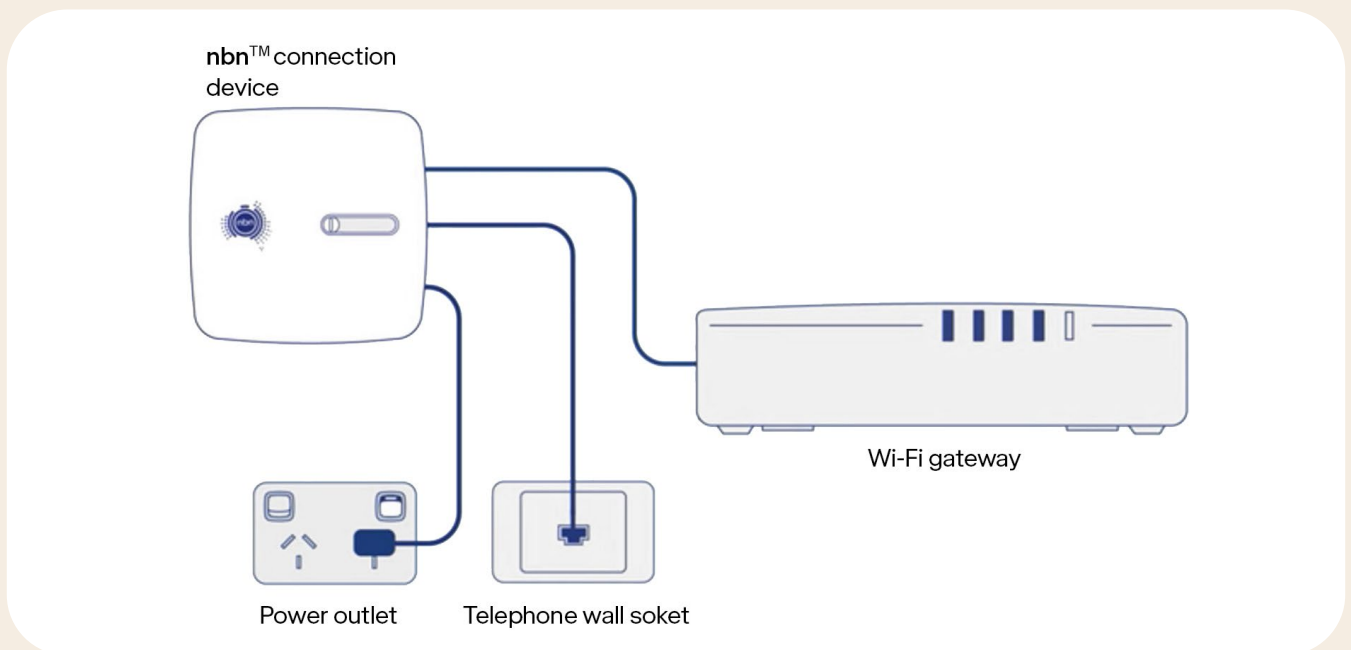
NBN Co continues to proactively upgrade their broadband network nationally to enhance business' end user experiences.

NBN Co are upgrading your Access Technology to Fibre to the Curb (FTTC). FTTC should improve the reliability of your service and give you the option of faster speeds.

This document lists the steps a Service Technician(s) must follow to install FTTC and migrate your voice and data services from their existing carriage to Fibre to the Curb (FTTC). It also contains information about the steps you will need to take and when.

Your NBN equipment

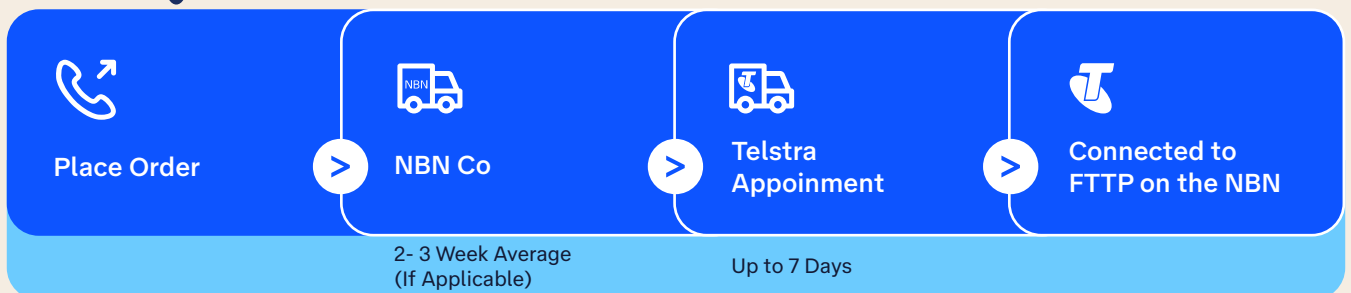
NBN Co will install one piece of equipment at your business, if required. This is:



1. **NBN Connection Device** installed inside your main business premises.

You are here

The connection process



In rare scenarios, The NBN Co installation appointment may take anywhere from a few weeks to a few months after placing your order with us subject to NBN Co availability and complexity of installation. Your Telstra representative will keep you informed of upcoming appointment timelines.



Getting ready for your appointments

1. NBN Co Appointment

Before installation day (if required)

If applicable, the NBN FTTC Network Communication Device will need to be installed as close as possible to your existing Telstra Smart Gateway Device. Things to consider first:

The NBN Connection Box

Must:

- Be within 3 metres of a power point.
- Capture the location of your existing hardware.
- Be as close as possible to your existing Smart Gateway Device – in a well-ventilated space, away from extreme temperatures, dampness, steam, dirt, or dust.

In the event where additional Internal cabling within the premise is required, this would need to be completed by an ACMA Approved Licensed Cabler at your own expense before the Planned Telstra Appointment.

On installation day (if required)

Your NBN Co installer will call to let you know they're on their way. In most cases, this appointment will take between 3 to 4 hours. Please note it could take longer for complex connections.

Please make sure there is an authorised person over the age of 18 to be present and available during your appointment(s) to ensure equipment is installed where you want. Access to all work areas (including any required work permits).

2. Telstra Appointment

Before Migration Day

There's a couple of things you need to do before your Telstra Technician arrives to migrate your Telstra services over to FTTC. They include:

- Ensuring additional cabling requirements are completed prior to the Telstra Technician arriving on site.
- Contacting any 3rd party vendor you may have to advise when Telstra will be out to migrate your services, they may be required on the day. These may include your IT department or your external vendor who manage your network needs.

On Migration Day

Your Telstra Technician will call when they're on their way. Please allow around 4 to 5 hours for your appointment. Remember, you must have:

- An authorised person over the age of 18 present and available during your appointment(s).
- Access to all work areas (including any required work permits- this may include site inductions) this may include site inductions.
- Any third party vendor to either be present on the day and/or be contactable remotely for further testing if required.

Important information relating to your Telstra Appointment(s)

If your installation requires any non-standard services or equipment, your technician will discuss your options and advise you of any extra costs before commencing work. If you provide your own router, you are responsible for configuring and connecting it to the NBN.

Important information relating to your nbn Appointment(s)

Your NBN Co installer will advise if your desired location is not possible or whether you will need to pay extra for the installation.

In some cases, you will need to get permission from your property manager, landlord or local council (e.g., if you're in a heritage listed building).

To help choose a location for your NBN equipment, go to [telstra.com/nbn-business-templates](https://www.telstra.com/nbn-business-templates) and print life-size templates of the equipment.

If at any stage you need our advice or need to reschedule (24 hours' notice required), please contact your Telstra Project Manager.

