

Connecting your business to nbn™



YOU ARE HERE



NBN SERVICE ORDERED



NBN CO APPOINTMENT



TELSTRA APPOINTMENT



CONNECTED TO THE NBN NETWORK WITH TELSTRA

The connection process may differ depending on your individual circumstances. Please refer to your Order Confirmation email for your appointment details.

What happens next

Thanks for choosing to connect to the nbn™ network with Telstra. You're only a few steps away from enjoying your new nbn network connection. Shortly, a technician from nbn™ will visit your premises and install some of the necessary equipment to get you connected. Once that's done a Telstra Technician will then visit and install the remaining equipment to get your connection up and running.

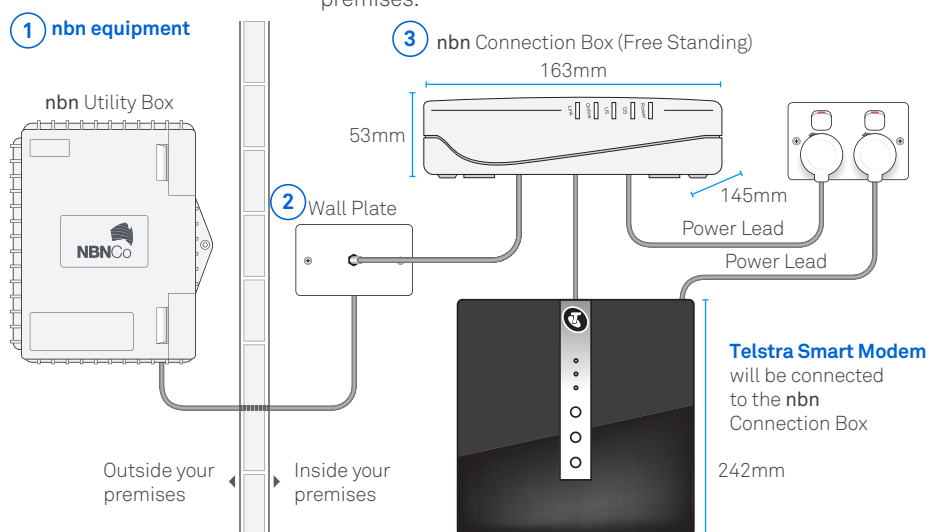
To help everything go smoothly, we want to provide you with everything you need to know to be ready, and what you need to do before and on the day of your nbn™ and Telstra appointments.

Your nbn equipment

If you don't already have nbn™ equipment installed in your business, we'll arrange an appointment with an nbn co technician to connect your premises to the nbn™ network.

The nbn technician will install either two or three pieces of equipment at your business:

1. nbn Utility Box installed on the outside of your building
2. nbn HFC wallplate inside your main business premises, if you don't already have one
3. nbn Connection Box installed inside your business premises.



For more information about the nbn equipment and what you need to know, visit www.nbn.com.au/learn/network-technology and view the preparation guide for your connection type - HFC

Getting ready for your appointments

Before your appointments

1. nbn™ co appointment

Where required, nbn co will install the following equipment at your business:

Inside your property

- nbn HFC Wall Plate (if you don't already have an existing cable wall plate).
- nbn Connection Box.

Outside your property

- nbn Utility Box (this may have already been installed by nbn co).

If your premises already has an existing cable wall plate, from either a broadband or Pay TV service via cable, the nbn co technician will use this location to install the nbn Connection Box.

If you don't have an existing wall plate, it's your decision where you have the nbn Connection Box installed. Choosing the right location is important, as it may impact where you can and can't receive Wi-Fi and the quality of the signal in your business.

Your nbn technician will advise if your desired location is not possible or if you'll need to pay extra for the installation. In some cases you'll need to get permission from your property manager, landlord or local council (if you're in a heritage listed building).

A standard nbn appointment includes cable up to the following lengths:

- 40 metres from the Utility Box to the nbn Connection Box (inside your business).

If your installation requires any additional work, the nbn co technician will get your approval before continuing. Any additional charges from nbn co will appear on your Telstra bill.

If you have a monitored fire alarm at your business premise, you will also need to register your equipment online at nbn.com.au/fireandlift or call 1800 227 300.

2. Telstra appointment

There's a couple of things you need to do before your Telstra technician arrives to install your Telstra services on the nbn network. These include:

- Ensure that you have received your new Telstra Gateway
- Arrange for your IT or phone support technician to be available onsite for the appointment.
- Decide on your preferred modem location - it should be as close as possible to the nbn Connection Box and a power point
- Ensure that any equipment you have that uses your phone line (fax, alarms, EFTPOS, PBX or firelines etc) is compatible with the nbn network. Please contact your equipment supplier to confirm compatibility.

On appointment day

1. nbn™ co appointment

The nbn technician will call you to tell you they are on their way. You will need to be available for the full appointment time slot and make sure:

- the nominated site contact and authorized representative on your account is on site and available to ensure equipment is installed where you want
- access to all work areas (including any required work permits). This includes all server and communications rooms for your business.

If you are not happy with the location of where the nbn technician is going to install the Connection Box, please contact your connection manager immediately.

2. Telstra appointment

On installation day

Your Telstra Technician will call when they're on their way. You will need to be available during the full appointment time slot and ensure the following:

- The nominated site contact and authorised representative on your account are on site and available during the appointment.
- Access to all work areas (including any required work permits). This includes server and communications rooms
- Any IT or phone support technicians are available on site
- Access to any service configuration emails that we've sent you
- Access to any relevant usernames and passwords.

Important information

If your installation requires any non-standard services or equipment, your technician will discuss your options and let you know any extra costs before commencing work.

If you provide your own gateway, you or your IT technician will be responsible for configuring and connecting it to the nbn network.

