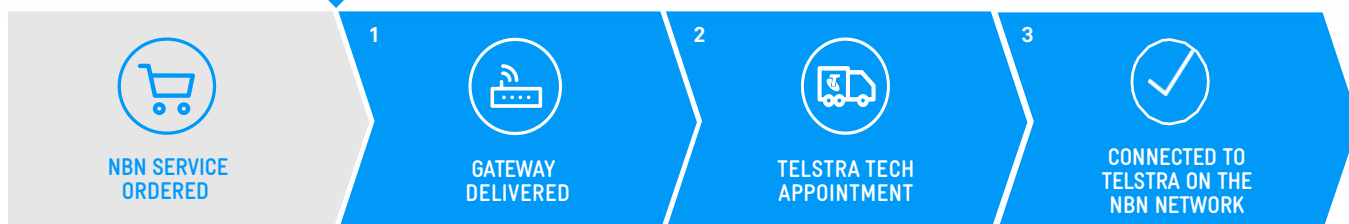


# Connecting your business to nbn™



YOU ARE HERE



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

## What's next

- 1) Your Telstra Business Smart Modem® will be delivered to your nominated address. Ensure you keep the equipment ready onsite for your Telstra Technician appointment.

If you haven't received your modem at least 3 days before your nbn appointment, contact your connection manager right away.

- 2) Your Telstra Technician will install your equipment and move your services to the nbn network.
  - a. Your broadband and phone services will be interrupted for approximately 20 minutes during your appointment.
  - b. We can forward all your calls to your nominated mobile number.

### Remember, you must have:

- Your nominated site contact or representative on site and available for the full appointment time.
- Access to all work areas (including any required work permits)
- Access to any service configuration emails that we've sent you, including any relevant usernames and passwords.
- Your IT or phone support person on site to assist with any complex equipment or network settings

For more information about the nbn things you need to know, visit [www.nbn.com.au/learn/network-technology](http://www.nbn.com.au/learn/network-technology) and view the preparation guide for your connection type - Fibre to the Basement (FTTB)

**Before connecting**, ensure that any equipment that uses your phone line (fax, alarms, EFTPOS, PBX and fire line etc) is compatible with the nbn network. Please contact your equipment supplier to confirm compatibility.

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](http://nbn.com.au/fireandlift) or call 1800 227 300.



### 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 modem, you or your IT technician will be responsible for the configuration and connecting it to the nbn network.