

Preparing for your connection to the nbn™ network



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SkyMesh





Thanks for switching to Australia's broadband network

You're only days away from
enjoying the benefits of Australia's
exciting new landline phone and
internet network.



Australia's
broadband
network

Connecting your home or business to the **nbn**[™] network

To help you to prepare for your upcoming installation appointment, have a read through this booklet for information about how your home or business will be connected to the **nbn**[™] network.

When you called to switch your landline phone and/or internet services to the **nbn**[™] network, your phone or internet provider will have made an appointment for an installer to come to your home or business and install the necessary equipment. Your installer should call you the business day before the scheduled installation to confirm the appointment time is still suitable.

What does the installation involve?

On the day, your installer will conduct a radio signal survey to make sure your home or business is able to receive a good quality fixed wireless service.

If you are able to receive a good quality signal your installer will mount an outdoor antenna on the roof of your premises. Then the installer will drill a small hole through your wall and feed the cable from the antenna into the **nbn**[™] connection box (also known as a Network Termination Device) which will be installed on an inside wall of your home or business.

Once your **nbn**[™] equipment has been installed and tested, **nbn** will need to complete additional network configurations before you are able to connect to your service, this should take no more than 24 hours. Once your phone or internet provider has also completed their set-up, you'll then be able to connect the devices you use to access the internet. For instructions on the best way to connect to the internet once your **nbn**[™] Fixed Wireless service has been installed, contact your service provider. It is likely existing ADSL and cable modems will not be compatible with the **nbn**[™] network, so you will need to check your equipment with your service provider, preferably ahead of the installation date.

Before your installation appointment

The best location for the **nbn**[™] connection box

You'll need to think about where you want the **nbn**[™] connection box to be installed.

Some ideal places are:

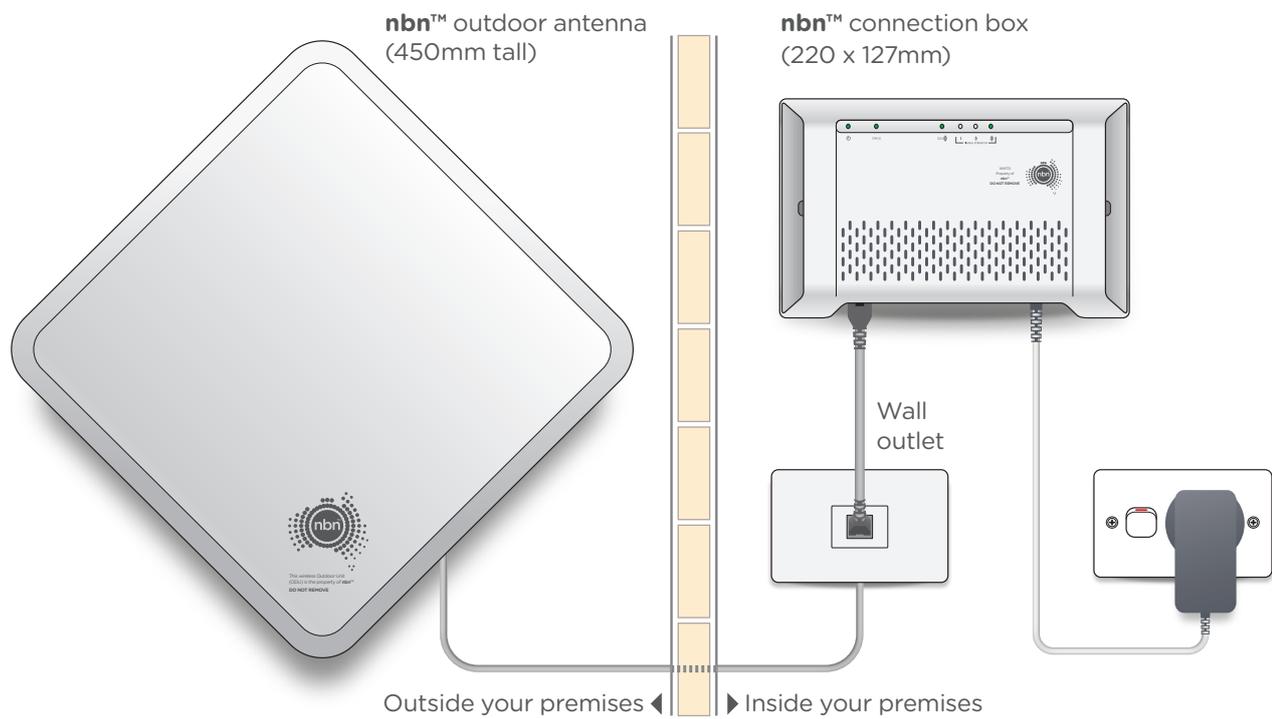
- Near an accessible power point
- In a cool, dry, ventilated area
- Away from busy areas where it may be knocked and damaged
- Near your existing landline phone or network cabling.

You'll also need to consider how you want to connect your devices inside the house – i.e. computers, smartphones, tablets, landline phones and internet TV boxes. Talk to your phone or internet provider before your installation date about options for in-premises networking, as this isn't included in the standard installation.

PLEASE NOTE: For safety reasons your data cables cannot extend outside or between buildings.



What does nbn™ Fixed Wireless equipment look like?



The **nbn™** connection box shown is designed for use inside the home and business. If your installation requires an external **nbn™** connection box your device will differ to the one shown above.



On the day of installation

When your installer arrives, check their ID before giving them access to your property. Your installer will discuss with you where the equipment is going to be installed. At least one standard installation option will be available at no charge.

Remember to keep these things in mind:

- Some locations might not be possible due to safety or other considerations such as the location of the existing telecommunications infrastructure.
- Make sure you advise the installer of any safety issues you are aware of on the property, like any known or suspected asbestos or asbestos-containing material on your property or if there have been any recent pest treatments on the property.
- Please also advise the installer if you're aware of any heritage requirements or restrictions that might be relevant.

Please talk to your installer if you'd like your installation done in a particular way - there may be associated charges in some circumstances. If your **nbn**[™] outdoor antenna installation is not going to be on your roof or eaves, it may require a custom installation and an appointment for a follow up visit by the installer.

Outside installation

The **nbn**[™] outdoor antenna will be installed on your premises in a location that has direct line-of-sight to an **nbn**[™] Fixed Wireless facility.

Generally, we will install the antenna either with a mounting from under the eaves of your roof or on the roof itself. If neither of these locations provide direct line-of-sight to the **nbn**[™] Fixed Wireless facility, your installer may look for another suitable location.

Once the location for the antenna is selected your installer will conduct a radio signal survey to ensure your premises is able to receive a good quality fixed wireless service. If that survey does not confirm that you can receive a service of the right strength, we will not be able to proceed with the installation and you will need to talk to your phone or internet provider to investigate other connection options.

The installer will have ladders and other equipment to carry out both the radio survey and the installation.



The nbn™ outdoor antenna will be attached to your premises in one of these ways:



Inside installation

The **nbn**[™] connection box is wall-mounted and has four Ethernet ports that can deliver your internet data.

The installation will require a cable to be run between the **nbn**[™] outdoor antenna and the **nbn**[™] connection box inside your house. Generally this requires drilling a small hole in your external wall to pass through the cable.

To access the location where you want the equipment installed, some furniture may need to be moved around. We'll need to drill a hole through your wall, as well as some other holes to mount the equipment, so be prepared for a small amount of drilling noise and dust - but we'll clean it up afterwards.

Your installer may also need to turn off your electrical power for a short time. However, they'll discuss this with you beforehand to make sure this won't impact critical electrical equipment, such as medical devices.

How long will it take?

Installations normally take two to four hours. If you would like your installation done in a particular way please discuss this with your installer as this may take longer.

What's supplied in your installation?

nbn supplies:

- **nbn**[™] outdoor antenna
- **nbn**[™] connection box
- Cable between the **nbn**[™] outdoor antenna to the **nbn**[™] connection box

This equipment remains the property of **nbn**. Our boundary of responsibility stops at the data (UNI-D) ports on the **nbn**[™] connection box. From there, the service on that port is the responsibility of your phone and internet provider. All other cables and equipment are the responsibility and property of you or your phone or internet provider.

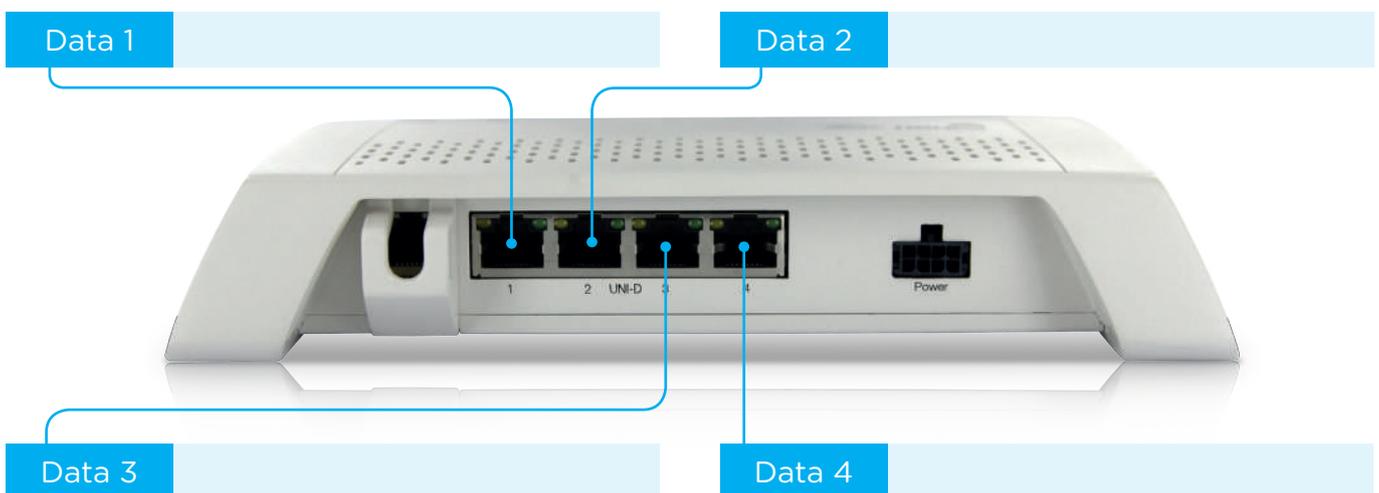
Installation approval

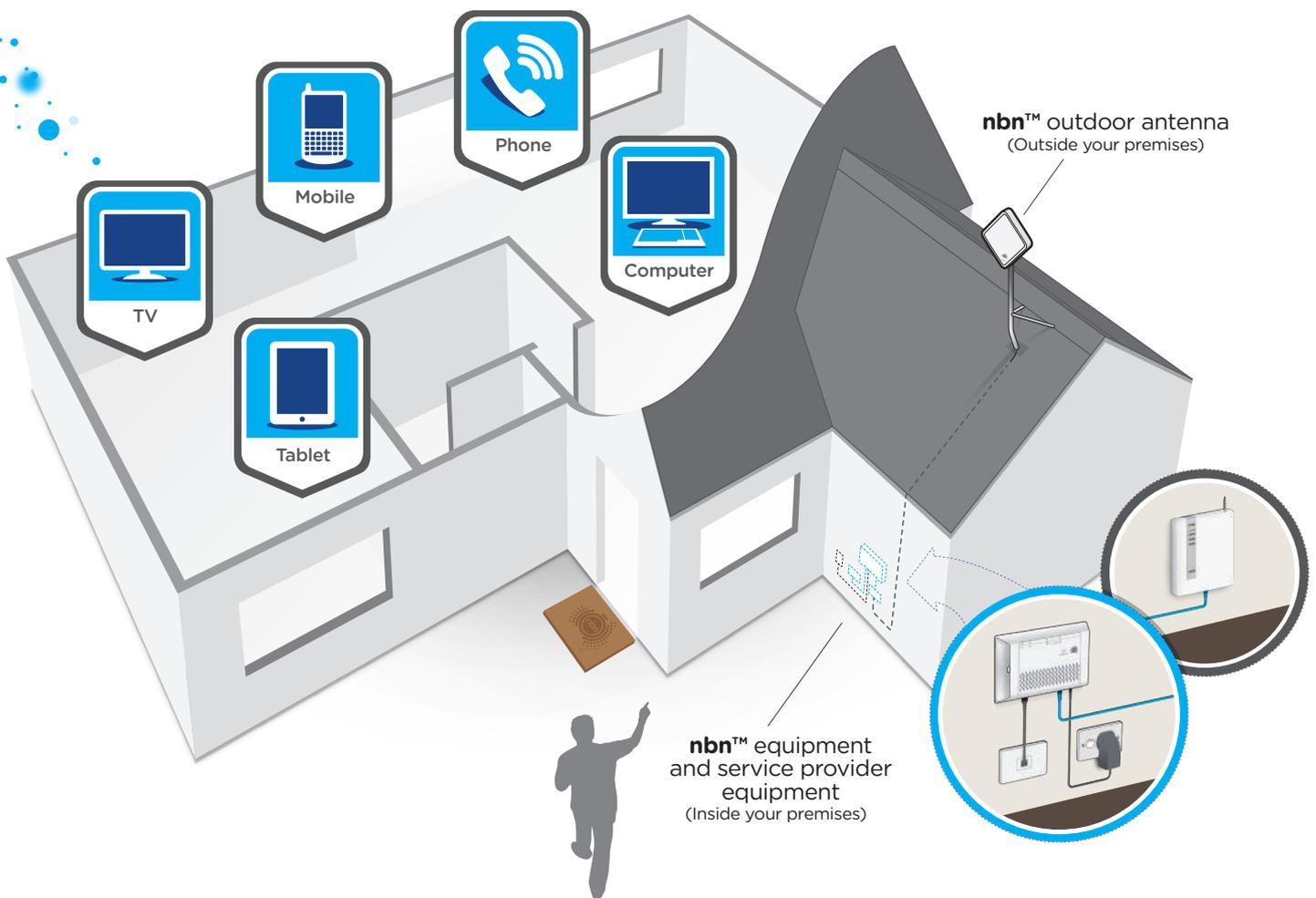
Your installer will take before and after photographs of the installation, and ask you to sign a form giving your approval of how the installation will be done. This is to provide you with assurance that the installation will be done to your satisfaction, and your premises returned to the way you'd like it, before the installer leaves.

Connecting your equipment

The **nbn**[™] connection box has four data ports on the back of it. Each service you subscribe to will be allocated to a specific port on your **nbn**[™] connection box. Your phone or internet provider can tell you which ports have been activated in your **nbn**[™] connection box. Please don't plug things into ports other than the one your installer advises, as the other ports will be inactive.

You can keep a record of which ports have been activated in your **nbn**[™] connection box using the diagram below.





FAQs

Do I need to be there for the installation?

You, or your authorised representative (someone you trust who is over 18), needs to be there for the whole appointment, to let the installer in, and agree where the **nbn™** equipment should be located.

How much will the installation cost?

Currently at least one installation option will be available at no charge for your premises. If you would like your installation done in a particular way please discuss this with your installer as there may be charges associated.

Can the weather affect my installation?

Yes, adverse weather conditions may make installation unsafe for the installer. If weather prevents us safely installing your equipment we'll arrange to reschedule your installation for another day.

If I get poor mobile reception won't I get a poor fixed wireless connection?

No, we are building a completely separate fixed wireless network. Poor quality mobile reception is not an indication of what you will experience on the **nbn™** Fixed Wireless service.

Do I need to get a separate supplier for the internal wiring?

Your installer won't undertake internal wiring tasks and permanent cabling through wall, floor or ceiling cavities beyond the **nbn™** connection box. This must be done by a licensed cabler registered with an Australian Communications and Media Authority (ACMA) accredited industry registrar. Your phone or internet provider may be able to recommend a registered cable installer in your area.

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Will there be any interruption to my existing landline phone and internet service?

No. Your existing copper line or equivalent service will not be altered or changed by the **nbn™** Fixed Wireless installation at your premises. However the **nbn™** Fixed Wireless service does enable new landline phone connections to be made via the data port and your phone or internet provider may offer that landline phone service as well as broadband.

Will my existing monitored alarm work over the **nbn™ network?**

In fixed wireless areas, connection to the **nbn™** network will not alter or affect your copper line phone connection so a monitored alarm running over the copper network will not be affected. However the **nbn™**

Fixed Wireless service does enable new landline phone connections to be made via the data port and your phone or internet provider may offer that landline phone service as well as broadband. If you have a monitored alarm in a fixed wireless area **nbn** recommends that you continue to run that alarm over the existing copper network.

Once on the **nbn™ network, will I be able to use the landline phone if my power fails?**

Connection to the **nbn™** network will not alter or affect your copper line phone connection in a **nbn™** Fixed Wireless area. It is important to note that internet and landline phone services that use the **nbn™** Fixed Wireless network will not work during power outages.

Can I run everything on a Wi-Fi network?

It's possible to run most services over a Wi-Fi network, but if for any reason you find Wi-Fi limiting, there are other options. You should talk to the installer, your internet service provider or a registered cable installer about the best way to connect other services inside your premises.

Do I need to install any cables and outlets?

Most services can be run over a Wi-Fi network, but you may prefer to have cabled connections for things like internet TV (IPTV), data and/or landline phone outlets. You can arrange for any cable installer registered with an ACMA accredited industry registrar to install points. Alternatively, you can wait until you and your installer have agreed on the location of your **nbn™** connection box. You can arrange to have as many internal home network points as you like, but these will not be included in a standard installation.

What if the installer damages my property?

Your installer will take appropriate care on your premises during the installation, however in the unlikely event any damage is caused you can contact **nbn** on 1800 687 626.

What do I do if I can't attend the appointment?

If you can't be there on the day of your appointment, you can either reschedule with your phone or internet provider, or ask someone you trust who is over 18 to give access to all areas of your premises and make decisions about the installation for the installer.

Remember that if you authorise someone else to be present on your behalf for your appointment they will need to make decisions including where the **nbn™** outdoor antenna and the **nbn™** connection box should be installed. If you decide later to change the location of the equipment, charges may apply.

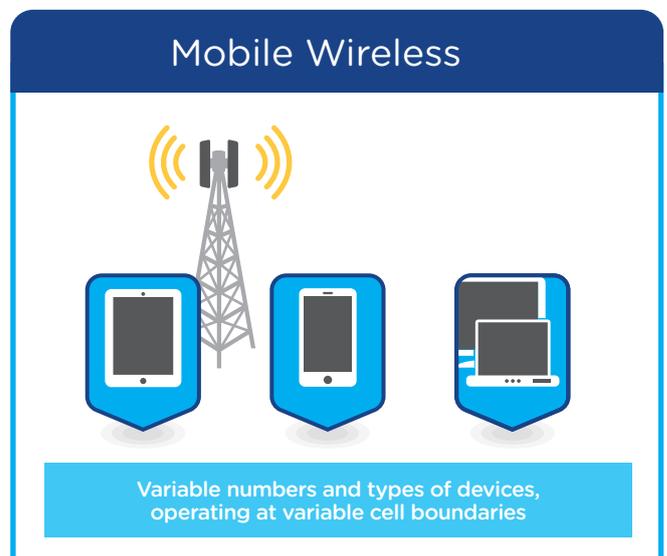
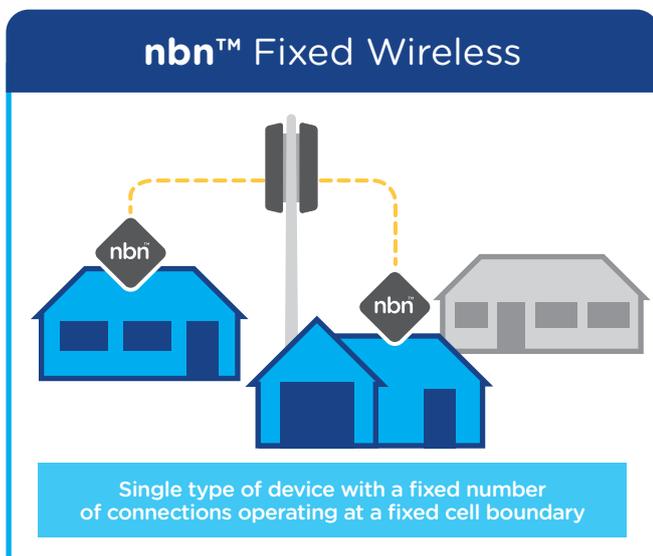
Are the radiation levels emitted from the **nbn™** outdoor antenna safe?

The **nbn™** outdoor antenna uses radio waves and operates within levels that comply with Australian standards. When working in the vicinity of the **nbn™** outdoor antenna the radio waves can be disabled by turning off the **nbn™** connection box located inside your house.

What's the difference between **nbn™** Fixed Wireless and mobile wireless?

The **nbn™** Fixed Wireless network uses advanced technology commonly referred to as LTE or 4G, is engineered to deliver services to a fixed number of premises within each coverage area.

This means that the bandwidth per household is designed to be more consistent than mobile wireless, even in peak times of use. Unlike a mobile wireless service where speeds may be more affected by the number of people, the speed available in a fixed wireless network is designed to remain relatively steady.



Your connection checklist

- Authorisation.** I've arranged for myself (or an authorised representative over 18) to be there for the whole appointment
- Consent.** I have my landlord's consent for the installation (if required)
- Understanding.** I understand that a normal installation appointment might take up to four hours
- Consideration.** I have considered where I would like my **nbn™** equipment to be positioned in my premises
- Check.** Check with your device provider and my phone and internet service provider that any devices I rely on will work on the new **nbn™** network-based service.

Deaf, hearing or speech impairment services

If you are deaf or have a hearing or speech impairment, contact us through the National Relay Service:

TTY phone **1800 555 677** and enter **1800 687 626**

Speak and Listen users phone

1800 555 727 and enter **1800 687 626**

Internet relay users connect to www.iprelay.com.au/call and enter **1800 687 626**

Translating or interpreting services

If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on **131 450**. Visit nbn.com.au/translation for information in the following languages:

Arabic	العربية	Macedonian	Македонски
Chinese (Traditional)	中文繁體	Polish	Polski
Chinese (Simplified)	中文简体	Samoan	Gagana fa'a Sāmoa
Croatian	Hrvatski	Serbian	Српски
Filipino	Pilipino	Sinhalese	සිංහල
Greek	Ελληνικά	Spanish	Español
Hindi	हिन्दी	Sudanese Arabic	بالعربي السوداني
Italian	Italiano	Turkish	Türkçe
Korean	한국어	Urdu	اردو
Khmer	ខ្មែរ	Vietnamese	Tiếng Việt

For more information

1800 687 626 | nbn.com.au | info@nbn.com.au

Need further assistance?

Call: **1300 759 637**

Email: sales@skymesh.net.au



Don't want to wait on hold? Request a callback!

SMS "CALLBACK" to **0458759637**

For Sales or Accounts SMS:

"CALLBACK SALES" OR "CALLBACK ACCOUNTS"



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Disclaimer: This document provides general information about the technical requirements for connecting to the **nbn™** network and is correct as at June 2015. 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.