

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.

nbn: FTTP - Fibre to the Premises. Your next steps with Telstra on nbn

Thanks for choosing to connect to the nbn network with Telstra. 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.

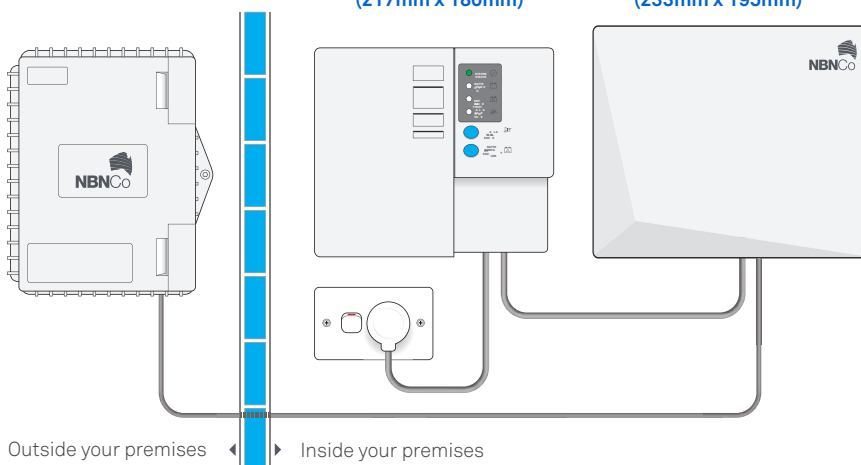
Your nbn equipment

nbn co will install either two or three pieces of equipment at your business. These are:

1 nbn Utility Box

3 Power Supply Unit (217mm x 180mm)

2 nbn Connection Box (233mm x 195mm)



1. **nbn Utility Box** installed on the outside of your building.

2. **nbn Connection Box** is installed inside your main business premises.

3. **Power Supply Unit** may be installed inside your main business premises depending on what Telstra service you are taking up.

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 - FTTP

Getting ready for your appointments

Before your appointments

1. nbn™ co appointment

You need to choose where you want the nbn equipment installed. But please consider the following requirements first:

The nbn Utility Box

- Choose a place outside your building, in an accessible location, off the ground and clear of obstructions.
- nbn co will provide up to 60 metres of cabling from the street to Utility Box. The location may be restricted due to the location of the existing telecommunication cable connecting your premises.

The nbn Connection Box

- Choose a place inside within 40 metres of the Utility Box. Be on the inside surface of an exterior wall or a wall which is easily accessible for cabling the fibre.
- Must be within 3 metres of a power point.
- Place it close to where you want your modem – in a well ventilated space, away from extreme temperatures, dampness, steam, dirt or dust.

Important information

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 (if you're in a heritage listed building).

To help choose a location for your nbn equipment, go to telstra.com/nbn-business-templates and print life-size templates of the equipment.

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. They include:

- If ordered, ensure you have received your new Telstra hardware
- 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 authorised 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

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:

- Your new Telstra hardware is available on site
- The nominated site contact and authorised representative on your account are on site and available during your appointment(s)
- 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 modem, you or your IT technician will be responsible for configuring and connecting it to the nbn network.

