

# 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.

## Fixed wireless – what happens next

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

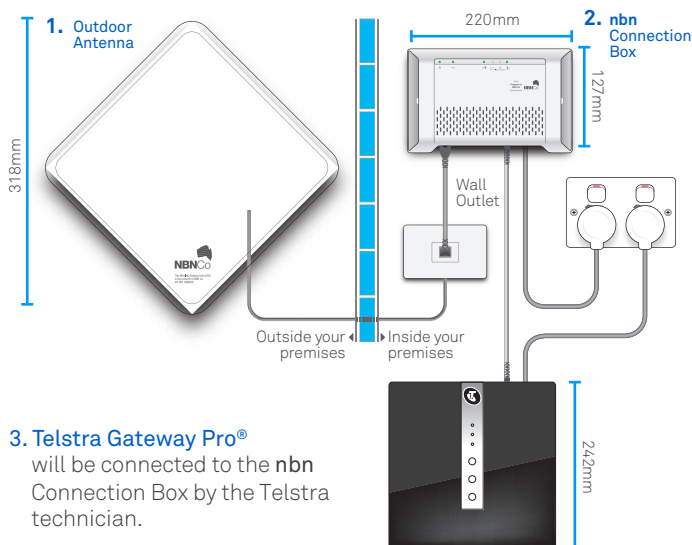
Shortly, a technician from nbn™ will visit your premises and install the necessary equipment to get you connected. Once that's done, a Telstra technician will visit your premise and install the remaining equipment to get your connection up and running.

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

1. **nbn Outdoor Antenna** installed on the roof of your premises.
2. **nbn Connection Box** installed inside your premises with a cable running between the outdoor antenna and the connection box.



3. **Telstra Gateway Pro®** will be connected to the nbn Connection Box by the Telstra technician.

For more information about the nbn equipment and what you need to know, visit [www.nbn.com.au/learn/network-technology](http://www.nbn.com.au/learn/network-technology) and view the information for your connection type - Fixed Wireless

# Getting ready for your appointments

## Before your appointments

### 1. nbn™ co appointment

You need to decide where you would like your nbn equipment installed. Please consider the following requirements:

#### The nbn Connection Box

- The nbn Connection Box must be within 1.5 to 3 metres of a power point.
- Choose a well ventilated space, away from extreme temperatures, dampness, steam, dirt or dust.
- Ideally the nbn Connection Box and Gateway should be within close proximity.

Weather conditions may prevent nbn co from completing installation and may result in a reschedule.

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) before the installation can be completed.

#### Important information

If an outdoor antenna is required, the nbn co technician will install it on your roof where it has the best direct line-of-sight to the nbn co base station. If a good location on your roof cannot be found, the nbn co technician may look for another suitable location on your premises.

If the nbn co technician cannot get a sufficient signal strength, they won't be able to proceed with the installation and we will contact you to discuss alternatives.

To help choose a location, and for more information about the nbn equipment and the installation process, go to [nbn.com.au/learn/network-technology](https://nbn.com.au/learn/network-technology) and select Fixed Wireless.

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

### 2. Telstra appointment

There are 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 and 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

The nbn co technician will run a cable (up to 100 metres) between the nbn Connection Box inside your premises and the antenna on your roof.

### 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.

