

Connecting your business to nbn™



YOU ARE HERE



NBN SERVICE ORDERED



NBN CO APPOINTMENT (if applicable)



GATEWAY DELIVERED



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's 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. If needed, a technician from nbn™ will visit your premises and install some equipment. Once that's done a Telstra Technician will visit your premises and connect your services to the nbn network.

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.

In premise setup

Once the installation is complete, your nbn network setup should look similar to this. Depending on your order circumstance, the nbn™ Network Connection Device (NCD) may be installed by either the nbn™ or Telstra technician.



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

Getting ready for your appointments

Before your appointments

1. nbn™ co appointment (if required)

If your premises already has existing telephone outlets, from either a broadband or voice service, the nbn network service will be installed on one of these telephone outlets.

If you don't already have an existing telephone outlet, it's your decision where you have the telephone outlet 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 Telstra modem will also need to be installed in this location, or additional cabling may be required.

Your nbn co technician will advise if your desired location is not possible or whether 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 co appointment includes cable up to the following lengths:

- 40 metres from the Utility Box to the nbn network telephone outlet (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 few things you need to do before your Telstra Technician arrives to install your Telstra services on the nbn network. These include:

- If ordered, ensure you have received your 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 Network Connection Device (NCD) to avoid additional cabling costs.
- 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 (if required)

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 are on site and available to ensure equipment is installed in a preferred location
- access to all work areas (including any required work permits). This includes any server and communications rooms.

The nbn co technician will complete work outside the premises to connect your existing cabling to the nbn network.

They will also require access inside your premises to connect and test an nbn Network Connection Device (NCD) which is required to connect to the nbn network. During this time you may experience a temporary outage to your services.

The nbn technician will reconnect your existing services before leaving and will leave the NCD unplugged - the Telstra Technician will connect this in your next appointment.

2. Telstra appointment

The Telstra technician will call when they're on their way. You will need to be available and on site for the full time slot and ensure the following:

- Your new Telstra hardware is onsite
- the nominated site contact and authorised representative on your account on site and available during your appointment
- Any IT, phone support or technical persons are available on site
- access to all work areas (including any required work permits). This includes server and communications rooms.
- access to any service configuration emails that we've sent you
- access to any relevant usernames and passwords.

The Telstra technician may install and connect both the NCD and the Telstra Business Smart Modem to complete your service activation on the nbn network.

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 are responsible for configuring and connecting it to the nbn network.

