



CONNECTING YOUR BUSINESS TO THE NBN™ NETWORK

YOUR GUIDE TO FIXED WIRELESS
EQUIPMENT INSTALLATION

IT'S IMPORTANT TO
UNDERSTAND HOW
NBN™ EQUIPMENT
WILL BE INSTALLED
AT YOUR PREMISES

FIXED WIRELESS – WHAT'S NEXT

Thanks for choosing Telstra on the **nbn™** network. Now that you've placed an order, we'll organise for an **nbn** technician to visit your premises and install all the necessary equipment. Once that's done a Telstra technician will then also come out and get you up and running.

To help everything go smoothly, this document provides you with what you need to know in preparation for your Telstra and **nbn** technician appointments, and what you need to do on the days of installation.

YOUR NBN™ EQUIPMENT

nbn co will install an antenna and **nbn** connection box at your premises. Telstra will then install and connect your device.

1. nbn outdoor antenna

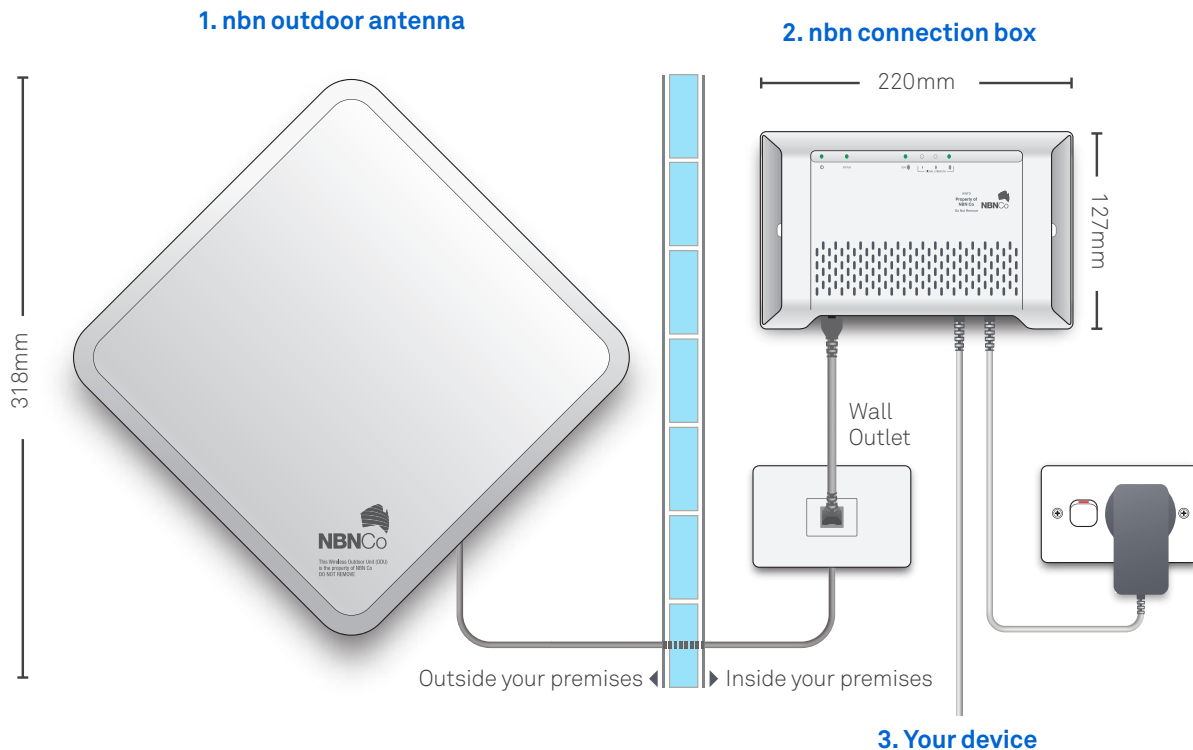
Installed on the roof of your premises.

2. nbn connection box

Installed inside your premises with a cable running between the outdoor antenna and the connection box. This box is wall-mounted and has four ethernet ports that deliver internet data.

3. Your device

Will be connected to the **nbn** connection box.



> For more information please read the installation guide, available online in the Support section at telstra.com/enterprise

IMPORTANT INFORMATION

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

The technician will perform a signal strength survey to ensure that you can receive a good quality signal. If the technician cannot get a sufficient signal strength, we won't be able to proceed with the installation and will contact you to discuss alternatives.

Afterwards, the technician will run a cable (max. 100 metres) between the **nbn** connection box inside your premises and the antenna on your roof.

Your **nbn** 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).


The **nbn** installation appointment could take anywhere from a few weeks to a few months after placing your order with us. Subject to **nbn** installer availability.

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.

Please note: The line speed of services provided over Fixed Wireless can be effected by changes in the signal reception which could be caused by any interference with in building cabling, line-of-sight interference, the weather and other wireless signals.

If at any stage you need our advice or need to reschedule (one business day notice required), please contact your Telstra Account Executive on 1300 Telstra (1300 835 787).



-  contact your Telstra account executive
-  call 1300 telstra (1300 835 787)
-  telstra.com/enterprise

© 2016 Telstra Corporation Limited. All rights reserved. The spectrum device is a trade mark of Telstra Corporation Limited.
™ and ® are trade marks and registered trade marks of Telstra Corporation Limited ABN 33 051 775 556.
nbn™, nbn co and other nbn™ logos and brands are trade marks of nbn co limited and used under licence.
The spectrum device and ™ and ® are trade marks and registered trade marks of Telstra Corporation Limited, ABN 33 051 775 556.