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GETTING IT RIGHT

PREPARING FOR YOUR NBN APPOINTMENT

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EVERYTHING YOU NEED TO KNOW ABOUT YOUR NBN CONNECTION

Thanks for choosing Telstra to provide your services on the NBN. As outlined by your Telstra NBN Specialist, there are a number of things you can do to prepare for your NBN Co and Telstra appointments.

Preparing for your NBN Co appointment

As part of completing your connection to the NBN, NBN Co need to install two pieces of equipment at your home.

- NBN Utility Box – installed on the outside of your property.
- NBN Connection Box – installed within your home and the piece of equipment which your home phone and broadband service is connected to.

Once NBN Co complete the installation of these two boxes, if you've selected to have a professional install a Telstra Technician will visit to get your home phone, broadband and entertainment services up and running.

Having the NBN boxes installed in the right place is critical

NBN Utility Box

An NBN Co standard installation allows for 60 metres of cabling from the street to where the Utility Box is placed on the outside of your home. The NBN Utility Box should be placed in a location easily accessible, off the ground, and clear of obstructions.

NBN Connection Box

Where the NBN Connection Box is installed within your home directly impacts the performance that you can expect from your connection. An NBN Co standard installation allows for 40 metres of cabling from the Utility Box on the outside of your home to where the NBN Connection Box is installed within your home.

Factors to consider when choosing the location:

- requires power and must be located within 3 metres of a 240V power point
- to ensure your service performs at its best the NBN Connection box should be located as close as practical to where your main internet connection or telephone point is currently located
- the NBN Connection Box emits light so **should not** be placed within a bedroom
- the NBN Connection box **should not** be located within an out building, garage, wet area or hard to reach location. Additional charges will apply for cabling to get your services working from these locations.

Ideal location for NBN Equipment



You have a choice where the NBN Connection Box is installed within your home. To avoid doubt please place the **NBN Connection Box template** (enclosed) in the location you'd like NBN Co to install the NBN Connection Box.

NBN Co Appointment Day

Telstra will organise for NBN Co to install the NBN Utility Box and NBN Connection Box at your home. On the day of the appointment an authorised representative must be present for NBN Co to commence work and to ensure that the NBN Utility Box and NBN Connection Box are installed in your preferred locations.

When your NBN Co Installer arrives, you should discuss your preferred location of the NBN equipment upfront. As part of the standard installation, up to 60 metres of cabling for the NBN Utility Box and a further 40 metres of cabling for the NBN Connection Box is included. This should help inform your discussion. If you have concerns about where the NBN Installer is proposing to place the equipment, please contact your dedicated Telstra NBN Case Manager on **1800 056 962** whilst the Installer is present.