



**NBN Fibre Connect  
for your Business.**



# Upgrading your NBN access type with Telstra

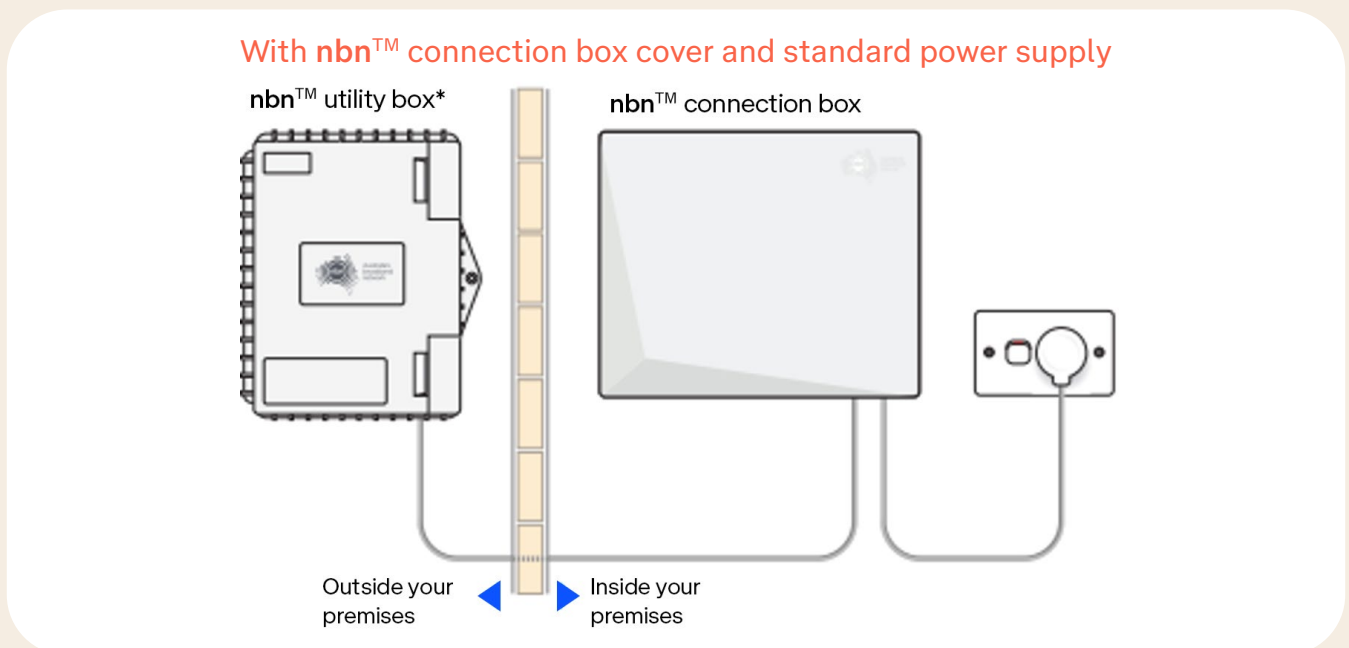
NBN Co continues to proactively upgrade the broadband network nationally to enhance business' end user experiences.

NBN Co are upgrading your Access Technology to Fibre to the Premise (FTTP). FTTP should improve the reliability of your service and give you the option of faster speeds.

This document lists the steps a Service Technician(s) must follow to install FTTP and migrate your voice and data services from their existing carriage to Fibre to the Premises (FTTP). It also contains information about the steps you will need to take and when.

## Your NBN equipment

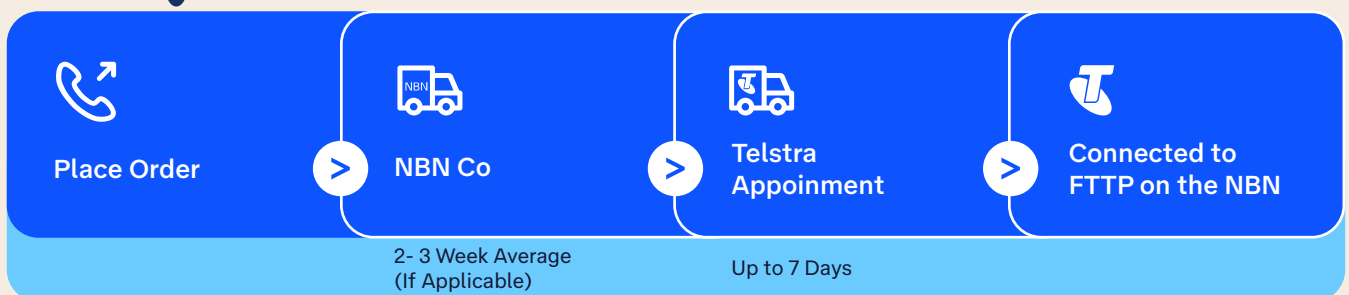
NBN Co will install two pieces of equipment at your business, if required. These are:



1. NBN Utility Box installed on the outside of your building.
2. NBN Network Connection Box installed inside your main business premises.

You are here

## The connection process



In rare scenarios, The NBN Co installation appointment may take anywhere from a few weeks to a few months after placing your order with us subject to NBN Co availability and complexity of installation. Your Telstra representative will keep you informed of upcoming appointment timelines.



# Getting ready for your appointments

## NBN Co Pre-Installation

NBN Co will perform preliminary activity to get your site ready for your Fibre Upgrade. In most cases, this visit will take on average between 45 minutes to 1.5 hours. Please keep in mind that complex connections may take longer. **You do not need to be present for this visit.**

## 1. NBN Co Appointment

### Before installation day (if required)

If applicable, the NBN FTTP Network Communication Box will need to be installed as close as possible to your existing Telstra Smart Gateway Device.

Things to consider 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

##### Must:

- Be within 3 metres of a power point.
- Capture the location of your existing hardware.
- Be as close as possible to your existing Smart Gateway Device – in a well-ventilated space, away from extreme temperatures, dampness, steam, dirt, or dust.

In the event where additional Internal cabling within the premise is required, this would need to be completed by an ACMA Approved Licensed Cabler at your own expense before the Planned Telstra Appointment.

### On installation day (if required)

Your NBN Co installer will call to let you know they're on their way. In most cases, this appointment will take between 3 to 4 hours. Please note it could take longer for complex connections.

Please make sure there is an authorised person over the age of 18 to be present and available during your appointment(s) to ensure equipment is installed where you want. Access to all work areas (including any required work permits).

## 2. Telstra Appointment

### Before Migration Day

There's a couple of things you need to do before your Telstra Technician arrives to migrate your Telstra services over to FTTP. They include:

- Any additional cabling requirements are completed prior to the Telstra Technician arriving on site.
- Contact any 3<sup>rd</sup> party vendor you may have to advise when Telstra will be out to migrate your services, they may be required on the day. These may include your IT department or your external vendor who manage your network needs.

### On Migration Day

Your Telstra Technician will call when they're on their way. Please allow around 4 to 5 hours for your appointment. Remember, you must have:

- An authorised person over the age of 18 to be present and available during your appointment(s).
- Access to all work areas (including any required work permits) this may include site inductions.
- Any third party vendor to either be present on the day and/or be contactable remotely for further testing if required.

### Important information relating to your Telstra Appointment(s)

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 router, you are responsible for configuring and connecting it to the NBN.

### Important information relating to your nbn Appointment(s)

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

To help choose a location for your NBN equipment, go to [telstra.com/nbn-business-templates](https://www.telstra.com/nbn-business-templates) and print life-size templates of the equipment.

If at any stage you need our advice or need to reschedule (24 hours' notice required), please contact your Telstra Project Manager.

