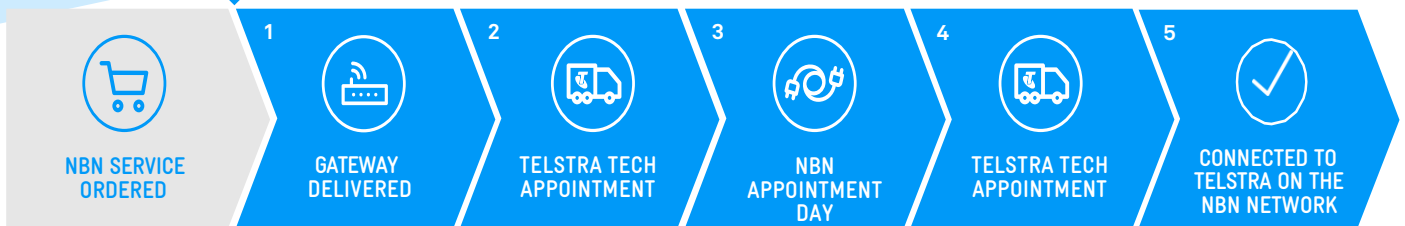


Connecting your business to nbn™



YOU ARE HERE



The connection process may differ depending on your individual circumstances. D'YUgYfYZf h: nci f CfXYf 7cbZjfa Uh]cb Ya Uj' Zcf' nci f Uddc]bha YbhXYHUJ' g'

What's next

- 1) Your Telstra Business Smart Modem® will be delivered to your nominated address.

If you haven't received your modem at least 3 days before your nbn appointment, contact your connection manager right away.
- 2) If required, a Telstra technician will install your equipment and get your service ready for the **nbn** network.
 - a) Please allow up to 1 hour for this appointment
 - b) Your broadband and phone services will be briefly interrupted while the modem is being connected.
- 3) On your **nbn** appointment day, your broadband service will be interrupted for approximately 20 minutes while **nbn** change the service. Please refer to your appointment details to check if you need to be on site at this time.
- 4) Telstra Technician will complete the installation of your phone service to the nbn network.
 - a) Ensure your nominated site contact and authorised representative is present on site and available for the full appointment.
 - b) Your broadband and phone services will be interrupted for approximately 30 minutes during your appointment.
 - c) You will need your IT and phone support technician on site for this appointment.
- 5) You're now connected to the **nbn** network. Your voice services will only work through your equipment which is plugged into the Telstra modem.

For more information about the nbn things you need to know, visit www.nbn.com.au/learn/network-technology and view the preparation guide for your connection type - FTTN

Ensure that any equipment that uses your phone line (fax, alarms, EFTPOS, PBX or ZjFY]bY etc) is compatible with the **nbn** network. Please contact your equipment supplier to confirm compatibility .

Znci \Uj Y'U'a cb]rcfYX ZjFY U'Ufa 'Uhmci fVi g]bYgg premise, you will also need to register your equipment online at nbn.com.au/fireandlift or call 1800 227 300.



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.

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