

Connecting your business to nbn™



The connection process may differ depending on your individual circumstances.

What's next

- Your Telstra Business Smart Modem™ will be couriered to your Business premises. Ensure you keep the equipment ready for you to install.
- You will need to install your equipment and get your service ready for the **nbn** network.
- Please install the modem before the **nbn** appointment day.
- On your **nbn** co appointment day, your broadband service will be interrupted for approximately 20 minutes while **nbn** co change the service. Please refer to your appointment details to check if you need to be on site at this time.
- Once **nbn** co have completed their appointment your broadband and voice services should cut over to the **nbn** network. Please refer to the installation instructions that were delivered as part of your self install kit.
 - a) Please allow around 4 to 5 hours for your appointment.
 - b) Once your **nbn** appointment is complete, remember to ensure that your phone/s are connected to the modem as per instructions provided in the self install kit.
 - c) We can forward all your calls to your nominated mobile number.

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



Important information

As you opted for self installation, a Telstra Technician won't come to your premises but call us on 1800 531 950 if you have any questions.