Thanks for choosing to connect to the nbn network with Telstra. Now that you’ve placed your order, we’ll organise for nbn co to visit your premises and install all the necessary equipment. Once that’s done a Telstra Technician will then also come out and get your nbn connection up and running.

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

Your nbn equipment
nbn co will install either two or three pieces of equipment at your business. These are:

1. **nbn Utility Box** installed on the outside of your building.
2. **nbn Connection Box** is installed inside your main business premises.
3. **Power Supply Unit** may be installed inside your main business premises depending on what Telstra service you are taking up.

The connection process may differ depending on your individual circumstances.

The nbn co installation appointment could take anywhere from a few weeks to a few months after placing your order with us. Subject to nbn co availability.
Getting ready for your appointments

1. nbn™ co appointment

Before installation day
You choose where nbn co installs your equipment. But please consider the following requirements 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
- Choose a place inside within 40 metres of the Utility Box. Be on the inside surface of an exterior wall or a wall which is easily accessible for cabling the fibre.
- Must be within 3 metres of a power point.
- Place it close to where you want your router – in a well ventilated space, away from extreme temperatures, dampness, steam, dirt or dust.

You need to decide where you would like your nbn equipment installed.

On installation day
Your nbn installer will call to let you know they’re on their way. Please allow around 4-5 hours for your appointment, and make sure there is:
- An authorised representative on your account on site and available during your appointment(s)
- Access to all work areas (including any required work permits)

Important information
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 (if you’re in a heritage listed building).

To help choose a location for your nbn equipment, go to telstra.com/nbn-business-templates and print life-size templates of the equipment.

2. Telstra appointment

Before installation day
There’s a couple of things you need to do before your Telstra Technician arrives to install your Telstra services on the nbn network. They include:

- Decide on your preferred router location (it should be as close as possible to the nbn Connection Box and a power point)
- Ensure that any equipment you have that uses your phone line (fax, alarms, etc) is compatible with the nbn network. Please contact your equipment supplier to confirm compatibility.

On installation 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 representative on your account on site and available during your appointment(s)
- Access to all work areas (including any required work permits)
- Access to any service configuration emails that we’ve sent you
- Access to any relevant usernames and passwords.

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. If you provide your own router, you are responsible for configuring and connecting it to the nbn network.