

National  
Broadband  
Network



# Preparing for the NBN **Fixed Wireless Connections**

April 2014



**NBNCo**  
Bringing broadband to life



# Thanks for switching to the National Broadband Network (NBN)

You're only days away from enjoying the benefits of high-speed broadband

To help you to prepare for your upcoming installation appointment, have a read through this booklet for information about how your home or business will be connected to the NBN.

## Connecting your home or business to the NBN

When you called to switch your phone and/or internet services to the NBN, your service provider will have made an appointment for an NBN installer to come to your home or business and install the necessary equipment. Your installer should call you the business day before the scheduled installation to confirm the appointment time is still suitable.

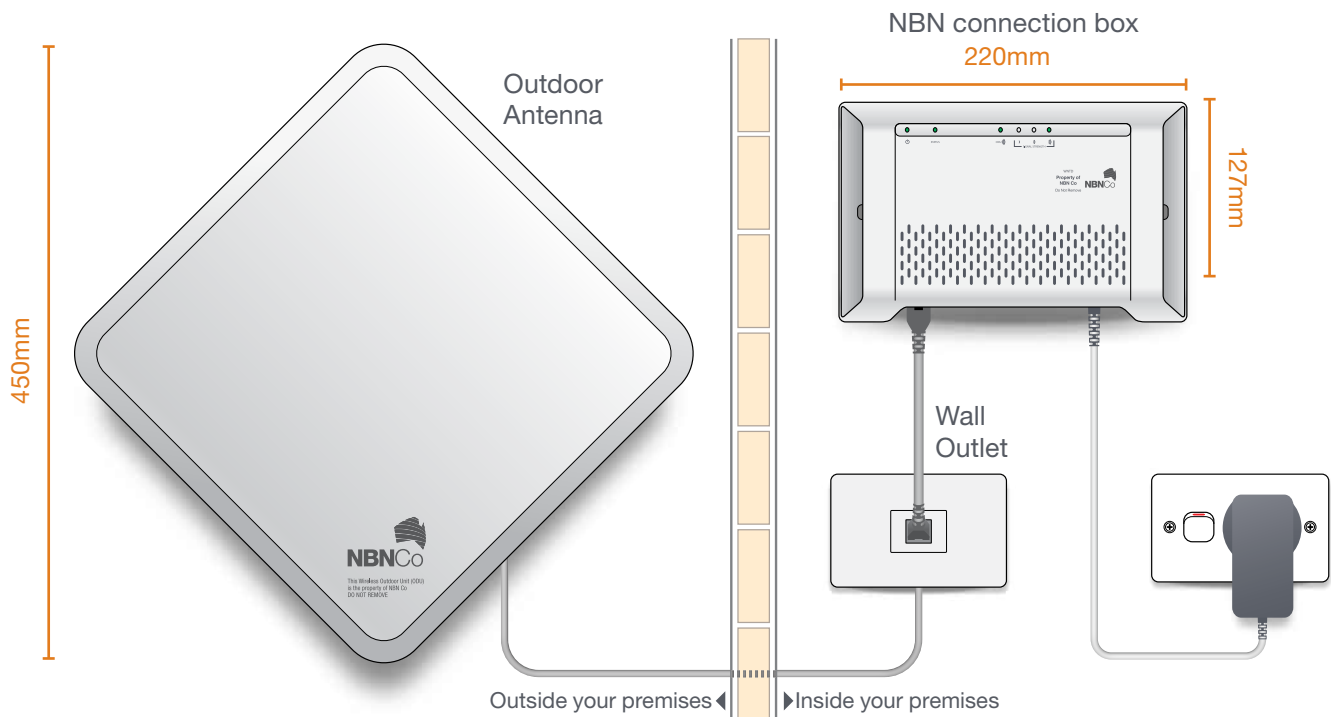
## What does the installation involve?

On the day, your installer will conduct a radio signal survey to make sure your home or business is able to receive a good quality fixed wireless service.

If you are able to receive a good quality signal your installer will mount an Outdoor Antenna on the roof of your premises. Then the installer will drill a small hole through your wall and feed the cable from the antenna into the NBN connection box (also known as a Network Termination Device) which will be installed on an inside wall of your home or business.

Once your NBN equipment has been installed and tested NBN Co will need to complete additional network configurations before you are able to connect to your service, this should take no more than 24 hours. Once your service provider has also completed their set-up, you'll then be able to connect the devices you use to access the internet. For instructions on the best way to connect to the internet once your NBN fixed wireless service has been installed, contact your service provider. It is likely existing DSL and cable modems may not be compatible with the NBN, so you will need to check your equipment with your service provider, preferably ahead of the installation date.

## What does NBN fixed wireless equipment look like?



## Before your installation appointment

You'll need to think about where you want the NBN connection box to be installed. Some ideal places are:

- Near an accessible power point
- In a cool, dry, ventilated area
- Away from busy areas where it may be knocked and damaged
- Near your existing phone or network cabling

You'll also need to consider how you want to connect your devices inside the house – i.e. computers, smartphones, tablets, landline phones and internet TV boxes. Talk to your phone or internet service provider before your NBN installation date about options for in-premises networking, as this isn't included in the standard installation.

PLEASE NOTE: For safety reasons your data cables cannot extend outside or between buildings.

## On the day of installation

When your installer arrives, check their ID before giving them access to your property. Your installer will discuss with you where the equipment is going to be installed. At least one standard installation option will be available at no charge.

Remember to keep these things in mind:

- Some locations might not be possible due to safety or other considerations such as the location of the existing telecommunications infrastructure.
- Make sure you advise the installer of any safety issues you are aware of on the property, like any known or suspected asbestos or asbestos-containing material on your property or if there have been any recent pest treatments on the property.
- Please also advise the installer if you're aware of any heritage requirements or restrictions that might be relevant.

Please talk to your installer if you'd like your installation done in a particular way - there may be associated charges in some circumstances. If your Outdoor Antenna installation is not going to be on your roof or eaves, it may require a custom installation and an appointment for a follow up visit by the NBN Co installer.

## Outside installation

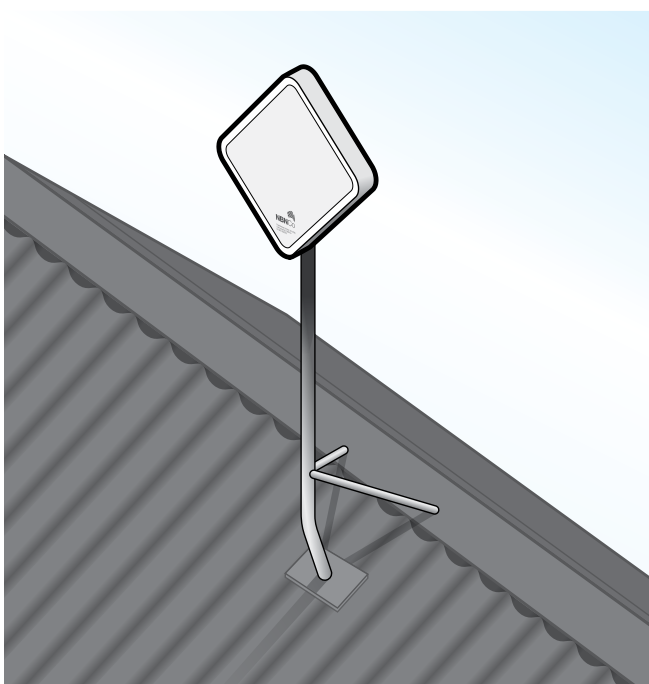
The Outdoor Antenna will be installed on your premises in a location that has direct line-of-sight to an NBN Co fixed wireless facility.

Generally, we will install the antenna either with a mounting from under the eaves of your roof or on the roof itself. If neither of these locations provide direct line-of-sight to the fixed wireless facility, your installer may look for another suitable location.

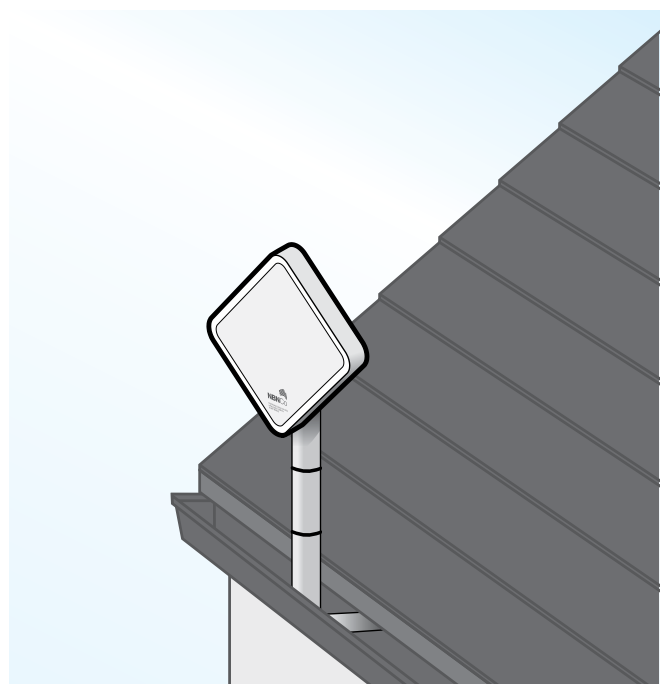
Once the location for the antenna is selected your installer will conduct a radio signal survey to ensure your premises is able to receive a good quality fixed wireless service. If that survey does not confirm that you can receive a service of the right strength, we will not be able to proceed with the installation and you will need to talk to your service provider to investigate other connection options.

The installer will have ladders and other equipment to carry out both the radio survey and the installation.

## The Outdoor Antenna will be attached to your premises in one of these ways:

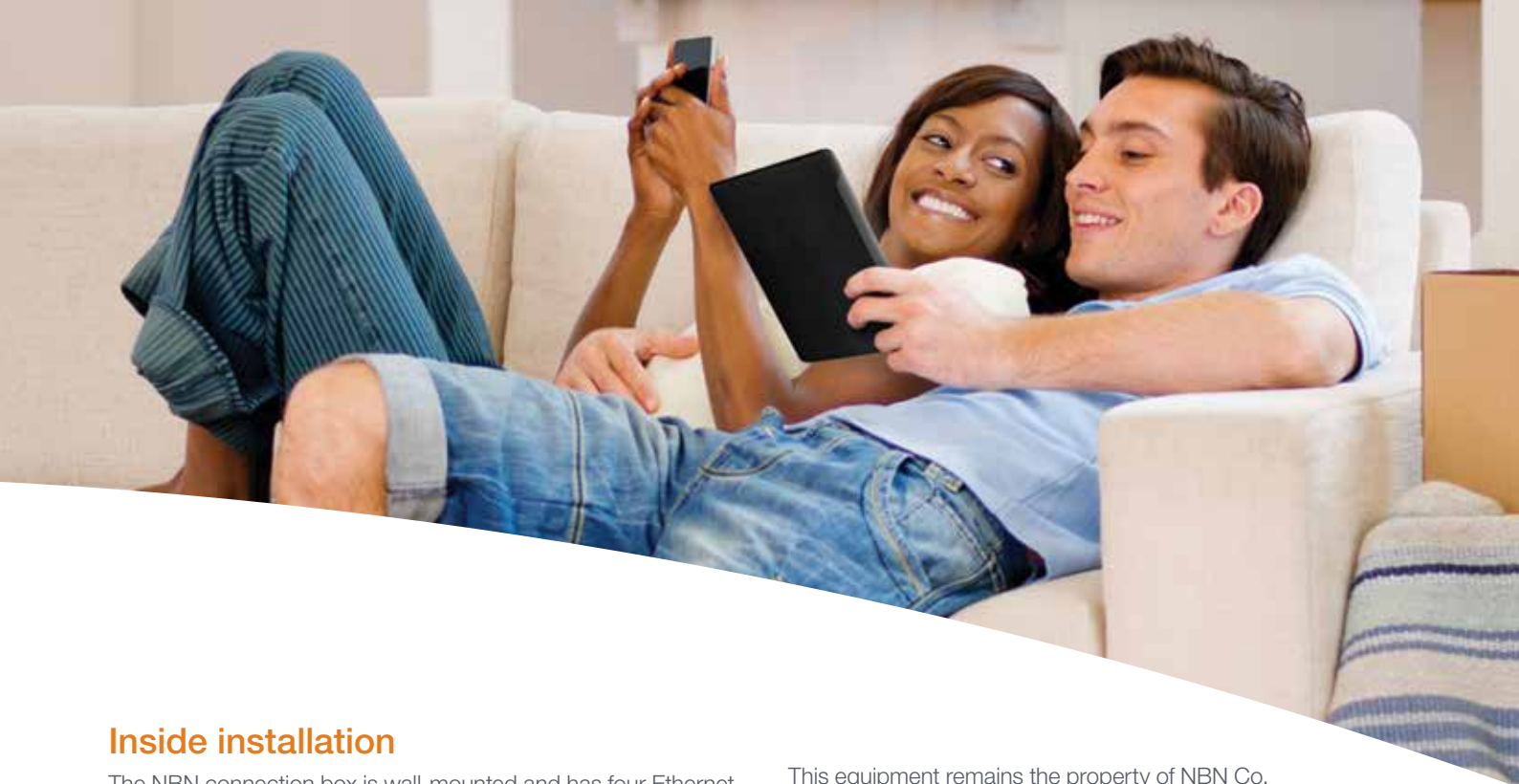


Roof mount



Gutter mount





## Inside installation

The NBN connection box is wall-mounted and has four Ethernet ports that can deliver your internet data.

The installation will require a cable to be run between the Outdoor Antenna and the NBN connection box inside your house. Generally this requires drilling a small hole in your external wall to pass through the cable.

To access the location where you want the equipment installed, some furniture may need to be moved around. We'll need to drill a hole through your wall, as well as some other holes to mount the equipment, so be prepared for a small amount of drilling noise and dust - but we'll clean it up afterwards.

Your installer may also need to turn off your electrical power for a short time. However, they'll discuss this with you beforehand to make sure this won't impact critical electrical equipment, such as medical devices.

## How long will it take?

Installations normally take two to four hours. If you would like your installation done in a particular way please discuss this with your installer as this may take longer.

## What's supplied in your NBN installation?

NBN Co supplies:

- NBN Outdoor Antenna
- NBN connection box
- Cable between the Outdoor Antenna to the NBN connection box

This equipment remains the property of NBN Co.

Our boundary of responsibility stops at the data (UNI-D) ports on the NBN connection box. From there, the service on that port is the responsibility of your phone and internet service provider. All other cables and equipment are the responsibility and property of you or your phone and/or internet service provider.

## Installation approval

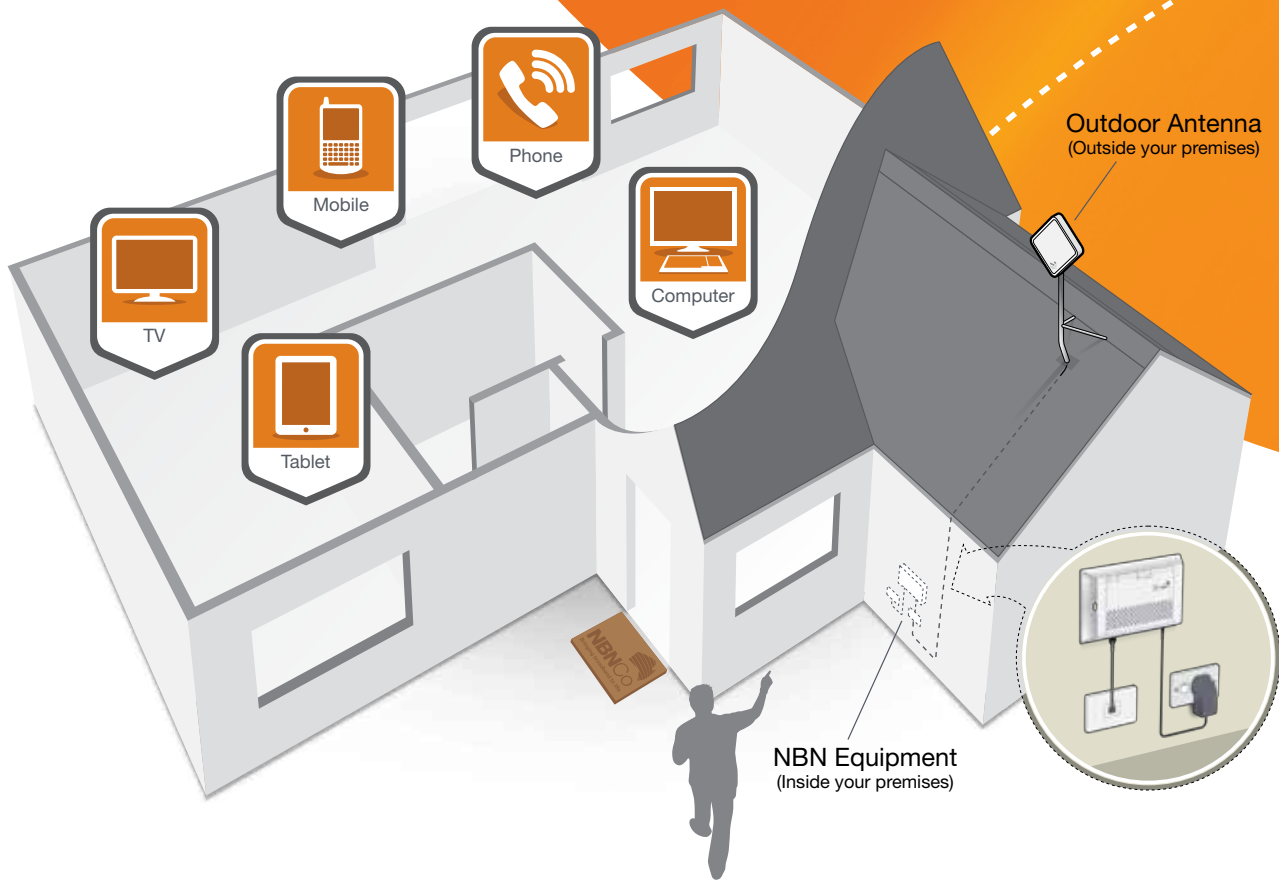
Your installer will take before and after photographs of the installation, and ask you to sign a form giving your approval of how the installation will be done. This is to provide you with assurance that the installation will be done to your satisfaction, and your premises returned to the way you'd like it, before the installer leaves.

## Connecting your equipment

The NBN connection box has four data ports on the back of it. Each service you subscribe to will be allocated to a specific port on your NBN connection box. Your service provider can tell you which ports have been activated in your NBN connection box. Please don't plug things into ports other than the one your installer advises, as the other ports will be inactive.

You can keep a record of which ports have been activated in your NBN connection box using the diagram below.





## FAQs

### Do I need to be there for the installation?

You, or your authorised representative (someone you trust who is over 18), needs to be there for the whole appointment, to let the installer in, and agree where the equipment should be located.

### How much will the installation cost?

Currently at least one installation option will be available at no charge for your premises. If you would like your installation done in a particular way please discuss this with your installer as there may be charges associated.

### Can the weather affect my installation?

Yes, adverse weather conditions may make installation unsafe for the installer. If weather prevents us safely installing your equipment we'll arrange to reschedule your installation for another day.

### If I get poor mobile reception won't I get a poor fixed wireless connection?

No, we are building a completely separate fixed wireless network. Poor quality mobile reception is not an indication of what you will experience on NBN Co's fixed wireless service.

### Do I need to get a separate supplier for the internal wiring?

Your NBN installer won't undertake internal wiring tasks and permanent cabling through wall, floor or ceiling cavities beyond the NBN connection box. This must be done by a licensed cabler registered with an Australian Communications and Media Authority (ACMA) accredited industry registrar. Your phone and internet service provider may be able to recommend a registered cable installer in your area.

### Will there be any interruption to my existing phone and internet service?

No. Your existing copper line or equivalent service will not be altered or changed by the NBN Co fixed wireless installation at your premises. However the fixed wireless service does enable new telephone connections to be made via the data port and your service provider may offer that telephone service as well as broadband.

### Will my existing monitored alarm work over the NBN?

In fixed wireless areas, NBN Co will not alter or affect your copper line phone connection so a monitored alarm running over the copper network will not be affected. However the fixed wireless service does enable new telephone connections to be made via the data port and your service provider may offer that telephone service as well as broadband. If you have a monitored alarm in a fixed wireless area NBN Co recommends that you continue to run that alarm over the existing copper network.

### Once on the NBN, will I be able to use the phone if my power fails?

NBN Co will not alter or affect your copper line phone connection in a fixed wireless area. It is important to note that internet and phone services that use the fixed wireless will not work during power outages.

### Can I run everything on a Wi-Fi network?

It's possible to run most services over a Wi-Fi network, but if for any reason you find Wi-Fi limiting, there are other options. You should talk to the installer, your internet service provider or a registered cable installer about the best way to connect other services inside your premises.

### Do I need to install any cables and outlets?

Most services can be run over a Wi-Fi network, but you may prefer to have cabled connections for things like internet TV (IPTV), data and/or phone outlets. You can arrange for any cable installer registered with an ACMA accredited industry registrar to install points. Alternatively, you can wait until you

and your installer have agreed on the location of your NBN connection box. You can arrange to have as many internal home network points as you like, but these will not be included in a standard installation.

### What if the installer damages my property?

Your installer will take appropriate care on your premises during the installation, however in the unlikely event any damage is caused you can contact NBN Co on 1800 OUR NBN (1800 687 626).

### What do I do if I can't attend the appointment?

If you can't be there on the day of your appointment, you can either reschedule with your service provider, or ask someone you trust who is over 18 to give access to all areas of your premises and make decisions about the installation for the installer.

Remember that if you authorise someone else to be present on your behalf for your appointment they will need to make decisions including where the Outdoor Antenna and the NBN connection box should be installed. If you decide later to change the location of the equipment, charges may apply.

### Are the radiation levels emitted from the Outdoor Antenna safe?

The fixed wireless Outdoor Antenna uses radio waves and operates within levels that comply with Australian standards. When working in the vicinity of the Outdoor Antenna the radio waves can be disabled by turning off the NBN connection box located inside your house.

### What is the difference between fixed wireless and mobile wireless?

NBN's fixed wireless network, which uses advanced technology commonly referred to as LTE or 4G, is engineered to deliver services to a fixed number of premises within each coverage area.

This means that the bandwidth per household is designed to be more consistent than mobile wireless, even in peak times of use.

Unlike a mobile wireless service where speeds may be more affected by the number of people, the speed available in a fixed wireless network is designed to remain relatively steady.



#### Fixed Wireless

Single type of device with a fixed number of connections operating at a fixed cell boundary



#### Mobile Wireless

Variable numbers and types of devices, operating at variable cell boundaries

## Your connection checklist



### AUTHORISATION

I've arranged for myself (or an authorised representative over 18) to be there for the whole appointment



### CONSENT

I have my landlord's consent for the installation (if required)



### UNDERSTANDING

I understand that a normal installation appointment might take up to four hours



### CONSIDERATION

I have considered where I would like my NBN Co equipment to be positioned in my premises



### CHECK

Check with your device provider and my phone and internet service provider that any devices I rely on will work on the new NBN-based service.

## Deaf, hearing or speech impairment services

If you are deaf or have a hearing or speech impairment, contact us through the National Relay Service:

TTY phone **1800 555 677**  
and enter **1800 687 626**

Speak and Listen users phone **1800 555 727**  
and enter **1800 687 626**

Internet relay users connect to  
[www.iprelay.com.au/call](http://www.iprelay.com.au/call) and enter **1800 687 626**

## Translating or interpreting services

If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on **131 450** and ask for the NBN Co Contact Centre on **1800 687 626**

## For more information

Phone **1800 OUR NBN** (1800 687 626)  
Visit our website at [www.nbnco.com.au](http://www.nbnco.com.au)  
Email [info@nbnco.com.au](mailto:info@nbnco.com.au)



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**Disclaimer**  
This document provides general information about the technical requirements for connecting to the NBN and is correct as at April 2014.  
Technical connection requirements may change due to factors such as legislative and regulatory requirements as well as advances in technologies.  
For any queries about your particular circumstances or requirements, please consult your phone and internet service provider or other supplier.