

Hybrid Fibre Coaxial (HFC) is the latest technology to be released by NBN Co and as of 23 February 2017, it's available for you to sell via ACN.

This new cable technology is a fantastic way for you to sign up more customers and grow your business with 900,000 premises forecasted to be Ready for Service using HFC by June 2017. The HFC opportunity is only set to get bigger with the roll out ramping up to 2 million premises Ready for Service by June 2018. If that's not enough to whet your appetite for nbn™, HFC is forecasted to make up 21-27% of the overall nbn™ multi technology mix by 2020.

1. What is HFC?

HFC (Hybrid Fibre Coaxial) is a network technology developed by the cable TV industry that allows two-way, high-speed broadband content (video, voice and data) to be delivered to the home using a combination of fibre and coaxial cable.

The local connection is fibre laid to a central "node" in a neighbourhood. Coaxial cable is then used to connect premises to this node. Coaxial cable is similar to the copper used to deliver ADSL or FTTN internet but is insulated to prevent interference.

nbn™ HFC utilises the existing HFC Coaxial cables and replaces the local fibre cable and nodes with a new fibre network connected to the nbn™.

2. How big is the HFC opportunity?

NBN Co have forecasted 21%-27% of premises will be connected to nbn™ using HFC technology. Most of these premises will be in capital cities where HFC connections are already used to provide pay TV (Foxtel) or cable internet.

3. What equipment does my customer need for HFC?

If your customer already has a cable service, all they will require is a nbn™ Network Termination Device (NTD) and an ACN supplied modem.

If your customer is new to cable, as well as the above, NBN Co will also supply and install a nbn™ Premises Connection Device (PCD) to the outside of your customer's premise and wall plates internally.

When instructed by ACN they'll need to connect the modem to the NBN Co supplied NTD to fill their home or business with high speed internet.

To power their nbn™ NTD and HFC compatible modem your customer will need a spare power outlet for each.

If your customer is also subscribing to a pay TV service such as Foxtel via their HFC connection, they will also need a splitter (supplied by NBN Co) to ensure it keeps working.

4. Is the nbn™ HFC Network Termination Device (NTD) different to other nbn™ technologies?

Yes, whilst the FTTP (Fibre to the Premise) and Fixed Wireless (FW) devices are wall mounted units, the nbn™ HFC NTD is a small desk top unit. The HFC NTD also only has one Ethernet port on the back (unlike FTTN NTDs which have 4). If you require more than one nbn™ service you will need to have additional NTDs supplied.

5. How fast is HFC?

HFC technology offers theoretical download speeds of up to 100Mbps and upload speeds of up to 40Mbps. ACN offers 4 speeds for you to choose from – 100/40Mbps, 50/20Mbps, 25/5 Mbps and 12/1Mbps.

6. Will my customer require an nbn™ technician appointment for their HFC connection?

That depends on whether you already have an nbn™ service at your address and who your service provider is.

If they have an existing nbn™ service at their address that is not supplied by Telstra or a Telstra supplied Internet Service Provider (ISP) they will **not** require a technician appointment - we can carry out a simple transfer from their existing service provider to ACN.

If their existing nbn™ service is supplied by Telstra, or a Telstra supplied ISP, we may have to request a new service and nbn™ connection into their premise which will result in a nbn™ technician appointment.

If they are unsure whether their existing nbn™ service is supplied by Telstra or a Telstra supplied ISP, don't worry, we can usually work this out from the information they supply us when they sign up online.

7. What does my customer need to do to prepare for their nbn™ HFC service connection?

We will advise your customer via an email confirmation if an nbn™ technician appointment is required including the installation date and AM or PM timeframe.

If an nbn™ technician appointment is required, your customer (or an authorised representative over the age of 18) will need to be available to allow access to the premise. The technician may need to carry out work at their premise. This could include drilling holes and installing a Premises Connection Device (PCD) on a wall so they'll need to decide where to have the equipment installed.

If they rent or live in Strata accommodation, it is important that they prepare and seek permission from their landlord or Strata manager before proceeding with the installation.

8. If my customer has an existing Broadband cable service can they move to ACN's nbn™ service using HFC technology?

Yes, an nbn™ technician will provide the nbn™ Network Termination Device (NTD) via a 'splitter' device between your customer's existing wall plate and their Broadband modem. **Please note** this will result in a very short outage of their current service.

If your customer has more than one cable wall plate in their premise, and the nbn™ technician can confirm it is already connected to the external Premises Connection Device (PCD), they can request for their nbn™ NTD to be connected to this wall plate instead.

Your customer should **not** cancel their existing Broadband service with their current provider until their service has been activated with ACN. We'll let them know when it's OK to cancel their existing service.

9. My customer has an existing Cable TV service. Can they move to ACN's nbn™ service using HFC technology?

Yes, an nbn™ technician will provide the nbn™ Network Termination Device (NTD) via a 'splitter' device between your customer's existing wall plate and their Broadband modem. **Please note** this will result in a very short outage of their current service.

If your customer has more than one cable wall plate in their premise, and the nbn™ technician can confirm it is already connected to the external Premises Connection Device (PCD), they can request for their nbn™ NTD to be connected to this wall plate instead.

If your customer wishes to cancel their Cable TV service, they can do this at any time by contacting their Cable TV service provider (e.g. Foxtel).

10. If my customer has both an existing Cable TV service and an existing Broadband service, can they move to ACN's nbn™ service using HFC technology?

Yes, a nbn™ technician will provide the nbn™ Network Termination Device (NTD) either via a 'splitter' device between your customer's existing wall plate and their Cable TV box/ Broadband modem or via a spare wall plate at their premise. The technician will need to confirm the wall plate and socket is already connected to the external Premises Connection Device (PCD). **Please note** this will result in a very short outage of their current service.

Your customer should **not** cancel their existing Broadband service with their current provider until their service has been activated with ACN. We'll let them know when it's OK to cancel their existing service.

If their Cable TV service is bundled as part of a Broadband package they will need to contact their existing service provider to ensure they can separate the Cable TV service from the package **before** they cancel their Broadband service.

If your customer wishes to cancel their Cable TV service, they can do this at any time by contacting their current supplier.

11. Will my customer lose their existing Cable TV service if they move to an ACN nbn™ plan using HFC technology?

If their Cable TV service is separate to their existing Broadband service, it will **not** be affected by moving to an ACN nbn™ plan.

If their Cable TV service is bundled as part of a Broadband package they will need to contact their existing service provider to ensure they can separate the Cable TV service from the package **before** they cancel their Broadband service.

Alternatively, if their Cable TV is part of a broadband package they can cancel the package and start a new, separate contract directly with a cable TV supplier.

12. If my customer already has an existing Cable TV / Broadband Cable service can they have their ACN nbn™ service using HFC technology in a different room?

An nbn™ technician will look to provide the nbn™ Network Termination Device (NTD) connection directly from an existing wall plate or via a splitter on a wall plate. If your customer wishes to have their NTD installed in a different room without an existing wall plate, they will need to discuss this with the technician during the appointment.

Your customer should be aware that they may incur an additional charge for this work to be completed.

13. My customer has more than one existing wall plate in their premise. Can they choose which one is used to connect their ACN nbn™ service using HFC technology?

Yes they can choose which one is used as long as the nbn™ technician can confirm the wall plate they have chosen is already connected to the external Premises Connection Device (PCD).

14. My customer's Cable TV has stopped working. What should they do?

If your customer has multiple wall plates within their premise, ACN / NBN Co are only responsible for the connection from the Wall Plate that the nbn™ Network Termination Device (NTD) is connected to. For faults regarding other Wall Plates or connections, they'll need to contact either their cable TV supplier (if applicable) or a licensed wiring contractor to investigate.

15. My customer doesn't have an existing cable Broadband / TV service but the previous property owner did. Can they still sign up to an nbn™ plan using HFC technology?

If your customer's premise already has a connected external Premises Connection Device (PCD), and potentially one or more wall plates inside their premise, a nbn™ technician will test the connectivity to the wall plates and will provide the nbn™ Network Termination Device (NTD) on the most convenient working wall plate.

If more than one wall plate is useable, your customer can discuss suitability and choice with the technician. If none of the wall plates can be used, the technician will need to run a new cable from the external PCD into the building and terminate on a new wall socket. This would be in an agreed room / position that is considered reasonable. For example, an nbn™ technician will not run a cable from the front to the back of a premise or to a 'granny flat'. This may require the drilling of holes and access to ceiling or floor cavities.

If your customer rents or requires Strata permission they will need to ensure this work has been agreed with the landlord before the nbn™ technician commences work.

16. My customer doesn't know if they have an existing cable network connection at their premise. Can they still sign up to ACN nbn™ if they are in the HFC footprint?

Yes, however an nbn™ technician will need to provide a new service by connecting into the nbn™ HFC service that runs past your premise usually via the street pits or an overhead distribution on poles.

The technician will then need to run a cable from this point to a new external Premises Connection Device (PCD) on the outside of their premise. The technician will also run a cable from the PCD into the building and through to a new wall socket. The nbn™ Network Termination Device (NTD) will be connected to this wall socket. The technician will agree with them a reasonable position to place the devices, however please note installation of these devices may require the drilling of holes and access to ceiling or floor cavities.

If they rent or require Strata permission they must ensure this work has been agreed with the landlord/Strata before the nbn™ technician commences work.