

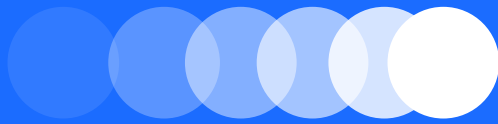
THE FULL FIBRE CONNECTION PROCESS

nbn[®] Fibre to the Premises (FTTP)

To get ready for full fibre, first check you're eligible for connection at nbn.com.au. Then follow the steps in this guide to help ensure you have a smooth connection process and that you get the most out of your nbn full fibre service.



Steps to getting full fibre via nbn FTTp



1 Check your equipment

A great nbn experience starts with a great setup.* To take full advantage of the speed and reliability of your full fibre connection, check the equipment you use, where it's positioned and how it's connected.

The Wi-Fi generation of your router could also influence the speeds you experience on your nbn plan. If your Wi-Fi router is more than five years old, you may want to consider your internet setup, and whether it's still suitable for your needs.

If you are looking to upgrade your Wi-Fi router, you may want to consider ensuring it is capable of at least Wi-Fi 6. Remember, the age and number of your devices could also impact the speed you receive.

Visit nbn.com.au/optimise for more information or ask your phone and internet provider about your existing setup when you order an nbn full fibre plan.

Note: nbn full fibre installation includes free installation of nbn supplied equipment only. Customers may need to upgrade some of their devices, improve their home/office setup or do some cabling work to get the most of their new connection.

2 Order an nbn full fibre plan

Organising your connection starts with talking to your preferred participating provider. Speak to them about connecting to FTTp, which plan will best suit your needs and also discuss if your Wi-Fi router is suitable for your plan.

They'll then arrange a suitable time with you for an nbn technician to come out and install the necessary equipment.

3 Get ready for installation day

A landlord's permission is required

If you're renting, make sure you have your landlord's permission before installation day. Installing nbn equipment typically requires drilling and sometimes digging.

Someone over the age of 18 will need to be present on the day

In order to install nbn equipment, someone over the age of 18 is required to be present for the entire appointment. We'll need their consent and signature to confirm where and how the new equipment can be installed.

We'll SMS you to remind you what to expect

In the lead-up to installation day, provided we have your mobile number, we'll send you up to four SMS to confirm your appointment, to help you prepare and to notify you when a technician is on their way.

In some cases, we may also give you a call prior to your appointment to discuss your installation with you.

Remember: nbn will never ask for remote access to any of your devices. If you'd like to reschedule your appointment, you'll need to contact your provider.

Secure your pets

To ensure our technician has safe access to the premises, please ensure all pets are secured on the day.

Prepare for power and internet outage

For health and safety reasons, we may need to temporarily switch off the power and internet for 30-60 minutes on the day. Please keep your mobile phone handy in case of an emergency.

The length of the installation appointment usually takes between 2-4 hours, but sometimes it may take longer.

If we're unable to complete everything on the day, we'll organise to come back as soon as possible to complete the installation. In the meantime, if you have an existing nbn service, you can continue using it.

Where we'll install your new nbn equipment

We'll be installing a range of nbn equipment, including: fibre cabling, an nbn utility box outside your premises, plus an nbn connection box inside your premises.

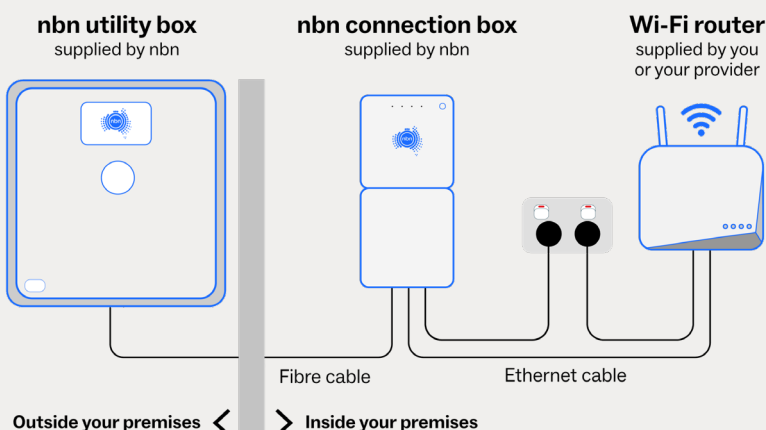
The fibre cabling will run from the street to the nbn utility box. Where possible, this will follow existing aerial or underground pathways. In some cases, it may involve mounting cable pathways along external walls or fences, or burying cable just below ground level.

The utility box is typically installed near your existing telecommunications utility box (if you have one), usually at the front of the premises. It must be mounted at least 400mm above ground level and positioned clear of other utilities.

Inside the premises, your new nbn connection box will need to connect to your Wi-Fi router so it's important to consider where it can be installed.

Things to consider for the location of the nbn connection box

- If you have an existing nbn connection, the new equipment may need to be installed in a different location and you may need to change the location of your current Wi-Fi router.
- There are guidelines on where we can install the nbn connection box. Find out more at nbn.com.au/ConnectionBoxFactSheet
- If we can't install the nbn connection box in your preferred location on the day, there are a few options you can consider (at your own expense):
 - Provide your own pathway to where you would like your nbn connection box. Find out what's required at nbn.com.au/cablepathways
 - Run an Ethernet cable from the nbn connection box to where you would like your Wi-Fi router.
 - Look at ways you could further enhance the setup in your premises (e.g. a mesh network). For more, watch our video at nbn.com.au/fo



Considerations for Businesses

The nbn technician will complete the installation in a communications room or rack, provided that it falls within nbn's installation guidelines or, if outside these guidelines, provided there is a Customer Installed Fibre Cable Pathway available that meets nbn standards.

If you are upgrading to fibre as part of our Fibre Connect upgrade process, extended installation options may be available with an eligible nbn Business Plan. Talk to your provider for details.

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Activating and optimising your new connection

Once the physical installation is complete, your provider will activate your new service and notify you. Typically this will happen on the same day as the installation but could take longer, depending on your provider. If you have an existing nbn service, you can continue using it in the meantime.

Once you're up and running, sometimes, fast speeds don't always come through as you'd expect.* You may want to check your equipment setup.

Tips for Wi-Fi Router Placement

- Place your Wi-Fi router in an open, elevated and uncluttered area.
- Place it as close as possible to where you use the internet.
- Keep it away from objects that can interfere with the Wi-Fi signal (e.g. soundbars, microwaves, cordless phones, baby monitors, large mirrors, fish tanks or thick masonry walls).

Check your Wi-Fi router compatibility

The Wi-Fi generation of your router and connected devices impacts the maximum speeds you could experience on your nbn plan. Check the table below for help:

Wi-Fi Generation	Typical maximum Wi-Fi Speeds	Approximate year of release
Wi-Fi 7 (802.11be)	Over 1Gbps	2024
Wi-Fi 6 (802.11ax)	Up to 1Gbps	2019
Wi-Fi 5 (802.11ac)	Up to 500Mbps	2013
Wi-Fi 4 (802.11n)	Up to 100Mbps	2009

Important: This table is intended to be a guide only. They represent typical maximum Wi-Fi speeds that an end user might experience in an average home environment. Device capabilities may vary by internet provider or manufacturer. We recommend speaking with your internet provider about the performance of your Wi-Fi router and your nbn plan.

Improve your Wi-Fi signal strength

How your property is built and designed can have an impact on the strength and reliability of your Wi-Fi signal, which can result in areas with low speeds or even dropouts around your premises.

If you live in a larger home with multiple levels (or with more than two bedrooms) you might want to consider a wired connection or installing a mesh network to help strengthen your Wi-Fi signal as you move around your home.

You can also engage a registered cabler to install Ethernet cabling. They can assist with physically connecting devices such as Wi-Fi access points, work computers, gaming consoles or TVs, to optimise their performance.

Check your connected devices and their compatibility

If your connected devices (e.g. your TV, laptop or gaming consoles) aren't compatible with at least Wi-Fi 6 or above but your router is, then each device may be limited in the maximum speed it can achieve. This means, you may not be able to take full advantage of the nbn speed plan you are on.

If you need support with your equipment setup, visit nbn.com.au/optimise for more information or speak with your provider or an electronics retailer.



Where to go for help

nbn is a wholesale provider, so in most cases, your phone and internet provider is the best point of contact for any questions or support.

Find the contact details of participating providers at nbn.com.au/providers

And if you'd like to learn more about our nbn speed plans, go to nbn.com.au/morespeed

When to contact your provider:

- If you want to check that your existing equipment is compatible with your new nbn full fibre (FTTP) plan.
- To reschedule your nbn full fibre installation appointment.
- If you have any questions or concerns about your nbn full fibre installation, or activation of your plan.
- If you're having issues with the performance of your new nbn full fibre plan once it's been activated and have already checked for outages at nbn.com.au/outages
- To change your nbn speed plan.
- To report missing nbn equipment.
- To report a missing or incorrect address.

When to contact nbn:

To report damages to property or nbn equipment, visit nbn.com.au/reportdamage

If you need to relocate or remove any existing nbn supplied equipment within your premises, visit nbn.com.au/fttpupgraderelocate

Remember: the nbn connection box (and any accompanying cables) is the property of nbn and must stay at the property when you move. Unlike your Wi-Fi router, the nbn equipment is digitally registered to the address where it was installed.



Installation day checklist



My internet setup

I've considered if my current setup and equipment (e.g. Wi-Fi router) still suits my needs, and understand if I need to make any updates to get the most out of my fibre service.



Landlord consent (mandatory)

If I don't own my property, I have my landlord's consent for the installation as drilling and sometimes digging is required.



Installation appointment (mandatory)

I've arranged for myself or someone over 18 to be there for the whole appointment as I need to provide for consent for where the new equipment will be installed.



Appointment length (mandatory)

I understand the installation appointment usually takes between 2-4 hours from when the technician arrives, but sometimes it may take longer.



Equipment check

I've checked with my equipment provider/s and phone and internet provider that any equipment I rely on, such as medical and security alarms, will work over the nbn network or I have arranged alternatives.



nbn Equipment location

I've understood where nbn supplied equipment should be located in my premises. (For details, go to nbn.com.au/ConnectionBoxFactSheet).



Power and internet outage

I have prepared for a possible power and internet outage and have my mobile handy in case of emergency.



Secure your pets (mandatory)

I have secured my pets to ensure the technician's safety.

Want to learn more?
Visit nbn.com.au/fibreappt

*Your internet setup is just one part of your overall internet experience. Your experience on the nbn® network can also depend on other factors, such as your nbn access technology, and whether you are using the internet during the busy period.

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