



---

— **PREPARING FOR NBN** —  
INSTALLATION APPOINTMENT



Fibre To The Node (FTTN)

---



# WELCOME TO TPG AND THANK YOU FOR CHOOSING TPG NBN SERVICE!

To help you to prepare for your upcoming installation appointment, this booklet explains what to expect during the installation.

## When will my service be installed?

The standard NBN installation generally takes less than 10 business days but can take longer in some cases, depending on the infrastructure at your premises. You can also check the progress of your installation at [www.tpg.com.au/install](http://www.tpg.com.au/install)

## On the day of installation

If the nbn™ technician requires access to your premises, check their ID before giving them access to your property. During the installation appointment there is likely to be an interruption to your phone and internet service as your service is transferred.

Once the nbn™ technician completed the installation, it may take up to 24 hours to activate your service. You will receive an email and SMS notification from TPG when your service is active.

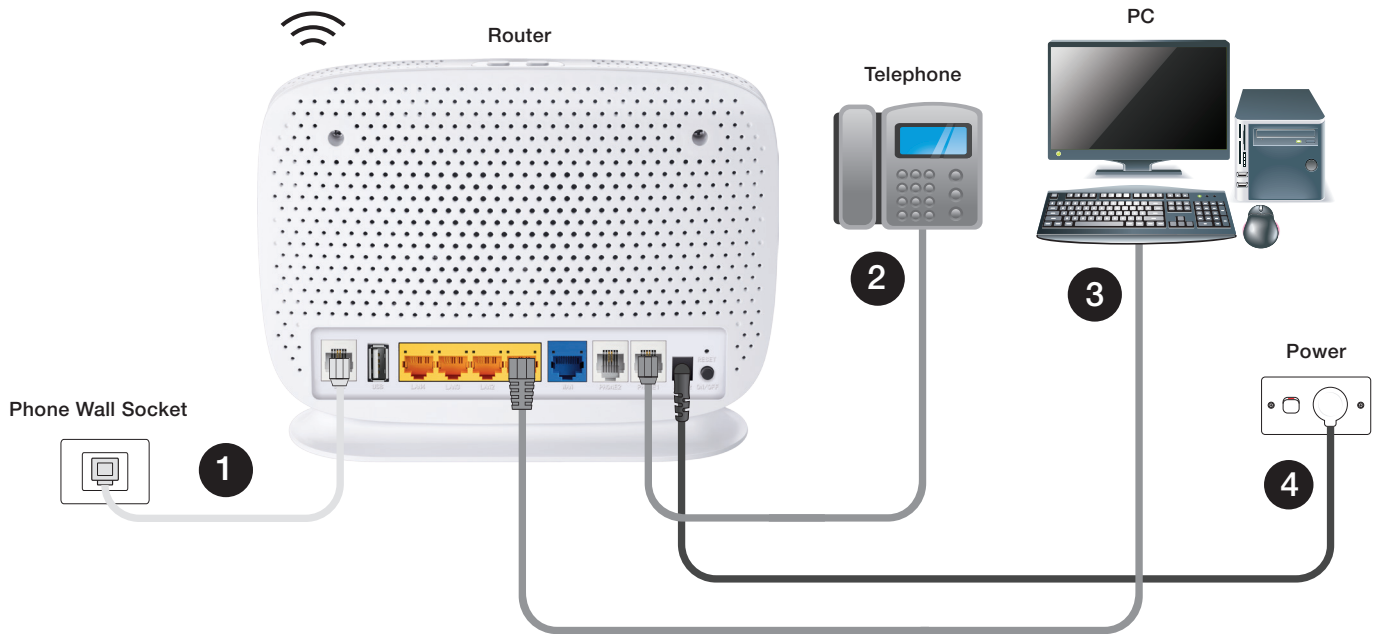
To prepare for your service over the nbn™ network, simply set up the TPG supplied modem using the instruction booklet provided with the modem. Your modem should have been supplied by TPG prior to your appointment date.

## What if I can't be there for my appointment?

You can request to reschedule your installation appointment via [www.tpg.com.au/install](http://www.tpg.com.au/install) at least 3 working days before the scheduled installation appointment.

Alternatively you can ask someone you trust (who is over 18) to give access to all areas of your property. Remember, they may need to make decisions about the installation, so they need to be present for the whole installation.

## Connecting Your Modem



- 1** Connect the DSL port on the back of the modem to your telephone wall socket
- 2** Connect your telephone handset to the Phone1 port on the back of your modem
- 3** Connect your computer to any of the 4 LAN ports on the back of your modem
- 4** Connect the Power port on the back of your modem to your power socket



## FAQs

### **Will there be any interruption to my phone and internet service during the installation?**

During the appointment, there is likely to be an interruption to your phone and internet service as your service is transferred.

### **Will nbn™ be providing me with equipment?**

For FTTN connections, nbn™ does not typically provide any equipment for your home. TPG will provide you with a compatible Wi-Fi modem.

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

If you are switching from an existing broadband service, you are unlikely to need any additional cabling.

### **Can I use any wall socket in my home?**

Most likely you can, as long as the socket you are connecting to is connected to the main phone socket. If the socket you are intending to use is not connected to main socket you will need to arrange for a registered cabler (Charges may apply).

### **Can I run everything on a wireless (Wi-Fi) network?**

Once your modem is connected to the nbn™ network, you can run most devices over a Wi-Fi network. For instruction on connecting your devices to the wireless (Wi-Fi) network, please refer to [www.tpg.com.au/support/wifi-setup](http://www.tpg.com.au/support/wifi-setup)

### **What will happen to my services in a power blackout?**

Devices connected over the nbn™ network will not work during a power blackout. If you have a safety-critical device (e.g. a medical alarm, monitored fire alarm or lift emergency phone), speak to your device provider about alternative solutions.

For more FAQs visit [www.tpg.com.au/support/nbn/installation-faq](http://www.tpg.com.au/support/nbn/installation-faq)

# Your Checklist

## CONNECTION DATE

I have been informed of my connection date and have confirmed with TPG whether I need to be home for the appointment.

## MODEM

I have received a new modem from TPG.

## EQUIPMENT CHECK

I have checked with my device and service providers that any devices I rely on, such as medical and security alarms, will work over the nbn™ network.



## For more information

TPG Community: <https://community.tpg.com.au>

Accounts & Technical Support: [www.tpg.com.au/support](http://www.tpg.com.au/support)

Installation Status & Appointment Reschedule: [www.tpg.com.au/install](http://www.tpg.com.au/install)

My Account: [www.tpg.com.au/account](http://www.tpg.com.au/account)

Call: **13 14 23**