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# PREPARING FOR THE NBN

— FIBRE CONNECTIONS —





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

You're only days away from enjoying the benefits of Australia's leading-edge fibre optic network

To help you to prepare for your upcoming installation appointment, this booklet explains how you will be connected to the NBN; the decisions you need to make prior to the installation of the NBN equipment, and provides answers to Frequently Asked Questions.

## Connecting your home to the NBN

Once you have submitted your NBN Broadband service application with TPG, our service delivery team will make an assessment on your line and if necessary will arrange an appointment with an NBN Co installer to install the necessary equipment. The NBN Co installer will call you a day prior the scheduled installation date to confirm your availability.

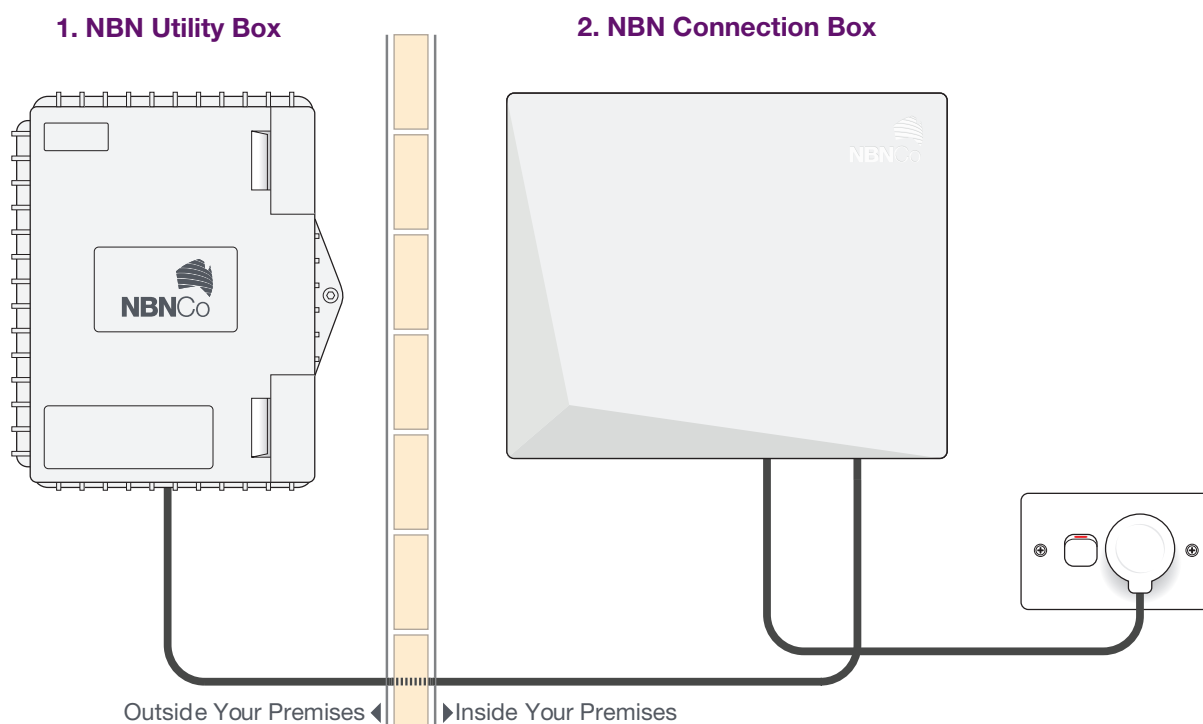
### My NBN Co Installation Appointment Date and Time:

If the premises has not been connected with all necessary NBN equipment, a standard installation may be required which can include connecting a fibre optic cable from your street to the NBN Utility Box installed on the outside of your home (also known as Premises Connection Device or PCD).

If an installation appointment is required, you or an authorised person over 18 years of age will be required to be at the premises on the day of the technician visit.

On the installation day, an NBN Co installer will come to your home to install the necessary equipment to get you connected with the NBN services.

## What does NBN equipment look like?



Please note: The NBN Connection Box shown is designed for use inside the home. If your installation required an external NBN Connection Box your device will differ to the one shown above.

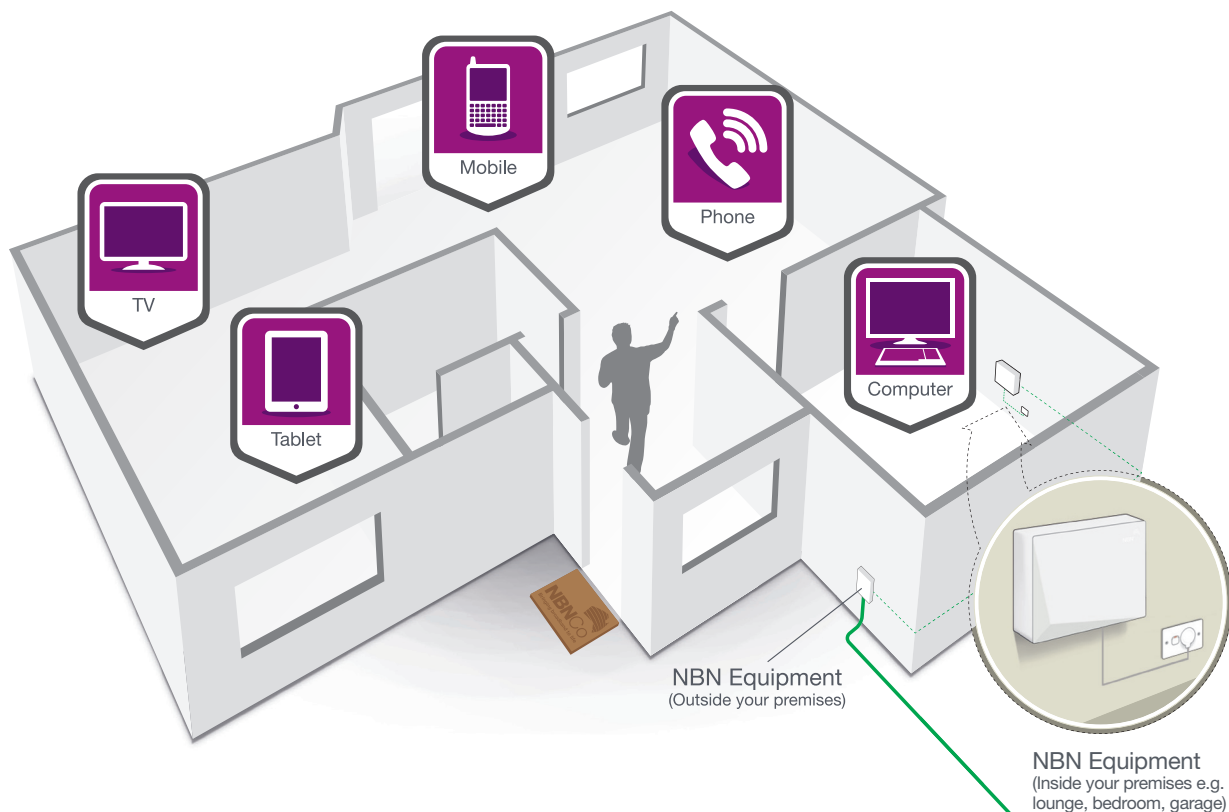
## Before your installation appointment

You will need to think about where you want the NBN Connection Box (also known as Network Termination Device or NTD) and Power Supply Box to be installed, and the NBN Co installer will confirm whether the requested work can be performed without charge.

You need to be aware of the fact that the NBN Connection Box will be installed somewhere 'inside' your premises which may not be in your desired area. This placement may impact how you get connected to NBN service and the type of router (e.g. Wi-Fi) or phone you intend to use.

### The best place is:

- |   |
|---|
| • Near an accessible power point  |
| • In a cool, dry, ventilated area   |
| • Away from busy areas where it may be knocked and damaged  |
| • As close as possible to where you connect your router, main computer, as well as landline phone, or a cordless phone base station |
| • Out of normal reach of children and pets  |



Please note: The NBN Co installer will discuss with you where the equipment is going to be installed, and whether it can be done at no charge. If you are not happy with the installer's suggested location, you can request for the equipment to be installed in your preferred location, however this may result in a non-standard installation which may incur charges.

## On the day of installation

You or a person you authorise who is over 18 will need to be home for the whole installation process to let the NBN Co installer in, and advise the location of equipment should be installed.

If you rent your home, you will need to get consent from your landlord for the installation of the NBN equipment prior to the installation appointment, including its preferred location. You may want to let your landlord know when the appointment is, so they can attend or be available for consultation over the phone. If you live in a multi-dwelling unit, consent to install the NBN equipment may also be required from the body corporate or owner's corporation.

When the NBN Co installer arrives at your property, ensure you check their ID before giving them access to your property. The NBN Co installer will discuss with you where the equipment is going to be installed, and whether it can be done at no charge. If you are not happy with the installer's suggested location, you can request for the equipment to be installed in your preferred location, however this may result in a non-standard installation which may incur charges.

## 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 NBN Co 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 NBN Co installer if you're aware of any heritage requirements or restrictions that might be relevant.

The next step is for your NBN Co installer to drill a small hole through your wall and feed the fibre optic cable from the outside into the NBN Connection Box. TPG NBN service does not work during a power outage, you will not be able to make or receive any calls, including calls to emergency services. Please ensure that you have an alternative method to make calls such as a mobile phone.



## Some things to expect during installation

If your building doesn't already have a fibre optic cable connected, running the cable into your premises may require the digging of a small trench, or, if it's coming from overhead, some minor clearing of vegetation. NBN Co has a strict "leave it as it's found" policy so there is no need to be concerned about any permanent damage to your property. If your premises already have fibre optic cable connected to a Premises Connection Device (PCD), standard installations normally take between approximately 2 and 4 hours. If your premises do not have the fibre optic cable connected then a standard installation could take between 4 and 8 hours. If you request the NBN Co installer to perform a non-standard installation, the time required may be longer.

Also remember, some furniture may need to be moved and some drilling work might be required to mount the equipment, so be prepared for noise and dusts. Some places might not be possible due to safety or other considerations such as if there is additional wiring work required.

## How much does the installation cost?

A standard NBN Co installation includes supply of all necessary NBN equipment, connecting fibre optic cable from your street to the NBN Utility Box on an outside wall of your home and to an NBN Connection Box inside. If your requirements are non-standard, your NBN Co installer can discuss your options with you. The setup fee charged by TPG will give you access to TPG NBN Broadband with Home Phone plans.

A standard installation generally includes:

- **One fibre optic cable of up to 60m** from your property boundary point to the NBN Utility Box which will be installed on the outside wall of your home
- **One NBN Utility Box** installed on the outside wall of your home;
- **One fibre optic cable of up to 40m** from the NBN utility box outside to the NBN Connection Box inside your home; and
- **One NBN Connection Box** installed inside your premises (e.g. lounge, bedroom, garage).

All NBN provided equipment remains the property of NBN Co. NBN Co boundary of responsibility stops at the data (UNI-D) / voice (UNI-V) ports on the NBN Connection Box.

## Connectivity options

### COMPUTER/INTERNET ACCESS

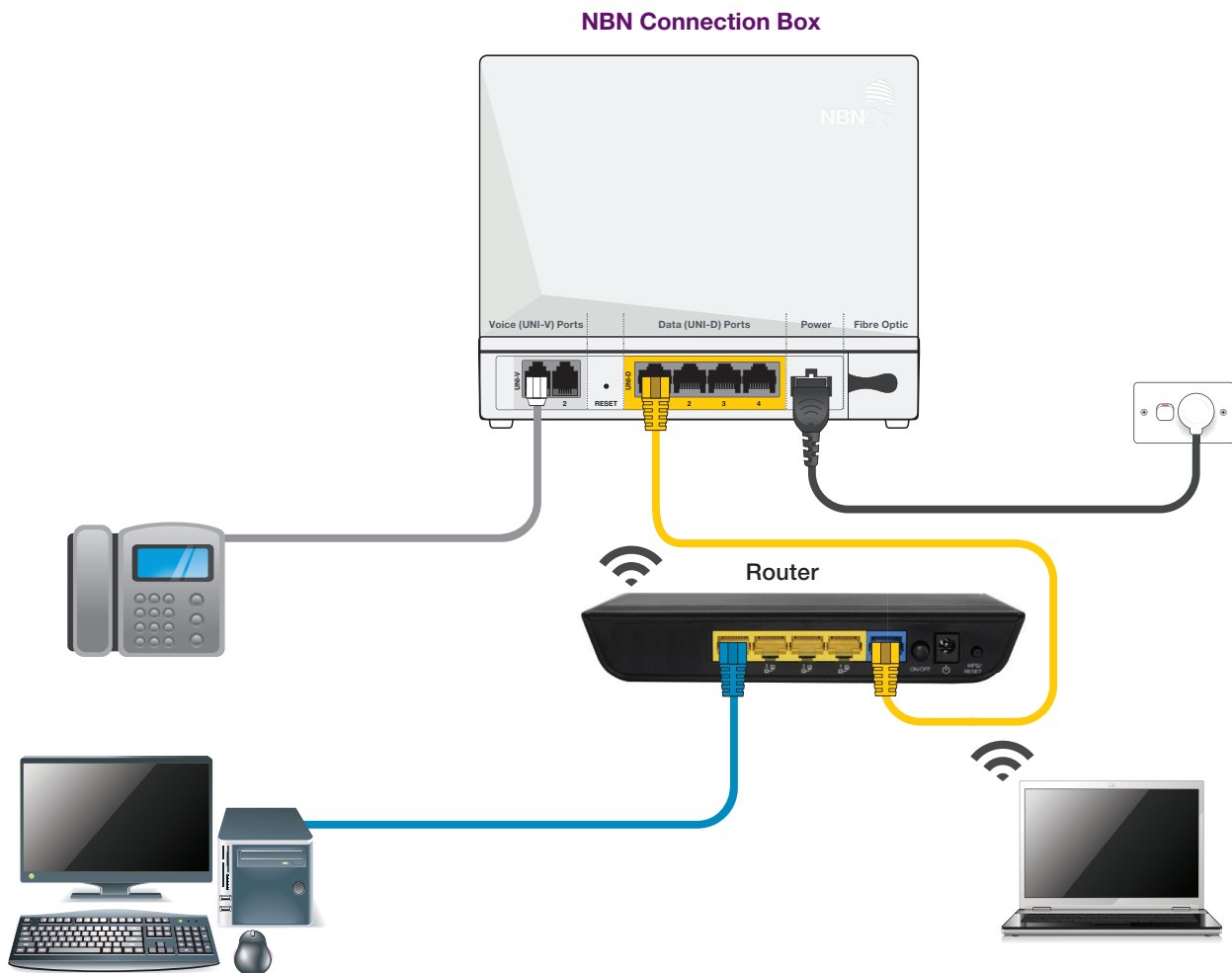
To connect computers to your NBN Connection Box, you'll need a separate router – a box that shares an internet connection over Ethernet wiring, or wireless networking (Wi-Fi). For more information on setting up your NBN internet connection, refer to the Quick Reference Guide provided by TPG.

### INTERNET TV (IPTV)

TPG's free IPTV service is not supported on TPG NBN Broadband plans.

### TELEPHONE

There are dedicated 'UNI-V' ports on the back of the NBN Connection Box into which you can plug a phone to get connected with TPG Home Phone service.



# FAQs

## **Can I run everything on a wireless 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. For instance, powerline networking adaptors can make a home network by using existing electricity wiring in your house. These plug directly into home powerpoints and use existing in-home electrical wiring for data networking, avoiding the need to install new cables. These adaptors are readily available in retailers – search for “powerline networking adaptor” on your internet browser.

## **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 wired connections for things like data and/or phone outlets. You can arrange for any licensed cabler registered with an Australian Communications and Media Authority (ACMA) accredited industry registrar to install points. You can arrange to have as many internal home network points as you like, but these will not be included in a standard installation.

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

Beyond the NBN Connection Box, your NBN Co installer won't undertake internal wiring tasks and permanent cabling through wall, floor or ceiling cavities. This must be done by a registered cable installer (see above).

## **Will my existing back-to-base alarm work over the NBN?**

The most certain way to find out is to ask your alarm service provider. The NBN can support most existing back-to-base medical, security and fire alarms, as well as a wide range of internet-connected alarms. If you currently have a back to base alarm installed in your home you should speak to your alarm service provider. You can also request that your alarm service provider test your alarm service the same day that the NBN is installed inside your home.

## **Will my TPG NBN service work when there is a power failure?**

TPG NBN service does not include the supply of a backup battery unit. This means during a power outage, you will not be able to make or receive any calls, including calls to emergency services. Please ensure that you have an alternative method to make calls such as a mobile phone.

## **What if the installer damages my property?**

Your NBN Co installer has an obligation to take appropriate care on your property during the installation, however in the unlikely event any damage is caused, you can contact NBN Co on 1800 687 626 or contact TPG.

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

If you can't be there on the day of your installation, you can either reschedule it with TPG by giving at least 3 working days notice before the scheduled appointment date or ask someone you trust who is over 18 years to give access to all areas of your property. Remember, they'll potentially need to make decisions about the installation for the NBN Co installer, so someone needs to be present for the whole installation process.

A \$109 change appointment fee applies if you give TPG less than 3 working days notice of any change in installation appointment prior to the scheduled appointment communicated by TPG to you.

# Your Connection Checklist

## AUTHORISATION

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

## CONSENT

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

## UNDERSTANDING

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

## CONSIDERATION

I've considered where I would like my NBN co equipment to be positioned in my premises

## CHECK

I've checked with my alarm or personal response system (medical alert/emergency call system) service provider that any of these systems I rely on will work on the new TPG NBN service



## For more information

Visit our website at [www.tpg.com.au/nbn](http://www.tpg.com.au/nbn)

Email: [helpdesk@tpg.com.au](mailto:helpdesk@tpg.com.au)

Call: 13 14 23

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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.