



— **PREPARING FOR NBN** —
INSTALLATION APPOINTMENT



Hybrid Fibre Coaxial (HFC)



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

To help you to prepare for your upcoming installation appointment, this booklet explains how you will be connected to the nbn™ and the decisions you need to make prior to the installation of the nbn™ equipment.

When will my service be installed?

The standard NBN installation timeframe is 2-30 business days, however in many cases it can be earlier depending on the infrastructure at your premises. You can also check the progress of your installation at www.tpg.com.au/install

What does the installation involve?

Installation will include connecting nbn™ supplied equipment to the outside of your home or business, as well as inside your premises as follows:

1. If the outside of your premises hasn't been connected to the nbn™ network yet, your standard installation will include connecting hybrid fibre coaxial (HFC) cable from your street to the nbn™ utility box on the outside of your premises
2. Your nbn™ installer will access or install the HFC wall outlet inside your premises. It connects to the nbn™ utility box outside your premises.
3. Your nbn™ connection box will be connected to your wall outlet using a coaxial fly lead.
4. Once your nbn™ equipment has been installed and tested, it would take up to 24 hours to activate your service.
5. TPG will email and SMS you when your service becomes active.

Where should your nbn™ supplied equipment be installed inside your premises?

Your nbn™ connection box will be located close to your existing wall outlet inside your premises, as well as a power point. If you have more than one wall outlet, ask your nbn™ approved installer which one is suitable for connecting your nbn™ connection box.

The location should be:

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|--|
| • Close to a power point |
| • In a cool, dry, ventilated area (not a damp area such as a kitchen, bathroom, laundry or under a window) |
| • Away from areas where it may be knocked or damaged |
| • Somewhere that allows you to easily check the indicator lights |
| • In the same building as your electric meter box or distribution board (i.e. not in a separate garage or outhouse – this is non-negotiable) |



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

You can request to reschedule your installation appointment via 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.

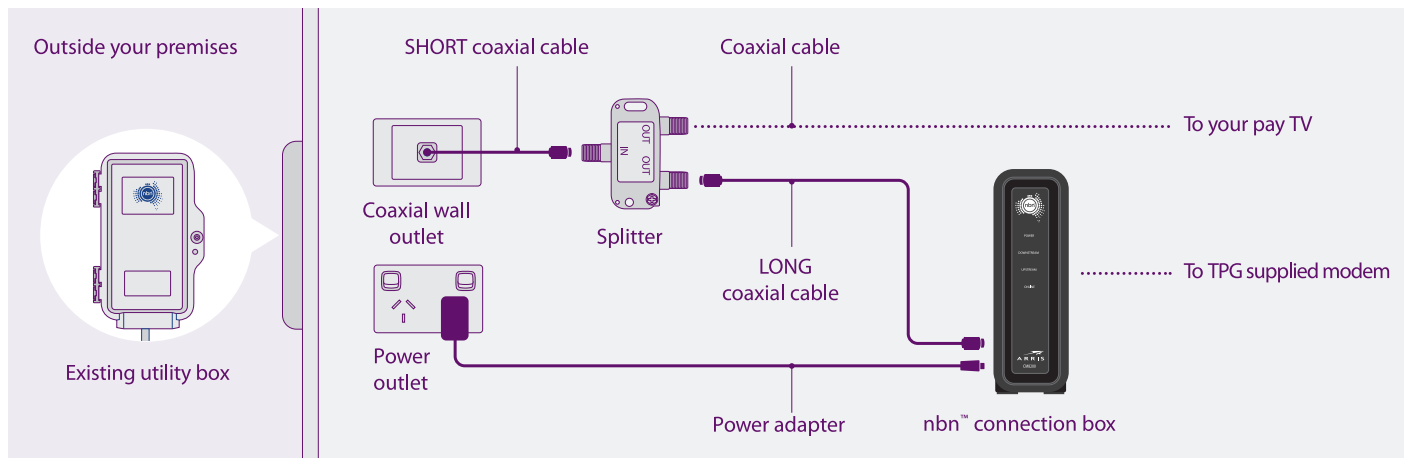
On the day of installation

When your nbn™ 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.

Keep in mind:

- The safety, ease of access and other considerations your nbn™ installer will need to be aware of in relation to the location of your 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 or if there have been any recent pest treatments on your property.
- Please also advise the installer if you're aware of any heritage requirements or restrictions.
- Please talk to your installer if you'd like your installation done in a particular way - there may be associated charges in some circumstances.
- Phone and data cables can't extend outside or between buildings, as they are susceptible to lightning and are a potential hazard.

Installation (For premises with existing Pay TV or Cable Broadband network)



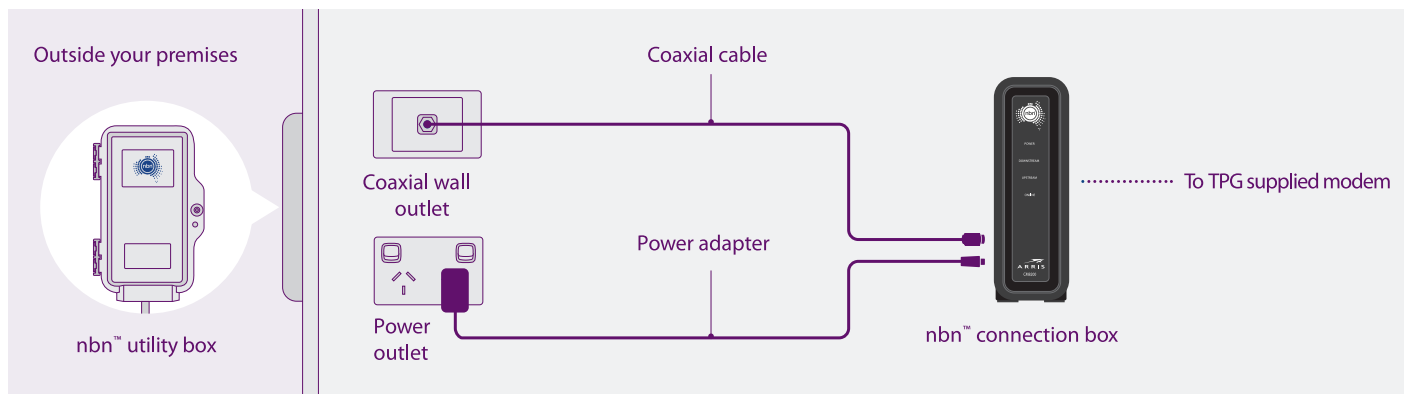
Things to expect during installation:

- nbn™ will utilise existing cabling from previous Cable Broadband or Pay TV service.
- You will also be able to use the same wall socket of your Cable Broadband or Pay TV service, for your nbn™ service.
- NBN installer will provide an nbn™ connection box and connect it to the wall socket.
- 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?

Since your property already has a coaxial cable connected to the existing utility box outside your premises, a standard installation of the nbn™ connection box in your premises will normally take approximately one to two hours.

Installation (For premises with no existing Pay TV or Cable Broadband network)



Things to expect during installation:

- If the coaxial cable has not been connected from your street to the outside wall of your property, the installer may need to dig a small trench, or, if it's coming from overhead, clear a small amount of vegetation.
- Installer may need to drill a hole through your wall to install the nbn™ utility box on the outside wall of your premises, so be prepared for a small amount of drilling noise and dust.
- Internal coaxial wiring will be connected from your nbn™ utility box to a wall socket inside your premises.
- NBN installer will provide an nbn™ connection box and connect it to the wall socket.
- 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.

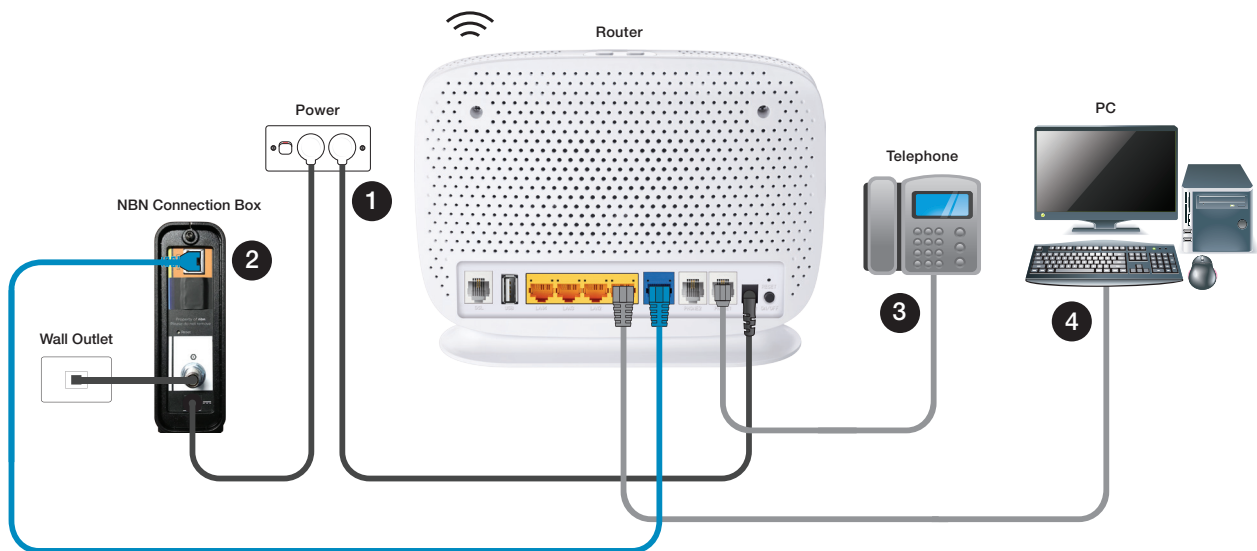
How long will it take?

Since your property does not have the coaxial cable connected to an nbn™ utility box, a standard installation could take between four and eight hours.

For Frequently Asked Questions on NBN installation visit www.tpg.com.au/support/nbn/installation-faq

Connecting your equipment

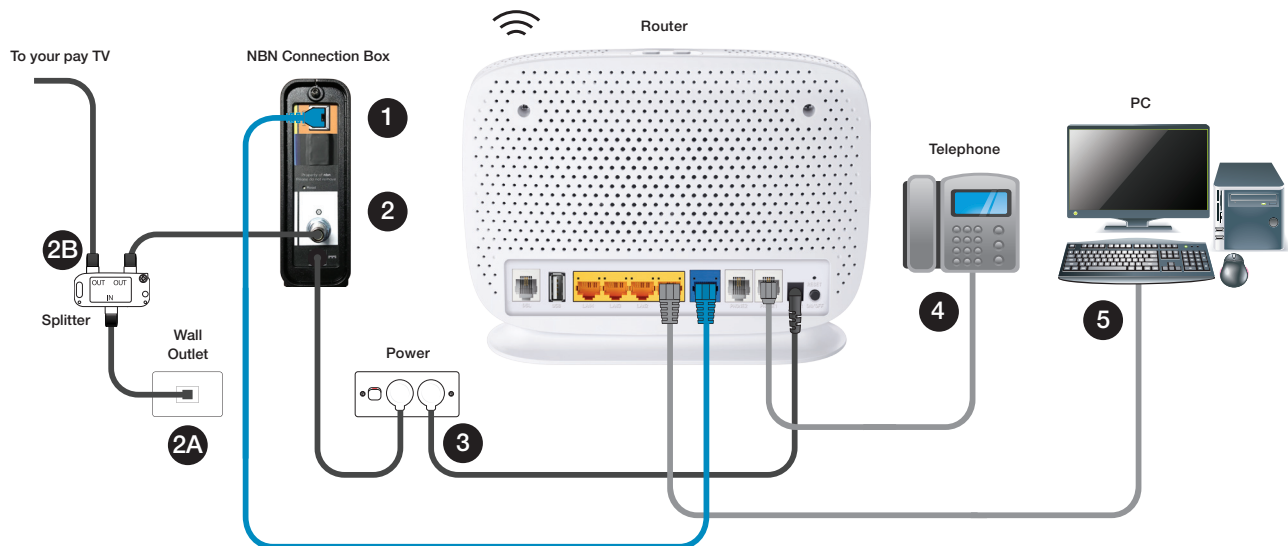
For setup without Pay TV



- 1 Connect the Power port on the back of your modem to your power socket
- 2 Connect the UNI-D1 on the back of the NBN Connection Box to the blue WAN port on the back of the modem
- 3 Connect your telephone handset to the Phone1 port on the back of your modem
- 4 Connect your computer to any of the 4 LAN ports on the back of your modem

Connecting your equipment

For setup with Pay TV



- 1 Connect the UNI-D1 port on the back of the NBN Connection Box to the blue WAN port on the back of the modem
- 2 Connect the coaxial connector on the back of the NBN Connection Box to the end of the splitter marked “OUT”
 - 2A Connect the end of splitter marked “IN” to the cable wall outlet
 - 2B Connect the other end of splitter marked “OUT” to your pay TV box
- 3 Connect the Power port on the back of your modem to your power socket
- 4 Connect your telephone handset to the Phone1 port on the back of your modem
- 5 Connect your computer to any of the 4 LAN ports on the back of your modem

Your Checklist

DEVICE CHECK

I have checked with my device providers that any devices I rely on, such as medical alarms, EFTPOS and fax machines, will work on the new nbn™ network.

AUTHORISATION

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

CONSENT

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

DURATION

I understand that a standard installation might take up to eight hours.

SAFETY

I've considered the safety issues as to where my nbn™ supplied equipment will be located on my premises.



For more information

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

Accounts & Technical Support: www.tpg.com.au/support

Installation Status & Appointment Reschedule: www.tpg.com.au/install

My Account: www.tpg.com.au/account

Call: **13 14 23**