

business **nbn**<sup>™</sup>

# Preparing your business for the **nbn**<sup>™</sup> broadband access network



**nbn**<sup>™</sup> Fibre to the Node (FTTN)

# Thanks for switching to the **nbn**<sup>™</sup> access network

Your business will soon be experiencing the benefits of Australia's new landline phone and internet network.

To help you prepare for your upcoming installation appointment, have a read through this booklet for information about how your business will be connected to the **nbn**<sup>™</sup> access network.

# About your **nbn**<sup>TM</sup> access network connection

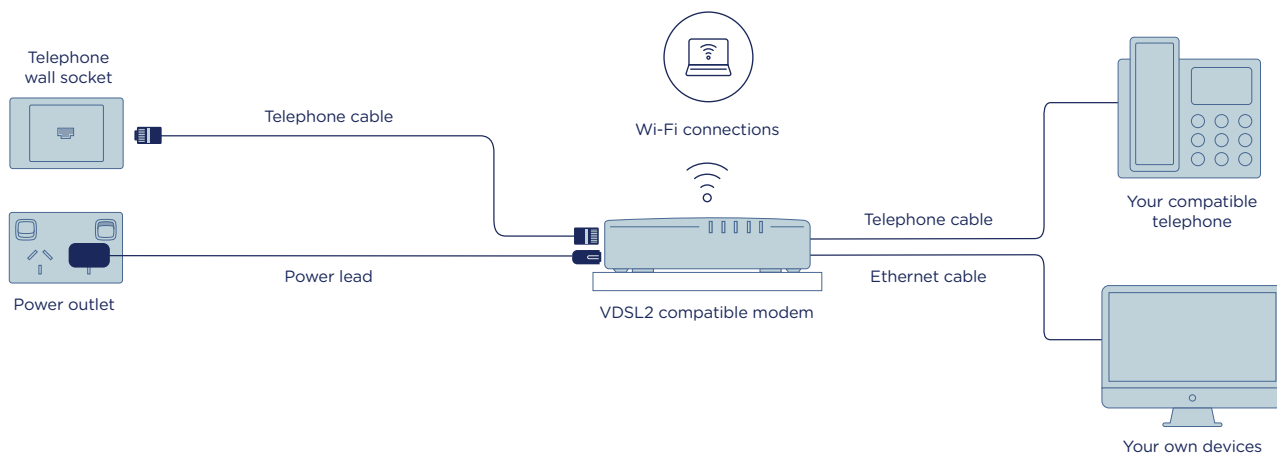
When you called to switch your business' landline phone or internet service to the **nbn**<sup>TM</sup> access network, your phone or internet provider should have advised you how long it will take for your premises to be connected.

Your phone or internet provider should also have given you instructions on how to set up your equipment so that, on your connection day, you should be all set to start enjoying services over the **nbn**<sup>TM</sup> access network.

Your connection will be delivered over **nbn**<sup>TM</sup> Fibre to the Node (FTTN) and using VDSL2 technology

FTTN is used when the existing copper network makes the final part of the **nbn**<sup>TM</sup> access network connection from a nearby node to your premises. VDSL2 is the technology **nbn** uses to deliver broadband over the copper network.

## A standard **nbn**<sup>TM</sup> FTTN setup



## Things you should consider before connection



Does your business have an ATM, EFTPOS or HICAPS terminal?



Do you have a fax machine, medical alarm, or lift emergency phone?



Do you have a security alarm or phone line that will need special wiring or cabling?



Will you be considering business equipment in the future that might require fixed or Wi-Fi internet access?

You should discuss these requirements with your alarm, equipment, phone or internet provider.

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# Setting up your equipment

To prepare for your service over the **nbn**<sup>™</sup> access network, simply set up your VDSL2 compatible modem as per the instructions given by your phone or internet provider. This modem should have been supplied by your service provider, or if you already have a modem, it must be a VDSL2 compatible modem for it to work over the **nbn**<sup>™</sup> access network.

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## Where should my modem be placed inside my premises?

Your VDSL2 compatible modem will connect to your existing telephone wall socket, so you'll need to find a place close to this.

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## Do I require an appointment with a technician?

Your phone or internet provider will advise you based on your circumstances.

### Please note

- If you have not received or do not have a VDSL2 compatible modem before your connection day, contact your phone or internet provider.
- If you have ordered a telephone service, your phone may need to be plugged into the modem.
- If you attempt to connect to the **nbn**<sup>™</sup> access network via an ADSL filter, your connection may not work. To help improve performance, ensure there are no devices between the **nbn**<sup>™</sup> connection box and the wall socket.



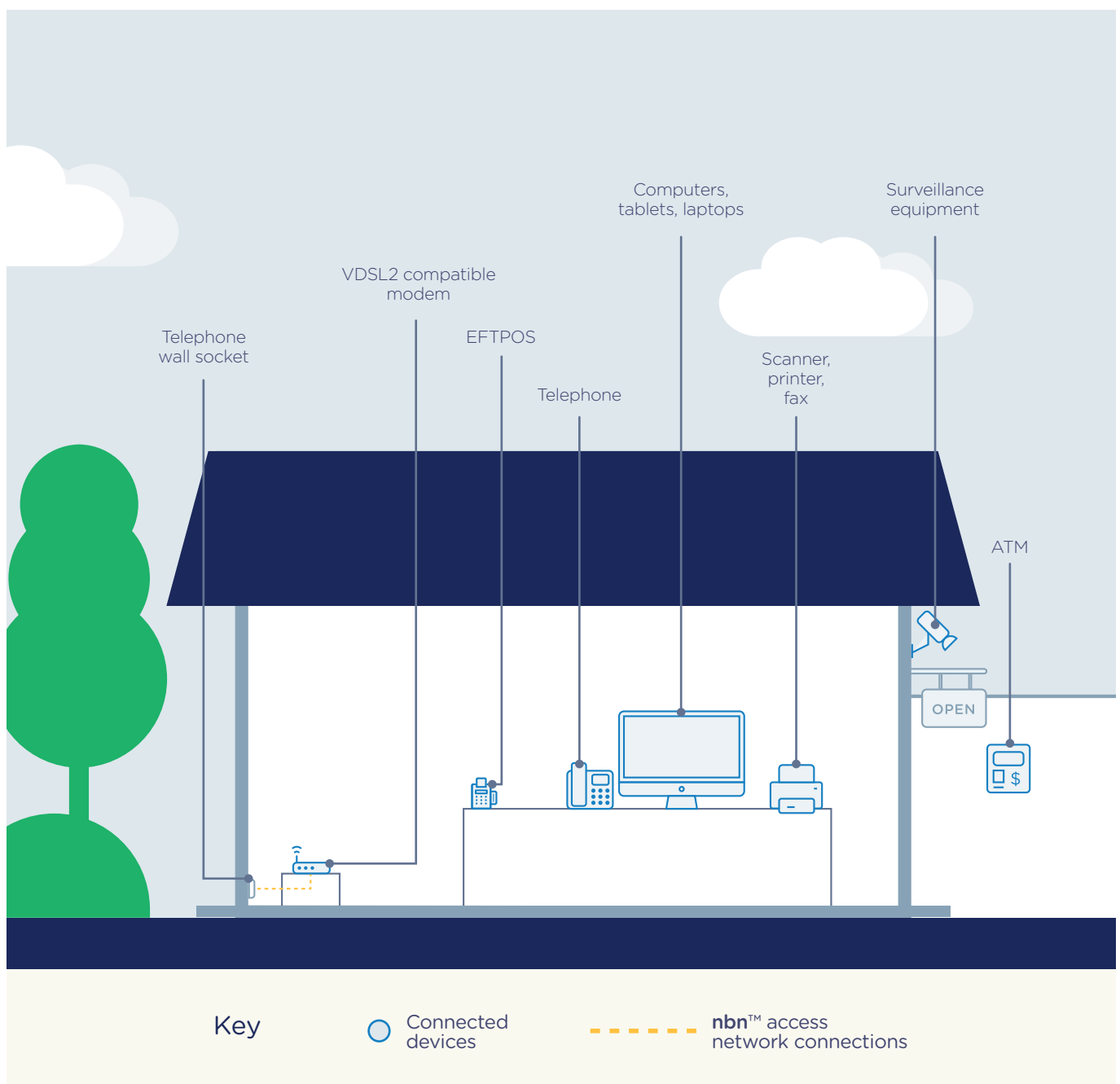
# Connectivity options in your business

## Phone

Phones over the **nbn**<sup>™</sup> access network use Voice over Internet Protocol (VoIP) services and will need to be connected directly to your VDSL2 compatible modem. Your provider will advise you on how to connect.

## Computer/Internet access

Your computers will need to be connected to your modem using an Ethernet data cable or a wireless network (Wi-Fi). It is unlikely your existing modem will work over the **nbn**<sup>™</sup> access network. Your phone or internet provider will be able to supply or recommend a VDSL2 compatible modem that will work over the **nbn**<sup>™</sup> access network.



# Other devices that may be affected by the **nbn**<sup>™</sup> access network

Your connection to services over the **nbn**<sup>™</sup> access network may affect other important business devices.\*  
Talk to your device provider for advice on whether they will work over the **nbn**<sup>™</sup> access network.

## ATMs, EFTPOS and HICAPS terminals



Call your equipment provider (such as the bank that provides your EFTPOS equipment) to find out if your device will work over the **nbn**<sup>™</sup> access network. If required, they can advise what alternative solutions are available.

## Fire indicator panels and lift emergency phones



If you have a fire indicator panel or lift emergency phone in your business, please register it with **nbn** and call your provider to find out if it will work over the **nbn**<sup>™</sup> access network. This will help minimise any break in service when the existing network is switched off. Register online at [nbn.com.au/fireandlift](https://nbn.com.au/fireandlift) or call **1800 227 300**.

## Security alarms



Call your security alarm provider to find out if your device will work over the **nbn**<sup>™</sup> access network. If necessary, they can advise you on what alternative solutions are available.

## Fax machines/TTY devices



Please check with your phone provider whether they support fax transmissions on their phone service over the **nbn**<sup>™</sup> access network.

## Monitored medical alarm/ auto-dialler or emergency call button



Before connecting to the **nbn**<sup>™</sup> access network, contact your medical alarm provider and ask whether your monitored medical alarm/ auto-dialler or emergency call button will work over the **nbn**<sup>™</sup> access network and what alternative solutions are available.

It's also important that you register your device online at [nbn.com.au/medicalregister](https://nbn.com.au/medicalregister) or call **1800 227 300**. This will help us identify businesses that need support and avoid a break in service.

## Pay TV service



If you are connecting to the **nbn**<sup>™</sup> access network and also have a pay TV service like Foxtel, you should ensure the set-top box is connected to your network via Ethernet or Wi-Fi to allow full functionality of on-demand services.

## To organise wiring changes in your business:

Call your service provider and ask if they can arrange in-premises wiring or cabling changes and what the cost will be.



Contact a registered cabler about connecting landline phone wall sockets to your landline phone service over the **nbn**<sup>™</sup> access network (you can search online for 'telephones & systems - installation & maintenance').

\*The rollout of the **nbn**<sup>™</sup> broadband access network will involve new technologies, and some existing devices (including many medical alarms, autodiallers and emergency call buttons) may not be compatible with these at all times. You should contact your device provider to find out if your alarm or other device will work when connected to the **nbn**<sup>™</sup> broadband access network and what alternative solutions are available. For more information, visit [nbn.com.au/compatibility](https://nbn.com.au/compatibility)

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# FAQs

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

Once your VDSL2 compatible modem is connected to the **nbn**<sup>™</sup> access network, you can run most devices over a Wi-Fi network. However, if you find Wi-Fi limiting, try connecting via an Ethernet cable or speak to your phone or internet provider. They can advise you on the options available to you.

Will there be any interruption to my phone and internet services during the installation?

On the day of connection, there is likely to be an interruption to your landline phone and internet services while your service is transferred. Your phone or internet provider should be able to advise you further based on your individual circumstances. If your service isn't working after you're connected, contact your phone or internet provider for assistance.

Do I need to install any cables and outlets?

If you are switching from an existing internet service, you are unlikely to need any additional cabling. However, you may find you prefer to have wired connections for things like a smart TV or your phone/s. If so, you can arrange for a registered cabler to install additional network points.

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

For FTTN connections, **nbn** does not typically provide any equipment to your business, and does not need to come to your business to install equipment. It is the role of your phone or internet provider to ensure that you have a VDSL2 compatible modem.

Will Special Services be affected?

If your business uses any Special Services such as ISDN, Frame Relay or Ethernet Lite, that are affected by the disconnection of existing landline phone and internet networks, you will need to arrange new services well before the disconnection date. These services also have different disconnection dates. For more information, see [nbn.com.au/specialservices](https://nbn.com.au/specialservices)

Can I use more than one phone socket in my premises?

This will depend on your individual circumstances, so speak to your phone or internet provider. Your VDSL2 compatible modem will connect to just one of your existing telephone wall sockets, and your phone will connect into the back of your modem. You may need additional cabling installed by a certified cabler to connect to other telephone wall sockets if you use multiple lines.

What will happen to my services in a power blackout?

Equipment connected over the **nbn**<sup>™</sup> access network will not work during a power blackout. Consider having an alternative form of communication handy (such as a charged mobile phone). If you have safety-critical equipment (e.g. a medical alarm, monitored fire alarm or lift emergency telephone), speak to your equipment provider about alternative solutions.\*

## Troubleshooting

If your service is not working as you'd expect:

- Ask your phone or internet provider about what speed plans are available to you. If your business is using multiple devices at the same time, a higher speed plan may give you a better experience.^
- Wi-Fi may be susceptible to interferences, so consider connecting devices such as your smart TV and computer via Ethernet cable instead of over a Wi-Fi network. Speak to your phone or internet provider for advice.
- If your service stops working after connection, contact your phone or internet provider.

\*The rollout of the **nbn**<sup>™</sup> broadband access network will involve new technologies, and some existing devices (including many medical alarms, autodiallers and emergency call buttons) may not be compatible with these at all times. You should contact your device provider to find out if your alarm or other device will work when connected to the **nbn**<sup>™</sup> broadband access network and what alternative solutions are available. For more information, visit [nbn.com.au/compatibility](https://nbn.com.au/compatibility)

^Your experience, including the speeds actually achieved over the **nbn**<sup>™</sup> access network, depends on the technology over which services are delivered to your premises and some factors outside our control (like equipment quality, software, signal quality, broadband plan and how your service provider designs its network).

# Preparing for connection

## Things to consider before connection

- How and where will your computers be connected?
- Where is the best place for a wireless router for your Wi-Fi devices?
- Where will you place connected devices like printers?
- Will you need a phone line in different rooms?
- Will you have a security alarm that will need a fixed phone line and/or special wiring (e.g. Mode 3 phone cabling)?
- Will you be considering devices in the future that may require fixed or Wi-Fi internet access?
- Have you checked with your device provider and service provider that any devices you rely on such as ATMs, EFTPOS, HICAPS, fax machines and medical alarms will work over the **nbn**<sup>™</sup> access network?

For help or support,  
contact your service provider  
or visit [nbn.com.au/business](https://nbn.com.au/business)

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Disclaimer: This document provides general information about the technical requirements for connecting to the **nbn**<sup>™</sup> access network and is correct as at November 2019. Technical connection requirements may change due to factors such as legislative and regulatory requirements as well as advances in technologies. For any queries about your particular circumstances or requirements, please consult your phone or internet provider or other equipment supplier.