

business **nbn**<sup>™</sup>

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



**nbn**<sup>™</sup> Fibre to the Premises (FTTP)

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

# Installation at your premises

When you called to switch your business' landline phone or internet service to the **nbn**<sup>TM</sup> access network, your provider should have made an appointment for an **nbn**<sup>TM</sup> approved installer to come to your premises and install your **nbn**<sup>TM</sup> supplied equipment.

## What does the installation involve?

- ① If the outside of your property hasn't been connected to the **nbn**<sup>TM</sup> access network yet, a free, standard installation will include connecting the fibre optic cable from your street to the **nbn**<sup>TM</sup> utility box installed on the outside of your premises.
- ② Your **nbn**<sup>TM</sup> approved installer will connect a fibre optic cable from the **nbn**<sup>TM</sup> utility box outside your premises to the **nbn**<sup>TM</sup> connection box that will be installed inside your premises.
- ③ You have two options available for the installation of the **nbn**<sup>TM</sup> connection box inside your premises:
  - a. **Power Supply with Battery Backup**

A separate Power Supply box (which includes Battery Backup) will be included in this installation. This means selected phone and internet services will work for up to five hours (including a manually activated emergency reserve) if there is a power failure. If you want the certainty of access to a phone or broadband service (for a limited period) during a power outage, Battery Backup is recommended.
  - b. **Standard Power Supply**

This is a smaller and neater installation, with only the **nbn**<sup>TM</sup> connection box installed on the inside wall. If you choose to order the Standard Power Supply, you won't be able to use landline phone or internet services during a power outage.
- ④ Your **nbn**<sup>TM</sup> approved installer will test that the **nbn**<sup>TM</sup> connection box and existing fibre optic cable equipment are working.

**This is the first stage of connecting your business to the **nbn**<sup>TM</sup> access network. Additional equipment, such as your phone or internet provider's supplied gateway (router), will be installed at a later date that they will determine.**

## Things you should consider before installation

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



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?

# The location of the **nbn™** supplied equipment

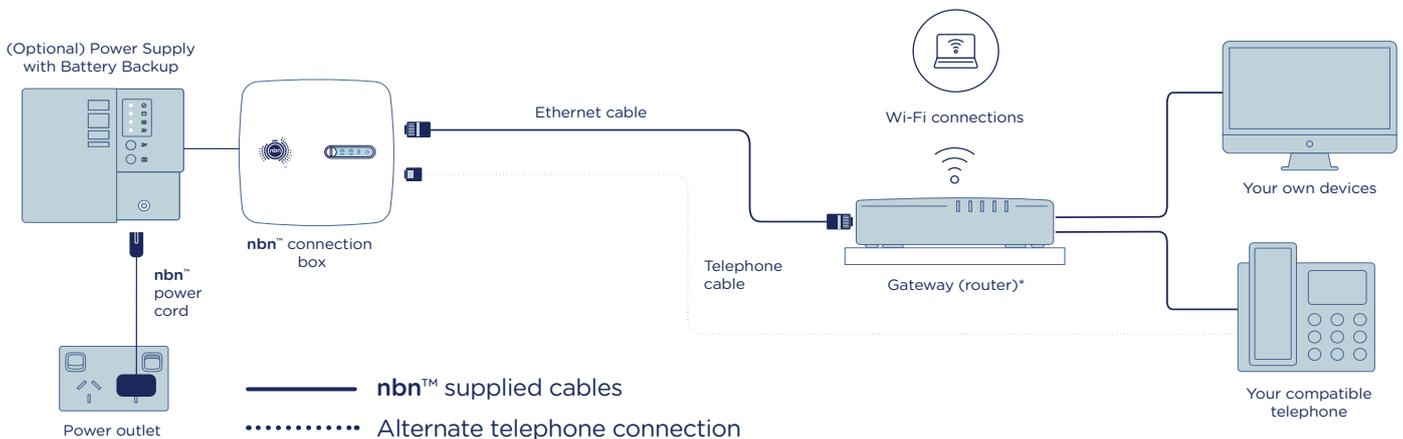
## The **nbn™** connection box

This will be located close to an existing telephone wall socket and power outlet inside your premises. If you have more than one telephone wall socket, ask your **nbn™** approved installer which one is most suitable.

If you don't have an existing telephone wall socket, your **nbn™** approved installer will help you find the best location for one to be installed.

Your **nbn™** connection box should only be installed in a location that you are comfortable with. If your preferred location(s) is unsuitable, your **nbn™** approved installer should explain this to you and help you choose an alternative.

## A standard **nbn™** FTTP setup



Depending on your premises type and needs, your installation will include some or all of the **nbn™** supplied equipment shown. If you have a Power Supply with Battery Backup, your **nbn™** connection box will continue to be powered for approximately five hours during a power outage.

\*The phone or internet provider will supply a gateway (router) and Ethernet cable to connect your internet and phone devices as required.

The **nbn™** connection box shown is designed for use inside your premises. If your installation requires an external **nbn™** connection device, your device will differ to the one shown above.

### Location Checklist

- Close to a power outlet (using a power board is not recommended)
- In a cool, dry and ventilated area
- Away from areas where it may be knocked or damaged
- Somewhere easy for you to check the indicator lights
- In the same building as your electric meter box or distribution board

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# Installation - what to expect on the day

When your **nbn**<sup>™</sup> approved installer arrives, you can check their ID before giving them access to your premises. They will discuss what **nbn**<sup>™</sup> supplied equipment is going to be installed at your business.\*

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## How much will it cost?

A standard installation of the **nbn**<sup>™</sup> supplied equipment is currently free of charge, and includes connecting the fibre optic cable from your street to the **nbn**<sup>™</sup> utility box on the outside wall of your premises and to the **nbn**<sup>™</sup> connection box inside your premises. Remember to ask your phone or internet provider if they have any other fees.

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## How long does it take?

If your business already has a connected **nbn**<sup>™</sup> utility box outside your premises, a standard installation will take approximately four hours. If your premises does not have a connected **nbn**<sup>™</sup> utility box, then a standard installation could take between four and eight hours.

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## What if installation cannot be completed?

If we are unable to complete your installation (due to bad weather or another issue), **nbn** will work with your phone or internet provider to book a new appointment.

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

You can reschedule it with your phone or internet provider or ask someone you trust who is over 18 to give access to all areas of your premises. Remember, they need to be present for the whole installation.

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## Can I request an installation after business hours?

You will need to ask your phone or internet provider if they can arrange this. An authorised person over the age of 18 will need to be present.

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## What if I need additional cabling or equipment?

Additional cables and equipment, such as your gateway (router), will need to be organised by you and your phone or internet provider. This is also the case for any internal wiring or cabling required for additional internal phone or internet outlets within your business.

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## What happens if I move premises?

**nbn**<sup>™</sup> supplied equipment is the property of **nbn** and must remain at the premises of installation. It won't work at any other location.

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## Asbestos-containing material

In some cases, your **nbn**<sup>™</sup> approved installer may suspect or assume that asbestos-containing material is present because of the age of the building.

If asbestos-containing material is present, your **nbn**<sup>™</sup> approved installer will consider options to avoid disturbing that material or area of the property, or will otherwise comply with all relevant codes of practice and work practices regarding asbestos, being mindful of the safety of themselves and the occupants of the property.

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\*For any monitored alarm services such as medical, fire or security alarms that need to be able to dial out using a landline connection, **nbn** recommends the Battery Backup service is selected, as it is designed to operate for a period during a power outage. The Battery Backup service is mandatory for Priority Assistance services. You can find more information on this in the FAQ section.

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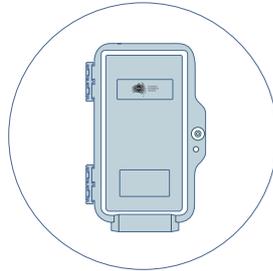
# Installation - what to expect on the day

## Note

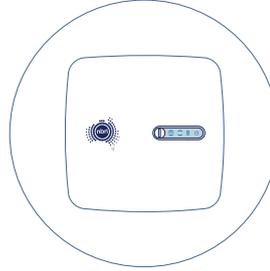
If the fibre optic cable has not been connected from your street to the outside of your premises, we might need to dig a small trench or clear a small amount of vegetation. Don't worry - we'll try to keep disturbance to a minimum.

Your **nbn**<sup>TM</sup> approved installer may also need to turn off your electricity for a short time. However, they should discuss this with you beforehand to minimise the impact on critical electrical equipment, such as ATMs, EFTPOS, HICAPS and medical devices.

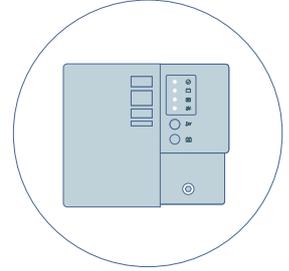
## What's supplied in your installation?



**nbn**<sup>TM</sup>  
utility box



**nbn**<sup>TM</sup>  
connection box



Power Supply with  
Battery Backup  
(optional)

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## Non-standard installations

If your requirements are non-standard, your **nbn**<sup>TM</sup> approved installer will discuss your options. For more information on what's included in a standard installation, visit [nbn.com.au/networktechnology](https://nbn.com.au/networktechnology)

# Connectivity options in your business

## Phone

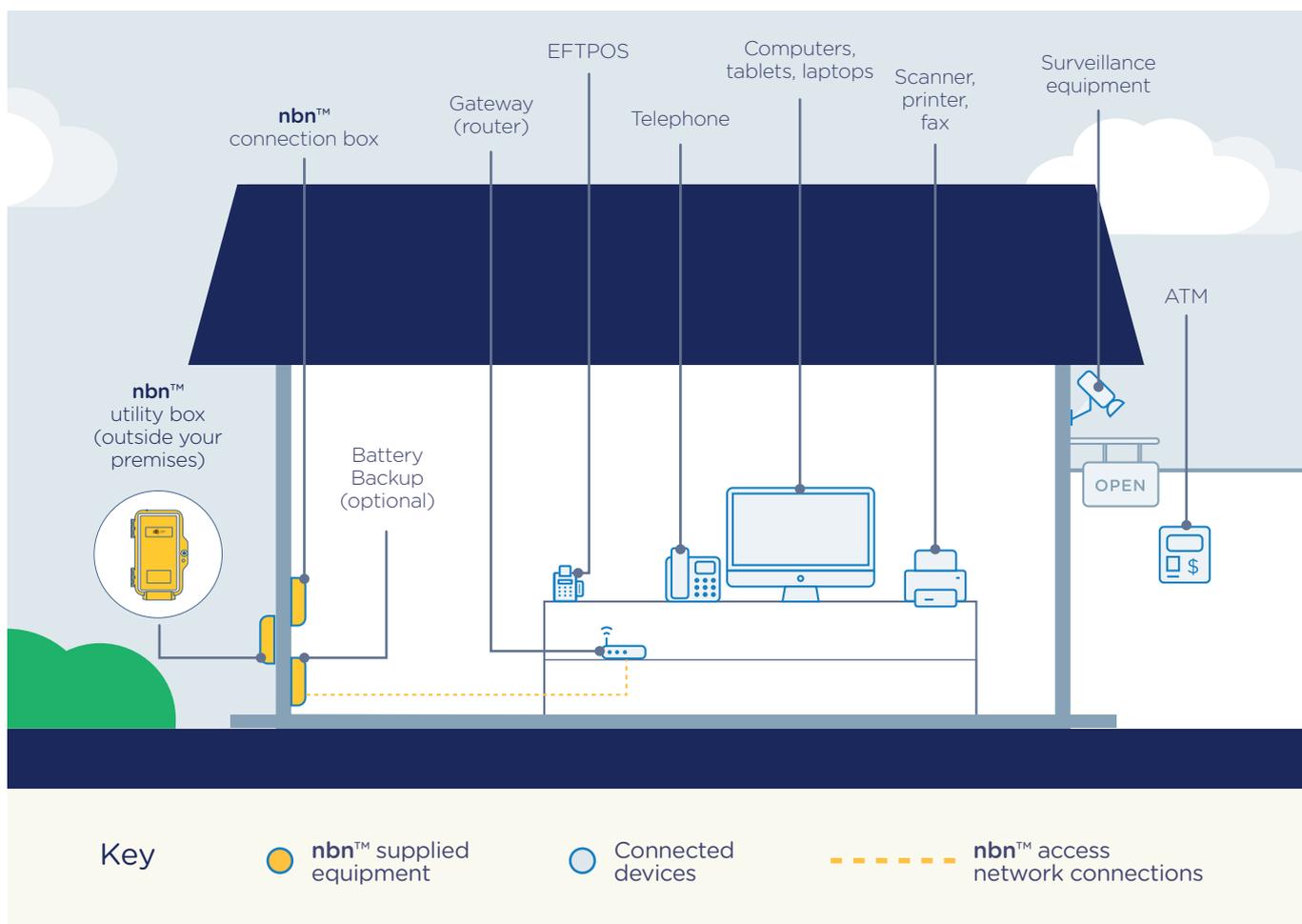
If you've ordered a landline phone service, ask your phone or internet provider where to connect your phone. There are dedicated UNI-V ports on the back of the **nbn**<sup>TM</sup> connection box into which you can plug a phone, but not all landline phone services use these ports, which is why it's important to confirm with your phone or internet provider beforehand.

You can plug one phone (or other device) into the inbuilt phone socket that comes with the **nbn**<sup>TM</sup> supplied equipment. If you want to keep using other existing landline phone sockets in your business, wiring changes will be required.

Wiring changes aren't covered in the free standard installation, and services over the **nbn**<sup>TM</sup> access network will work without them, but they are necessary if you want more than the one landline phone socket to connect to your **nbn**<sup>TM</sup> powered plan.

## Computer/Internet access

To connect computers to your **nbn**<sup>TM</sup> connection box, you'll need a separate gateway (router) that connects to the internet via Ethernet wiring or wireless networking (Wi-Fi). If you already have a modem or gateway from your old cable or ADSL broadband, it's unlikely that it will work with the **nbn**<sup>TM</sup> access network. Your phone or internet provider should be able to provide you with a new one.



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

The installation of **nbn**<sup>™</sup> supplied equipment 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?

You can run most internet-enabled services over a Wi-Fi network, but 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.

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## Will there be any interruption to my business' phone and internet services?

If your current service is delivered via an ADSL service, installation of **nbn**<sup>TM</sup> supplied equipment on the exterior of your premises should not interrupt your existing landline phone and internet services.

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

Most internet-enabled services can be run over a wireless network (Wi-Fi), but you may prefer to have wired connections for things like a smart TV (IPTV), data or your landline phone. Beyond your **nbn**<sup>TM</sup> connection box, your **nbn**<sup>TM</sup> approved installer won't carry out internal wiring or permanent cabling through wall, floor or ceiling cavities. This must be done by a registered cabler. You can arrange for any registered cabler to install network points. Your phone or internet provider may be able to recommend a registered cabler in your area, or you can search online for 'telephones & systems - installation & maintenance'.

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## Will I lose my existing phone and internet services while my **nbn**<sup>TM</sup> supplied equipment is being installed?

We will try to ensure minimal disruption to your existing services; however, your **nbn**<sup>TM</sup> approved installer should inform you if there is going to be a prolonged outage.

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## 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)

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## When I'm connected to the **nbn**<sup>TM</sup> access network, can I use the phone or internet if my power fails?

If you have chosen the installation that includes the Battery Backup service, you'll be able to keep making phone calls for up to five hours (including a manually activated battery emergency reserve period) after the power goes out, as long as you are using a standard corded landline phone that doesn't need to be plugged into a power point, and your landline phone service is provided through one of the UNI-V ports on the **nbn**<sup>TM</sup> connection box.

Other landline phone services or cordless phones are not powered by the Battery Backup. To ensure your landline phone service is supported by Battery Backup, you'll need to ask your phone or internet provider to supply your landline phone service through the **nbn**<sup>TM</sup> access network UNI-V port, order the Battery Backup service and make sure you are using a standard corded landline phone that doesn't need to be plugged into a power point. The Battery Backup service can also support any internet-enabled device when connected via an Ethernet cable to an active UNI-D port on the **nbn**<sup>TM</sup> connection box (as long as the internet-enabled device has its own separate battery).

If you do not order the Battery Backup service, your phone and internet services won't work during a power failure.

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# FAQs

Will my existing monitored alarms (i.e. medical, security or fire alarms) work over the **nbn™** access network?

Speak to your alarm provider about how to keep your service working over the **nbn™** access network. If you have a medical alarm/auto-dialler or emergency call button, it's important that you register it online at [nbn.com.au/medicalregister](https://nbn.com.au/medicalregister) or call **1800 227 300**. This will help us identify businesses where support may be needed to avoid a break in service when the existing network is switched off.\*

For more information on alarms and the **nbn™** access network, please visit [nbn.com.au/alarms](https://nbn.com.au/alarms) or call **1800 687 626**.

\*Services provided over the **nbn™** access network will be replacing phone and internet services provided over most of the existing landline networks, including copper and the majority of HFC networks within the fixed line footprint. Services provided over existing fibre networks (including in-building, health and education networks) and some special and business services may not be affected. To find out if your services will be affected, please contact your current phone or internet provider. The switch off date is subject to change. For more information, visit [nbn.com.au/switchoff](https://nbn.com.au/switchoff) or call 1800 687 626.

# Preparing for connection

## Things to consider before connection

- 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 on the **nbn**<sup>™</sup> access network?
- Have you arranged for yourself (or an authorised representative over 18) to be there for the whole installation and are you aware that an installation can take up to eight hours?
- Do you have your landlord's consent for the installation (if required)?
- Have you considered any safety issues associated with the location of the **nbn**<sup>™</sup> supplied equipment?
- Have you registered your medical and fire alarms with **nbn**?
- How and where will your business computers be connected?
- Where is the best place for a wireless router for Wi-Fi devices?
- Where will you place connected devices such as printers?
- Will other rooms or offices need a phone line?
- Do you have a security alarm that will need a fixed phone line and/or special wiring?



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

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