

# Resident information Homeowners and builders guide



Welcome to the **nbn**™ network, Australia's broadband network. In your newly-built home, both your internet and landline phone services will be delivered over the **nbn**™ network, giving you access to fast and reliable broadband services for decades to come. Before you start enjoying all the benefits of the **nbn**™ network, there are a few steps you need to take during the construction of your new home.

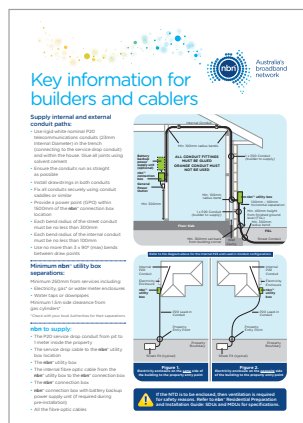
## Step 1: Plan your phone and data ports with your builder

**High speed broadband brings many exciting possibilities that can transform the way you work, play and stay in touch.**

Now is the ideal time to consider how you will wire your new home to prepare for the connected lifestyle you plan to enjoy.

Talk to your builder about your preferences for voice and data ports now so they can mark these up on the building plans and provide a quote for any additional wiring work required.

If you don't have a copy of your new home plans to work on, it's a good idea to draw a quick diagram of your house and port locations. Make sure you keep a copy for your records.



The Key Information guide pictured to the left provides technical guidelines for your builder.

This guide is available for download under 'Key Resources' at: [nbn.com.au/develop-or-plan-with-the-nbn/new-developments/builders-contractors.html](http://nbn.com.au/develop-or-plan-with-the-nbn/new-developments/builders-contractors.html)

### Questions to consider

#### Data ports

- Where will you use home computers?
- Will you be considering smart kitchen appliances in the future that might require fixed or Wi-Fi internet access?
- Where would be the best place to locate a wireless router for Wi-Fi devices?
- Are you planning to have a security or medical alarm system installed that will need a hard-wired internet connection and/or special wiring (e.g. Mode 3 phone cabling)?
- Where will you want to place TVs to use internet TV services and other internet connected devices like gaming consoles?

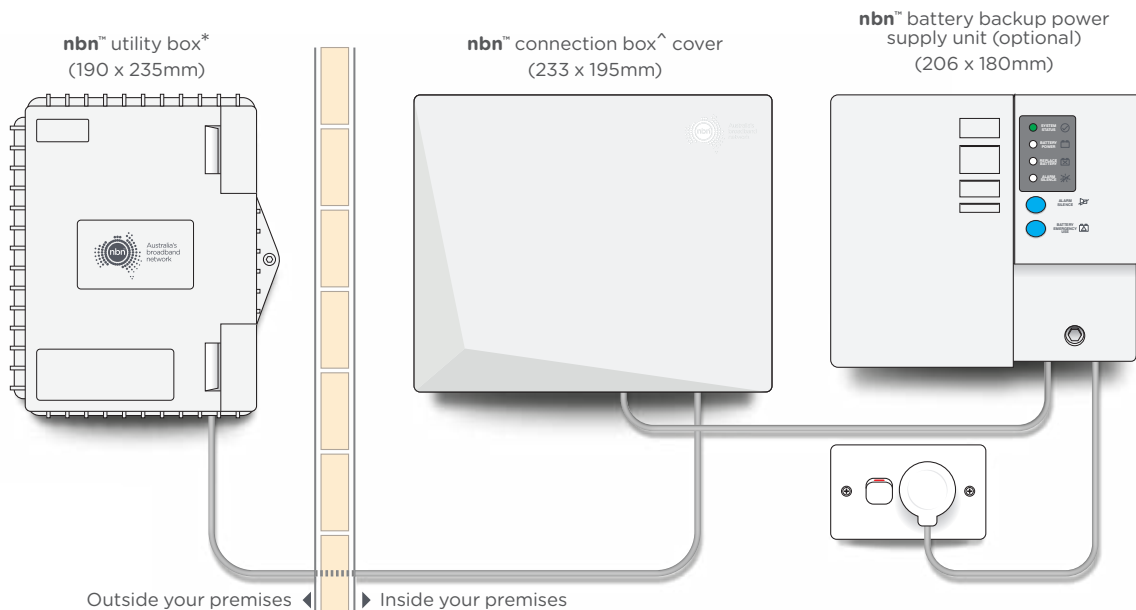
#### Voice ports

- Where will you want to have fixed-line connections?
- Will you need a phone line in your study or home office?
- Do you have a medical alarm service that will need a fixed phone line?
- Will you have a security alarm that will need a fixed phone line and/or special wiring (e.g. Mode 3 phone cabling)?



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## Step 2: Decide on a location for the **nbn**™ supplied equipment



The **nbn** and your builder will work together to organise the installation of the relevant equipment inside and outside your new home.

A standard installation of **nbn**™ supplied equipment is currently free of charge. For more information on what's included, visit [nbnco.com.au/fibreinstallation](https://nbnco.com.au/fibreinstallation) or call **1800 687 626**. Don't forget to check with your preferred retail service provider about whether they have any other fees that may apply.

Homeowners should work closely with their builders to determine the optimal location for the **nbn**™ supplied equipment prior to your scheduled installation date so that your builder can pre-install the conduits required for the **nbn**™ network installation to take place. When you have chosen a location for these conduits, make sure that both your preferred location for **nbn**™ supplied equipment and conduits are marked on your house construction plans.

The pre-installation would need to take place at least 20 days before the estimated home completion date.

### Choosing the equipment location

There are a number of places for your equipment to be installed. Use this checklist to help you make a good decision about the most suitable place otherwise your ability to connect to the **nbn**™ network may be affected.

#### Your checklist for equipment location

- ☐ Reasonably close to a power point
- ☐ A cool, dry, ventilated area (**nbn**™ supplied equipment cannot be installed in a damp or wet area such as a kitchen, bathroom, laundry or under a window that opens)
- ☐ Away from busy areas where it may be knocked or damaged
- ☐ Somewhere easy for you to see and to check the indicator lights
- ☐ In the same building as the main electric meter box or distribution board (i.e. not in a separate detached garage or outhouse)

\*Also known as Premises Connection Device

^Also known as Network Termination Device

## Decide whether the optional battery backup power supply unit is required

The battery backup supply unit keeps your **nbn**<sup>™</sup> connection box running during a power failure. However, if such a power failure occurs, the battery will only be able to power the **nbn**<sup>™</sup> connection box for approximately five hours for a standard corded phone that doesn't require mains power, and only if you have your phone service connected through the UNI-V port on the **nbn**<sup>™</sup> connection box.

It can also power your internet service, but only on the **nbn**<sup>™</sup> connection box itself – any other device connected to the **nbn**<sup>™</sup> connection box (such as a Wi-Fi router) will need its own battery backup to keep working during a power outage.

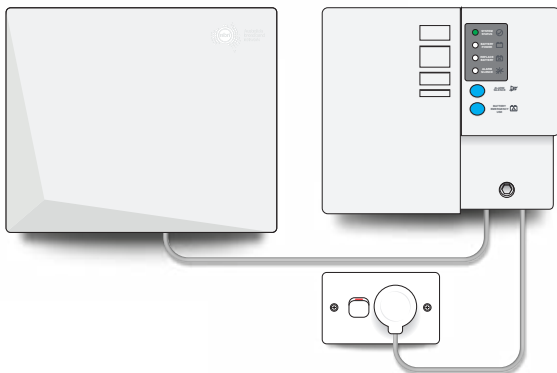
However, if you choose not to elect battery backup you will not be able to make voice calls (including emergency 000 calls) using your landline phone or use the internet during a power outage.

If you're going to have a priority assistance service on your phone line (due to an ongoing medical condition), it will be mandatory to have the battery backup unit installed.

If you're not currently planning to have a fixed-line phone, you may not feel there are enough benefits to having the battery backup equipment installed in your home at this stage.

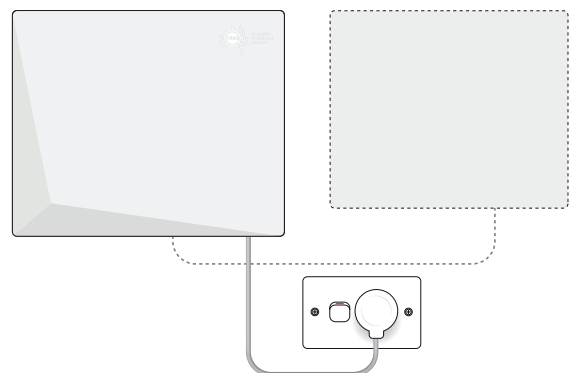
Here are some factors to consider which may help you make a decision:

### **nbn**<sup>™</sup> supplied equipment with battery backup



- The battery backup will only power devices that do not require mains power (for example, a standard analogue corded phone connected to an activated UNI-V port on the **nbn**<sup>™</sup> connection box).
- The Power Supply with Battery Backup unit will run for a limited period of approximately 5 hours including the extra manually activated emergency battery reserve time.
- Smoke alarm style alarms will sound when the battery is wearing out and needs to be replaced. Discuss with your service provider whether they will supply replacement batteries or whether you should buy them.

### **nbn**<sup>™</sup> supplied equipment without battery backup



- Not available if you are a priority assistance customer.
- Smaller, neater equipment installation on your wall.
- No battery alarms or replacement battery costs.
- Your landline telephone and internet services will not work during a power outage.
- You will need alternative means of making an emergency call during a power outage (e.g. a mobile phone).
- If you need the battery backup service down the track you can have it installed, currently free of charge.
- Fewer batteries produced means less waste in the environment.

**Your service provider will run through the full decision-making process with you, and record your consent for your decision.**



## Step 3: Connecting your services to the **nbn**™ network

**Even before you move in, you can begin contacting your preferred service provider to compare packages and establish your service requirements.**

For a full list of the service providers that can deliver services over the **nbn**™ network visit:

**[nbn.com.au/serviceproviders](http://nbn.com.au/serviceproviders)**

If your address has not yet been registered with your local government authority, you may need to provide your Lot and DP number to your Service Provider when you order your services. (A Deposited Plan (DP) is the plan number given to a subdivision by state or local government.)

To find out an estimated date when the **nbn**™ network will be switched on in your area, call **1800 687 626**.

It's important to note that **nbn** is a wholesale network provider, which means **nbn** is responsible for building, operating and maintaining the **nbn**™ network – the infrastructure over which telecommunication services can be delivered.

Services to your home, such as landline phone and broadband will be provided by retail service providers, not by **nbn** directly.

You can contact your preferred service provider now to pre-order services over the **nbn**™ network.

**Connecting to the **nbn**™ network is as simple as...**

### Explore

Contact your preferred telephone or internet service provider to find out about services over the **nbn**™ network. These can be found at: **[nbn.com.au/serviceproviders](http://nbn.com.au/serviceproviders)**

### Select

Compare the packages available and select the right option for you.

### Connect

Your service provider will co-ordinate a time for the **nbn**™ supplied equipment to be installed (if not done already) and your service activated.

### For more information

**1800 687 626 | [nbn.com.au](http://nbn.com.au) | [info@nbn.com.au](mailto:info@nbn.com.au)**

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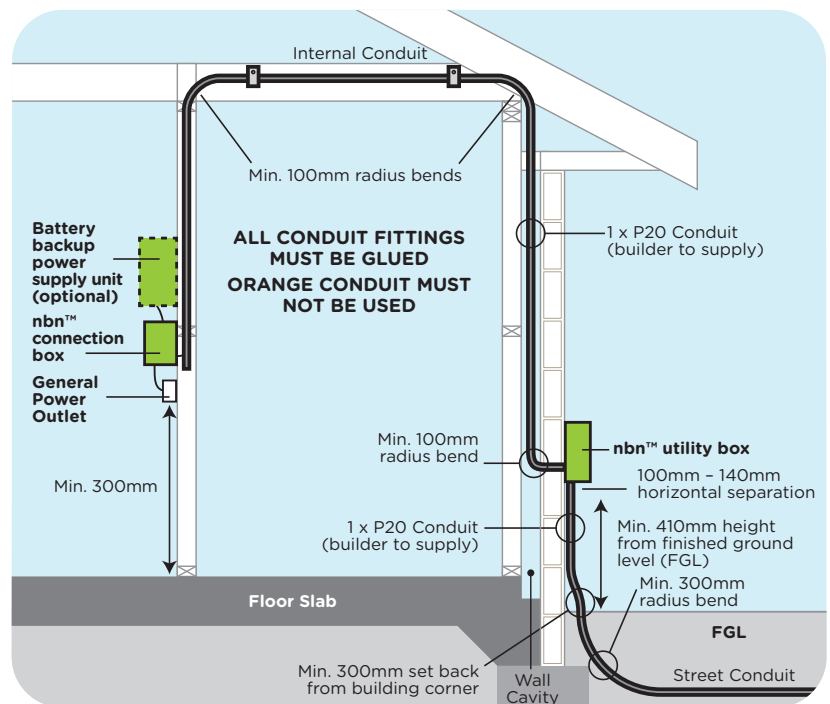


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# Key information for builders and cablers

## Supply internal and external conduit paths:

- Use rigid white nominal P20 telecommunications conduits (23mm Internal Diameter) in the trench (connecting to the service drop conduit) and within the house. Glue all joints using solvent cement
- Ensure the conduits run as straight as possible
- Install drawstrings in both conduits
- Fix all conduits securely using conduit saddles or similar
- Provide a power point (GPO) within 1500mm of the **nbn™** connection box location
- Each bend radius of the street conduit must be no less than 300mm
- Each bend radius of the internal conduit must be no less than 100mm
- Use no more than 3 x 90° (max) bends between draw points



## Minimum **nbn™** utility box separations:

Minimum 250mm from services including:

- Electricity, gas\* or water meter enclosures
- Water taps or downpipes

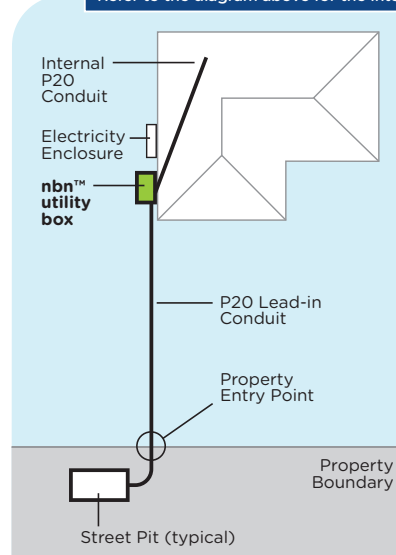
Minimum 1.5m side clearance from  
gas cylinders\*

\*Check with your local Authorities for their separations

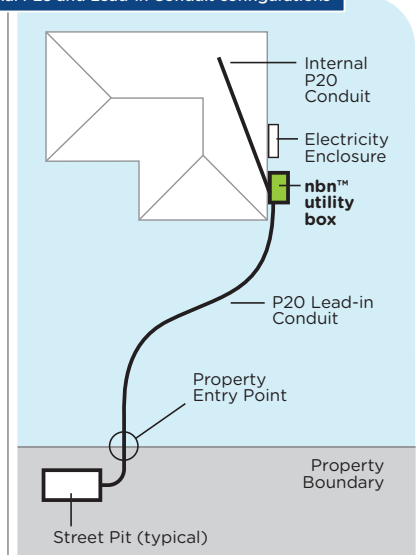
## **nbn** to supply:

- The P20 service drop conduit from pit to 1 meter inside the property
- The service drop cable to the **nbn™** utility box location
- The **nbn™** utility box
- The internal fibre optic cable from the **nbn™** utility box to the **nbn™** connection box
- The **nbn™** connection box
- **nbn™** connection box with battery backup power supply unit (if required during pre-installation)
- All the fibre optic cables

Refer to the diagram above for the Internal P23 and Lead-in Conduit configurations



**Figure 1.**  
Electricity enclosure on the **same** side of  
the building to the property entry point

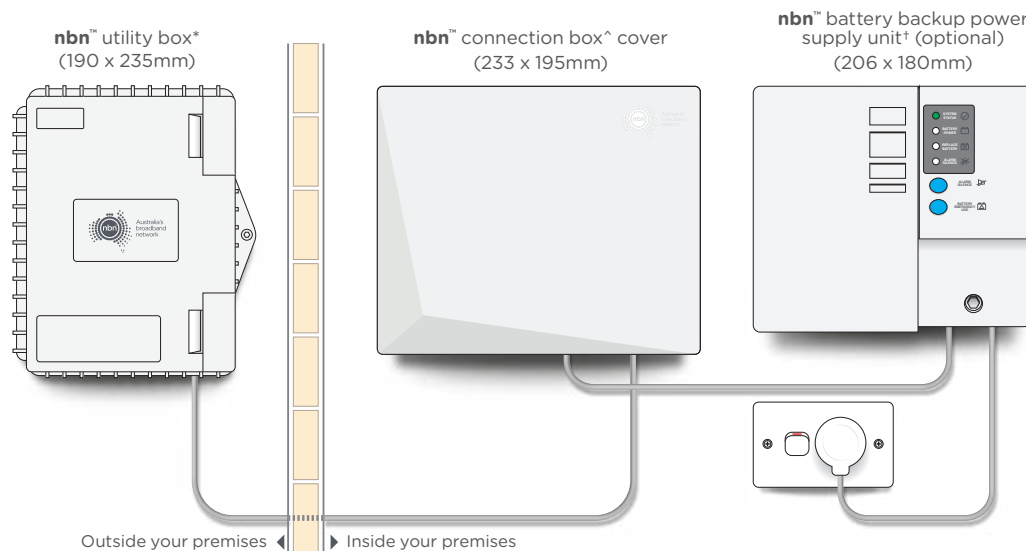


**Figure 2.**  
Electricity enclosure on the **opposite** side  
of the building to the property entry point



If the NTD is to be enclosed, then ventilation is required for safety reasons. Refer to **nbn™** Residential Preparation and Installation Guide: SDUs and MDUs for specifications.

## nbn™ supplied equipment installed within the home – wall space reservations



**Layout example only.**  
For other configurations refer to the **nbn™** Residential Preparation and Installation Guide: SDUs and MDUs.

† For indoor installation only. **nbn™** supplied equipment should not be installed in prohibited locations, such as bathrooms, laundry etc. as per nbn-NO-GDE-0011 Guides.

† Builders should always provision space and environment for PS/B. It may be pre-installed or requested by the end user during the life of the building.

\*Also known as Premises Connection Device ^Also known as Network Termination Device

### Preparing new developments for the nbn™ network

It's important that builders and cablers talk to new homeowners about the telecommunications services they may want to access in their homes and provide guidance on where **nbn™** supplied equipment, phone and data outlets should be located.

Both fixed line internet and telephone services will be delivered over the **nbn™** network. **nbn™** supplied equipment should be located in a safe location, where it is convenient to connect the telephone as well as computers and internet TV.

It's important to remember that if customers want to utilise applications like IPTV via Smart TVs in their living room and telework via HD video conferencing in their office they should consider fixed cabling in the home to connect these devices.

### Requesting equipment pre-installation

To enable a smooth and efficient connection to the **nbn™** network, builders/developers may request a pre-installation of the supplied equipment supporting **nbn™** network on behalf of all owners/occupiers of the premises.

Pre-installation of the **nbn™** network supplied equipment should be arranged to take place at least 20 days ahead of the estimated home completion date.

To request a pre-installation of **nbn™** supplied equipment, visit: **nbn.com.au/preinstallrequest**

The following information will be required when submitting a request:

- Confirmation that you have authority of all owners and occupiers to make this request
- Confirmation that you have the agreement of all owners and occupiers to waive their right to be given notice by the **nbn™** of the pre-installation under Schedule 3 of the Telecommunications Act 1997

- Premises address or addresses
- Developer estate name and stage number
- Confirmation that power is available
- Date by which the premises will be at secure 'lock up' stage
- Estimated completion or handover date
- An onsite contact and confirmation that you have their permission to submit their contact details
- Confirmation that an Internal and Lead-in Conduit has been installed in accordance with **nbn™** guidelines
- Confirmation whether Power Supply with Battery Backup will or will not be required
- Preferred installation date

### For more information

1800 687 626

[newdevelopments@nbn.com.au](mailto:newdevelopments@nbn.com.au)  
[nbn.com.au/newdevelopments](http://nbn.com.au/newdevelopments)

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For more details and installation options refer to: **nbn™** Residential Preparation and Installation Guide: SDUs and MDUs [nbn.com.au/assets/documents/preparation-and-installation-guide-for-sdus-and-mdus.pdf](http://nbn.com.au/assets/documents/preparation-and-installation-guide-for-sdus-and-mdus.pdf)

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