



A handy guide on what to expect

Before, during and after the **nbn**[®] Fibre to the Premises (FTTP) installation process



This guide outlines what you can expect from the **nbn** full fibre FTTP installation process in one of the following:

- Freestanding home
- Terrace
- Semi-detached/Duplex
- Townhouse/Villa
- Apartment building containing up to four apartments

Note: If your installation is taking place in an apartment block premises with access to a common comms room, [find out more here](#).

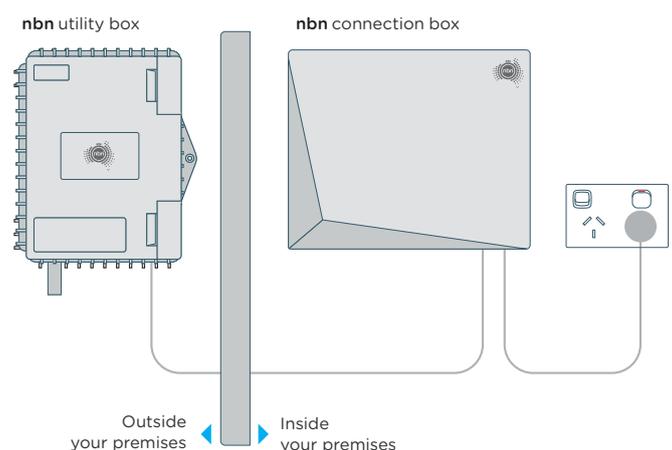
Things to keep in mind

1. You will need new **nbn** equipment installed on the inside and outside of your premises, which **nbn** will provide on the day, along with fibre cabling. There are guidelines (listed on page 3) for how this can be installed.
2. On the day of the installation your **nbn** approved technician will discuss suitable installation options with you and ask for your signed consent before installing.
3. Your Wi-Fi modem/gateway needs to connect to the **nbn** equipment, and its location can limit your internet performance. Please refer to the [Optimisation fact sheet](#) for handy tips to help improve the speed and reliability of your internet connection.
4. **nbn** fibre cabling will be installed from the street to the external **nbn** utility box. This can utilise existing cable pathways or include activities like mounting cable pathways on the surface of walls or using hand tools to shallow bury cable.
5. The **nbn** utility box will be installed close to your existing telecommunications utility box, usually at the front of the premises, no lower than 400mm to the ground and clear from other utilities.
6. The **nbn** approved technician will also install fibre between the **nbn** utility box and the **nbn** connection box.

7. The diagram below illustrates the **nbn** equipment that will be installed at your premises for your FTTP connection.

- Outside the premises: **nbn** utility box. The maximum size of the box is 250mm (w) x 260mm (h) x 80mm (d).
- Inside the premises: the **nbn** connection box. The box size is 235mm (w) x 195mm (h) x 70mm (d).

Clearance around the equipment needs to be considered dependent on installation locations.



10 guidelines we use when finding a suitable location for the nbn connection box

1. Within 3 metres of an existing power point outlet inside your premises.
2. Within 12 metres of the **nbn** utility box – this is installed on the external wall in a front area of your premises.
3. In the same building as the externally mounted **nbn** utility box and main electric meter box or distribution board (not in a separate detached garage or outhouse).
4. Must be placed on the inside surface of the external wall that the **nbn** utility box is installed.
5. Easily accessible due to health and safety considerations - no access into low roof spaces or low underfloor spaces.
6. A safe position where it will not be easily damaged.
7. A cool, dry, ventilated area. Not in a wet area such as the bathroom, kitchen, laundry or under a window that opens.
8. Away from existing utilities such as gas lines, external water systems and away from direct sunlight.
9. Where feasible, in a location where it is easy for you to see and check the indicator lights.
10. On the ground floor in a multi-story building.

nbn will propose to locate the **nbn** connection box consistent with these guidelines where it is feasible to do so.

It may not be feasible to install your new **nbn** connection box in the same location as your existing connection point.

If you have a specific location in mind for your new **nbn** connection box that is not the location that **nbn** has proposed, you may need to consider options listed in the [Optimisation fact sheet](#), such as:

- Using a mesh network or Wi-Fi extender.
- Engaging a [registered cabler](#) to provide ethernet cabling to your preferred Wi-Fi modem/gateway location.

You may also engage a [registered cabler](#) (at your cost) to provide a fibre cable pathway (in line with **nbn** standards) to **nbn** equipment, e.g. from the street entry point to the **nbn** utility box and/or from the **nbn** utility box to the **nbn** connection box, before we finalise your FTTP installation.

Please contact your phone and internet provider if you are concerned about the installation options that the **nbn** approved technician has proposed. **nbn** will consider exceptions to our guidelines in limited circumstances, but this will delay the completion of your installation.

Preparing for the installation day

1. If you're renting, remember to get your landlord's permission to conduct the **nbn** FTTP installation before your appointment date is confirmed. The **nbn** approved technician will need to do work that will need their approval – such as drilling into the property walls to install **nbn** equipment.
2. Prior to installation, you will receive an SMS from **nbn** to confirm your installation appointment. If you can't attend, please use the cancel option in response to the SMS.
3. An authorised person over the age of 18 must be present for the entire installation appointment. After the discussion with the **nbn** approved technician on the agreed installation options, they will need to provide signed consent for both where the **nbn** utility box (outside) and **nbn** connection box (inside) are being installed, and how the fibre cabling will be run into the premises.
4. Prepare for a possible 30-60 minute power and/or service disruption during the installation. We recommend keeping an alternative form of communication, like a charged mobile phone on hand throughout the appointment.
5. If you're using an older Wi-Fi modem/gateway, talk to your provider about whether it supports the speeds achievable with your new full fibre FTTP service*. [Learn more.](#)



nbn utility box mounted on the surface of an external wall



nbn connection box mounted on the inside surface of an external wall

What to expect on the installation day

1. We'll send an SMS on the day of installation to let you know the **nbn** approved technician is close to arriving.
2. When the **nbn** approved technician arrives, they'll do a walk-through of your premises to assess the installation required at your unique location. You'll have an opportunity to discuss your preferences with the **nbn** approved technician and provide signed consent to conduct the proposed installation activities.
3. Most **nbn** fibre installation appointments take a few hours, however, some may require extra work. This is generally caused by cable path blockages which the **nbn** approved technician will try and resolve on the day including the use of surface mounting or shallow burying fibre cable.
4. In some cases, the **nbn** approved technician will not be able to fully complete the work on the day, but may still complete the installation of the **nbn** connection box and **nbn** utility box while the additional work is scheduled. Please ensure your **nbn** connection box is kept powered on once installed.
5. If a follow-up appointment is required, your provider will be notified by **nbn** to arrange this with you. In the meantime, if applicable, you can continue using your existing internet service.
6. If you choose the option to provide a suitable fibre cable pathway (in line with **nbn** standards) to **nbn** equipment at your own cost, you will need to contact your provider once the fibre cable pathway is complete to arrange a follow-up appointment.

Activating your service

1. Once the installation is completed, **nbn** will notify your phone and internet provider so they can activate your service. Activation can take up to several days depending on your provider. In the meantime, if applicable, you can continue using your existing **nbn** service.
2. Don't forget to cancel your original **nbn** service if applicable. Once your new FTTP connection is working, we recommend checking with your original provider that your existing service (Fibre to the Node or Fibre to the Curb) has been cancelled to avoid any unnecessary charges.
3. We recommend reading our [Optimisation fact sheet](#) to help you experience the full potential of your FTTP service.

Need more help?



When to contact your provider

- If you have any questions about the information contained in this guide.
- If you're having issues with performance and have already considered the information outlined in this guide and checked for outages at nbn.com.au/outages.
- If you'd like to change your **nbn** speed plan.
- You have questions or concerns about your installation or activation of your FTTP service.

When to contact **nbn**

- To report damaged or missing **nbn** equipment.
- You've upgraded to a new **nbn** technology and would like to remove existing **nbn** equipment.

Visit nbn.com.au/contact-us for more information.

*Your experience, including the speeds actually achieved over the nbn network, depends on the nbn network technology and configuration over which services are delivered to your premises, whether you are using the internet during the busy period, and some factors outside our control (like your equipment quality, software, broadband plans, signal reception and how your service provider designs its network).