



## Installation guidelines for your Fibre to the Premises (FTTP) **nbn**<sup>®</sup> connection box

This guide is designed to provide you key information on the installation of your new **nbn** connection box as part of your new full fibre FTTP connection.

### 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.

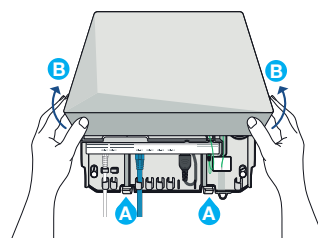
## Important things to consider:

- An **nbn** approved technician will discuss options with you on the location of the **nbn** connection box and gain signed consent before proceeding with the installation.
- It may not be feasible to have your new **nbn** connection box installed at 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.
- You can find internal cabling and registered cabler information here or visit [nbn.com.au/cabling](http://nbn.com.au/cabling)

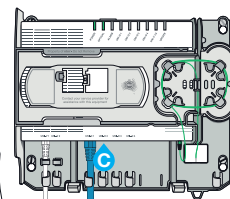


## Familiarising yourself with your nbn connection box

Removing the **nbn** connection box cover

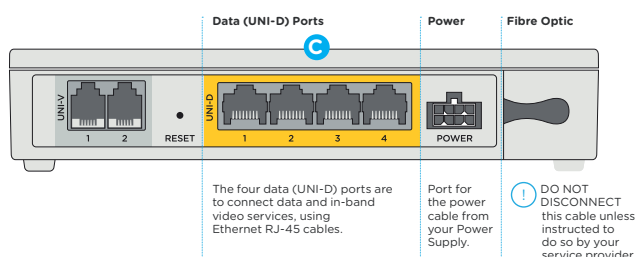


**nbn** connection box (with cover removed)



Press the two clips **A** to release the cover. Lift the cover at an angle to remove **B**. The Data (UNI-D) ports are found here **C**.

The bottom of your **nbn** connection box (inside the cover that is mounted to the wall) will have a row of ports that look like this:



Your broadband services will be delivered through the data (UNI-D) ports on the **nbn** connection box. Your phone and internet provider will advise you which data (UNI-D) ports they have designated for your services, and how to connect any necessary equipment to these services.

Refer to our [Optimisation fact sheet](#) for some handy tips to help improve the speed and reliability of your **nbn** connection\*.

### Business Customer?

Installation may be completed within the communications room/rack, provided;

- There is a pathway available.
- The '10 guidelines we use when finding a suitable location for the **nbn** connection box' outlined in this document has been considered.
- There are no health and safety concerns for the **nbn** approved technician.

Visit [nbnco.com.au/fibrepreconnection](http://nbnco.com.au/fibrepreconnection) for more information or contact your phone and internet provider.

\*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).