



Connecting to the NBN

May 2020

Talk to your service provider about NBN equipment, installation and appointments

Choosing a service provider and placing an order for internet and phone services over the National Broadband Network (NBN) is your first step to getting connected. Your service provider will then arrange the installation of your service with NBN Co Limited (NBN Co) on your behalf.

Installation of your service

The installation of your NBN service will depend on the type of technology used at your premises. The 'fixed line' technology types are:

- Fibre to the Node (FTTN)
- Fibre to the Building (FTTB)
- Fibre to the Curb (FTTC)
- Fibre to the Premises (FTTP)
- Hybrid Fibre Coaxial (HFC).

If you're in a regional or remote area, you may have fixed wireless or satellite connections.

To find out what type of technology you will receive, enter your address into the *check your address* tool on the [NBN Co website](#) or ask your provider.

Before installing your service, it's important to tell your provider if you:

- have other services that require the internet, such as a medical or security alarm, EFTPOS terminal or fax machine
- are a PRIORITY® ASSISTANCE customer
- want to keep your existing telephone number.

FTTN and FTTB connections

If your premises is receiving an FTTN or FTTB connection, your provider should give you a VDSL2 compatible modem. Your provider will give you instructions to set up your new modem, and will be available to assist with any queries you may have. If you already have a modem that you want to use, speak to your provider to make sure it's compatible with the NBN.

FTTC connections

You will receive an NBN Connection Device (NCD) from NBN Co. Set up the NCD by following the instructions provided by NBN Co. Your provider should also give you a network compatible modem which connects into the NCD. This should be set up by following the instructions given by your provider.

FTTP, HFC connections, fixed wireless and satellite connections

Your provider will organise for an NBN Co-approved installer to install the equipment at your home.

To complete the installation, a person over 18 will need to be home for the appointment. Your service provider will confirm the appointment with you, and if there are any changes needed, will contact you. If you have any questions about the installation process, contact your provider.

For more detailed information about connecting your home to the NBN, review the [Connect kit](#) on the [NBN Co website](#).

How much will it cost?

Standard NBN installation is free of charge during the 18 month period after your area has been declared 'ready for service'. Additional charges may apply if your premises requires upgrades to wiring or cabling, or if you want a non-standard installation.

When choosing your service provider you should ask if there will be any additional fees or equipment needed to connect your premises to the NBN. Some providers offer professional installation of their equipment, which may incur charges.

If additional wiring or cabling is required, you may need to arrange for a registered cabler (a person who holds a current cabling registration) to undertake this work. The [Registered Cablers website](#) has details of registered cablers.

Your role on installation day

It is your role to be available to attend any appointments scheduled by your provider.

If you can't make the appointment, contact your provider in advance so they can re-schedule your appointment with NBN Co.

If the technician misses your appointment, contact your provider immediately. Your provider should be able to provide an explanation for the missed appointment and will re-schedule your appointment with NBN Co.

You will experience a short interruption to your service as it is switched from the old network to the NBN. Consider having an alternative service available during this period, such as a charged mobile phone.

Once you receive confirmation you are connected to the NBN you should:

- test all of your services to confirm they are working as expected, and
- let your provider know if you experience unexpected or prolonged disruptions to your services during or after the connection process.

If you have changed your provider, you should only cancel your existing phone and internet services after your NBN services have been successfully connected.

What if extra work is needed to complete connection?

Some premises may have unique connection requirements, which means they can't connect to the NBN straight away.

NBN Co aims to make these homes and businesses serviceable as quickly as possible and will make best efforts to provide an estimated timeframe for connection. In some cases customised work may be needed and NBN Co will be able to provide a date for the works to be completed. Your provider will be liaising with NBN Co on your behalf, so check with them if you have any questions.

If your premises requires further work before connection, continue to use your previous services or talk to your provider about arranging an interim service until your connection issues are resolved.

Your provider should keep you updated and informed about any appointments needed to complete the NBN connection at your premises.

Once NBN Co has completed the additional works and your home or business is ready to connect, you will be able to complete your order through your preferred provider.

You can read about getting assistance with your NBN service here: [Getting assistance with your NBN service fact sheet](#).

This factsheet presents information for consumers from the Government's [Migration Assurance Framework Telecommunications Industry Guide](#). The guide has more information about the migration process and the agreed roles and responsibilities of all telecommunications industry parties to ensure a seamless transition to an NBN fixed line service for consumers and businesses.

More information

- [Getting ready to connect to the NBN](#)
- [Getting assistance with your NBN service](#)