



Telecommunications in New Developments

August 2021

This factsheet is for developers, councils, occupants of premises in a new development and other stakeholders. The information is based on the Australian Government's [Telecommunications in new developments \(TIND\) policy](#) and associated legislation.

People moving into new properties expect ready access to modern telecommunications. The TIND policy is designed to make this happen. This factsheet provides an overview of the roles and responsibilities of different stakeholders in providing telecommunications in new premises.

In Australia, the provision of telecommunications networks and services is generally split to promote competition and consumer choice. Carriers generally provide networks, and retail service providers (RSPs) supply services. Both are involved in delivering services to new developments and premises.

Getting telecoms in the development—developers and carriers

Developers are responsible for organising and meeting the cost of telecommunications in their developments. Developers must arrange for a carrier to install network infrastructure in their developments. The network is generally run to the property boundary if not to the new building.

Developers should contact carriers as early as possible in the development process. Many carriers require a minimum of six months' notice, but the earlier the notice given, the better. Developers can choose any telecommunications carrier they wish. If they do not choose to use another carrier, NBN Co is the default statutory infrastructure provider (SIP) for broadband for Australia. To ensure services will be available, NBN Co is obliged to provide broadband infrastructure where another carrier has not been selected. Carriers that install fixed-line or fixed wireless networks in new developments must also support voice services on those networks.

Telstra is obliged to provide telephone services on reasonable request by customers. Telstra will use NBN Co's fixed-line network to provide these services where it is available, but outside the fixed-line footprint Telstra can choose what technology it uses and may use wireless or satellite.

Unless exempted, under Commonwealth law, developers must also provide underground pit and pipe. If a development is located in a rural, bushland or remote area, it may be eligible for exemption from this requirement. There are more details about exemptions on [our website](#).

Many councils require telecommunications as a condition of development approval. Their requirements may be additional to Commonwealth requirements. These councils should check that developers have met their requirements before releasing property titles but it is best to check that this has been done.

Getting your property connected—property buyers and tenants

The property owner is responsible for the individual connection of the telecommunications network in their development to their premises, unless this has already been done as part of the development or building process. This includes any trenching, conduit installation and in-building cabling.

It is important to confirm what telecommunications work has been done before buying or moving into new premises. When looking at a new development, ask the developer or the real estate agent about the telecommunications infrastructure that is being provided and when it will be available.

Check whether the developer has contracted a carrier to install infrastructure in the development. Also check whether the developer has installed pit and pipe, or there is a good reason why it hasn't.

Given the importance of telecommunications to most people, developers have strong incentives to choose a carrier that will provide a reliable, high-quality network and most do the right thing. Sometimes, however, a developer may fail to do so, leading to problems.

It is also important to think about what cabling you want installed in your premises for broadband and phone use, taking account of your long-term needs and budget.

You may want to choose a minimal approach and just use a wireless router to connect your devices. Alternatively, you may prefer to have more extensive wiring to take maximum advantage of broadband services and applications. Talk to a cabling expert as early as possible before finalising the design of your home, to avoid any additional work and costs.

Getting your broadband service activated—owners and tenants

If you have a preferred RSP, contact it to find out if it offers services in your area, as this can vary from one development to another. Some RSPs do not operate on some networks. Otherwise, check online or with your developer or carrier what RSPs are operating in your development and what their charges are.

Most providers offer a range of internet and telephone plans, so you can choose and order one that suits your needs. If your premises is not already connected to the network, a lead-in cable may be needed. Your provider will typically provide a router for you to install, unless you provide your own.

Once the RSP has activated your connection, you can start using broadband and voice services.

Charges for developers and property owners

Carriers generally charge developers for the installation of telecommunications infrastructure in their developments. This will be reflected in the cost of properties. Property owners need to meet the cost of on-property facilities not already provided. Carriers may also charge a customer contribution to network installation costs. RSPs typically pass this cost to the customer. NBN Co may charge a maximum of \$300, while other carriers may charge other amounts. Your RSP may charge for activating your service.

Checklist

- | | |
|--|---|
| <input type="checkbox"/> 1. Pit and pipe in street—or exemption? | <input type="checkbox"/> 5. Network cabling to premises? |
| <input type="checkbox"/> 2. Carrier network in street? | <input type="checkbox"/> 6. Internal cabling or wireless? |
| <input type="checkbox"/> 3. Council approvals? | <input type="checkbox"/> 7. RSP account and activation? |
| <input type="checkbox"/> 4. Duct from property boundary to building? | <input type="checkbox"/> 8. Customer router? |

More information

Talk to your developer, real estate agent, and builder if you have any questions about the telecommunications available in your development. You can also contact your carrier or SIP or preferred RSP about what services are available. NBN Co, the default SIP, can be contacted on 1800 687 626. Details of SIP areas can be found on the SIP Register at www.acma.gov.au/sip-register.

You can contact us by email (new.developments@infrastructure.gov.au), phone (1800 075 001), post (GPO Box 2154, CANBERRA ACT 2601) or online (www.communications.gov.au). The TIND policy can be found at: www.communications.gov.au/policy/policy-listing/telecommunications-new-developments.