



Moving to **nbn**[®] Fibre - Common Questions

As the digital backbone of Australia, **nbn** continues to invest and upgrade the **nbn**[®] network to meet broadband needs of Australians now and into the future. As we upgrade, some communities will see changes in the **nbn** technology they use. These changes will enable homes and businesses to access faster broadband speeds and a wider choice of phone and internet providers.* To learn more about these changes, please refer to the following Common Questions section.

Regional Upgrade Program Common Questions Content

Moving to Fibre to the Premises (FTTP)

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- Will there be further opportunities for areas that missed out to upgrade their **nbn** technology?

Have more questions?

Visit nbn.com.au/RegionalFTTP



Moving to Fibre to the Premises (FTTP) Frequently asked questions.

What does Fibre to the Premises (FTTP) mean?

A **nbn** FTTP connection means broadband will be provided to your premises using fibre optic cables. More information can be found at: nbn.com.au/FTTP

I already have the nbn, what are the benefits of nbn Fibre to the Premises (FTTP), why should I order a nbn powered plan over the new technology?

FTTP is **nbn**'s fastest and most reliable residential connection.

With an **nbn** powered plan on our fibre technology, your household will be able to access our highest available wholesale speed tiers, which in turn can support activities including high-definition video conferencing, simultaneous 4K and 8K video streaming, downloading and uploading of large files and the use of multiple devices online at the same time.

To find out more visit: nbn.com.au/FTTP

Does this change mean that I will get access to higher speed tiers?

Yes. An FTTP connection will enable you to access our highest available wholesale speed tiers. You can learn more about the different **nbn** wholesale speed tiers by visiting nbn.com.au/speed.

Not every phone and internet provider uses **nbn** speed tier terminology. Please contact your preferred provider to learn more about the speeds they offer.

Will there be a cost to connect to the new technology?

nbn will not charge you to connect to your new technology. However, always remember to ask your phone and internet provider if they have any other fees. Will I be able to get a new **nbn** powered plan at the same price on the new technology?

Retail pricing is determined by your phone and internet provider. You will need to speak to them directly regarding plans and prices available to you.

Can I stay with my existing phone and internet provider?

You will need to contact your preferred provider and ask them whether they will be offering plans on the new **nbn** technology. If your existing provider isn't planning to offer services over the new **nbn** technology, you can find a full list of providers by visiting: nbn.com.au/providers

How do I get the new nbn Fibre to the Premises (FTTP) technology?

To access the new **nbn** Fibre to the Premises technology, **nbn** equipment needs to be installed outside and inside your premises. For the **nbn** equipment inside your premises, our approved construction partners will communicate with you and will arrange appointments to attend and install at your preferred day and time where possible.

For **nbn** equipment that needs to be installed on the outside of your premises, owners and occupiers alike will be notified of scoping and installation activities via mail, as per **nbn**'s legislative requirements.

For further information on the FTTP installation process please visit: nbn.com.au/FTTP

What happens if I miss my appointment or can't make an appointment during the main build activity?

In the event an appointment can't be arranged at a suitable time, please contact the **nbn** approved construction partner, and they will attempt to reschedule your appointment during the main build.

If this cannot be done, you will need to wait until your preferred phone or internet provider starts taking orders for the new **nbn** technology in your area.

Note: Our approved construction partner will still seek to install the small utility box on the outside of the property. This ensures any future installation (due to change of mind or owner/occupier) can be easily accommodated.



I am renting. Do I need to get my landlord's approval to get a connection?

No. If you are requesting installation during the main build, the owner of the property will receive a notification that **nbn** equipment will be installed on the external and internal of their property. **nbn** will notify both the occupant and any non-resident owners of any planned works as part of the fibre build activities to your premises.

However, as a courtesy you should let your property manager or real estate agent know.

Can I choose where the nbn equipment is located?

Equipment installed inside your premises (nbn connection box or NTD):

When the **nbn** approved construction partner arrives to install the equipment inside your premises they will suggest where it should be placed. This will generally be:

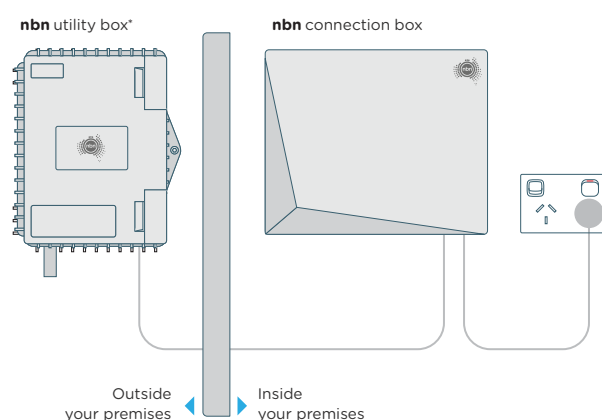
- Close to the entry point into the premises for the new **nbn** connection
- Close to an existing power point
- Close to any existing equipment where possible
- In a safe, secure, accessible, dry and dust-free area where it is unlikely to be disturbed, disconnected or damaged.

If your existing equipment is located some distance from the suggested location, you may need to engage your own certified cable installer to run an appropriate connection between the **nbn** connection box and your equipment. This will need to be done at your own expense.

Equipment installed outside your premises (utility box or PCD)

The external equipment will be installed close to any pre-existing lead-in conduit. There may be situations where a new lead-in is required. We'll take the most direct path practicable from the street to your building, avoiding obstructions and taking health and safety considerations into account. The utility box will be installed to align with the shortest conduit route from the boundary pit (in the street) to the building (to minimise the amount of digging on your property). For fibre installations this will be the entry point into the property.

With nbn connection box cover and standard power supply



What will happen to my existing nbn supplied equipment?

Once your new technology is installed, you can contact us to organise the removal of your old **nbn** internal equipment. We ask that you wait until your new **nbn** service is active to minimise your risk of any down time or limited connectivity during the switchover.

More information will be provided when services are available for order in your community.

How will I know the information I receive or the nbn construction partners trying to access my premises is legitimate?

All official **nbn** material will always feature the **nbn** logo. Our **nbn** approved construction partners and workers will have an enAble™ digital identification cards, which will feature a QR code that can be scanned to confirm its validity.



We encourage you to always request to see this card before providing physical access to your premises. Additional helpful information for protecting yourself from scams can be found found at: nbn.com.au/scams



How will I know when I can order a nbn powered plan over the new technology?

Phone and internet providers will offer more information, and let you know when it is time to order an **nbn** powered plan over the new **nbn** technology.

You will probably hear about this via one of the following channels - letterbox drops, local media, emails, posters, and community events. You can also register to receive news and updates on our Check Your Address page:
nbn.com.au/CheckYourAddress

If I have never been connected to the nbn or I no longer have a nbn service, can I still order a new plan over the new technology from my preferred provider?

Yes. To connect to the **nbn** network you will need to contact your preferred phone or internet provider and choose a plan that suits your needs. A list of all providers offering **nbn** plans can be found by visiting: nbn.com.au/provider

Here you can also check your address to learn which ones service your area.

My landline phone service is still on copper, will I lose my copper connection?

Yes. Copper-based services will eventually be disconnected by Telstra as the **nbn** fibre network will be replacing the existing copper network, in your area.

This may affect your landline if that uses a copper connection. Where you are identified as having a service due for disconnection, **nbn** and your preferred phone and internet provider will endeavour to notify you and support any transition.

If I move to nbn FTTP, what happens in a power outage?

Your **nbn** Fibre to the Premises service will not work if there is a power outage at your premises.

You may be able to access a battery back-up for your **nbn** connection box through your preferred phone and internet providers. This battery back-up may provide emergency power to your **nbn** connection box in the event of a power outage and enable your service to continue operating for

a short time. **nbn** does not provide battery back-ups as a part of our standard installation

Further information can be found at:
nbn.com.au/FTTP

While your phone and internet provider aren't required to offer the battery back-up, in some circumstances they can arrange for a battery back-up unit to be installed.

What happens if I am a priority assistance customer and/or I have a medical alarm?

Information for Priority Assist and Medical Alarm customers can be found at
nbn.com.au/MedicalAlarms

When the area has switched to nbn Fibre to the Premises (FTTP), can I stay on my nbn Fixed Wireless or Satellite service?

Unless you have cancelled your original service, it may remain active. If **nbn** decides to turn off the original technology at your premises, **nbn** will inform your phone and service provider at least 18 months prior, so you will be given plenty of notice before this might occur.

Will there be further opportunities for areas that missed out to upgrade their nbn technology?

Yes. Through our **nbn** Technology Choice Program, you have the potential to change the **nbn** technology infrastructure at your home or business premises to **nbn** Fibre to the Premises (FTTP) or Fixed Wireless for a fee. You can apply through the **nbn** Technology Choice Program for a single premises at: nbn.com.au/TechnologyChoice

Opportunities also remain open to all local governments across Australia to work with **nbn** on co-investment opportunities to enable communities to change **nbn** technology. Local government councils should contact their **nbn** Local partner to discuss co-investment options. If you don't know your **nbn** Local representative, please email:
Regional_Co-Investment_Fund@nbnco.com.au

Have more questions?
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*Your experience, including the speeds actually achieved over the nbn network, depends on the nbn access 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 nbn's control (like your equipment quality, software, broadband plan, signal reception and how your service provider designs its network).