

bring it on



To the Legal Owner



Installation notice:

nbn™ equipment needs to be installed at your property

Hello,

The **nbn™** network is Australia's exciting new landline phone and internet network, designed to give you access to fast and reliable phone and internet services no matter where you live.† To connect the address on the right to the **nbn™** network, we need to install **nbn™** supplied equipment. You have received this notice as the owner and/or occupier of the property.

What does installation involve?

Our construction partner has been appointed to manage this part of the installation. They will connect a cable from the street to a small **nbn™** utility box that will be installed on the outside wall of the premises. (If the premises are commercial, the **nbn™** utility box may be installed inside the premises.) Once installed, our construction partner will test that the connection is working correctly. This may be at the same time as installation or at a later date during the installation period shown in the yellow box on the right.

Authority to install

Authority to install the **nbn™** supplied equipment is obtained under Schedule 3 of the Telecommunications Act 1997 (Cth) (Act). This Act allows **nbn** and our construction partners to carry out these activities, subject to the arrangements in the enclosed booklet. The booklet, with this letter, is a Notice under the Act and they should be read together. The booklet provides further information, including how we intend to have the property connected to the **nbn™** network.

It's important to know

The occupant doesn't have to be present for the installation. If our construction partner has any issues accessing the outside of the premise, they will leave a note for the occupant to contact them to arrange a time to return.

For more information, or if you do not want the property connected to the **nbn™** network as planned, please read the enclosed booklet. If you have any further questions, you can call us on **1800 550 234** or visit **nbn.com.au/installation**

Regards,

John Simon
Chief Customer Officer **nbn**

30/05/2018

SAM ID:

Location ID:

Installation address

Your installation dates

Our construction partner intends to install **nbn™** supplied equipment at the property between: **18/06/2018** and: **5/11/2018**

Next steps

There is nothing you need to do at this stage.

To receive updates on when the above installation address can order a service on the **nbn™** network, register your email at **nbn.com.au**



Please turn over

†Your experience, including the speeds actually achieved over the **nbn™** network, depends on the technology over which services are delivered to your premises and some factors outside our control (like your equipment quality, software, broadband plans and how your service provider designs its network).

Your questions answered

What is the nbn?

The **nbn**™ network is Australia's exciting new landline phone and internet network. It's designed to give you access to fast and reliable phone and internet services no matter where you live.†

Will the nbn™ network replace existing networks?

The **nbn**™ network is replacing most existing landline phone and internet networks, which may be disconnected.* It's important the occupant switches to the **nbn**™ network even if they don't have internet at the property. The occupant's current services will not be automatically switched to the **nbn**™ network. They will need to order a plan that uses the **nbn**™ network from a phone or internet provider before the existing network is disconnected.*

The following services may need to be moved to the **nbn**™ network to continue to work:*

 Landline phones

 Fax machines & TTY devices

 Landline internet

 Medical alarms & emergency call systems

 EFTPOS machines

 Monitored security alarm systems

What is a 'standard installation'?

Standard installation involves connecting a cable from the street (up to 60m) to an **nbn**™ utility box attached to an outside wall of the premises.

How much will installation cost?

A standard installation is currently free of charge. This doesn't include wiring changes beyond the installation of the **nbn**™ connection box to the inside of the property (this will be completed when the occupant contacts a provider to order a plan that uses the **nbn**™ network). These will be needed if the occupant wants more than one socket at the property to work with the **nbn**™ network. The occupant will need to ask their provider if they have any other fees.

After installation, how does the occupant switch to the nbn™ network?

Switching is not automatic. After the **nbn**™ utility box has been installed and the **nbn**™ network in the local area has been completed, we will notify the occupant by mail. They can then contact a phone or internet provider to order a plan that uses the **nbn**™ network. If the premises are residential, the provider will also arrange to install the inside equipment (**nbn**™ connection box) needed to enjoy services over the **nbn**™ network. To find out if your address is ready to switch to the **nbn**™ network, visit nbn.com.au

What if the property is difficult to access or the occupant has pets?

If the occupant has locked gates, pets or anything else that may prevent our construction partners accessing the property, they can call us on **1800 550 234** to discuss options.

How will the occupant recognise an nbn™ approved construction partner?

The occupant can always ask to see the construction partner's identification to confirm they are working on behalf of **nbn**.