

GETTING TO KNOW YOUR NBN[®] FIXED WIRELESS SERVICE

YOU'RE ALL SET

Congratulations! You're now ready to unleash the benefits of nbn Fixed Wireless at your home or business.

This guide provides information on how to keep your nbn Fixed Wireless connection and equipment in good working order. It also outlines what to do if your connection isn't working as it should.



YOUR NEW NBN EQUIPMENT

Your nbn Fixed Wireless equipment is comprised of three components:

1. The nbn outdoor antenna and cable that brings the nbn signal into your property.
2. The wall outlet.
3. The nbn connection box – which is the hand-off point between the nbn network and your internal wiring and connected equipment.

Once your nbn supplied equipment has been installed and tested, your phone and internet provider will let you know when your service is active. It may take up to 24 hours to activate your service following set up. Please note: There may be an interruption to your internet connection during this time.

Once all the equipment is installed and the service is activated, you can connect your equipment to your nbn connection box following the guide on the next page.

Power blackout



Equipment such as telephones and safety critical services connected over nbn Fixed Wireless technology won't work during a power blackout. Consider having an alternative form of communication handy, such as a charged mobile phone or your existing copper phone line, especially if you don't have good mobile phone coverage at your premises. If you have safety-critical equipment (e.g. a medical alarm, monitored fire alarm or lift emergency phone), speak to your equipment provider about alternative solutions.

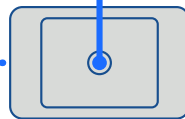
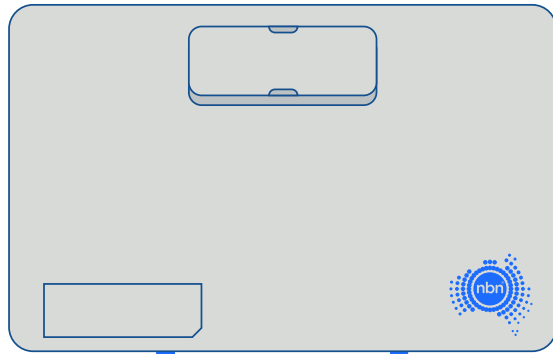
Outside your property



nbn
outdoor
antenna

Inside your property

nbn connection box



Wall outlet

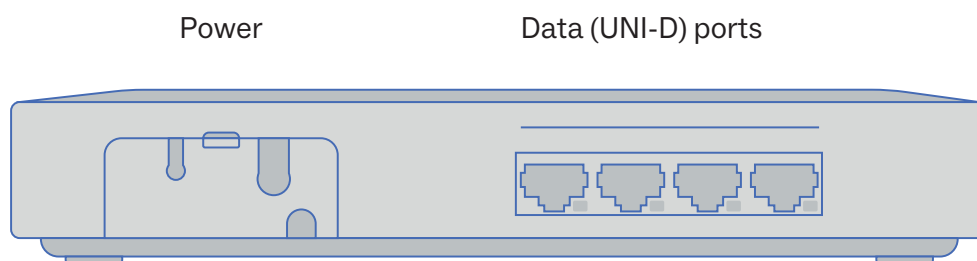


Power outlet

CONNECTING THE NBN CONNECTION BOX TO YOUR OWN EQUIPMENT



The back of the nbn connection box has a row of ports like this:



Your broadband services will be delivered through the data (UNI-D) ports on the nbn connection box. Your phone and internet provider(s) should advise you which data (UNI-D) ports have been designated for your services, and how to connect any necessary equipment to the correct port for each service.

All the cables required for the nbn connection box to operate will be supplied and connected by your nbn approved technician. Any extra cables required to connect your own equipment to the nbn connection box will need to be supplied by you or your provider.

The cable that connects the nbn connection box to the nbn outdoor antenna is supplied by nbn and will be fitted to the nbn connection box by the nbn approved technician. The cable connection is protected by a tamper-proof cover. Do not attempt to remove this connection or connect to it.

If you have followed the instructions from your provider and your broadband connection(s) are still not working, or there are any red or flashing lights on the nbn connection box, go to the troubleshooting section on page 10.

MAINTAINING YOUR NBN SUPPLIED EQUIPMENT

The nbn equipment in your home or business should require very little maintenance if properly cared for.

Here are some important dos and don'ts to help keep the nbn connection box and nbn outdoor antenna in good working order.

Important information

The nbn outdoor antenna is professionally installed by an nbn approved technician. The technician will specifically point the outdoor antenna in the direction of the nbn Fixed Wireless tower.

The height and direction of the antenna is specially tuned to your property. It's important that the equipment is not moved and nothing is placed in front of the nbn outdoor antenna, as this will likely affect the signal quality and performance of your service.

If any external construction work is required at your property, nbn recommends you contact your phone and internet provider before the work is carried out in case it's going to move or obstruct the antenna. After the work is completed, nbn also recommends you contact your provider to get a system check carried out to make sure the installation is still operating at peak performance.



Keep branches and shrubs away from the nbn outdoor antenna



Do not cover or paint any part of the equipment

Outside your property

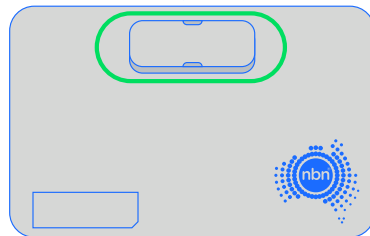


nbn outdoor antenna

Inside your property

You can check the LED indicator lights by lifting the cover on the nbn connection box. If they're not green, refer to the guide on page 11.

nbn connection box

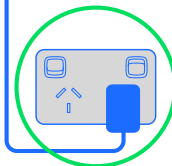


Do not use water to clean the equipment



Do not cover or paint any part of the equipment

Power outlet



Wall outlet

Always keep the nbn connection box plugged directly into the mains power and turned on.

TROUBLESHOOTING

If any services provided through your nbn connection box stop working, please check the following:



Power

- Check that the power LED indicator light '⏻' under the cover on the nbn connection box is illuminated green and is not flashing.
- Is it plugged into a power point and is it turned on?
- Do you have power coming into your property?



Indoor nbn connection box

- Check the 'ODU' LED indicator light on the nbn connection box. It should show a steady or blinking green light.
- Check the 'STATUS' LED indicator light on the nbn connection box. It should be blinking green.
- Watch the indicator lights for approximately 60 seconds to ensure they are not changing/resetting. Note down the colour and state (steady or blinking) of each LED indicator.



nbn outdoor antenna

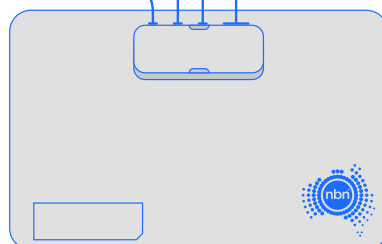
- Have a look at the nbn outdoor antenna. Can you see any obvious damage? For example, a fallen branch could have knocked it out of alignment.



For more troubleshooting tips, check the nbn Fixed Wireless Connectivity Guide by scanning this QR code.

NBN CONNECTION BOX INDICATOR LIGHTS

	Indicator	Meaning	Action
Power indicator	● Green	Power on	No action is required
	● No light	No power	Check the nbn connection box is plugged in and switched on
Status indicator	● Green flashing	Normal operation	No action is required
	● Green	Device is in test mode	No action is required
	● Amber flashing	Device is starting up & installing	No action is required
	● Red	There is a system fault	Contact your provider for assistance
	● No light	Operating in an unexpected state	Contact your provider for assistance
Outdoor unit indicator	● Green	Online	No action is required
	● Green flashing	Activity	No action is required
	● Red	Offline	Contact your provider for assistance
	● Red flashing	There is an error	Contact your provider for assistance
	● No light	Operating in an unexpected state	Contact your provider for assistance
Signal strength indicator	● Red	Low signal strength (no fault)	No action is required
	● Amber	Medium signal strength	No action is required
	● Green	High signal strength	No action is required



You can find LED indicator lights under the cover on the nbn connection box.

COMMON QUESTIONS

Who do I contact for assistance?

Your phone and internet provider will help you if you have any questions or need to report a fault.

What if I want to move the nbn connection box or nbn outdoor antenna?

If you need to have equipment or cables relocated at your home or business, contact your provider. They'll advise you of the cost and arrange for an nbn approved technician to move the equipment.

When considering relocating nbn equipment or cables you should bear in mind the following:

- The nbn connection box must be protected from water, steam and excessive heat.
- The location of the nbn connection box must be well ventilated, near a dedicated power point and easy for you to check the indicator lights.
- The nbn connection box must be positioned in a location away from busy areas and protected from damage, where there is sufficient light to see if the device is functioning correctly.
- The nbn outdoor antenna location is determined by Radio Frequency performance. It may not be possible to relocate this to any other position on site.
- You are responsible for the nbn outdoor antenna and nbn connection box.

Note: This equipment is the property of nbn and must remain at the premises where it's installed, even if you move. It will not work if you move it to a new location.

What if I damage the nbn equipment?

You are responsible for the nbn connection box and nbn outdoor antenna on your property, just as you are responsible for connection equipment for other services such as power, phone and gas. If you accidentally damage any of the equipment or cables, you'll need to contact your provider for repair and you may be charged for the repair.

Is the nbn Fixed Wireless network safe?

Yes, it is safe. The nbn connection box has been designed to be installed and maintained by professional, trained nbn approved technicians. The nbn outdoor antenna uses radio waves and operates within levels that comply with Australian standards. When working in the vicinity of the outdoor antenna, the radio waves can be disabled by turning off the internal nbn connection box.

Can I connect other devices to the unused ports on the nbn connection box?

No, you can't connect any other devices to the unused data ports. The unused data ports are there to support additional internet services that you can set up via your current provider or different provider.

Do I need to install any cables and outlets?

It's possible to run most services over a Wi-Fi network, but you may prefer to have cabled connections for data and/or phone outlets. You can arrange for a cable installer to install points now or you can wait until you and the nbn approved technician have agreed on the location of your nbn connection box. You can arrange to have as many internal network points as you like.

The cable installer you choose to undertake this work must be registered with an Australian Communications and Media Authority (ACMA) accredited industry registrar.

I have a monitored home or premises security system – will it work over the nbn network?

If you would like to use an existing system, it's best to check with your security system provider to ensure your equipment and service are nbn-compatible, and check with your phone and internet provider that they can support this function with your connection.

What if I want to renovate my property?

If the renovation is changing the physical shape or structure of your property, it may affect the signal performance of the nbn outdoor antenna. Before starting any renovation work you may need to have the nbn outdoor antenna moved to a more suitable physical position. Your provider can arrange this.

If the renovation is internal to the property and is affecting internal walls, care needs to be taken not to re-route the cable that connects the nbn connection box to your nbn outdoor antenna. If in doubt, contact your provider for advice.

Will my existing safety-critical equipment work over nbn Fixed Wireless technology?

If you choose to keep your existing copper phone line active when switching to nbn Fixed Wireless technology, any alarms or services that use your current landline phone should continue to work as usual. However, nbn recommends contacting your equipment provider to confirm this.

If you choose not to keep your existing copper phone line active when switching, please note that some safety-critical equipment may not be compatible with the nbn network. Equipment such as telephones and safety-critical services connected over nbn Fixed Wireless technology won't work during a power blackout. Contact your equipment provider or manufacturer to check your safety-critical equipment will work with nbn Fixed Wireless technology, or whether you'll need to find an alternative solution.

I still have an existing nbn® Sky Muster® satellite service. What should I do with it?

If you aren't planning to continue using your nbn Sky Muster satellite service alongside your nbn Fixed Wireless service, there are a couple of things you can do:

1. Cancel your existing nbn Sky Muster plan to avoid being charged for two services

To do this, you'll need to contact your current Sky Muster satellite provider. You may want to consider keeping your existing nbn Sky Muster plan until your new nbn Fixed Wireless connection is active so that you aren't left without an internet service.

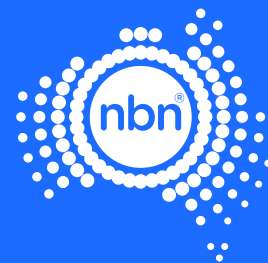
2. Have your nbn Sky Muster equipment removed

You can ask nbn to have your existing satellite equipment removed by completing the form at nbn.com.au/SatelliteRemoval

Note: You're not obligated to remove the equipment, however it will stop working once you disconnect your nbn Sky Muster satellite services plan.



For more information,
scan the QR code or visit
nbn.com.au/FixedWireless



FOR HELP AND SUPPORT

Contact your phone and
internet provider

The brochure is indicative only and subject to change, therefore recipients must make their own inquiries as to the currency, accuracy and completeness of it. This document provides general information about the technical requirements for connecting to the nbn network and this guide is correct at July 2024. Technical connection requirements may change due to factors such as legislative and regulatory requirements as well as advances in technologies. For any queries about your particular circumstances or requirements, please consult your phone and internet provider or other supplier.

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