

PREPARING FOR THE NBN[®] ACCESS NETWORK



nbn Hybrid Fibre Coaxial (HFC)



Thanks for switching to the nbn access network.

You're only a few steps from connecting to Australia's new broadband network.

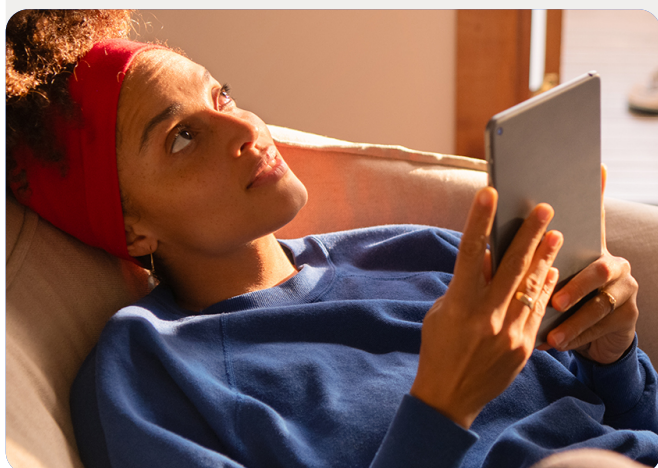
This guide will provide you with useful information on your upcoming installation, and help to answer any questions you may have.



Things to know before installation day

When you contacted your internet provider to connect to the nbn access network, they would have arranged an installation time for an nbn approved technician to visit your home or business to install the necessary equipment.

Your nbn approved technician should call you on the business day before your scheduled installation to confirm the appointment time. To change this time, contact your internet provider.



What to expect from installation

A free standard installation[^] involves an nbn approved technician:

- 1 Connecting an HFC cable from your street to an nbn utility box installed on the outside of your premises (also known as a Premises Connection Device).
- 2 Accessing the HFC wall outlet (inside your premises) that connects to the nbn utility box. They will then connect your nbn connection box to your HFC wall outlet using a coaxial fly lead. If you don't have a compatible HFC wall outlet, an nbn approved technician may install a new wall outlet (the connecting cable must run 40m or less from the nbn utility box on your premises to the new wall outlet).
- 3 Testing the connection to make sure your nbn connection box and the existing cabling are working.

Note: If any additional internal wiring or cabling needs to be installed, this must be arranged directly with a registered cabler (charges may apply).

[^] For more information on what's included in a standard installation, visit nbn.com.au/hfc or call 1800 687 626.

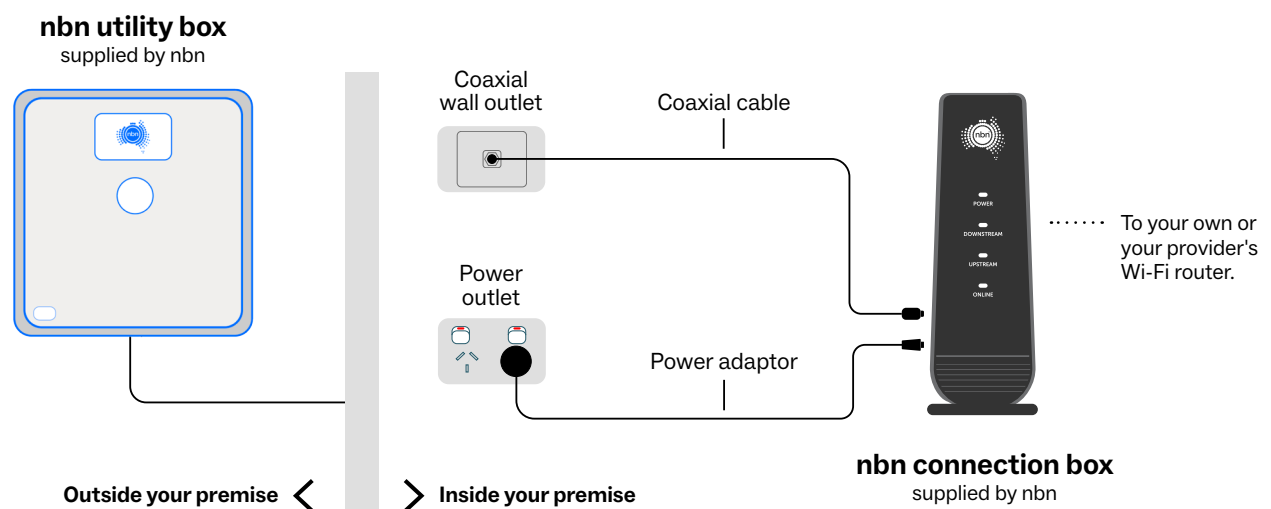
Questions you should consider

- Will you need extra wiring or cabling for a phone connection in your study or home office?
- Do you have a medical alarm?
- Do you have a security alarm that will need special wiring or cabling (e.g. Mode 3 phone cabling)?

- Will you be considering smart kitchen or in-home/business appliances in the future that might require fixed or Wi-Fi internet access?

You should discuss any of the above requirements with your phone, internet or alarm provider.

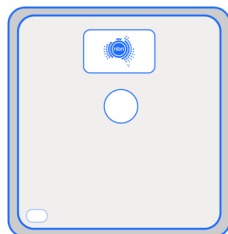
A standard installation of nbn HFC setup



Important: The above equipment is the property of nbn and should not be removed from the premises where it's installed, even if you move.

What's supplied in your installation?

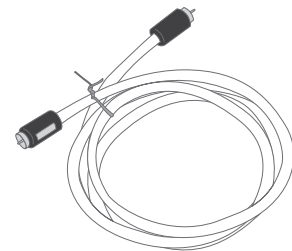
In this box (supplied by nbn)



nbn utility box



nbn connection box



Coaxial cable

To connect your wall outlet to your nbn connection box

External cabling from the street to your nbn utility box and internal cabling up to your wall outlet are also included.



On the day of installation

When your nbn approved technician arrives, you can ask to see their ID before giving them access to your premises.

They'll then discuss with you where the nbn supplied equipment is going to be installed.

Things to keep in mind

- If the HFC cable has not been connected from your street to the outside of your property, your technician might need to dig a small trench or, if it's coming from overhead, clear a small amount of vegetation.
- Some equipment locations might not be possible due to safety or other considerations, such as the location of existing telecommunications infrastructure.
- You must advise your nbn approved technician of any safety issues you are aware of on your property, like known or suspected asbestos or asbestos-containing material, or any recent pest treatments
- You must advise your nbn approved technician of any heritage requirements or restrictions relevant to your property.
- Phone and data cables cannot be extended outside or between buildings, as they are susceptible to lightning and are a potential hazard.
- Your nbn approved technician may need to turn off your power for a short time. However, they'll discuss this with you beforehand to help minimise impacts to safety-critical equipment, such as medical alarms.

What if I can't be there for my installation?

If you can't attend your installation appointment, you can either reschedule it with your phone and internet provider, or ask someone you trust who is over 18 to give access to all areas of your property. Remember, they'll need to make decisions about the installation on your behalf, so they must be there for the whole appointment.

How long does installation take?

If your property already has an HFC cable connected to an nbn utility box outside, a standard installation will normally take up to two hours. If not, then a complex installation could take between four and eight hours.

How much does the installation cost?

A standard installation of nbn supplied equipment is currently free of charge. This includes connecting an HFC cable from your street to the nbn utility box outside your premises, then inside to the nbn connection box. But remember to ask your internet provider if they have any other fees.

What if installation can't be completed?

If your nbn approved technician is unable to complete your installation on the day, nbn will work with your internet provider to arrange a new appointment.

Asbestos-containing material

Asbestos-containing material may be identified during the installation process. In some cases, your nbn approved technician may suspect and/or assume that asbestos-containing material is present because of the age of the building. Where asbestos-containing material is identified or assumed to be present in a property, your technician will consider options to avoid disturbing that material or area of the property, or will otherwise use accepted work practices to ensure, so far as is reasonably practicable, the safety of themselves and the occupants of the property.



Where your nbn supplied equipment will be installed

Your technician will discuss with you the best location for your nbn supplied equipment.

Cable wall outlet

If you don't have a compatible wall outlet installed in your premises, or have a compatible one that you'd like moved, your technician can install one new nbn wall outlet on the day of installation. Remember, it must be in a location where a connecting cable can be run 40m or less from the nbn utility box outside.

nbn connection box

When choosing a location for your nbn connection box, keep in mind that it should be:

- Near a 240V power outlet (using a power board is not recommended).
- In a cool, dry, ventilated area (nbn supplied equipment cannot be installed in a damp or wet area, such as a kitchen, bathroom, laundry or under a window that opens).
- Away from busy areas where it may be knocked or damaged.
- In the same room as your landline phone.
- Somewhere that allows you to easily check its indicator lights.
- In the same building as the main electric meter box or distribution board (i.e. not in a detached garage or outhouse).



Please note

The nbn supplied equipment should only be installed in a location that you are comfortable with. If your preferred locations are unsuitable, your nbn approved technician must explain this to you and help you choose an alternative.

If you are not satisfied with where or how your box is being installed, please call your internet provider before signing off on the work.

If you are a tenant, your landlord will need to provide authorisation to install a new wall outlet.



Connectivity options



Wireless network and Ethernet

Your Wi-Fi router connects to devices using either a wired Ethernet cable or a wireless signal. This gives you the flexibility to roam with Wi-Fi, the dependability of a wired connection, or a combination of both depending on your needs.



Phone

You'll need to switch to a Voice over Internet Protocol (VoIP)-compatible phone if you currently use a landline. Check this with your phone and internet provider and let them know where you plan to use it, as you may need extra wiring or cabling (charges may apply).



Business applications

Every business has unique connectivity requirements. To ensure your internet and phone services support your hardware and applications (e.g. point-of-sale systems, cloud services or telephone equipment), consult your service provider or IT specialist.



Smart TV and appliances

If you watch catch-up TV or streaming services (such as Netflix), or use internet-connected appliances (such as automated lighting or a smart kitchen), discuss your needs with your internet provider.



Security alarm

If you have a security alarm, discuss your needs with your internet provider, as you may need additional wiring or cabling installed (charges may apply). Please also refer to the important information on page 9.



Whether you're at work or play, there are some practical tips you can follow to help you get the most from your nbn connection.

Visit nbn.com.au/optimise

Find out more



What to do after installation

When your nbn approved technician has finished installing the nbn supplied equipment, you'll need to connect your provider's (or your own) Wi-Fi router to the nbn connection box using the Ethernet cable provided with the Wi-Fi router.

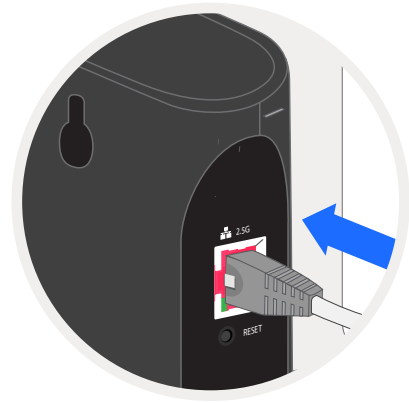
This will allow you to connect your computers and other devices to the internet via the nbn access network.

For more information on connecting your Wi-Fi router, refer to the instructions supplied by your phone and internet provider.

Your service over the nbn access network is the responsibility of your internet provider. Additional cables and equipment, such as your Wi-Fi router are the responsibility and property of you or your provider. This includes any internal wiring or cabling required for additional internal internet outlets within your home or business.

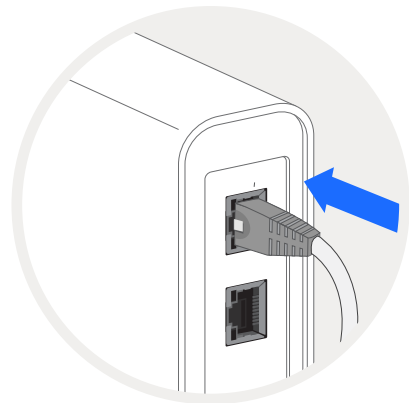
Wi-Fi router compatibility

If you already have a wireless Wi-Fi router, your internet provider can let you know if it will work over the nbn access network. In some cases your internet provider will need to supply you with a new Wi-Fi router. Alternatively, you're welcome to source your own Wi-Fi router, however it's important to ensure that it's compatible with your service.



Step 1

Connect the fixed white cable to the nbn connection box via the fixed white cable port.



Step 2

Plug the other end into the correct port on your Wi-Fi router (usually labelled 'WAN', 'internet' or 'nbn').





Tips to get the most out of your connection

How to achieve a great in-premises internet setup.

Location of Wi-Fi router

To improve the Wi-Fi signal coverage in your home, position your Wi-Fi router in an open, uncluttered area and as close as possible to where you use the internet most.

Distance matters

If you live in a larger or multi-storey home, you might want to consider a wired connection or installing a mesh network to help strengthen your Wi-Fi signal as you move around your home.

EFTPOS terminals

Call your EFTPOS provider to find out if your equipment will work over the nbn access network. Your equipment provider (such as the bank that provides your EFTPOS terminal) can advise whether it will work over the nbn access network and, if necessary, what alternative solutions are available.

Age of your Wi-Fi router

If your Wi-Fi router is more than five years old, you may want to consider your internet setup and whether it's still suitable for your needs.

Your choice of Wi-Fi router, and how you set it up within your premises, could limit you from utilising the maximum speed of your broadband plan.

Wi-Fi Generation	Typical maximum Wi-Fi Speeds	Approximate year of release
Wi-Fi 7 (802.11be)	Over 1Gbps	2024
Wi-Fi 6 (802.11ax)	Up to 1Gbps	2019
Wi-Fi 5 (802.11ac)	Up to 500Mbps	2013
Wi-Fi 4 (802.11n)	Up to 100Mbps	2009

This table is intended to be a guide only. Device capabilities may vary by internet provider or manufacturer. We recommend speaking with your Internet Service Provider about the performance of your Wi-Fi router and your nbn plan.

*The nbn broadband access network will involve new technologies, and some existing equipment may not be compatible with these at all times. You should contact your equipment provider to find out if your alarm or other equipment will work when connected to the nbn broadband access network and what alternative solutions are available. For more information, visit nbn.com.au/compatibility



For some more tips to help improve your in-premises setup, visit nbn.com.au/optimise

Find out more



Important information about safety and safety-critical equipment

Connecting to the nbn access network may affect the following equipment in your home or business*:



Phones

Your current phone should work over a fixed line service with the nbn access network unless it is a rotary dial or pulse dial based phone. If your phone has an old connector plug, it may need a converter or a new cable. Your phone provider will be able to confirm this.



Monitored security alarms

Call your security alarm provider to find out if your equipment will work over the nbn access network. If necessary, they can advise you on what alternative solutions are available.



Teletypewriter devices*

Your device provider can advise whether your device will work when connected to the nbn network, or what alternative solutions are available. nbn is unable to provide general advice due to the wide range of fax or teletypewriter devices in the market.



Monitored medical equipment, medical alarms, auto-diallers or emergency call devices*

Before you connect to the nbn access network, contact your medical alarm provider and ask whether your monitored medical alarm, auto-dialler or emergency call button will work over the nbn access network, or whether you'll need to find an alternative solution.



Monitored fire alarm*

If you have a monitored fire alarm in your premises, call your fire indicator panel provider to find out if it will work over the nbn access network before connecting.



Priority assistance

If you have special needs or a serious medical condition, please speak to your provider today about any assistance service they may offer.

Telstra is required by the Australian Government to offer Priority Assistance services to people with a life-threatening medical condition. Other phone or internet providers may also offer Priority Assistance (or similar arrangements) to their customers.

More information is available from the Australia Communications and Media Authority (ACMA).

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Lift emergency phones

Talk to your lift maintenance provider about your options for migrating your emergency lift phone to the nbn network or an alternative technology prior to the disconnection of your current service.



nbn outages and power outages

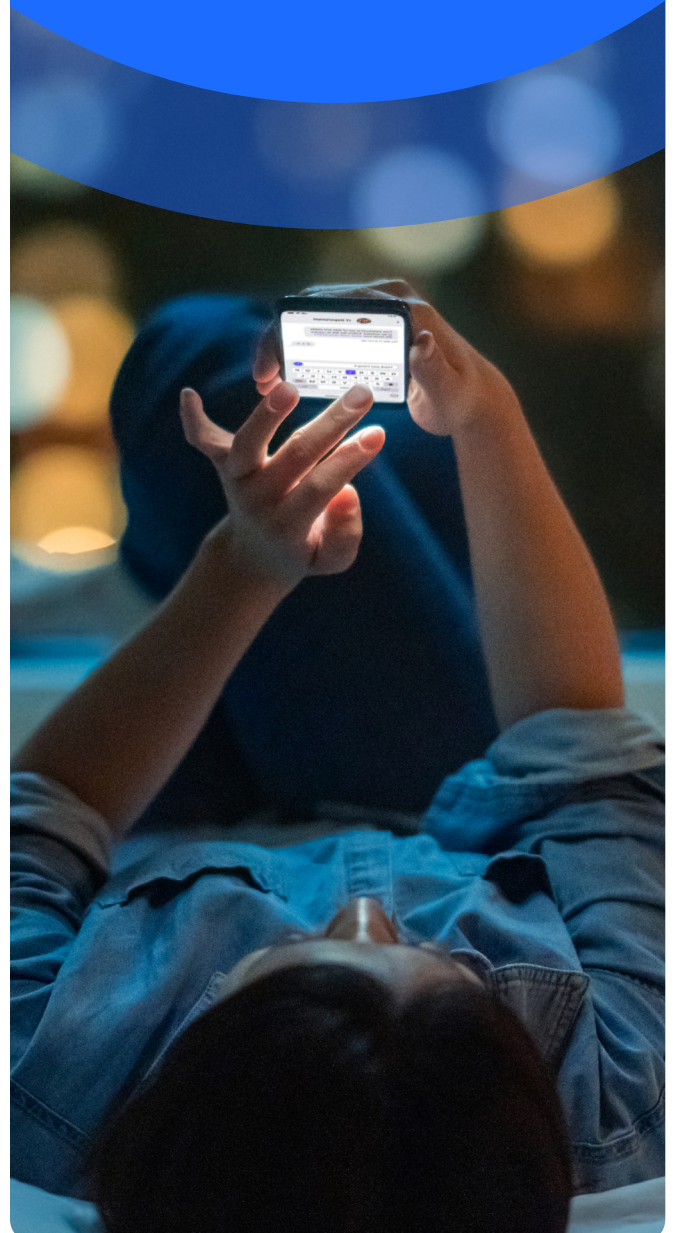
- Safety-critical devices such as medical alarms, fire alarms, and lift emergency phones will not work during a power outage on the nbn network.
- Landline phones, including cordless and corded models, will not work in a blackout because the nbn requires power both at the exchange and on the premises.
- nbn needs power at both ends of the network, which is not within nbn's control to guarantee at all times.
- Power outages may outlast battery backups, so homes and businesses should expect potential loss of landline and internet services during blackouts.
- nbn advises all users to be prepared for temporary service disruptions during power failures.
- To learn more about how we communicate during major outages, click **here**.



To organise in-premise wiring changes

Call your internet provider and ask:

- 1 If they can arrange in-premise wiring or cabling changes.
- 2 What the cost will be.





Common questions



Who do I contact if I need help?

If you have any questions or want to report a fault, please call your internet provider in the first instance, or visit nbn.com.au.

What will happen to my services in a power blackout?

Equipment connected over the nbn network will not work during a power blackout. Consider having an alternative form of communication handy (such as a charged mobile phone). 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. More information can be found [here](#).

Will my medical, security or fire alarm work over the nbn network?

You will need to call your equipment provider/manufacture to check that your equipment will work over the nbn network, or whether you'll need to find an alternative solution.

What happens to my nbn connection box and other equipment if I move?

Your nbn-supplied equipment is the property of nbn and must remain at the premises where it was originally installed. It's also digitally registered to an address, meaning it won't work at any other location.

Contact your internet provider for advice on connecting services at your new premises.

Do I need to get a separate supplier for internal wiring or cabling?

Beyond your nbn connection box, your nbn approved technician won't carry out any internal wiring or permanent cabling through your wall, floor or ceiling cavities. This must be done by a registered cabler. Your internet provider may be able to recommend a registered cabler in your area.

Where can I safely keep my nbn connection box?

Keep your nbn connection box out of direct sunlight, in a cool, dry, ventilated area. Avoid damp areas, such as a kitchen, laundry or beneath a window. Do not cover your nbn connection box or bend and tamper with the cables.

I have moved to a different premises that has an nbn connection box, how do I get it working?

Contact your internet provider to arrange for a new service to be activated on the nbn network.

Can I plug my nbn connection box into a powerboard?

It is preferable that your nbn connection box is connected to a fixed power point. However, if this is not possible, it can be plugged into a double adaptor, extension cord or powerboard, as long as they are safe.

Will my medical alarm be affected during the installation?

Your existing services may not work while you complete this installation, and this may also affect your medical alarm depending on the type of alarm you have. Please keep a charged mobile phone on hand in case of emergency. After completing the installation, check to make sure all of your existing services are still working and, if not, contact your internet provider immediately for advice. For more information, click [here](#).

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What if I accidentally damage my nbn supplied equipment?

Please contact your internet provider to have it repaired (charges may apply).

Why is there a lock on the fixed white cable attached to the nbn connection box and wall outlet?

The nbn connection box is the property of nbn. It should not be moved from its location at the time of installation without permission from nbn and the support of an nbn technician.

What if I need to temporarily disable the lock on the cable to remove my nbn connection box? e.g. when painting or decorating the room.

It is preferable that you do not try to remove the fixed white cable from the device to minimise risk of damaging your nbn supplied equipment. However, if you must temporarily do so, the lock connectors can be removed from the port with any small object that will fit into the hole in the connector.

What do I do with my old connection box?

Old devices can be sent back to us with a label you can access at no cost to you. Visit return.auspost.com.au/nbnco. Or if you've received an Australia Post reply paid satchel, you can use that to return your old connection box.

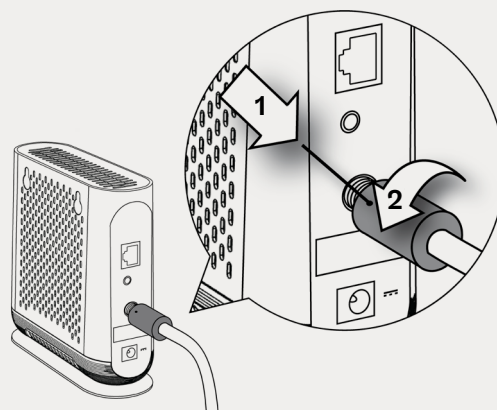
You should not dispose of this product with residential or commercial waste. Instead it needs to be taken to a specialist e-waste recycling location using recyclemate.com.au or recyclingnearyou.com.au.

Will my safety-critical equipment (e.g. medical alarm, monitored fire alarm, monitored security alarm and lift emergency phones) work over the nbn access network?

You will need to call your equipment provider/maker to check that your equipment will work over the nbn access network, or whether you'll need to find an alternative solution.

How do I temporarily remove the lock on the nbn connection box cable?

1. Insert a small object, such as a paperclip, into a hole on the connector lock and press down firmly to release the locking mechanism.
2. While maintaining pressure, turn the connector lock anti-clockwise until it loosens and can be removed.



Any other questions?

If you have any questions about your nbn HFC connection or the nbn access network, contact your phone and internet provider.

This includes:

- Any additional equipment, such as a Wi-Fi router
- Any additional internal wiring and cabling
- Any additional wall outlets
- Network outages
- Internet speed queries
- Wi-Fi signal queries



**Need more information
regarding your HFC
connection box?**

Find out more



Your installation day checklist



Installation appointment

I've arranged for myself (or an authorised representative over 18) to be on-site for the whole appointment.



Appointment length

I understand that a standard installation appointment might take up to two hours.



Safety

I've considered any safety issues associated with the location of my nbn supplied equipment.



Equipment check*

I've checked with my equipment provider(s) and phone and internet provider that any equipment I rely on, such as medical and security alarms, will work over the nbn access network.



Landlord consent

I have my landlord's consent for the installation and any new wall outlet(s) (if required).



My in-premise setup

I've reviewed my current internet and phone setup made any necessary changes. For tips on home internet setups, click [here](#).



For help and support

Contact your internet provider
or visit nbn.com.au.

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