

Retail Service Provider of



Getting to know your nbn[®] Fixed Wireless service





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You're all set

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 equipment in good working order. It also outlines what to do if your connection isn't working as it should.



Your new nbn equipment

The **nbn** equipment that is installed is comprised of three components:

1. The **nbn** outdoor antenna and cable that connects the **nbn** outdoor antenna 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.

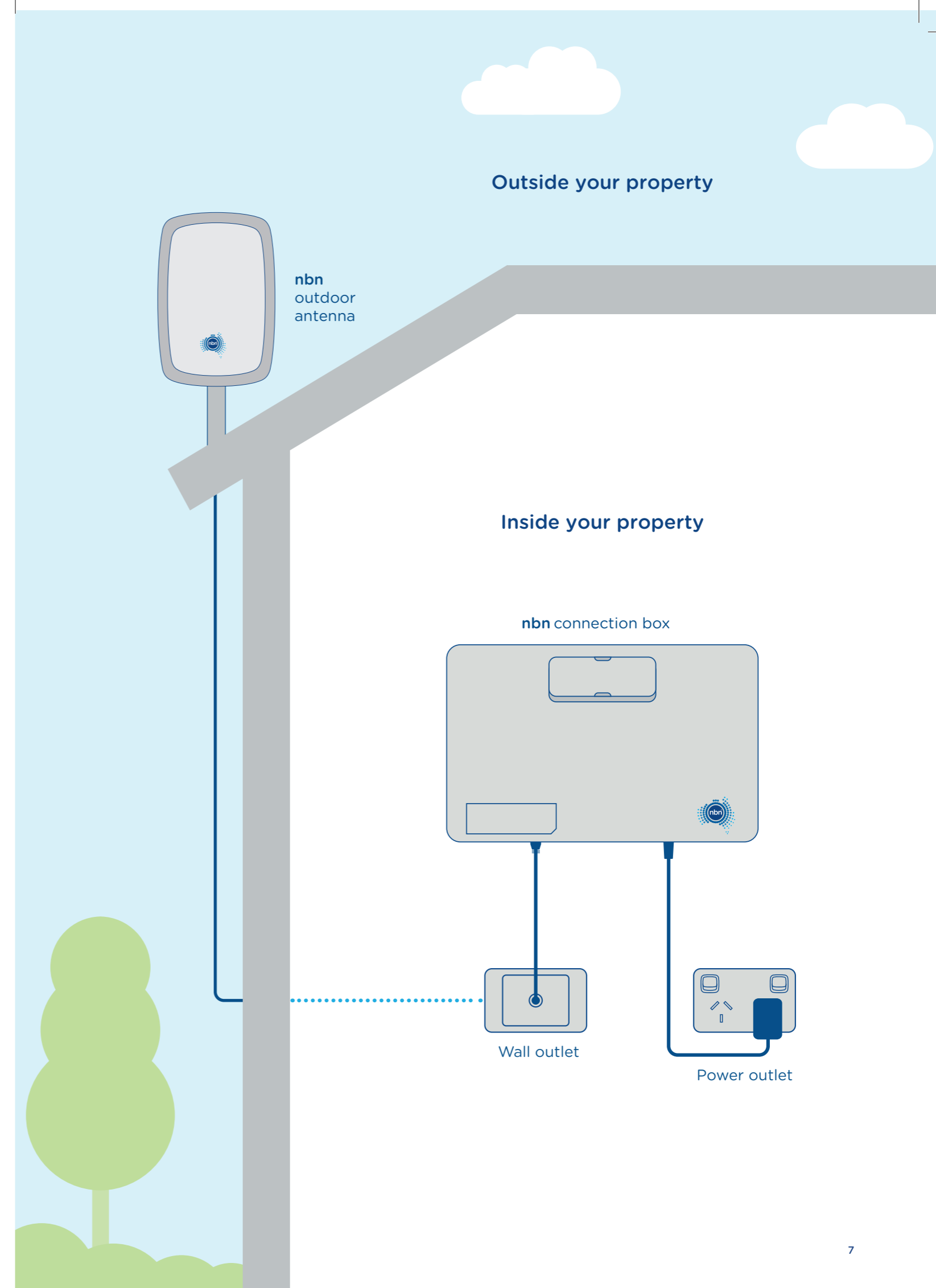
Once your **nbn** supplied equipment has been installed and tested, your phone and internet provider will let you know when your service is active. It may take up to 24 hours to activate your service following set up. **Please note:** There may be an interruption to your internet connection during this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



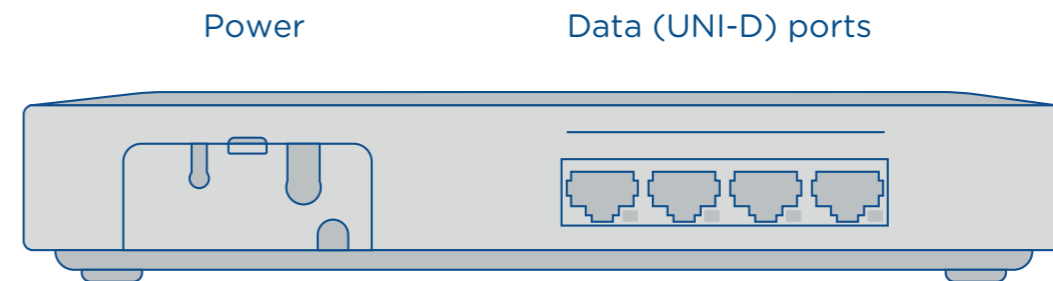
Power blackout

Equipment 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 home or business. 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.



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 installer. 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 installer. 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 internet or other broadband connections are not working, or there are any red or flashing lights on the **nbn** connection box, go to the troubleshooting section on page 12.

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** 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 therefore the performance of your service.

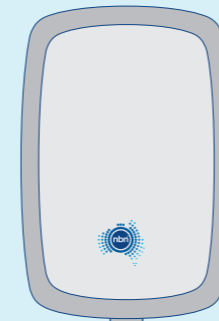
If any external construction work is required at your property, **nbn** recommends you contact your phone and internet provider before the work is carried out in case it's going to move or obstruct the antenna. After the work is completed, **nbn** also recommends you contact your provider to get a system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



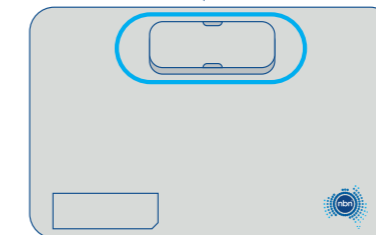
nbn outdoor antenna

Outside your property

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 13.

nbn connection box

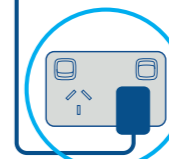


Do not use water to clean the equipment



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 'ϕ' 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?



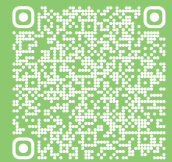
Indoor **nbn** connection box

- 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

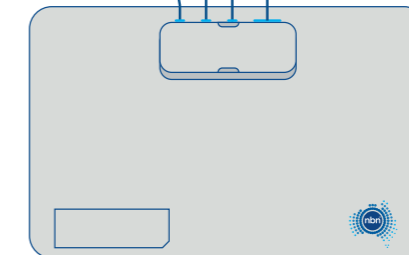
- Have a look at the **nbn** outdoor antenna. Can you see any obvious damage? For example, a fallen branch could have knocked it out of alignment.



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 a 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 or 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 home or business where it's installed, even if you move. It will not work if you move it to a new home or business.

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 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?

Each port on the nbn connection box is reserved for a different service in case you choose to use services from more than one provider. Ports that you aren't purchasing services for won't work. If you connect one of your devices to an unused nbn connection box port it will not have access to a service.

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 installer 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, you should check with your security system provider to ensure that 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 monitored alarm 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 check this.

If you choose not to keep your existing copper phone line active when switching, please note that some monitored alarm systems may not be compatible with the nbn network. Contact your equipment provider or manufacturer to check your monitored alarm will work with nbn Fixed Wireless technology, or whether you'll need to find an alternative solution. To help nbn identify where support may be needed when your existing services are switched off, it's important to register any safety-critical equipment with nbn by calling 1800 227 300 or visiting nbn.com.au/compatibility

Can I run everything on a wireless network within my property?

It's possible to run most services over a Wi-Fi network within your property but should you find Wi-Fi limiting for any reason there are other options.

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 satellite service alongside your nbn Fixed Wireless service, there are a couple of things you can do:

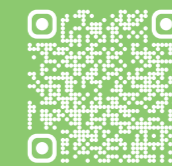
1. Cancel your existing nbn Sky Muster plan to avoid being charged for two services

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 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 2023. 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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