



# Australia's new broadband access network has arrived

Your guide to understanding  
**nbn™ Fixed Wireless access**  
technology





# Connecting Australians to the new broadband access network

Now that **nbn™** Fixed Wireless access technology is available in your area, you can contact an internet provider to connect to an **nbn™** powered plan.

This booklet will provide you with useful information on your next steps, as well as important things to consider before you connect.

## Remember, **nbn** is a wholesaler

It builds and maintains the **nbn™** access network, but doesn't sell internet services direct to the public. So you'll need to purchase your new plan through a provider.

# Connecting is simple

- 1 Find a full list of providers in your area at [nbn.com.au/providers](http://nbn.com.au/providers)
- 2 Carefully consider your needs and discuss them with a provider
- 3 Connect to an **nbn™** powered plan through your chosen provider



## Contact your provider about keeping your existing landline phone services active

When you connect to the **nbn™** access network via **nbn™** Fixed Wireless access technology, you'll have the option to keep your existing landline phone service over the copper network, as **nbn** won't be replacing the existing landline phone networks in your area. If you have an existing landline phone, consider keeping it active for emergency communications – especially if you don't receive good mobile coverage at your home.

# The role of internet providers

Your provider will be responsible for managing most aspects of your internet experience, including:

- Helping you choose an **nbn™** powered plan to suit your needs
- Arranging a date for your home to be connected
- Providing instructions on how to set up supplied equipment
- Resolving any issues following connection

# What to expect from connection

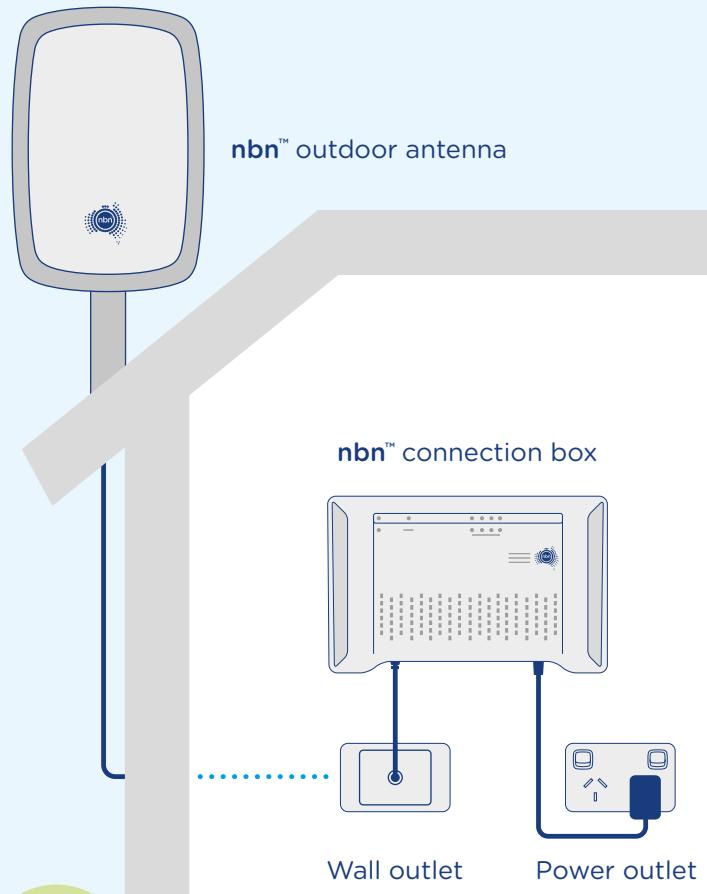
A fixed wireless connection requires an **nbn™** connection box to be installed at the point where the cable from the **nbn™** outdoor antenna enters your home. This device requires power to operate, and can only be installed by an **nbn™** approved installer.



**nbn does not currently charge for a standard connection**

However, if you require additional wiring or cabling, you should discuss this with your provider, as they may have costs associated.

## A standard setup of **nbn™** supplied equipment





## Choosing the right plan

When connecting to an **nbn™** powered plan, you want to make sure you choose a retail plan that suits your specific needs.

**nbn** offers a choice of wholesale speed tiers to your phone and internet provider. These are then turned into a range of **nbn™** powered plans that can be purchased through your provider.

Talk to your phone and internet provider about the actual speeds you can expect to experience when you switch to an **nbn™** powered plan.

**Please note:** Not all speed tiers are available everywhere, particularly during peak times like the evening, as some areas may experience congestion.<sup>†</sup>

<sup>†</sup> Your experience, including the speeds actually achieved over the **nbn™** Fixed Wireless network, depends on: the configuration over which services are delivered to your premises, whether you are using the internet during typical busy periods, such as evenings, when more people are online, and some factors outside our control (like how far away your premises is located from the transmission tower, your equipment quality, software, broadband plan, signal reception, the plan you choose from your provider, the performance of your modem, Wi-Fi, cabling, other devices in your premises and how your service provider designs its network). Speeds may be impacted by network congestion on **nbn**'s Fixed Wireless network, including during busy periods.

# Factors that can affect your experience<sup>†</sup>

The following factors can impact the experience you have on your **nbn™** powered plan:

-  The type and size of the content you're uploading or downloading
-  The position of your router and the number of people connected to your router at once
-  How **nbn** configures its Fixed Wireless Access Network and manages capacity
-  How your provider configures their network and manages traffic
-  The plan you choose from your provider and the wholesale speed tier it's based on
-  The time of day – high-traffic times (like the evening) can cause your speeds to slow

For more information, visit [nbn.com.au/inhome](http://nbn.com.au/inhome)

# How to get the most from your broadband<sup>†</sup>

Here are some things you can do to improve your experience on your **nbn™** powered plan:

-  Connect devices that upload or download large amounts of data with an Ethernet cable instead of Wi-Fi
-  Consider the location of your router, making sure it's in a central area of your home and not hidden in or behind furniture
-  Choose an internet provider that suits your needs
-  Check your router is compatible with your new plan and/or ask your provider about other models available

For more information, visit [nbn.com.au/experience](http://nbn.com.au/experience)

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# Important information before you connect

If you use any of the following equipment, contact the provider/manufacturer to check it will work over the **nbn™** access network, or whether you'll need to find an alternative solution.\*



Medical alarms, autodiallers and emergency call buttons



Monitored fire and security alarms



Lift emergency phones



Fax machines and TTY equipment

## Register safety-critical equipment with **nbn**

This helps **nbn** identify where support may be needed to minimise a loss in service when connecting. You can do this by calling **1800 227 300** or visiting [nbn.com.au/compatibility](http://nbn.com.au/compatibility)

## Questions to ask your equipment provider:

- Will my equipment work on a plan that uses the **nbn™** access network?
- What alternatives are there to using a fixed wireless connection?
- Will my equipment work during a power blackout when connected to a plan that uses **nbn™** Fixed Wireless access technology?



## Power blackouts

Equipment connected over the **nbn™** access network will not 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. 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.

\* The rollout of the **nbn™** access network will involve new technologies, and some existing devices (including many medical alarms, autodiallers and emergency call buttons) may not be compatible with these at all times. You should contact your device provider to find out if your alarm or other device will work when connected to the **nbn™** access network and what alternative solutions are available. For more information, visit [nbn.com.au/compatibility](http://nbn.com.au/compatibility)

# Common questions

## Do I need any new equipment?

Talk to your provider. In most cases your phone and internet provider will supply or recommend a router with **nbn™** Fixed Wireless access technology, as it is unlikely your current one will work.

## I rely on fast internet for my home/business.

### Will **nbn™** Fixed Wireless access technology really be faster than what I have now?

Talk to your phone and internet provider about the actual speeds you can expect to experience when you connect to an **nbn™** powered plan. The actual speeds you receive will be determined by a number of different factors.<sup>†</sup> These include the way the Fixed Wireless access network is designed and managed, whether you are using the internet during peak times, and some factors outside our control (like your equipment quality, software, broadband plan, Wi-Fi signal reception in your home and how your provider designs its network).

It's useful to compare the speed and performance information for different plans offered by your provider, as well as across different providers, looking particularly at the speeds you are likely to receive at the times you are usually on the internet (e.g. peak time speeds). Don't forget to ask your provider if there are any limitations that may affect the service you are able to receive.

## What does installation involve?

The installer will make sure your home can receive a good quality fixed wireless signal before mounting an **nbn™** outdoor antenna on your roof or under the eaves. If neither location provides direct line-of-sight to the nearest base station, another location may be chosen. The installer will also need to run a cable between the **nbn™** outdoor antenna and the **nbn™** connection box fitted to the wall inside your home.

## What if my home can't receive a good quality signal?

If your home cannot receive a strong wireless signal, your **nbn™** approved installer won't be able to proceed with the installation, and you will need to contact your internet provider for alternative solutions.

## If I get poor mobile reception, will I get a poor fixed wireless connection?

Not necessarily, we are building a completely separate fixed wireless network, so poor mobile reception should not be considered an indication of what you will experience when using **nbn™** Fixed Wireless access technology.

## How does **nbn™** Fixed Wireless access technology connect?

For this type of connection, services are delivered from an **nbn™** Fixed Wireless tower to a small **nbn™** outdoor antenna installed on the outside of your premises.

The antenna's position will be chosen based on its distance to the nearest fixed wireless base station.

## Will there be any interruption to my existing internet service while connecting my new service?

There may be an interruption to your existing internet service while connecting your new broadband service. If you'd like to keep your existing copper line or equivalent service active while connecting your new broadband service, you should discuss this with your provider.

## Will I be able to keep my existing copper phone line active?

Yes. With **nbn™** Fixed Wireless access technology, you'll have the choice of keeping your existing copper phone line active. Talk to your phone provider for more information.



**Have more questions?**  
Visit [nbn.com.au/support](http://nbn.com.au/support)

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# Contact an internet provider today

Connect to an **nbn™** powered plan today to experience **nbn™** Fixed Wireless access technology.



To receive future updates by email, register at [nbn.com.au/register](http://nbn.com.au/register)

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**Disclaimer:** This document provides general information about the technical requirements for connecting to the **nbn™** access network and is correct as at October 2018. 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 equipment supplier.