



OPTUS *yes*

OPTUS NBN

PRE - INSTALLATION BOOKLET

QUICK CHECKLIST FOR YOU

- I've got my NBN appointment date and time
- I've got my Optus appointment date and time (Self-Installation customers – not applicable)
- If I can't be there I've arranged for someone who's over 18 that I trust to be there.
- I have my landlord or 'owner's corporation' permission (if required)
- If I have one, I've contacted my back-to-base or medical alert provider and checked compatibility with Optus NBN and I'm comfortable to proceed.
- I understand what equipment NBN Co. and Optus will need to install in order to provide my NBN connection and I've planned where I'd like both to be installed
- If I've chosen Self-Installation only: I've completed the questionnaire on page 4 to confirm my eligibility and found a suitable location to install the equipment.
- If I need to reschedule my NBN appointment, I understand I need to do this at least 2 business days in advance.



YOUR NBN INSTALLATION APPOINTMENT

Time: _____ Date: _____

YOUR OPTUS INSTALLATION APPOINTMENT

(not required for Self-Installation)

Time: _____ Date: _____

Need to change your appointment?

Call us on 1300 300 427

Remember to give us at least 48 hours notice or cancellation fees may apply.

DID YOU KNOW? Unlike the ol'days some phone services using the National Broadband Network won't work during a power failure. This means you can't make or receive phone calls from your landline, including Emergency calls to 000 services. Optus recommends keeping your mobile phone fully charged and ready to go...just in case.

NBN ORDERED? CHECK, NOW WHAT?

By now you should have:

- Placed your order
- Received your appointment times for both the NBN and Optus technicians via SMS (Optus appointment not needed if you've chosen Self-Installation.)

This handy booklet explains what you need to do next. There are a few easy things you can do to stay ahead of the game to make your installation a seamless process.

Keep this booklet somewhere safe as it will come in handy (especially if you've chosen Self-Installation). If after reading, you still have any questions, just go to optus.com.au/support or call us on **1300 300 427**.



WE'VE CREATED A TEMPLATE showing the size of the NBN Connection Box that you can use to help plan where you'd like to position it in your home. Cut it out and have a play placing it in different spots so that it's all sorted before 'Happy Install Day!' Make sure you point out to your NBN installer where you've chosen.

WHAT YOU NEED TO DO

STEP 1 Getting the Green Light

for NBN – If you're the owner and live in the property – it's nice and easy to say 'yes'. But if you're not the owner, you'll need to get their permission (including Body Corporate – if applicable) before NBN Co. can install anything.

No approval means, no NBN. Sorry!

STEP 2 Getting ready for NBN

Installation – Before your NBN Co. installation appointment, it's important to think about where you would like to locate the NBN Co. equipment inside your home. To avoid any complications with your installation, here are some simple rules to follow:

- 1.** Your NBN Connection Box should be positioned in the same room as your Optus WiFi Modem and main computer to ensure best performance - whenever possible.
- 2.** Your NBN Connection Box should be located inside your home, not in a separate building such as a shed or garage.
- 3.** You'll need easy access to the NBN Connection Box so you can check the indicator lights if there's a problem.
- 4.** Don't select an area prone to extreme temperatures, dampness, steam, dirt or dust.
- 5.** Make sure the equipment will have ventilation space around it – and that it's in a low-traffic area to ensure it doesn't get bumped.

- 6.** Think safety – if you have young children or pets, please ensure all the equipment is installed out of their reach.
- 7.** You may have the NBN service for a long time, so keep in mind how your home may be set up in future.

STEP 3 NBN Installation

– NBN Co. will install their equipment to both the outside and inside of your home. Remember, a standard installation is included but if you have a tricky installation that requires additional work, there might be additional charges.

They might also have to move a few bits of furniture to complete the install. Then, it's time for that small hole to be drilled through your wall. They'll also have to mount a few bits and bobs so expect a little bit of drilling noise and dust. NBN Co. will clean up when they're done.

In most cases, NBN Co. will activate your connection box before the technician leaves. But sometimes it might take a little bit longer. **Make sure the technician confirms the status with you before they leave.** Don't attempt a self-installation until it's active and if you're not sure, call us on **1300 300 427**.

STEP 4a Optus Premium and

Professional Installation – Once NBN Co. has finished doing their part, we can do ours and finish connecting your service. Your Optus WiFi Modem will be supplied by us during our visit.

STEP 4b Self-Installation

– Your Self-Installation Kit comes with everything you'll need and instructions to follow that are as easy as 1,2,3! All you need to do is make sure you tick all the boxes in the checklist over the page.

SELF-INSTALLATION CHECKLIST

- NBN Co.'s installer has confirmed the NBN Connection Box is active
- Make sure the NBN Connection Box and Optus WiFi Modem are located in the same room
- They should be no further than 1.5m apart
- You do not require a back-to-base alarm
- You do not require medical alert alarm

KNOCK, KNOCK...

Either you or someone over 18 will need to be there for any technician visit. That person will be asked where the NBN Co. equipment will be installed - keeping in mind your WiFi Modem will need to be close by too.

Don't forget to always ask to see the technicians ID before letting them in – you can never be too careful.

QUICK SUMMARY

Before your Installation	We'll remind you via SMS 2 to 3 business days before your appointment before NBN Co. starts.
Happy Install Day!	The folks from both NBN Co. and Optus (if you have not opted for Self-Installation) will call you to let you know they are on their way. It will take on average 4-5 hours for each installation appointment – maybe longer if it's a tricky job.
Self-Installation	If you have opted to go with Optus Self-Installation after NBN Co. have completed their part, refer to your User Guide (included with your Modem) for step-by-step details on how to set it up.
If you need to reschedule	We understand plans can change, call us as soon as you know you need to reschedule your appointment on 1300 300 427 (48 hours minimum notice to avoid a cancellation fee).

THE A-Z OF NBN AND OPTUS EQUIPMENT

WHAT NBN CO. SUPPLY

For NBN Fibre. NBN Co. supplies: Premises Connection Device , Fibre Wall Outlet and NBN Connection Box; and external cabling from the street network to the Premises Connection Device.

For NBN Fixed Wireless. NBN Co. supplies: Antenna on your roof, NBN Connection Box; external cabling from the Antenna to the NBN Connection Box. This equipment remains the property of NBN Co. Their job stops when the NBN Connection Box is installed and activated.

WHAT OPTUS SUPPLY

Optus WiFi Modem and cables – refer to your User Guide for more details.



HOW WILL IT BE INSTALLED

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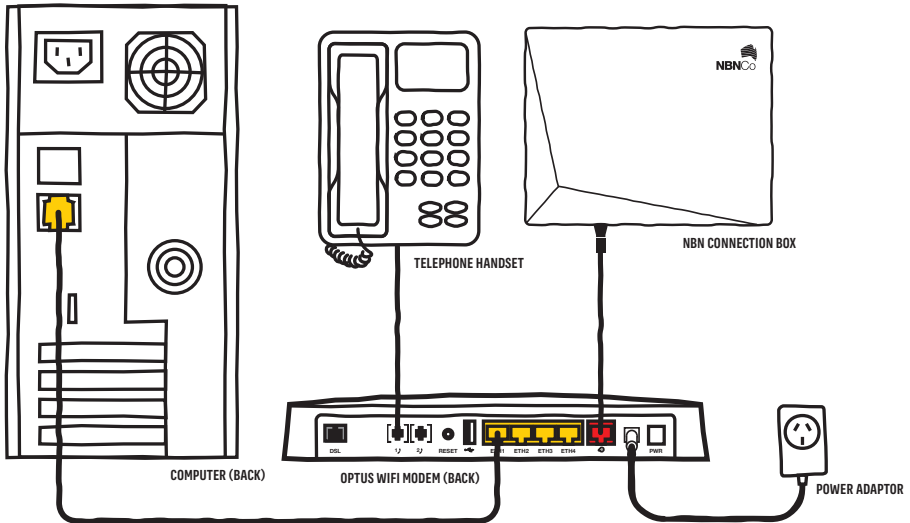
NBN Co. will come to your home and install:

- **NBN PREMISE CONNECTION DEVICE or ANTENNA** – On an outside wall of your home a “Premises Connection Device” or Antenna will be fitted. This is where the fibre optic cable from the street or wireless network signal hooks up to your home.

Inside your home the equipment provided includes: (See Figure 1 below)

- **NBN FIBRE WALL OUTLET (for NBN Fibre customers only)** – this connects the outside Premise Connection Device to the inside – a bit like how the knee bone connects to the thigh bone... (See Figure 1 below)
- **NBN CONNECTION BOX** – providing a home for your new internet and phone connection. The best place for it is in the same room as your current internet connection and no more than 1.5m from where you would like your Optus WiFi Modem installed and they have to be in the same building as the main electric meter box or distribution board.
- **OPTUS WIFI MODEM** – which connects to the NBN Connection Box (usually using the first port – check your installation letter to be sure) – see Figure 1 and refer to your Optus Modem User Guide for more information

FIGURE 1.





QUESTION TIME

What if the weather is terrible on Happy Install Day? If the weather is so unsafe that hooking up equipment means our technicians might be in danger we'll reschedule for another day, at no additional cost. We're sure you'll understand why.

What about my current modem & equipment? To hook up to the super-duper speedy NBN services you'll need new equipment from Optus. It's an Optus WiFi Modem and we'll provide it.

Do I need to install any cables and outlets? It's easy to run most of your gadgets with WiFi, but for connections like internet TV and your phone – a cable's not a bad idea.

You can arrange for any cable or outlet installation once you have agreed with NBN Co. on the location of your NBN Connection Box.

Make sure you check if your chosen cabler is accredited with the Australian Communications and Media Authority's register.

Don't forget you can get as many internal home network points as you like and if you have selected Professional or Premium Installation a number may already be included.

What devices can I connect to the NBN and how many? You can connect up to 4 devices to your modem via Ethernet and as many devices as you like via WiFi. Keep in mind though that the Modem has finite capacity, so the more devices you have sharing the connection simultaneously, the less capacity there is to go around and connection speed may be impacted.

Do I need to get a separate supplier for the internal wiring? Depending on what you need, this may be included with your installation, if you're having Optus install it.

Will there be any interruption to my existing phone and internet service?

Just unplug your computer and phone from your old connections and into your new Optus WiFi Modem.

I have a monitored home security system. Will it work on the NBN?

Most home security systems should take to the NBN like a duck to water - just make sure you check with the provider of your alarm service to make sure the NBN is compatible.

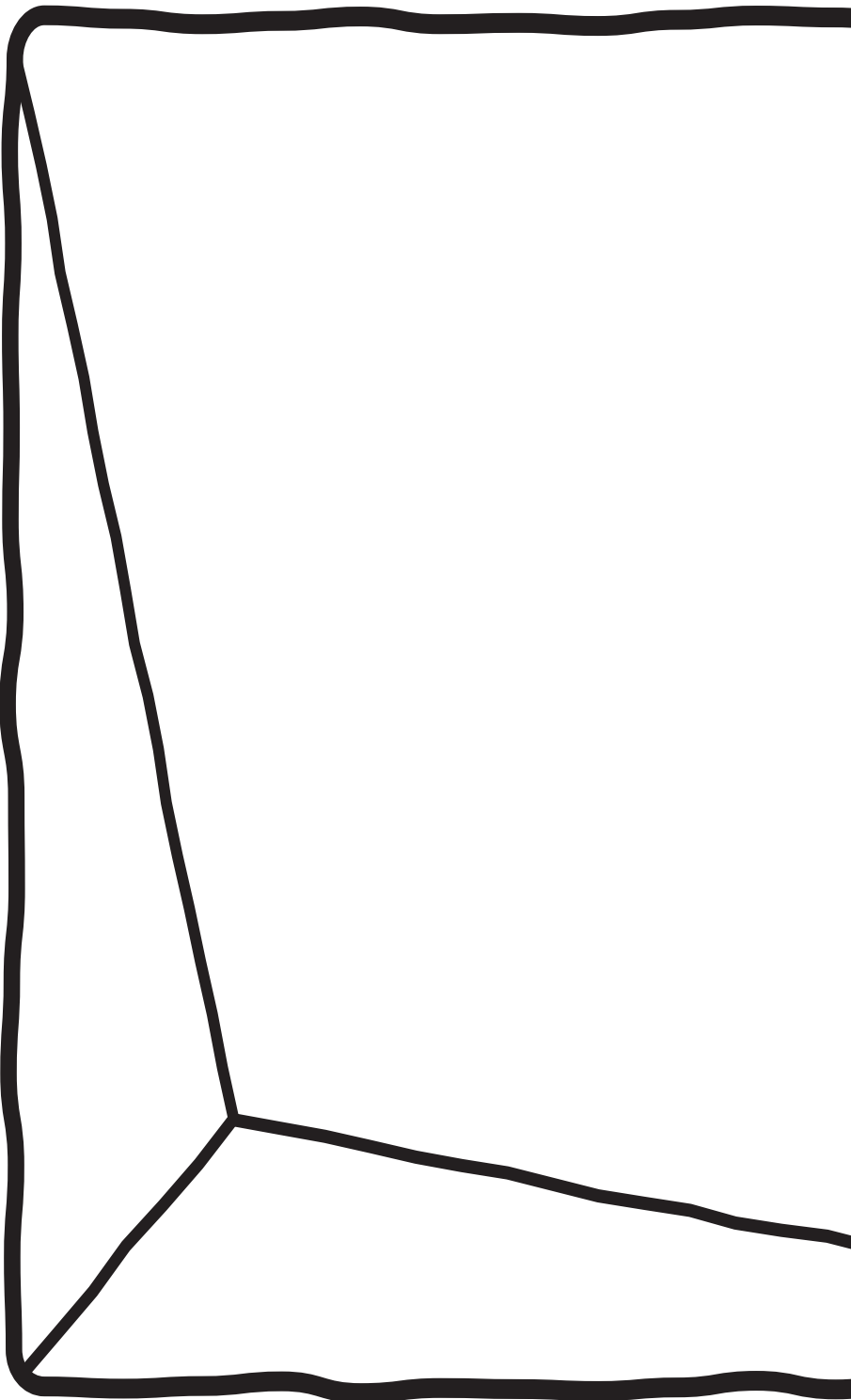
What if the installer damages my property? Not cool man but accidents sometimes happen. If in the very unlikely event that NBN Co. or us cause any damage, get in touch with us here at Optus on **1300 300 427** and we'll follow it up and sort it out.

Once on the NBN, will I be able to use the phone if my power fails?

No. But it's not a bad idea to have a fully charged mobile phone handy and some candles just in case. The internet also won't work, so grab Pictionary and enjoy by candlelight!

got it?







195mm

OPTUS ONGOING SUPPORT

We're here to help you get up and running.

WANNA CHAT NBN?

- Check out our dedicated NBN Customer Support area at www.optus.com.au/support
- Call us on **1300 300 427**
- Drop into an Optus store near you

HOW TO CHECK YOUR INTERNET USAGE AND MANAGE YOUR OPTUS ACCOUNT

With My Account there's no need to wait in a queue on the phone. Access your accounts online 24/7, view usage, pay bills online and more with this easy to navigate site.

Register for My Account in 3 easy steps:

1. Go to optus.com.au/MyAccount and click Sign up now.
2. Enter your Optus service to start - this can be a phone number, Optus mobile number or an Internet username – then follow the instructions.
3. Once registered, you can log in, select your Optus NBN service and see your monthly usage and details about your plan.

MOVING HOME

If you're moving house you have to leave the NBN equipment behind because it belongs to NBN Co. But don't forget your Optus gear!

Give us a call on **1300 300 427** so we can help organise the move for you as soon as possible.



OPTUS *yes*