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# — PREPARING FOR NBN —

## INSTALLATION APPOINTMENT



Fibre To The Building (FTTB)



# WELCOME TO TPG AND THANK YOU FOR CHOOSING TPG NBN SERVICE!

To help you to prepare for your upcoming installation appointment, this booklet explains how you will be connected to the nbn™ and what to expect during the installation.

## When will my service be installed?

The standard NBN installation timeframe is 2-30 business days, however in many cases it can be earlier depending on the infrastructure at your premises. You can also check the progress of your installation at [www.tpg.com.au/install](http://www.tpg.com.au/install)

## What does the installation involve?

The nbn™ technician may need your help to access your building's communications room and other areas of your premises to install your service. Please advise your building manager of your upcoming connection and provide the adequate notice that they require based on your individual building requirements.

## What if I can't be there for my appointment?

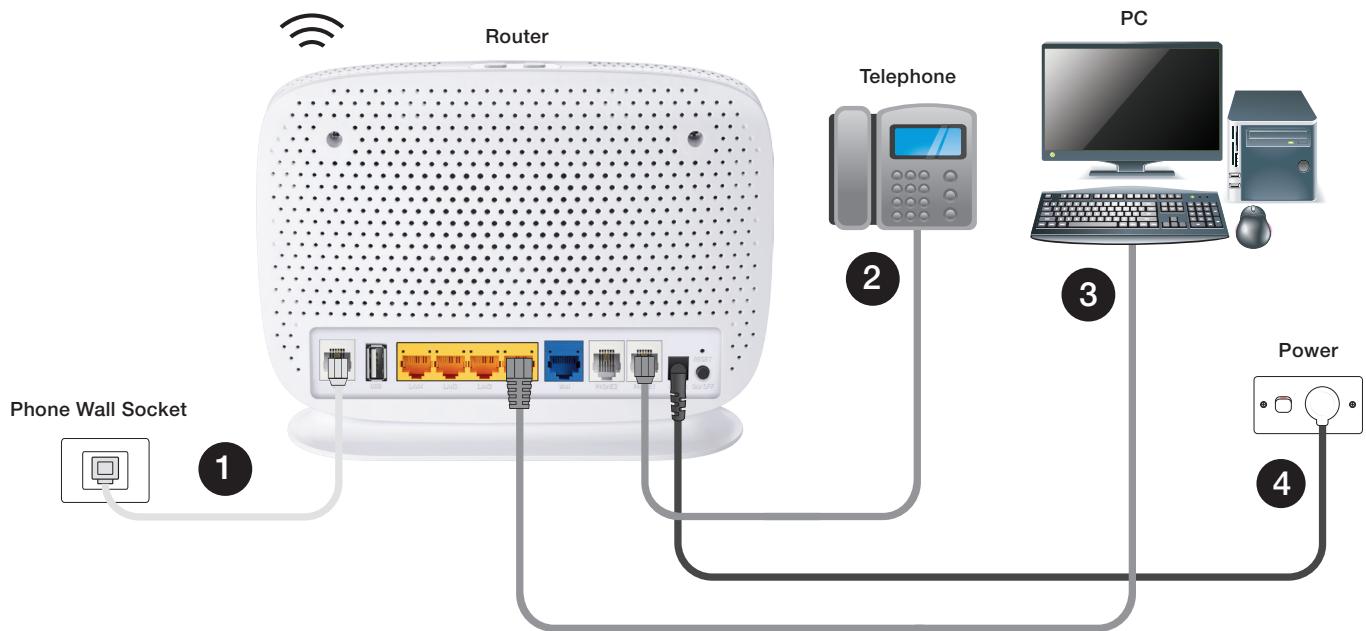
You can request to reschedule your installation appointment via [www.tpg.com.au/install](http://www.tpg.com.au/install) at least 3 working days before the scheduled installation appointment.

Alternatively you can ask someone you trust (who is over 18) to give access to all areas of your property. Remember, they may need to make decisions about the installation, so they need to be present for the whole installation.

## On the day of installation

1. If the nbn™ technician requires access to your premises, check their ID before giving them access to your property. During the installation appointment there is likely to be an interruption to your phone and internet service as your service is transferred.
2. Once the nbn™ technician completed the installation, it may take up to 24 hours to activate your service. You will receive email and SMS notification from TPG when your service is active.
3. Your modem should have been supplied by TPG prior to your appointment date. It is not the responsibility of the nbn™ technician to connect your modem. Simply set up the TPG supplied modem using the instruction booklet provided. The modem will connect to your existing telephone wall socket, so you'll need to find a place close to this.

## Connecting Your Modem



- 1 Connect the DSL port on the back of the modem to your telephone wall socket
- 2 Connect your telephone handset to the Phone1 port on the back of your modem
- 3 Connect your computer to any of the 4 LAN ports on the back of your modem
- 4 Connect the Power port on the back of your modem to your power socket



## FAQs

### **Will there be any interruption to my phone and internet service during the installation?**

During the appointment, there is likely to be an interruption to your phone and internet service as your service is transferred.

### **Will nbn™ be providing me with equipment?**

For FTTB connections, nbn does not typically provide any equipment for your home. TPG will provide a compatible Wi-Fi modem for your service.

### **Do I need to install any cables and outlets?**

If you are switching from an existing broadband service, you are unlikely to need any additional cabling. However, you may find you prefer to have wired connections for things like internet TV or your desktop computer. If so, you can arrange for a registered cabler to install additional network points. (Charges may apply.)

### **Can I use any wall socket in my home?**

More likely you can, as long as the socket you are connecting to is connected to the main phone socket. You will need to arrange for a registered cabler if the socket needs to be connected to main socket (Charges may apply).

### **Can I run everything on a wireless (Wi-Fi) network?**

Once your modem is connected to the nbn™ network, you can run most devices over a Wi-Fi network. If you find Wi-Fi limiting, try connecting via an Ethernet cable. For instruction on connecting your devices to the wireless (Wi-Fi) network, please refer to [www.tpg.com.au/support/wifi-setup](http://www.tpg.com.au/support/wifi-setup)

### **What will happen to my services in a power blackout?**

Devices connected over the nbn™ network will not work during a power blackout. If you have a safety-critical device (e.g. a medical alarm, monitored fire alarm or lift emergency phone), speak to your device provider about alternative solutions.

For more FAQs visit

[www.tpg.com.au/support/nbn/installation-faq](http://www.tpg.com.au/support/nbn/installation-faq)

# Your Checklist

## BUILDING MANAGER

Check with your Building Manager that they will be available for the technician to allow access to the Communications room and whether any special requirements exist for my building.

## CONNECTION DATE

TPG has provided the appointment date and you understand you need to be home for the appointment.

## MODEM

You have received the modem from TPG.

## EQUIPMENT CHECK

You have checked with your device and service providers that any devices I rely on, such as medical and security alarms, will work over the nbn™ service.



## For more information

TPG Community: <https://community.tpg.com.au>

Accounts & Technical Support: [www.tpg.com.au/support](http://www.tpg.com.au/support)

Installation Status & Appointment Reschedule: [www.tpg.com.au/install](http://www.tpg.com.au/install)

My Account: [www.tpg.com.au/account](http://www.tpg.com.au/account)

Call: **13 14 23**