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— **PREPARING FOR NBN** —  
INSTALLATION APPOINTMENT



Fibre To The Curb (FTTC)

# 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 the decisions you need to make prior to the installation of the nbn™ equipment.

## 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)

## Before you start, consider the following:

- Plugging in the nbn™ connection device will disconnect your existing phone, internet and alarm services. This means you'll need to have an alternative form of communication handy during setup – like a charged mobile phone.
- If you rely on a safety-critical device like a medical, fire or security alarm, check with your device provider/s that these will work on your new plan, or whether you'll need to find an alternative solution.
- Non-compatible devices, such as old phones, faxes and alarm services, will not work on your new plan and should be disconnected from all telephone wall sockets before you set up the nbn™ connection device.
- Devices connected to your new phone or broadband service will not work during a power blackout, so it's important you have an alternative form of communication handy (such as a charged mobile phone).

## Locating your telephone wall socket

An important first step to setup is locating a telephone wall socket in your home.

### 1. Which telephone wall socket is the right one?

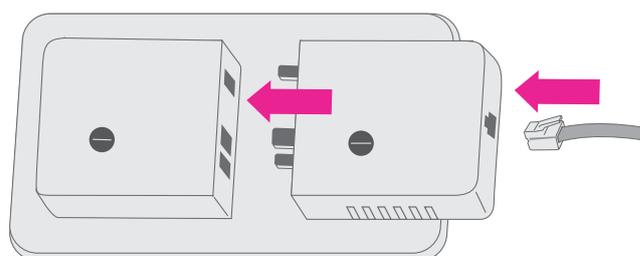
It's most likely the socket that currently connects to your phone or internet service. Ideally, it will be located only a short distance from a power outlet

### 2. What if I have multiple telephone wall sockets in my home?

You'll know that the correct one is connected when the Connection Light and Broadband Light on the nbn™ connection device turn solid blue.

### 3. What if I have an older-style telephone wall socket?

If you have a telephone wall socket (like the one pictured below), you'll need to purchase an adaptor to connect to your nbn™ Connection Device. These can be found at most hardware or electronics stores.



### 4. What if I don't have a telephone wall socket?

To connect to your nbn™ plan via an FTTC connection, it's vital you have a telephone wall socket installed. If you don't, or only have a cable wall socket (e.g. for Foxtel), contact us on 13 14 23.

## 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

- When your nbn™ installer arrives, check their ID before giving them access to your property. Your installer will discuss with you where the equipment is going to be installed.
- The standard installation will include connecting your existing copper phone cable to an nbn™ Distribution Point Unit (DPU) in a pit close to your premises.
- The standard installation could take up to two hours.

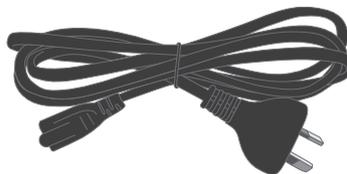
## Keep in mind:

- The safety, ease of access and other considerations your nbn™ installer will need to be aware of in relation to the location of your existing telecommunications infrastructure.
- Please also advise the installer if you're aware of any heritage requirements or restrictions.
- Please talk to your installer if you'd like your installation done in a particular way - there may be associated charges in some circumstances.
- Phone and data cables can't extend outside or between buildings, as they are susceptible to lightning and are a potential hazard.

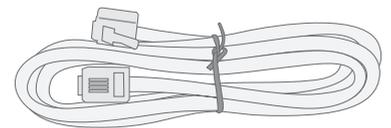
## Equipment supplied by nbn™



nbn™ Connection Device

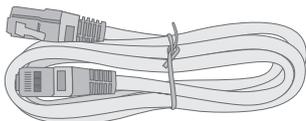


nbn™ Power Cord



nbn™ Telephone Cable

## Equipment supplied by TPG



Ethernet Cable



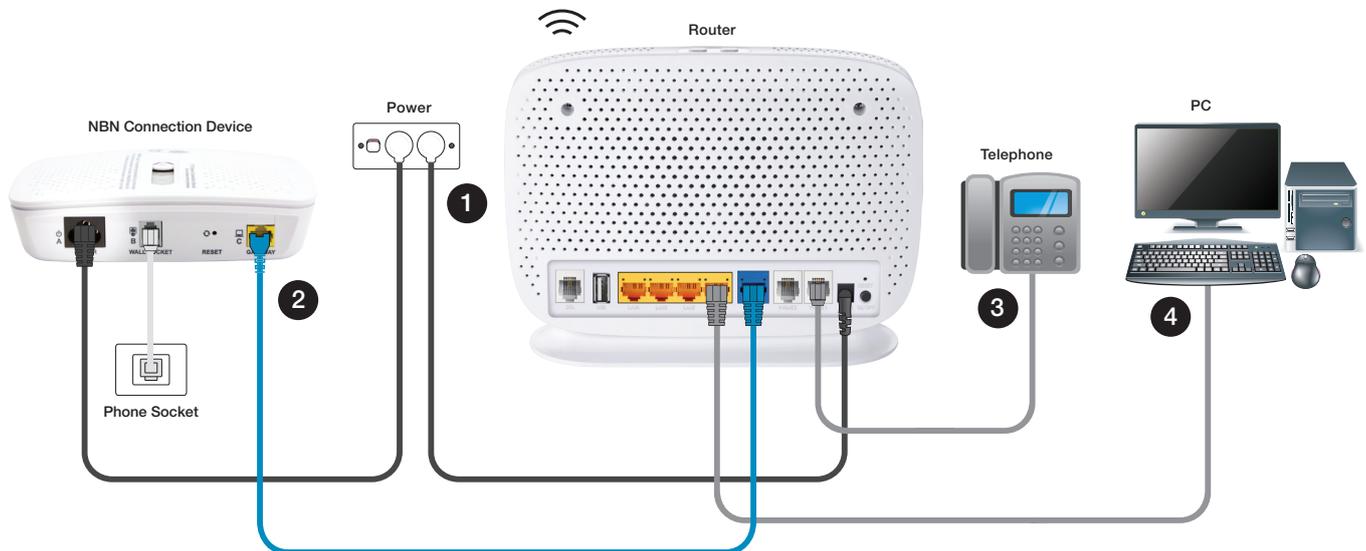
Wi-Fi Router



Power Cord

## Installation appointment completed. What's next?

1. By this stage, you should have received the TPG supplied Wi-Fi router. Please follow the instructions below to connect the Wi-Fi router to the NBN Network Connection Device.



1. Connect the POWER port on the back of your modem to your power socket
  2. Connect the GATEWAY port on the back of the NBN Connection Device to the blue WAN port on the back of the modem
  3. Connect your telephone handset to the Phone1 port on the back of your modem
  4. Connect your computer to any of the 4 LAN ports on the back of your modem
2. Make sure that all the NBN and TPG supplied equipment are connected and switched on
  3. Within 24 hours, we will send you SMS and email notifications once your service is active



## Common Questions

### Who do I contact if I need help?

If you have any questions or want to report a fault, contact TPG Support on 13 14 23. Alternatively, ask our TPG Community at <https://community.tpg.com.au>.

### Can I plug the nbn™ connection device into a power board?

Plugging the nbn™ connection device into a fixed power outlet will give you a more reliable connection. If this isn't possible, you can use a double adaptor, extension cord or power board, as long as these are safe.

### Are the nbn™ connection device and its cables safe?

Yes. The nbn™ connection device only uses fixed connections, which are not designed to give off any wireless radiation. However, as the cables conduct electricity, you should never disconnect, bend or tamper with them.

### What if I accidentally damage nbn™ supplied equipment?

You'll need to contact TPG Support to have it repaired or replaced (charges may apply).

### What happens to the nbn™ connection device and other equipment if I move?

All nbn™ supplied equipment is the property of nbn and should not be removed from the home in which it's installed. Speak to TPG to relocate your service to your new address.

### I've moved to a house that already has an nbn™ connection device – how do I get it working?

Contact TPG to register an NBN Bundle service at your new address.

# Your Checklist

## DEVICE CHECK

I have checked with my device providers that any devices I rely on, such as medical alarms, EFTPOS and fax machines, will work on the new nbn™ network.

## AUTHORISATION

I've arranged for myself (or an authorised representative over 18) to be there for the whole installation.

## TELEPHONE WALL SOCKET

I have located a telephone wall socket in my home or purchased an adaptor for my older-style telephone wall socket.

## COMMUNICATION DURING SETUP

I am aware that plugging in the nbn™ connection device will disconnect my existing services, and have arranged to have an alternative form of communication handy during setup – like a charged mobile phone.



## 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**