

Customer to action

nbn to action

Journey start

Build contract between nbn and your service provider is signed to upgrade premises to nbn™ Fibre to the Premises (FTTP). nbn will work with either your service provider or yourself to capture the address, contact details and key build requirements.

Network planning

Complete plan of the network build.

Site details

An nbn™ approved construction partner will confirm site access requirements, contact details and inductions with you (if required).

Engage nbn™ approved construction partner

Our nbn™ approved construction partner will mobilise a team to deliver your upgrade.

Site access

You will be required to provide access to site for the nbn™ field technician appointment.

Site survey notification

An nbn™ approved construction partner will contact you to schedule a site survey at the business premises.

 Site Survey Notice

Site preparation

You will be required to reserve space at the agreed equipment location and supply power and earthing as per the **business nbn™ Equipment Location Requirements Guide**.

Site survey

The nbn™ field technician will conduct the site survey to determine internal build requirements, including equipment location and power requirements.

Detailed network design

The nbn™ approved construction partner will produce a detailed design of the service. This includes internal build and photos of the equipment locations. You will receive a copy of these in the Land Access Notice.

 Land Access Notice

Site access

You will need to provide access to site for the nbn™ field technician.

Commence construction

The nbn™ approved construction partner will finalise the build schedule, prepare materials and commence the network build.


 Major variance notice (if required)

Network activation

Activate your nbn™ service via your service provider.

Final testing

The nbn™ field technician will test the network and equipment, and notify your service provider that you are ready to connect.

 Ready to connect notice

# **nbn**<sup>™</sup> Fibre to the Premises customer journey FAQs

## Journey start

At what stage will **nbn** be in contact throughout the build?

**nbn** or an **nbn**<sup>™</sup> approved construction partner will contact you at two key phases in the journey:

### 1. Site survey

- **Site survey notification**

You (and your building owner) will receive a formal Land Access Notice from **nbn**. The letter will advise that an **nbn**<sup>™</sup> approved construction partner will be contacting you to schedule an appointment with an **nbn**<sup>™</sup> field technician.

- **Site details and site access**

An **nbn**<sup>™</sup> approved construction partner will contact you to schedule a site survey appointment, with an **nbn**<sup>™</sup> field technician. They will confirm the site address, contact details, and work with you to meet any site access requirements e.g. inductions.

- **Site survey**

Site survey is an important step in the fibre installation process. Yourself and the **nbn**<sup>™</sup> approved construction partner will discuss important build information, including equipment placement, power and earthing requirements. The **nbn**<sup>™</sup> approved construction partner will also check the cable pathways that are available at your site.

### 2. Equipment installation

- **Detailed network design**

You (and your building owner) will receive a formal Land Access Notice from **nbn**. The letter will provide an installation period and details of the work plan, including marked-up photographs of the proposed equipment placement.

- **Commence construction**

If your premises is a commercial premise, an **nbn**<sup>™</sup> approved construction partner will contact you to make an appointment at an agreed time during the installation period.

## Site details

What information does **nbn** need from me prior to site survey?

You should ensure your service provider has captured any information that the **nbn**<sup>™</sup> construction team should be aware of whilst delivering the upgrade. This will ensure a smoother build journey, as the information can be factored in during build scheduling and workforce engagement.

**This includes:**

- Correct site address.
- Third parties **nbn** will need to engage with during the build journey e.g. building owner or building manager.
- Site access requirements that the **nbn**<sup>™</sup> construction team must meet to complete site survey, internal cabling, and/or equipment install e.g. induction program/training, standards, Safe Work Methods Statement (SWMS), accreditations, working with children check, security checks, notice periods, sites access hours, embargo periods, etc.
- Site contact, and escalation details.
- Health, Safety and Environment (HSE) risk details.
- Special requirements for your service e.g. battery back-up.

## How can I ensure my site address is captured correctly in the order?

Correct addressing will ensure a smoother fibre installation process.

### Tips for good addressing:

- **nbn** needs your store number. If your site is within a multi-premises site e.g. a store in a shopping centre, then ensure your service provider has captured your exact store number in the order.
- Validate your address and store number by **obtaining the building lease plan**, or working with your building owner and/or building manager.

## Who do I speak to if I have questions about my build?

- For any questions about **access requests, or responses to the formal Land Access Notices** sent to you by an **nbn™** approved construction partner, contact the representative listed in the notice.
- For any general questions or progress updates, you should reach out to your service provider. **nbn** will be in regular contact with them throughout the fibre installation process.

## What do I need to do to prepare the site for the equipment installation?

### You must ensure:

- Reservation of the proposed equipment location (as discussed during the site survey and in line with the **business nbn™ Equipment Location Guide**).
- Clear and uninhibited access to the proposed equipment installation.
- Power is available at the proposed equipment installation location (as discussed during the site survey).
- Advanced notification to your on-site contacts ahead of **nbn's** site visits.

## We require any on-site activity to be actioned outside of regular business hours, can **nbn** facilitate this request?

Yes. You should advise your service provider of these requirements; and confirm them with the **nbn™** approved construction partner during the site survey.

Note that additional fees may apply. Contact your service provider for more information.

## We have specific embargo periods and/or projects underway that impact the dates **nbn** can access the premises. How do we notify **nbn**?

Advise your service provider of these requirements when you place your Fibre to the Premises order (or as soon as you become aware) of any embargo periods, or times when **nbn** will not be able to access the premises.

Early notification of these requirements will ensure **nbn** can factor them into the scheduling and workforce planning process, resulting in a smoother build journey.

## Site survey

**nbn** has contacted me and wants to do a site survey. What will the **nbn**<sup>TM</sup> approved construction partner do?

The site survey is an important step in the fibre installation process. You and your **nbn**<sup>TM</sup> approved construction partner will meet at your premises and **discuss important build information**, including:

- Validation of the store address.
- Proposed equipment location in alignment with the **business nbn**<sup>TM</sup> **Equipment Location Guide**.
- Power requirements.
- Site access hours.
- Induction and any specialist qualification requirements.

The **nbn**<sup>TM</sup> approved construction partner will also **check the following items**:

- Confirm there is a clear pathway from the communications room to the equipment installation location.
- Check if access is required to risers and/or access panels.
- Risk control information, including whether working at height or drilling of firewall/floors is required, or asbestos has been identified at the site.

They will take photographs to support the site survey report they prepare

**Note:** If work is required to install power at the proposed equipment location, the **nbn**<sup>TM</sup> approved construction partner will discuss and agree requirements with you. You will need to arrange for these works to be completed before the **nbn** supplied equipment is installed.

### Where will the **nbn** supplied equipment be installed?

The **nbn**<sup>TM</sup> approved construction partner will discuss installation location options with you during the site survey. There are minimum spatial and power requirements that must be met by the proposed location. More information about these is available in the **business nbn**<sup>TM</sup> **Location Equipment Guide**.

### Where can the **nbn** supplied equipment not be installed/located?

There are locations where the **nbn** supplied equipment cannot be installed. Your **nbn**<sup>TM</sup> approved construction partner will be able to advise you of whether any preferred locations are not suitable during the site survey, and identify the best location.

**Areas that are not suitable include:**

- Areas subject to extreme or rapid temperature changes.
- Locations within 1.5m of a heater or air conditioning unit.
- Wet areas.
- Unsecured communal areas.
- Within earth potential rise zone.

You'll find more information about non-suitable equipment locations in the **business nbn**<sup>TM</sup> **Equipment Location Guide**.

### My proposed equipment location does not meet the power requirements. What's next?

If the proposed equipment location is confirmed as suitable by the **nbn**<sup>TM</sup> approved construction partner, but power work is required then the technician will discuss power requirements with you during the site survey.

You must arrange for this work to be completed by your preferred electrician prior to the equipment installation date.

## Network activation

### How do I know that my build is complete?

The **nbn**<sup>™</sup> approved construction partner will ensure the network has end-to-end connectivity before leaving the site on the day of equipment installation. If any issues are encountered, they will arrange a return visit.

Your service provider will be notified of the upgrade completion, and should initiate contact with you to activate the service.