

Connecting homes to the NBN: Equipment Installation



For a smooth and efficient connection to high-speed broadband for your residents, builders can now request pre installation of the in-home equipment supporting NBN access. The process is intended to accommodate completion of home construction independently of the build of network elements external to the block. The approach minimises disruption to residents moving into these homes, and simplifies Developer project and site management activities.

Benefits for the Builder

- Provides Compliance with local council's Occupancy Certificate.
- Provides a great experience for your new home owner.
- Homes are handed over NBN Ready.
- Preparatory work, like conduits and draw strings are fitted off and no longer have an unfinished appearance.
- Builders can make pre-installation a standard to incorporate in the building project milestones.
- Easy booking request process to make your homes NBN Ready.
- Prevents the possibility of opening wall spaces and cavities after the resident has taken settlement.
- Eliminates the need for a technician to conduct an installation of cabling and equipment, post-handover to client.
- Zero cost for the installation.
- Your work will be complete. All enquiries about the NBN will then be handled by the Retail Service Providers (RSPs).

Benefits for the Resident

- Allows the high speed Internet and Phone services to be connected upon move in and without any delays.
- Removes the complexity of organising NBN Co equipment locations.
- No need to co-ordinate a date and time for a technician to attend.
- The home is complete and doesn't have unsightly exposed conduits and draw strings.
- No cost for the installation
- Confidence that their home is NBN Ready and all they need to do upon move-in is contact their preferred RSP to activate the service

Pre-install Request Forms

Once the home has reach lock-up stage and the home has permanent power, provided the conduit path has been completed, all homes located in an NBN area should be booked in with NBN Co for in-home equipment installation. Equipment installation should occur at least 10 days prior to occupancy; so that once residents have moved in they can contact their preferred RSP to get connected to the NBN.

All you need to do is fill out one of the attached PDF's forms for either a Single premise or Multi premise request and email to: newdevelopments@nbnco.com.au.

Please ensure you have the following information available before submitting the form:

- Confirmation that you have authority of all owners and any occupiers to make the request on the [Pre-install terms and conditions](#).
- Premises address or addresses.
- Developer estate name and stage number.
- Confirmation that power is available.
- Date by which the premises will be at lock-up stage.
- Estimated completion or handover date.
- Confirmation that a 'Lead-in Conduit' has been installed in accordance with NBN Co guidelines.
- Confirmation that you have the agreement of the owners and any occupiers to waive their right to be given notice under Schedule 3 of the Telecommunications Act in relation to the pre-installation.
- Preferred installation date.
- Confirmation that estimated completion / handover to the resident will not occur until after the preferred installation date.

Once your request has been made, you will receive a confirmation email and reference number within 5 business days from receipt of request.

Alternatively you can view all the details on the Pre Installation request process directly [online](#).

NBN Connection Guide for Builders & Cablers

NBN Co has prepared a 2 page flyer with 'Key Information for Builders and Cablers' to keep on hand as a quick reference guide. This flyer is to ensure all Builders and Cablers comply with NBN Co's minimum installation requirements.

[Click here](#) to download the Key Information for Builders and Cablers flyer. Or for greater detail about preparing for the NBN, download [NBN Co's Residential Preparation and Installation Guide: SDUs and MDUs](#).

See linked flyer for more information, call our Contact Centre on 1800 OUR NBN (1800 687 626) or visit www.nbnco.com.au/newdevelopments.