

# Preparing for your nbn™ Sky Muster™ service



**For more information:**  
1800 687 626 | [nbn.com.au](http://nbn.com.au) | [info@nbn.com.au](mailto:info@nbn.com.au)

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Preparing for your connection to the nbn™ Sky Muster™ service | April 2016 | 1602-23-AL

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**Disclaimer:** This document provides general information about the technical requirements for connecting to the nbn™ network and is correct as at June 2015. Technical connection requirements may change due to factors such as legislative and regulatory requirements as well as advances in technologies. For any queries about your particular circumstances or requirements, please consult your phone and internet provider or other supplier.

April 2016

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Your connection checklist

- ☐ **Authorisation.** I've arranged for myself (or an authorised representative over 18) to be there for the whole appointment
- ☐ **Consent.** I have all the necessary consent for the installation
- ☐ **Understanding.** I understand that a normal installation appointment might take up to four hours
- ☐ **Consideration.** I've considered where I would like my **nbn™** supplied equipment to be positioned in my premises
- ☐ **Check.** i've checked with your device provider and phone and internet service provider that any devices I rely on will work on the new **nbn™** network-based services

Deaf, hearing or speech impairment services

If you are deaf or have a hearing or speech impairment, contact us through the National Relay Service:

TTY phone **1800 555 677** and enter **1800 687 626**.  
Speak and Listen users phone **1800 555 677** and enter **1800 687 626**.  
Internet relay users connect to **www.iprelay.com.au/call** and enter **1800 687 626**

Translating or interpreting services

If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on **131 450**. Visit **nbn.com.au/translation** for information in the following languages:

Arabic	العربية	Polish	Македонски
Chinese (Traditional)	中文繁體	Samoan	Polski
Chinese (Simplified)	中文简体	Serbian	Gagana fa'a Sāmoa
Croatian Filipino	Hrvatski	Sinhalese	Српски
Greek	Pilipino	Spanish	සිංහල
Hindi	Ελληνικά	Sudanese	Español
Italian	हिन्दी	Arabic	بالعربي السوداني
Korean	Italiano	Turkish	Türkçe
Khmer	한국어	Urdu	اردو
Macedonian	Македонски	Vietnamese	Tiếng Việt



Thanks for choosing Australia's broadband network.

You're only a short time away from enjoying the benefits of Australia's new Sky Muster™ service.

bring it on





# Connecting your home or business to the **nbn**<sup>TM</sup> network

To help you prepare for your upcoming installation appointment, please read through this booklet for information about how your home or business will be connected to the **nbn**<sup>TM</sup> network.

When you ordered your Sky Muster<sup>TM</sup> service you would have been informed via email and/or phone by your internet service provider that an installer would be in contact to confirm a time to install the necessary equipment. Once you agree this time, your installer will attempt to contact you approximately 24 hours before the scheduled installation to confirm the appointment time is still suitable.

## What does the installation involve?

On the day, your installer will suggest the best location for the satellite dish.

Once agreed, your installer will generally mount an outdoor satellite dish on the roof, gutter or wall of your premises. The installer will then drill a small hole through your roof, gutter or wall and feed the cable from the satellite dish into the **nbn**<sup>TM</sup> supplied modem (also known as a Network Termination Device or indoor unit). This box will be installed on a wall inside your home or business.

Once your **nbn**<sup>TM</sup> supplied equipment has been installed and tested, and your internet provider has completed their set-up, you'll be able to connect the devices you use to access the internet. For instructions on the best way to connect to the internet, please contact your internet provider before the day of the installation.

## Before your installation appointment

### The best location for the **nbn**<sup>TM</sup> supplied modem

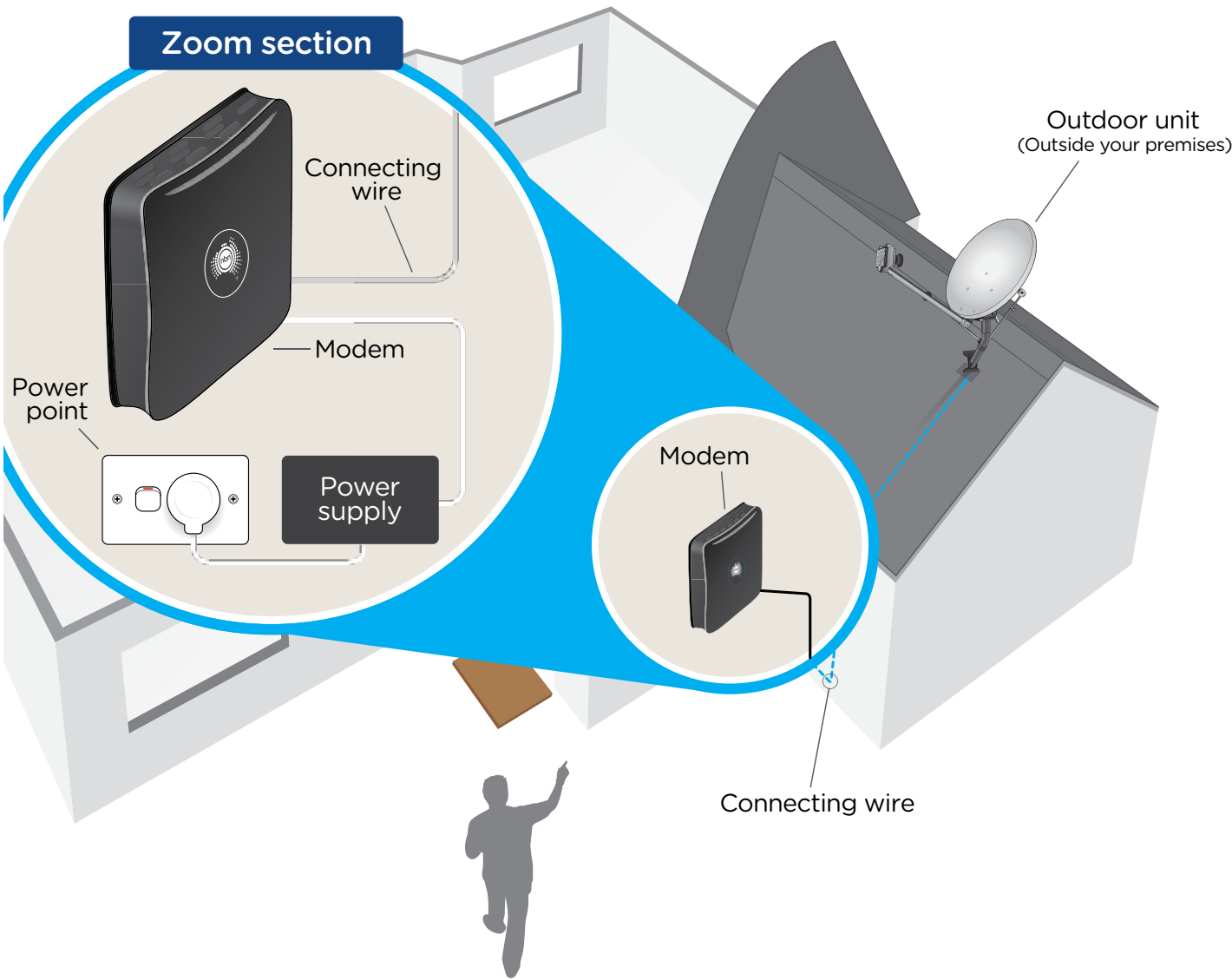
You'll need to think about where you want the **nbn**<sup>TM</sup> supplied modem to be installed on a wall inside your house near an accessible power point.

The ideal place will be:

- In a cool, dry ventilated area
- Away from busy areas where it may be knocked and damaged

You'll also need to consider how you want to connect your devices (computers, smartphones, tablets and fixed phones) and if you plan to use voice over IP. Please note that as a Sky Muster<sup>TM</sup> satellite user you also have the option of retaining a copper landline telephone. Please talk to your internet provider before your installation date about options for in-premises networking as this isn't included in the installation. Many internet providers also offer a wi-fi option for networking.

**Please note:**  
For safety reasons your data cables cannot extend outside or between buildings.



## What if the installer damages my property?

Your installer will take appropriate care at your premises during the installation, however in the unlikely event any damage is caused you can contact **nbn** on 1800 687 626.

## What if I have an existing satellite service?

Customers who choose the new Sky Muster<sup>TM</sup> service will need to have new satellite equipment installed at their premises. Contact your existing service provider if you wish to disconnect your existing service or remove existing equipment (You will need to order the old equipment to be de-installed when you order your Sky Muster<sup>TM</sup> service). If your old satellite service is an ISS service then the ISS equipment will be removed from your premises otherwise, it will be left on site.

## What do I do if I can't attend the appointment?

If you can't be there on the day of your appointment, you can either reschedule with your internet provider or ask your authorised representative who is over 18 to give access to all areas of your premises and make decisions about the installation for the installer. We recommend that if you do need to reschedule your appointment, to provide your internet provider with as much notice as possible to avoid any late cancellation or missed appointment fees.

Remember that if you authorise someone else to be present on your behalf for your appointment they will need to make decisions including where the **nbn**<sup>TM</sup> satellite dish and the **nbn**<sup>TM</sup> supplied modem should be installed. If you decide later to change the location of the equipment, charges may apply.



# Frequently Asked Questions

## Do I need to be there for the installation?

You, or your authorised representative (someone you have authorised to be your representative who is over 18), needs to be there for the whole appointment to let the installer in and agree where the **nbn**™ supplied equipment should be located.

## How much will the installation cost?

A standard installation of **nbn**™ supplied equipment is currently free of charge. Remember to ask your preferred provider if they have any other fees. For more information about standard and non-standard installations please visit [nbn.com.au](http://nbn.com.au).

## Can the weather affect my installation?

Yes, adverse weather conditions may make installation unsafe for the installer. If weather prevents us safely installing your Sky Muster™ supplied equipment we'll arrange to reschedule your installation for another day.

## Do I need to get a separate supplier for the internal wiring?

Your installer won't undertake internal wiring tasks and permanent cabling through wall, floor or ceiling cavities beyond the **nbn**™ supplied modem. This must be done by a licensed cabler registered with an Australian Communications and Media Authority (ACMA) accredited industry registrar. Your phone or internet provider may be able to recommend a registered cable installer in your area. Your service provider may also supply a wi-fi device for in-premises networking.

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

Your existing copper line or equivalent service will not be altered or changed by the **nbn**™ Sky Muster™ installer at your premises. The Sky Muster™ service doesn't prevent you from retaining a copper landline phone or terrestrial internet (if it is available) and if you wish to pay for this separate service. If you have an Interim Satellite Service (ISS) service, the Sky Muster™ service will be installed and operational before the ISS service is turned off and removed. If the existing satellite service needs to be switched off first, you will need to provide consent to the interruption to your internet service.

## Do I have to cancel my existing internet service to move to the Sky Muster™ service?

If you are migrating from an ISS service to Sky Muster™ you don't need to cancel your existing ISS service as it will be automatically disconnected. However if you have any other type of satellite service you should speak to your Internet Service Provider (ISP) and consider your existing contract terms before moving to the Sky Muster™ service.

## Will my existing monitored alarm work over the **nbn**™ network?

The **nbn**™ Sky Muster™ satellite service is not designed to support medical alarms, autodiallers or emergency call buttons. When an **nbn**™ satellite service is installed there are no changes made to existing fixed phone lines, so any alarms or other services that use your current phone line will work just as they do today.

## Once on the **nbn**™ network, will I be able to use the landline phone if my power fails?

Those connected to an **nbn**™ Sky Muster™ service will retain the option of a copper landline service. It is important to note that the **nbn**™ Sky Muster™ service will not work during power outages. Those living in areas where there are frequent or prolonged power outages should consider continuing to pay for their copper line service.

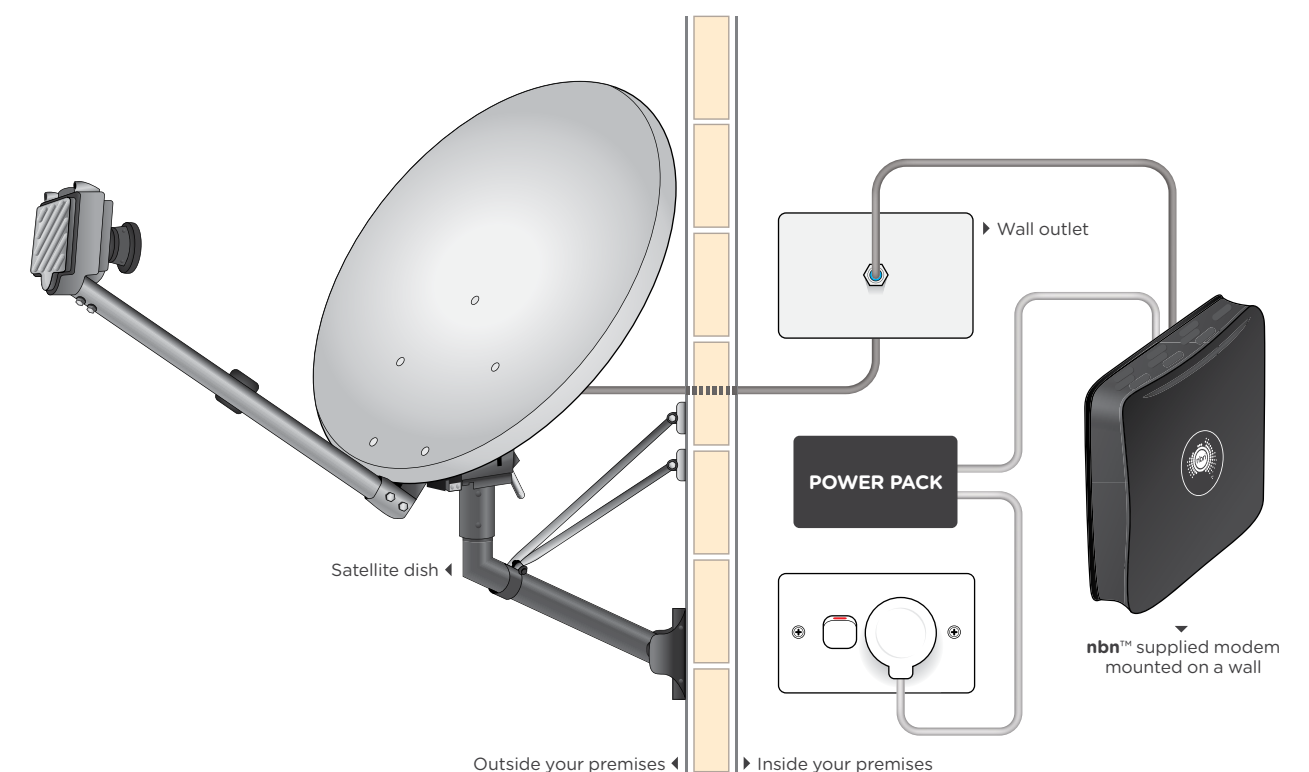
## Can I run everything on a wi-fi network?

It's possible to run most services over a wi-fi network, but if for any reason you find wi-fi limiting, there are other options. You should talk to the installer, your internet provider or a registered cable installer about the best way to connect other services inside your premises.



## What does **nbn**™ Sky Muster™ supplied equipment look like?

The satellite dish may alternatively be mounted on your roof or gutter.





# On the day of installation

When your installer arrives, please check their ID before giving them access to your premises. Your installer will discuss with you where the equipment, both internal and external, is going to be installed. A standard installation of **nbn**<sup>™</sup> supplied equipment is currently free of charge. Remember to ask your preferred provider if they have any other fees. For more information about standard and non-standard installations please visit [nbn.com.au](http://nbn.com.au)

Remember to inform your internet provider when ordering your service if there are any safety issues that you are aware of at the premises. This could include any known or suspected asbestos or asbestos-containing material, if there have been any recent pest treatments at the premises and if you're aware of any heritage requirements or restrictions that might be relevant.



**Please note:** some preferred installation locations might not be possible due to safety or other considerations such as the location of the existing telecommunications infrastructure.

Please talk to your installer if you'd like your installation done in a particular way - there may be associated charges in some circumstances. If your **nbn**<sup>™</sup> satellite dish installation is not going to be on your roof, wall or gutter, for whatever reason, it may require a custom installation and an appointment for a follow up visit by the installer.

## Outside installation

The **nbn**<sup>™</sup> Sky Muster<sup>™</sup> dish will be installed at your premises in a location that has an appropriate direct line-of-sight to an **nbn**<sup>™</sup> Sky Muster<sup>™</sup> satellite.

Generally, we will install the satellite dish with a mounting on the roof or wall. If we cannot find an appropriate location on your roof or wall, the installer may look for another suitable location.

Once the location for the satellite dish is selected your installer will conduct a signal survey to ensure your premises is able to receive a good quality Sky Muster<sup>™</sup> signal. If that survey does not confirm that you can receive a service of the right strength, we will not be able to proceed with the installation. In this instance you will need to talk to your phone or internet provider to investigate other connection options. Some of the reasons why a signal may not be sufficient could include screening by trees or cliffs.

The installer will have ladders and other equipment to carry out both the signal survey and the installation.

## Inside installation

The **nbn**<sup>™</sup> supplied modem is installed on a wall inside your premises.

To access the location where you want the equipment installed we may have to move some furniture. We'll need to drill a hole through your wall, as well as some other holes to mount the equipment, so be prepared for a small amount of drilling noise and dust - but we'll clean it up afterwards.

Your installer may also need to turn off your electrical power for a short time. However, they'll discuss this with you beforehand to make sure this won't impact critical electrical equipment, such as medical devices.

## How long will it take?

Standard Installations normally take two to four hours. If you would like your installation done in a particular way, please discuss this with your installer as this may take longer.

## What's supplied in your installation?

- nbn** will supply:
- **nbn**<sup>™</sup> Sky Muster<sup>™</sup> satellite dish mounted outside your house
  - **nbn**<sup>™</sup> supplied modem installed indoors
  - Cable between the **nbn**<sup>™</sup> satellite dish to the **nbn**<sup>™</sup> supplied modem

This equipment remains the property of **nbn**. Our boundary of responsibility stops at the data (UNI-D) ports on the **nbn**<sup>™</sup> supplied modem. From there, the service on that port is the responsibility of your internet provider. Check with your internet provider if you require any additional equipment such as a wireless router to access the internet. All other cables and equipment are the responsibility and property of you or your internet provider.

## Installation approval

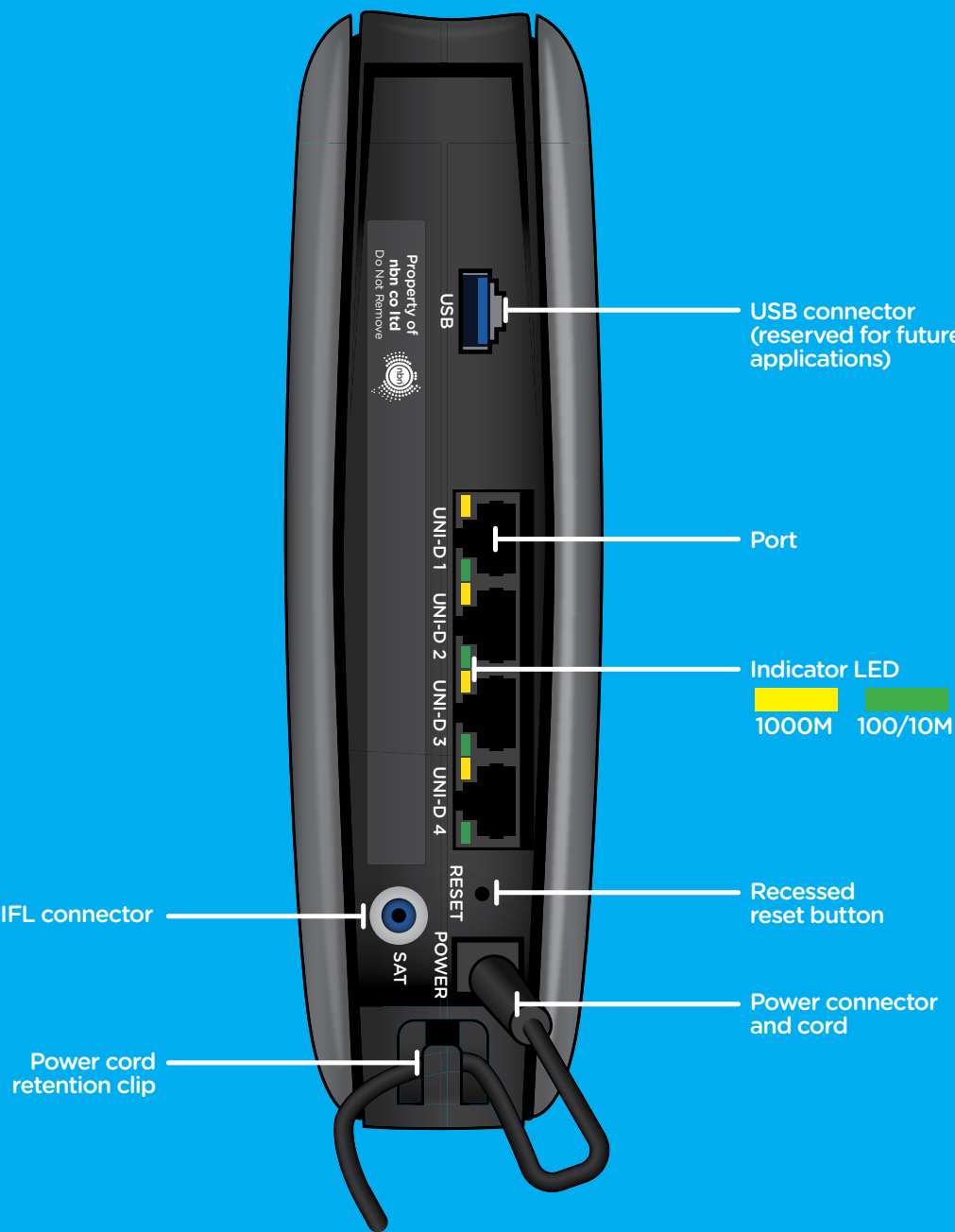
Your installer will ask you to sign a form giving your approval of how the installation will be done. This is to provide you with assurance that the installation will be done to your satisfaction, and your premises returned to a reasonable condition, before the installer leaves.

## Connecting your equipment

The **nbn**<sup>™</sup> supplied modem has four data ports on the back of it. Your phone or internet provider can tell you which port(s) have been activated on your **nbn**<sup>™</sup> supplied modem. Please don't plug things into ports other than the one your installer advises, as the other ports will be inactive. Activated in your **nbn**<sup>™</sup> supplied modem indicated by the lights next to each port (See the diagram next page).

# Connecting the **nbn**<sup>™</sup> supplied modem to your own equipment

The back of the **nbn**<sup>™</sup> supplied modem has a row of UNI-D ports, connectors and cords, as seen below;





**Apart from steady yellow or green lights, the UNI-D indicator LED could also be yellow blinking or green blinking lights.**

