

Notice of hybrid-fibre coaxial (HFC) installation. The details.

Connecting your
property to Australia's
broadband network.



Australia's
broadband
network

This booklet provides information about how we intend to connect your property to the national broadband network.

nbn is a licensed telecommunications carrier. Under the *Telecommunications Act 1997* (Cth) (Act) and the *Telecommunications Code of Practice 1997* (Cth) (Code), **nbn** and our construction partners are allowed to enter your land for the purposes of engaging in the installation activities required to connect your property to the **nbn** as described in this Notice provided we comply with certain conditions including providing prior notice to impacted property owners and occupiers. This booklet, together with the accompanying letter is a Notice under the Act.

How your property will be connected to the **nbn**[™] network

nbn will be using or extending the existing hybrid-fibre coaxial (HFC) network in your area to connect your property to the **nbn**[™] network.

nbn will attempt to install the new **nbn**[™] HFC lead-in cable as an aerial connection, taking the most direct path practicable from the connection point in the street to your building, avoiding obstructions and following the path of existing aerial telecommunications/utility connections (if present).

If for some reason we cannot install a new aerial connection (e.g. in areas where there is no usable aerial HFC network, or no available overhead connection point in the street, or we encounter obstructions or health and safety concerns) we will install the new **nbn**[™] HFC lead-in cable underground.

nbn™ utility box

The new **nbn™** HFC lead-in cable will be run from a connection point in your street to a small **nbn™** utility box which will be installed on the outside wall of your building. The **nbn™** utility box will be similar in appearance to the photo below.

After the nbn™ utility box is installed, nbn™ contractors will carry out testing to ensure it is working correctly.

The location of your existing telecommunications connection box will determine where we install the **nbn™** utility box.

If your existing telecommunications connection box is located on an outside wall of your building, the new **nbn™** utility box will be affixed to the wall as close as practicable to the existing box.

If your existing telecommunications connection box is located inside your building, the new **nbn™** utility box will be affixed to an outside wall of the building as close as practicable to where your existing phone line enters the property.

nbn™ utility box

Utility box dimensions can vary from 215mm high x 136mm wide x 60mm deep to 330mm high x 228mm wide x 76mm deep



nbn™ HFC lead-in cable - aerial connections

In most cases, the aerial **nbn™** HFC lead-in cable will be attached to your building in a similar manner to other utilities such as power. We will identify a point of attachment that is suitable for the aerial lead-in connection to your building. This will typically be on the building fascia at the roofline.

A metal bracket and pole unit (known as a riser pole) may need to be attached to your building to ensure minimum clearance between the aerial **nbn™** HFC lead-in cable and the ground, or to provide enough separation from other connections. If required, the riser pole will be similar in appearance to the picture overleaf, and will be attached to the building using coach screws or bolts, as required.

If a riser pole is required, we will first attempt to attach it to the fascia, regardless of the type of roof. Where the fascia is unsuitable and only in circumstances where the roof is tiled, a rafter mounted riser pole can be used. The rafter-mounted riser pole would be: (i) fixed by a pole to the roof rafter under a tile; (ii) attached to this pole; and (iii) extend from beneath the tile.

The aerial **nbn™** HFC lead-in cable will be attached to the top of the riser pole and will run down the riser pole and into the roof space. From here, the cable will run out from beneath the roof edge (utilising the eaves or wall cavity), where it will be connected to the **nbn™** utility box (described below). Riser poles will only be mounted on the edge of the roof.

Riser Pole

The length of the riser pole is 300mm, 600mm or 900mm. The length of the pole that is used will depend on the height required to gain the required clearance and separation distances.

A new connecting pipe may also need to be installed to protect the HFC cable between where it protrudes from the roof and the **nbn**[™] utility box.



nbn[™] HFC lead-in cable - underground connections

Where aerial connection is not available, the **nbn**[™] HFC lead-in cable will be installed underground. If an existing underground conduit is available, we will install the **nbn**[™] HFC lead-in cable in that conduit. If there is no existing underground conduit, or if the underground conduit is blocked or unusable, we will install a new underground conduit, taking the most direct path practicable from the street to your building, avoiding obstructions and taking health and safety considerations into account. Options for the installation of a new underground lead-in include:

- hand excavation of a trench for the new conduit;
- attaching the new conduit to a permanent fixture such as a wall of fence;
- leaving the new conduit exposed where it will not be seen or disturbed, such as the back of a flower bed, or at the base of a fence; and
- directional underground bore, under lawns, gardens, driveways, paths etc.

Your questions answered

Who do you call if you have questions?

Please call us on **1800 687 626** in the first instance for any questions about the planned activity. To help us respond quickly to your query, we'll ask you to provide the installation address, the Location ID (located on the top right-hand corner of the letter enclosed with this booklet), your name and a contact phone number.

If we are unable to resolve your concerns over the phone, you can send us a letter outlining the reasons for your objections which must relate to one or more of the following matters:

1. using your land to install the **nbn**[™] HFC lead-in cable and/or **nbn**[™] utility box;
2. the location it is proposed to put the **nbn**[™] HFC lead-in cable and/or **nbn**[™] utility box on your land;
3. the dates it is proposed that the **nbn**[™] HFC lead-in cable and/or **nbn**[™] utility box will be installed on your land (which includes any testing required to make sure it is working correctly);
4. the likely effect that the activity will have on your land; or
5. the proposal to minimise any detriment and inconvenience, and do as little damage as practical to your land.

To be considered, your letter needs to be received by us at least five business days before the planned installation start date. To help us to respond quickly to your letter, please provide the installation address, the Location ID (located on the top right-hand corner of the letter enclosed with this booklet), your name and a contact phone number and send it to:

Mail: **nbn** Installations
GPO Box 468
Brisbane QLD 4001

Email: info@nbn.com.au

Will there be any disruption to my business?

We aim to cause as little inconvenience to your business as possible, however in some instances this may be unavoidable. Our construction partner will talk to you before the work is carried out and discuss any potential disruption you may experience.

Who can raise concerns about the planned activities?

Both the owner and the occupier of the property may raise concerns about the planned activity.

What happens if we receive any objections to the planned activities?

If we receive any objections to the planned activities, we may defer the activities until we address those concerns. As both owners and occupiers of a property can raise concerns, if you are the:

- owner of a rented property, we may need to defer your property's connection to the **nbn**[™] network if the occupier raises concerns; or
- occupier of a property that you do not own (e.g. if you are renting) we may need to defer your property's connection to the **nbn**[™] network if the owner has raised concerns.

Before sending us a letter with your objections, it's important you consider that:

- services provided over the **nbn**[™] network will be replacing phone and internet services provided over most of the existing landline networks around 18 months after the **nbn**[™] network becomes available in the area.¹ This means if the occupant currently uses affected services and wants to keep making phone calls and accessing the internet using a landline connection, the property may need to be connected to the **nbn**[™] network;
- if your concern about the planned activities cannot be easily resolved, **nbn** may not be able to connect your property to the **nbn** in the planned timeframes; and

- if you request for the property to be connected to the **nbn** at a later date, a standard installation of the **nbn**[™] equipment may still be free of charge however there may be delays before the **nbn**[™] approved contractor can return to complete the installation. The occupant should remember to ask their preferred provider if they have any other fees.

How will we respond to your objections?

If you send us a letter with your objections about the activities, we will go through the following steps:

- we will talk with you about your concerns within five business days of receiving your letter and make reasonable efforts to resolve your concerns within 20 business days;
- if we are able to resolve your concerns, then your installation will go ahead;
- if we are unable to reach an agreement with you, then we will consider whether to change how the equipment is to be installed. However, the Code does not require **nbn** to change the planned activity in a way that is not economically feasible, not technically practical, is likely to have a greater impact on the environment than as originally proposed or would be inconsistent with recognised industry standards or practices; and
- within 25 business days of receiving your letter, we will let you know (in writing) whether we propose changing how it is intended the equipment is to be installed (and if so, then how), or why we intend going ahead with the activity as planned.

1. Services provided over the **nbn**[™] network will be replacing phone and internet services provided over most of the existing landline networks, including copper and the majority of HFC networks within the fixed line footprint. Services provided over existing fibre networks (including in-building, health and education networks) and some special and business services may not be affected. To find out if your services will be affected, please contact your current phone or internet provider. The switch off date is subject to change. For more information, visit nbn.com.au/switchoff or call 1800 687 626.

What if you're not satisfied with our response?

If you are not satisfied with our written response to your letter, you have five business days from receiving our response to ask us to refer the matter to the Telecommunications Industry Ombudsman (TIO). If the TIO gives a direction in relation to the proposed activity, which **nbn** and our construction partners will comply with.

What if asbestos or asbestos containing materials are found on your property?

Where asbestos or asbestos-containing material is identified or assumed to be present in an area of the property, our construction partner will consider options to avoid disturbing that area. Where this is not possible, our construction partner will use accepted safe work practices to ensure, so far as is reasonably practicable, the health and safety of themselves and the occupants of the property.

What happens if you suffer damage as a result of the activity?

If a person suffers financial loss or damage in relation to property because of anything done by **nbn** or our construction partners while engaging in the activities described in this Notice, please call us on **1800 687 626** to lodge a complaint as compensation may be payable under clause 42 of Schedule 3 of the Act.

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 users phone 1800 555 677 and enter 1800 687 626;
- Speak and Listen users phone 1800 555 727 and enter 1800 687 626;
- Internet relay users connect to <https://internet-relay.nrscall.gov.au/> 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 and ask for the **nbn™** Contact Centre on 1800 687 626.

Privacy statement

nbn (nbn co limited) may collect, use and disclose personal information about individuals including that of landowners and occupiers for the primary purpose of providing **nbn™** related services in accordance with the Privacy Act 1988. **nbn** may collect this type of information directly from you or from third parties including contractors to **nbn**, telecommunications service providers, other service providers or publicly available resources. This type of information is typically disclosed to contractors engaged by **nbn** to provide related services. If you do not provide the information requested we may not be able to provide you with **nbn™** services. The **nbn** Privacy Policy www.nbn.com.au/privacy contains information about other types of disclosures **nbn** may make, how you can make a complaint about a breach of the Australian Privacy Principles and how **nbn** will deal with such complaints. It also details how you can request access to your personal information and correct such information. You can contact **nbn** by calling 1800 687 626 or emailing info@nbn.com.au © 2015 nbn co ltd. '**nbn**', '**bring it on**', '**Sky Muster**' and the Aurora device are trade marks of nbn co ltd ABN 86 136 533 741. Level 11, 100 Arthur Street, North Sydney NSW 2060.

If for any reason your property is unable to be connected to the **nbn**[™] network in the time frame provided, our construction partner will come back to complete the installation activities when the occupant has ordered services over the **nbn**[™] network from a phone or internet provider.

We will take all reasonable steps to ensure that you experience as little inconvenience as practicable throughout the installation activities. Our construction partner will endeavour to restore your land to a condition similar to its condition before the activity began (for example, where any digging or other work is required) and will comply with applicable industry standards.




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For more information

1800 687 626

nbn.com.au

info@nbn.com.au

find us on    

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