

nbn™ Fibre to the Node explained (FTTN)

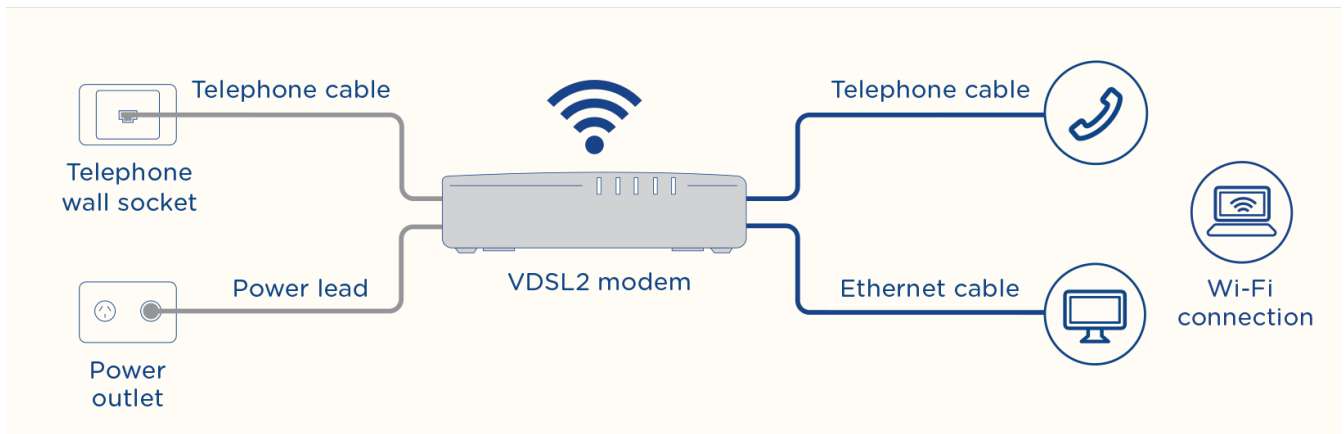
All types of **nbn™** broadband access network connections that utilise a physical line running to the premises are considered Fixed Line connections. An **nbn™** Fibre to the Node (FTTN) connection is utilised where the existing copper phone and internet network from a nearby fibre node is used to make the final part of the connection to the **nbn™** access network.

The fibre node is likely to take the form of a street cabinet. Each street cabinet will allow the **nbn™** access network signal to travel over a fibre optic line from the exchange, to the cabinet, and connect with the existing copper network to reach your premises.

[nbn™ FTTN Preparing guide](#)

Setting up your equipment

To prepare for your new **nbn™** powered plan, simply set up your VDSL2 compatible modem (**or the one supplied by your SpinTel**) using the instructions given by your modem manufacturer or supplied by SpinTel with your modem. If you already have a modem, it must be VDSL2 compatible for it to work over the **nbn™** access network.



Have questions?

My order has been confirmed. What should I expect from my connection?

The physical installation of your FTTN connection will take place at your nearest node and doesn't usually require an installer or installation appointment at your premises.

FTTN connections will utilise the existing telephone wall socket(s) within your premises to connect to the **nbn**TM broadband access network – you'll need to locate and confirm that you have at least one wall socket before your connection can proceed. For additional internal wiring installations or to have the wall socket in a different room, you'll need to arrange a registered cabler – this may involve additional costs.

If your premises has older wall sockets ('600-series' – typically a yellow square with three prongs), you'll need to purchase a RJ11 adapter that allows you to plug in a modern phone cable. To help improve performance, ensure there are no devices connected between your provider-supplied equipment and your

wall socket (i.e. your connection may not work via an ADSL filter).

Plugging in a SpinTel-supplied modem will disconnect your existing phone, internet and alarm services. This means you'll need an alternative form of communication during the set-up – like a charged mobile phone. Some services (i.e. certain special services and business services) may not be affected. To find out which services may be affected at your premises, contact your phone and internet provider, or for general information you can visit nbn.com.au/switchoff or call us on 1800 687 626.

Will there be any equipment installed at my premises?

Unless you need a telephone wall socket installed within your premises, no equipment will be installed.

If you've ordered a modem from SpinTel, you will receive your modem with simple self-installation instructions for you to get set up. There is no configuration required, the modem will configure itself once the **nbn**TM service is connected.

Is nbn responsible for installing the modem supplied by my provider?

No. This step usually involves a simple self-installation. SpinTel will supply you with the instructions to complete this step. You will need to connect the

SpinTel-supplied modem to a telephone wall socket via the phone output on the back of the modem. Contact us if you need any help completing this step.

I am renting, what do I need to do before the installation day?

If you're renting, you need to make your landlord aware that you want to install the required equipment, to ensure they do not object. If you're not in direct contact with your landlord, contact your property manager or real estate agent.

To help you prepare for the switch to the **nbn**TM broadband access network, [here is an nbn provided guide on what you need to consider.](#)

When will my service be activated?

When the technician has finished the connection at your nearest node, you should be able to self-install the SpinTel-supplied modem and access your service – connecting the modem to your telephone wall socket.

The service activation process:

1. **nbn**TM will notify SpinTel that your installation has been initiated.
2. SpinTel will then provision your service.
3. A technician finishes your connection at the node – testing and activating your service.
4. SpinTel may contact you to let you know your service is active.
5. You can then self-install the SpinTel-supplied modem – connecting the modem to the telephone wall socket.
6. After a few minutes, the lights on your modem should light up and your service should be active.

If you encounter any issues activating your service, you will need to SpinTel for assistance. If you are switching providers, please allow two to three business days for **nbn**TM to liaise with SpinTel to activate your service.

Can I continue to use my home phone service over the nbnTM broadband access network?

Yes. If you have a compatible handset and you've ordered a Phone service from SpinTel, you can plug it directly into the SpinTel-supplied modem – most modems have a phone icon on the back to indicate the phone output. You may be able to use your home phone service as soon as your connection has been activated.

For additional internal wiring installations or to have the wall socket in a different room, you'll need to arrange a registered cabler – this may involve additional costs. Pulse or rotary dial phones are incompatible with the **nbn**TM access network.

Will installing an nbnTM service affect my pay TV service?

Your regular pay TV service and physical connection will not be affected by an FTTN connection.

All phone and internet services, including pay TV online services may be temporarily unavailable while you're switching your phone and internet connection to the **nbn**TM access network.

Once your **nbn**TM service is activated you can use the full functionality of your pay TV online services again. We recommend that you connect your TV or set-top box to your SpinTel-supplied modem via ethernet or Wi-Fi. Talk to your pay TV provider if you need more assistance with this setup.

Do I need to remove my ADSL filters?

If you attempt to connect to the **nbn**TM broadband access network via an

ADSL filter, your connection may not work or may be limited in its performance, ensure there are no devices between your **nbn**TM connection box and the wall socket.

What kind of speeds should I expect on my FTTN connection?

The **nbn**TM FTTN network is designed to offer access (for most premises) to a range of wholesale speeds. The actual speeds you receive will depend on factors including how SpinTel manage its network, how SpinTel shape its network and the **nbn**TM powered plan you choose. When choosing an **nbn**TM powered plan, be sure to check the average speeds you are likely to experience during peak times.

Can I remove or relocate my nbnTM supplied equipment?

Guidelines on the removal or relocation of **nbn**TM supplied equipment can vary depending on the situation. If you're planning on removing or relocating your equipment due to renovation, demolition or a move of premises, before you do, please contact SpinTel for more information.

Online URL:

<https://articles.spintel.net.au/article/nbnTM-fibre-to-the-node-explained->

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