

nbn Fibre to the Curb explained (FTTC)

What is Fibre to the Curb?

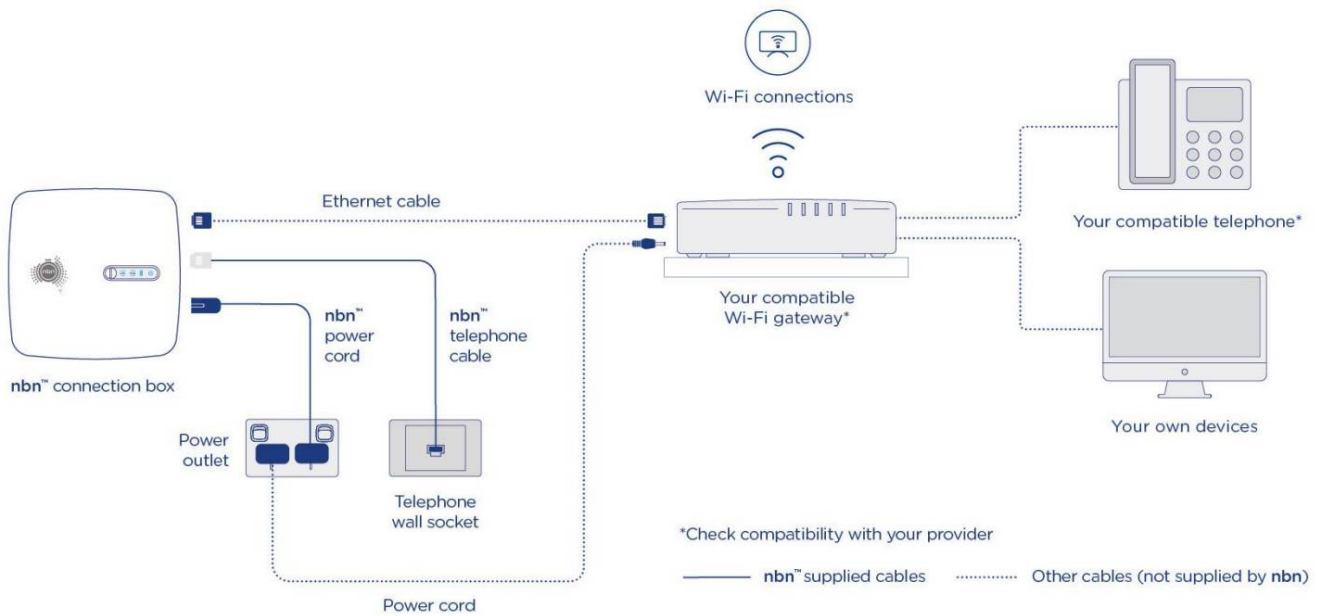
Fibre to the Curb is a new access technology that will form part of the **nbn**TM broadband access network rollout to provide access to broadband services to Australian homes and businesses.

An **nbn**TM FTTC connection is used in circumstances where fibre is extended close to your premises, connecting to a small Distribution Point Unit (DPU), generally located inside a pit on the street. From here, the existing copper network is connected to the fibre to form the final **nbn**TM connection. To power your FTTC service with electricity and provide your connection to the **nbn**TM broadband access network, an FTTC **nbn**TM connection box will be required inside your home or business. In some cases, you may be eligible to perform self-installation of the **nbn**TM connection box.

How Do I Set Up My FTTC Connection?

For assistance with setting up your equipment, download the [nbnTM FTTC setup guide](#), or watch the installation video below.

What does the nbnTM Fibre to the Curb (FTTC) equipment look like?



[nbn™ FTTC setup guide](#)

[nbn™ FTTC troubleshooting guide](#)

[nbn™ FTTC Preparing guide](#)

FAQs About Fibre to the Curb

What is the equipment involved in setting up FTTC?

Apart from the **telephone socket** which is necessary for setting up your FTTC service, the main equipment involved is the **nbn connection box** and your **modem**.

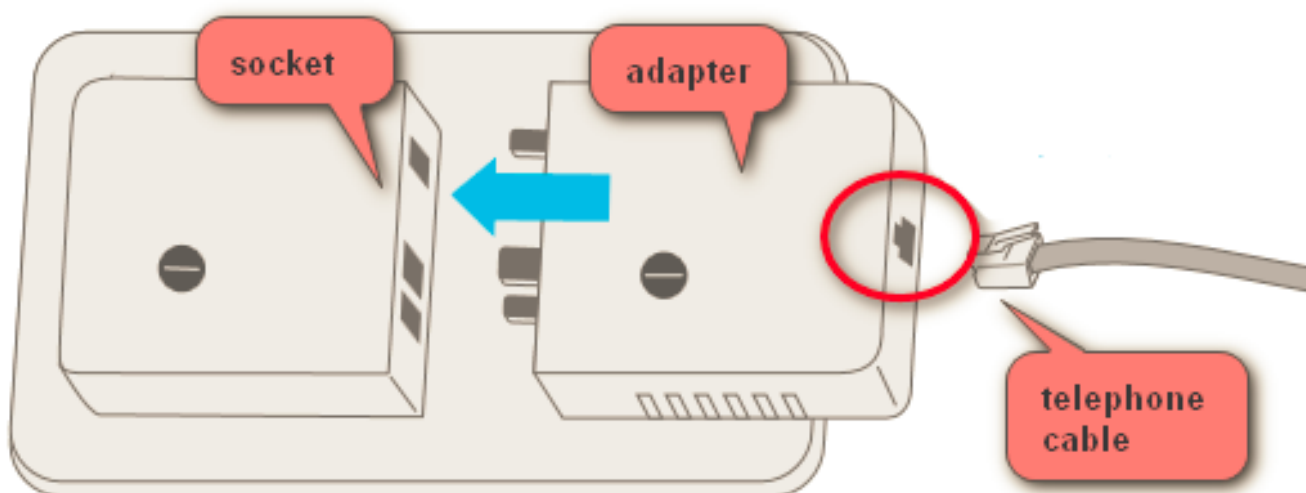
If you are bringing your own modem, we suggest checking with your previous provider if it can be used with the FTTC type of connection and if it's free to use with any other service provider, such as [SpinTel](#).

What if I don't have a telephone wall socket?

A telephone wall socket is essential in connecting through the FTTC type of nbn service. If you don't, or only have a cable wall socket (e.g. for pay TV), you will need to arrange a registered cabler to install one.

What if I have an older-style telephone wall socket?

If your premise has the older 600-series wall sockets (typically the plug is a yellow square with 3 prongs), you'll need to purchase a Jackson adapter that allows you to plug in a modern RJ11 phone cable. You can purchase this adapter at most electronics and computer stores.



What is included in the installation?

nbn's FTTC technology allows you to self-install the nbn™ supplied equipment.

Refer to the provided set-up guide that will be in the box with your **nbn**TM connection box.

Plugging in the **nbn**TM connection box likely 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 (such as certain special and business services) may not be affected. For more information, go to nbn.com.au/switchoff or call 1800 687 626.

Where should the **nbn**TM Connection Box be installed?

Before the self- installation you need to consider where you prefer the **nbn**TM connection box and Power Supply Unit (PSU) to be installed inside your premises.

- No more than 80cm away from a power point within the premises that **nbn** and your phone and internet providers equipment can remain plugged in to.
- A cool, dry, ventilated area (**nbn**TM supplied equipment cannot be installed in a damp or wet area such as; a kitchen, bathroom, laundry, or under a window that opens).
- Away from busy areas where it may be knocked or damaged.
- Somewhere easy for you to check the indicator lights.

- In the same building as the main electric meter box or distribution board (i.e. not in a separate detached garage).

Can I use my home telephone service over the nbn™ access network?

If you have a compatible handset plugged directly into the SpinTel provided gateway (modem), you may be able to use your home phone service as soon as you are connected to the **nbn™** access network.

You will need to arrange a registered cabler to install any additional internal wiring (not the **nbn™** approved technician) if you wish to have the phone in a different room and may involve costs. Pulse or rotary dial phones are incompatible with the **nbn™** access network.

Do I need to remove my ADSL filters?

If you attempt to connect to the **nbn™** 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™** connection box and the wall socket.

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

The **nbn™** FTTC 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 the management of the SpinTel 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.

I have a medical, fire and/or security alarm in my designated FTTC premises. Will my alarms be compatible with the nbnTM FTTC network?

Some of your existing devices may not be compatible with the **nbn**TM access network. This may mean it will stop working once you switch to FTTC. It's important to talk to your device provider for advice and to find out if your device or service will work on the **nbn**TM access network, and what alternatives may be available.

Make sure you register your medical, fire and/or security alarm device with **nbn**. Registering helps **nbn** identify premises where support may be needed to help minimise a break in service.

You can register via 1800 227 300 or by visiting www.nbn.com.au/compatibility

Will devices connected to the nbnTM FTTC network work in a power outage?

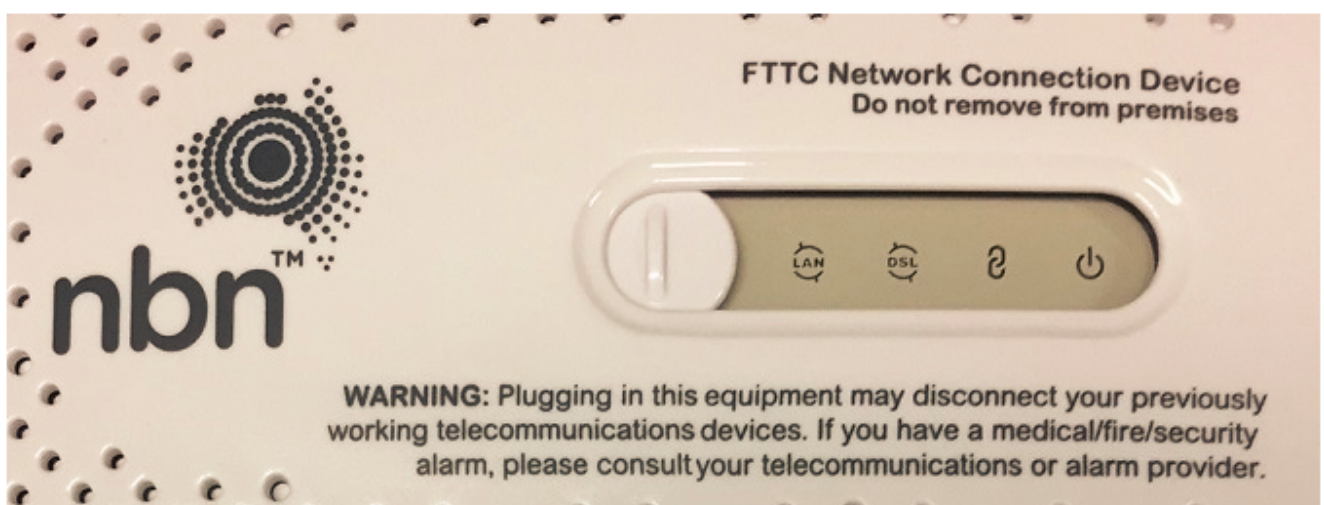
Equipment connected over the nbn™ FTTC network will not work during a power blackout.

Can I remove or relocate my nbn™ supplied equipment?

Guidelines on the removal or relocation of nbn™ 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 further information.

Understanding the lights on the FTTC connection device

Note: Slide the cover open to display the lights if it has been covered to view the status.



Online URL:

<https://articles.spintel.net.au/article/nbn-fibre-to-the-curb-explained-fttc.html>