

nbn Service Classes and Installation Timeframes

Introduction

NBN offers various service classes for different types of connections. This article provides a list of service classes and estimated installation timeframes to help you identify the type of connection and necessary workloads.

Service Classes and Installation Timeframes FTTP:

- **Service Class 0:** It is planned to be serviceable by fibre but is not yet serviceable.
- **Service Class 1:** It is serviceable by fibre, but there is no PCD or NTD in place. The estimated installation timeframe is 2-10 business days, and a tech visit is required.
- **Service Class 2:** It is serviceable by fibre, but only PCD is installed, and there is no NTD in place. The estimated installation timeframe is 2-10 business days, and a tech visit is required.
- **Service Class 3:** It is serviceable by fibre, and both PCD and NTD are in place. The estimated installation timeframe is 1 business day for BYO modem and no number transfer and 5 to 10 business days for SpinTel supplied modem or number transfer, and no tech visit is required.

Service Classes and Installation Timeframes Fixed

Wireless:

- **Service Class 4:** It is planned to be serviceable by Fixed Wireless but is not yet serviceable.
- **Service Class 5:** It is serviceable by Fixed Wireless, but there is no antenna and NTD in place. The estimated installation timeframe is 2-10 business days, and a tech visit is required.
- **Service Class 6:** It is serviceable by Fixed Wireless, and both antenna and NTD are in place. The estimated installation timeframe is 1 business day for BYO modem and no number transfer and 5 to 10 business days for SpinTel supplied modem or number transfer, and no tech visit is required.

Service Classes and Installation Timeframes Satellite:

- **Service Class 7:** It is planned to be serviceable by Satellite, but SpinTel does not offer Satellite services.
- **Service Class 8:** It is serviceable by Satellite, but there is no satellite dish/NTD in place. SpinTel does not offer Satellite services.
- **Service Class 9:** It is serviced by Satellite, and both dish and NTD are in place. SpinTel does not offer Satellite services.

Service Classes and Installation Timeframes FTTN:

- **Service Class 10:** It is planned to be serviceable by Copper (FTTN), but it is not yet serviceable.
- **Service Class 11:** It is serviceable by Copper, and a copper lead-in is

required (FTTN). The estimated installation timeframe is 2-10 business days, and a tech visit is required.

- **Service Class 12:** It is serviceable by Copper, and jumpering is required (FTTN). The estimated installation timeframe is 2-10 business days, and a tech visit is required if there is no current active service.
- **Service Class 13:** It is serviceable by Copper, and infrastructure is in place (FTTN). The estimated installation timeframe is 1- 2 business days for BYO modem and no number transfer and 5 to 10 business days for SpinTel supplied modem or number transfer, and no tech visit is required.

Service Classes and Installation Timeframes HFC:

- **Service Class 20:** It is planned to be serviceable by cable (HFC), but it is not yet serviceable.
- **Service Class 21:** It is within the HFC footprint, but there is no drop, wall plate, or NTD in place. The estimated installation timeframe is 2-10 business days, and a tech visit is required.
- **Service Class 22:** It is within the HFC footprint, and the drop is in place, but there is no wall plate or NTD. The estimated installation timeframe is 2-10 business days, and a tech visit is required.
- **Service Class 23:** It is within the HFC footprint, and both the drop and wall plate are in place, but there is no NTD. The estimated installation timeframe is 2-10 business days, and a tech visit is required.
- **Service Class 24:** It is within the HFC footprint, and both the drop,

wall plate, and NTD are in place. The estimated installation timeframe is 1-2 business days, and no tech visit is required.

Service Classes and Installation Timeframes FTTC:

- **Service Class 30:** It is planned to be serviceable by Fibre to the Curb (FTTC), but it is not yet serviceable.
- **Service Class 31:** It is within the FTTC footprint, and a copper lead-in is required, and an NTD will also be installed by the technician. The estimated installation timeframe is 2-10 business days, and a tech visit is required.
- **Service Class 32:** It is within the FTTC footprint, and the copper lead-in is present but not connected to DPU. The estimated installation timeframe is 2-10 business days, and a tech visit is required.
- **Service Class 33:** It is within the FTTC footprint, and the property is connected to DPU, but an NTD is required. The estimated installation timeframe is 2-7 business days, and no tech visit is required.
- **Service Class 34:** It is within the FTTC footprint, and it has previously been transferred to NBN and can transfer to a new provider without an installation appointment. The estimated installation timeframe is 1-2 business days for BYO modem and no number transfer and 5 to 10 business days for SpinTel supplied modem or number transfer, and no tech visit is required.

Glossary of Terms

Distribution Point Unit (DPU): This box sits in the pit or power pole outside a property for FTTC connections.

Network Connection Device (NCD): This is a box installed inside a property for FTTC connections.

Premises Connection Device (PCD): This is a box that is installed on the outside of a property for HFC or FTTP connections.

Network Termination Device (NTD): This is installed inside a property for HFC or FTTP connections.

Hybrid Coaxial Cable (HFC): This is the existing cable network used to deliver cable TV to some homes in Australia.

Conclusion

By understanding the different NBN service classes and their installation timeframes, you can select the most suitable connection type for your needs. Remember that different service classes require different equipment, and a tech visit may be necessary for installation.

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