

# nbn Technician Installation Appointment FAQ

## Introduction

This article provides information about nbn technician installation appointments. It covers frequently asked questions about the appointment process, rescheduling, charges, and what to expect during and after the appointment.

## How will I know if I need an appointment?

If a technician is required for your nbn installation, you will receive an email and SMS notification from nbn.

## I requested NBN activation, but I can't move into the new property yet. Will that be okay?

Yes, if the property already has an existing NBN service, activation should go ahead, and you can set it up when you're ready. Typically, you won't need to change the connection date, but please note that charges will start once the order is completed. If a technician is needed for installation, you'll need to reschedule for a time when you can access the property. Ensure that an English-speaking adult over 18 is present during the installation.

## Is there an installation charge?

We do not charge a fee for the installation, but in some areas, we may require

you to pay a New Developments Charge or Subsequent Line fee (if you choose to install on a second line). These charges will be discussed with you before the appointment and will require your authorization before we proceed.

### **Can I choose a specific date for the appointment?**

The appointment date and time are based on the technician's availability and the earliest available slot. The appointment windows are generally either morning (8-12) or afternoon (1-5).

### **What if I require an appointment outside of business hours?**

In some cases, you can reschedule the appointment to a more suitable time. Please notify nbn at least two business days before your installation date if a change is required. If you receive a communication from nbn regarding the appointment, you may be able to reschedule to a more suitable time.

### **Can I change the date of the appointment?**

It is possible to reschedule the appointment to a more suitable time. Please follow the instructions in the email we've sent you with the appointment details, or contact us to reschedule over the phone.

### **Is the appointment time guaranteed?**

All appointments have a four-hour window, and the technician is expected to

arrive. While most appointments are completed within the appointment window, there are some instances where a technician can be held up with previous appointments or not able to come due to bad weather conditions or other reasons out of their control.

### **Can I have someone attend the technician appointment on my behalf?**

Yes, as long as they are 18 years or older and English-speaking, as they may need to communicate with the technician. When a date and time are confirmed, you or someone 18 years of age or older is expected to be on the premises.

### **Will I receive a call from the technician?**

If the technician needs to get in touch with you, they will do so according to their schedule and the requirements of their visit. Make sure your contact information is accurate and keep your phone available around the time of your appointment for any potential communications.

### **What do I do if my technician is a no-show?**

If it has been more than an hour after the appointment window, we suggest calling our onboarding team on 1300 963 837 for an update. In some cases, the technician can complete the installation at your local exchange or in the street without needing to make contact.

## **Why did the technician reschedule the appointment date?**

There are unavoidable cases such as extreme weather conditions, unplanned outages, immediate repairs of nbn facilities, technician illness, that will result in missed appointments from nbn. When this happens, nbn will reschedule your appointment to the next available date and time.

## **What happens during a technician appointment?**

During the appointment, the technician will connect your NBN service and may need to access your premise. This may involve testing your wall outlets, installing equipment for your new service, and testing your internet connection within the premises and outside the premises.

## **Will the technician bring the NBN box?**

Depending on the service class and the stage of the appointment, the technician may bring the NBN box with them. For some service types, the NBN box may already be installed at the property, and the technician's role is primarily to connect or activate the service. In other cases, particularly for new installations or upgrades, the technician may bring the NBN box with them and install it during the appointment.

## **What happens after a technician appointment?**

Shortly after the technician completes the install and once nbn informs us that the order has been completed, we'll send you a completion notification by email and SMS. Generally, after the technician completes the installation, your

service will be ready to use.

## **The technician wasn't able to complete the installation**

In rare cases, the nbn<sup>TM</sup> network cannot be rolled out completely to a property - this is known as a 'network shortfall'. A network shortfall is usually due to infrastructure work to be completed by the nbn before a property can be connected to the nbn network. We'll keep you up to date throughout the process and let you know of any appointments scheduled on your behalf.

## **Will NBN technicians inspect my premises to see if I need a phone port before installation?**

No, NBN technicians typically do not inspect your premises to determine if you need a phone port. Their responsibility is to connect your premises to the NBN network. Any internal wiring, such as adding a phone port, needs to be arranged separately by you with a licensed technician.

## **Can I ask NBN to install a new phone port during the installation process?**

NBN technicians generally do not install new phone ports during the installation process. Their role is limited to connecting your premises to the network. For additional internal wiring, you will need to hire a licensed professional.

## **The technician advised I need a 'Lead-In'**

A Lead-In is a physical cable between your home and the nbn network at your property's boundary. A Lead-In is usually installed underground unless aerial cabling is already being used within the street. You may need a new Lead-In if you're connecting a new phone or internet service, and your home is new, has been renovated, has been demolished and rebuilt, or has never had a phone or internet connection before. It will also depend on the type of technology nbn co is going to use to connect the nbn network to your address. Note: A missing Lead-in would require a private technician (organised by the property owner) to have a lead-in installed prior to nbn technician installation.

## **Conclusion**

This article provides comprehensive information about nbn technician installation appointments. It covers the appointment process, rescheduling, charges, and what to expect during and after the appointment. If you have any further questions, please contact nbn for assistance.

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