

FTTP Connection Box Installation Guidelines

This guide offers essential information about the installation of the FTTP connection box.

Key Considerations:

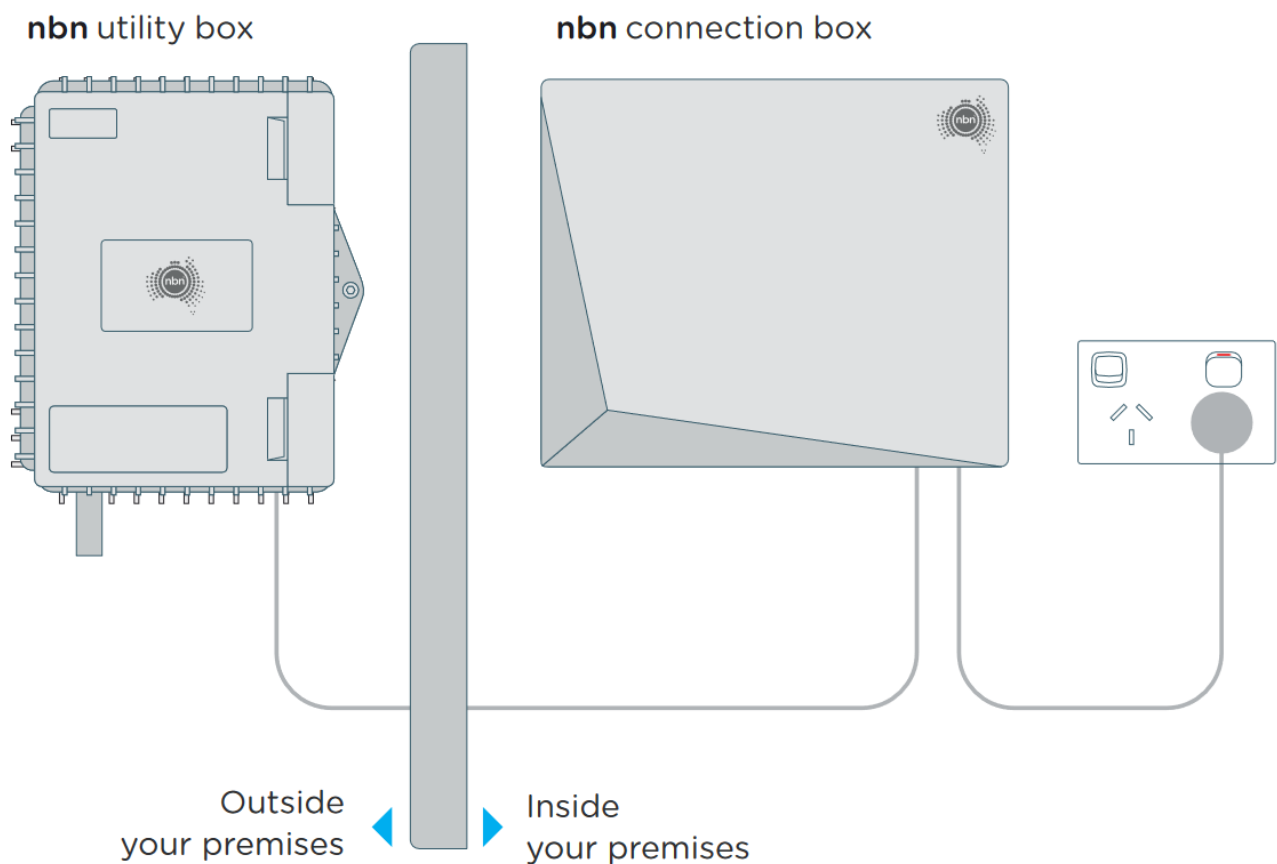
- An approved nbn technician will discuss and obtain your consent regarding the placement of the nbn connection box before installation.
- It may not always be possible to install the new nbn connection box at the same location as your existing connection point.
- If you have a preferred location different from the proposed one by nbn, refer to the [Optimisation fact sheet](#) for alternatives such as using mesh networks or Wi-Fi extenders, or engaging a registered cabler for ethernet cabling (at your expense). Visit nbn.com.au/cabling to find internal cabling and registered cabler information.

nbn aims to follow these guidelines when determining the placement of the connection box whenever possible.

1. Within 3 meters of an existing indoor power outlet.
2. Within 12 meters of the outdoor nbn utility box.
3. Inside the same building as the utility box and main electric meter or distribution board.
4. Mounted on the interior surface of the same wall as the utility box.
5. Easily accessible with no need to enter low roof or underfloor spaces.
6. Positioned safely to prevent damage.
7. In a cool, dry, well-ventilated area away from wet spaces and direct sunlight.
8. Clear of gas lines, external water systems, and direct sunlight.

9. Ideally placed for easy visibility and access to indicator lights.
10. On the ground floor in multi-story buildings.

The diagram below illustrates the nbn equipment to be installed at your premises for your FTTP connection:



Getting Ready for Installation Day

1. If you are renting, ensure you obtain your landlord's consent for the nbn FTTTP installation before confirming your appointment date. The nbn approved technician may need to perform tasks requiring their approval, such as drilling into property walls to install nbn equipment.
2. Before installation, you'll receive an SMS from nbn to confirm your appointment. If you're unable to attend, please use the cancel option provided in response to the SMS.
3. During the installation appointment, an authorized individual over 18 must be present throughout. Following discussions with the nbn approved technician regarding installation options, they must provide signed consent for the placement of both the nbn utility box (outside) and nbn connection box (inside), as well as for the routing of fiber cabling into the premises.
4. Expect a potential 30-60 minute power and/or service disruption during installation. We recommend having an alternative means of communication, such as a charged mobile phone, readily available throughout the appointment.

Explore our FAQs for nbn technician installations. Click [here](#) for more information.

Online URL:

<https://articles.spintel.net.au/article/fttp-connection-box-installation-guidelines.html>