

Government Employee Residential Program.

National Broadband Network (NBN) roll out.



Overview

The NBN Company plan to use a mix of technologies to deliver the NBN network, using the best-fit technology for the location. The process to getting started and any installation requirements differ by technology so to get accurate information on how to connect [check your address](#). By checking your address you can find out if the NBN network is available to you and exactly what equipment you need to get connected at your address.

The fibre technology usually includes the provision of an external box and an internal double power point, conduit and a plastic box inside the house ready for the internal NBN components.

What to do when a NBN letter is received

When a tenant receives a NBN letter, they are required to check the address and know the installation procedure the NBN are planning for their home. [You should contact your Housing Manager, landlord or agent as you may need permission to proceed with the installation.](#)

What is the cost of NBN Roll-out?

NBN will cover the cost of standard installation of NBN infrastructure requirements and equipment. Residents will need to contact their preferred phone company or internet service provider to discuss their requirements and the most suitable plan available to them. There are a range of competitive plans on offer from a number of providers.

Installation

The NBN utility box will be installed as close as practical to any existing telecommunications utility box so as little disruption is made to the property as possible.

DPTI provide consent for the installation of the NBN equipemt in one of the main living areas of your home e.g. the lounge, family room or study.

If you would like to request that the NBN utility box is installed in a specific location, you can discuss this with the NBN contractor working in your area however you may incur a cost for this change. The NBN contractors will be able to provide you with a free no-obligation quote.

What DPTI is responsible for?

DPTI is responsible for:

- Upholding the Residential Tenancies Act and not unreasonably withholding consent to an alteration or addition to the premises that is necessary to ensure the provision of a prescribed service in Government owned properties i.e. NBN internet/telephone network

What the Tenant is responsible for?

The tenant is responsible for:

- allowing the NBN equipment to be installed (even if they do not wish to sign up for telephone or internet services through retail service providers
- organising other internal components with their retail provider (e.g. Optus, Telstra).
- replacing the batteries in the NBN equipment

What the Retail Provider is responsible for?

When a tenant has organised a retail provider for the internal components of the NBN (and any extra modems) the retail service provider will organise a time to visit the dwelling with the tenant.

The retail internet/telecommunications service provider charge is paid by the tenant while the internal NBN equipment is currently supplied free by NBN Co. The internet/telecommunications service provider may have charges associated with the installation of their own equipment i.e. routers, modems etc.

Note: NBN Co. and internet/telecommunications service providers are responsible for the maintenance of their equipment.

What the NBN Co. is responsible for?

The NBN contractors are responsible for:

- Arranging the reinstatement of gardens, driveways, paths etc. that are disturbed while installing external components.
- Will notify the tenant by letter of the date on which copper wire services will be shut down in their area. The letter will also notify them that they now need to engage the services of a retail service provider to negotiate for their telephone and internet broadband network services.

For additional information telephone NBN Co. 1800 687 626

Website: <http://www.nbnco.com.au/>

FAQ's <http://nbn.custhelp.com/app/answers/list/st/5/page/1>

