

## **Peet has contracted NBNCo to install the telecommunications infrastructure in your area.**

### **To connect your new home, you will need to follow the below steps:**

- Before building your home, let your builder know that NBNCo is the infrastructure provider for your area so that they can wire your house appropriately and liaise with NBNCo during the build, to ensure your house is ready for your new connection. It is also advisable to ensure the builder installs a lead-in conduit underground in your yard in preparation for your lead in cabling (wiring which goes from the telecommunications pit in the street to your home), which will be installed by NBNCo when you arrange your new connection.
- Once your home is in the final stages of construction you will need to contact a retail service provider of your choice and request a new connection. The retail service provider will, on your behalf, arrange for NBNCo to install the lead in cabling and the NBN Utility Box which are the final items needed for your connection.

### **A full list of the retail service providers in your area, is available on the NBNCo website:**

[www.nbnco.com.au/get-an-nbn-connection/certified-service-providers.html](http://www.nbnco.com.au/get-an-nbn-connection/certified-service-providers.html)

### **Contact details for your telecommunications infrastructure provider:**

NBNCo – 1800 687 626

[www.nbnco.com.au](http://www.nbnco.com.au)

## **FAQs**

### **How can I find out the required specifications of the home wiring and lead in conduit?**

Once you let your builder know who your infrastructure provider is, they will normally have these details on file. If they or you need further information, you/your builder should contact the infrastructure provider directly.

### **What is a fibre network?**

Optical fibre cabling is the newest type of cabling that is installed for telecommunications networks in Australia. The benefit to homeowners is that data is carried at a high speed, which means internet connections are a lot faster than on a traditional copper telecommunications network.

### **Why don't we have the standard Telstra copper wiring like in older areas?**

In January 2011, the Federal Government enforced that it was mandatory for new developments to have fibre cabling installed to benefit homeowners. With this fibre technology now available, Telstra were no longer required to install copper infrastructure in new developments, as the fibre network allows homeowners to access telephone and internet services.

### **Why are there limited options of retail service providers for my area?**

As was the case with the Telstra copper networks, all new fibre networks are owned by a telecommunications infrastructure provider, whether it be NBNCo, Telstra Velocity, Telstra Smart Communities, Service Elements etc. Any retail service provider wanting to provide their services in an area can do so, they just need to arrange this with the owner of the network. If a retail service provider chooses not to provide in a particular area, this is out of Peets control as we do not own the network. Generally, as the number of residents in an area increases, more retail service providers become available. A higher demand for their services makes it worthwhile for them to supply to a new area.

### **Do I still need a television aerial or can I connect to free to air digital television through the fibre network?**

The NBNCo does not support RF delivered free to air television, however some retail service providers can provide free to air television through their internet package such as Telstra's T-box. You should contact retail service providers directly to make enquires on what they can supply for you in your location. If your chosen retail service provider cannot provide free to air television, you will still need to install an aerial.

### **Can I connect to Foxtel through the fibre network?**

Foxtel and some retail service providers such as Telstra and Optus can supply Foxtel through the telecommunications networks in selected areas. You should contact Foxtel or your retail service provider directly to make enquiries for your location.

### **I have moved into my new home but have been advised by my retail service provider that telecommunications are not yet available in my area. Why is there a delay and when will telecommunications be available?**

With telecommunications infrastructure, it is the developers responsibility to install the telecommunications pits and piping in preparation for the installation of the cabling. The telecommunications pits and piping are all completed and handed over to the telecommunications infrastructure provider at practical completion of your lot, before you start building your home. Sometimes there is a delay with the installation of cabling from the infrastructure provider, which can be for a number of reasons but is outside of the developer's control. You should contact the infrastructure provider directly, for an update on the availability of services. NBNCo currently have a service where residents in new estates can subscribe to updates and they will let you know when your area is at the "ready to order a retail connection" stage. Subscribe by calling NBNCo directly and providing your details.

### **I am building the home as a rental/do not want a landline telephone or internet retail services at this stage, but would like my lead in cabling installed now so the landscaping is not disturbed at a later date.**

Unfortunately NBNCo do not currently offer this service. To have your lead in cabling installed you must sign up for a retail connection, but they advise contacting retail service providers directly. You may be able to find a retail service provider that offers short term month to month contracts.

### **I do not want to connect to the infrastructure right now. Will there be any problems if I decide to do so at a later date?**

We highly recommend having your new connection arranged and your lead in cabling installed when you construct your home, even if you do not plan to use telephone and internet services right away. We recommend this for the following reasons:

- If there is a problem when the infrastructure provider pulls through the cabling at a later date, and your yard has already been landscaped, it may have to be excavated and your landscaping will be disturbed.
- If there is a retaining wall in your front yard, Peet would have installed a conduit under the retaining wall to assist with connecting to the infrastructure. If the cables are not pulled through the hollow pipe within a couple of years of installation, the weight of the retaining wall may eventually flatten the PVC pipe. Peet ensure when the lot is constructed that the conduit is in place and in good repair. Going forward from settlement, if the conduit becomes damaged it becomes the lot owners responsibility to replace.

### **My builder cannot locate the conduit that runs under the retaining wall, what should I do?**

Prior to commencing construction of your home, your builder would have completed a feature survey of the lot to identify the location of the services, including any conduits. During construction of the house with various contractors on site, the indicator pipe or flag showing the location of the conduit is often pulled out or misplaced, making it difficult to locate the conduit when it comes to connecting. In the first instance, the builder should refer to their feature survey plan to ensure they are digging in the correct location for the conduit. If they are still unable to locate it, they should contact Peet directly for assistance with photographs of areas they have looked in, so we can point them in the right direction.

### **Where can I go for further information?**

For any further questions you may have, you should contact your retail service provider or the infrastructure provider directly. There is also information on their websites dedicated to making the process easier for homeowners. If you're having trouble arranging a connection or still need further help after talking to the infrastructure and retail service providers, Peet Customer Relations can be contacted for assistance on 9420 1169.