

We're taking your building's **nbn**[®] connection to new heights

What does installation involve?



Good news, your building is in the process of being upgraded to our fastest and most reliable home connection: **nbn** full fibre via **nbn** Fibre to the Premises (FTTP) technology.*

What does the upgrade mean for me?

Once you're connected to a new plan that uses **nbn** full fibre, you'll be able to stream, work and game from more devices at the same time with fewer dropouts.*



But before you can unleash the benefits, we'll need to install an **nbn** connection box on a wall inside your home.

What does installation involve?

The installation process will involve rolling out **nbn** Fibre to the Premises (FTTP) from the street to the **nbn** supplied equipment within each individual apartment/unit. Our construction partner, Decon Technologies will contact you to arrange an appointment before the day to gain access to your apartment/unit so they complete the installation process in preparation for activation of the FTTP service. We will also work with your building's Authorised Representative throughout this process, who will have complete visibility of the proposed works prior to commencement.

Will my existing services be interrupted?

We don't anticipate any planned outages during your installation appointment. Units/apartments that have an active alternative fibre connection from a different fibre provider (other than **nbn**) are not expected to be impacted. If you do experience an interruption to existing services, speak to your phone and internet provider.

When can I order a plan that uses **nbn** full fibre?

nbn and your Authorised Representative will contact you once the upgrade is complete and **nbn** has activated the **nbn** full fibre connection in your building. You can then contact a provider to connect to a new plan that uses **nbn** full fibre.

What if I don't want to switch to **nbn** full fibre?

You can continue to use your existing home internet service as usual. If you'd like to switch to **nbn** full fibre in future, simply contact your provider.

Contact Us

For all enquiries or to arrange an installation appointment, please contact Decon Technologies on 1800 998 991, or email: nbnenquiries@deconcorp.com.au

Turn over to get a look at the benefits



*Your experience on **nbn** FTTP, including speed, depends on your internet provider, plan, equipment quality and if you use the internet at peak times.

Unleash these benefits and more with **nbn** full fibre



High-quality streaming

Enjoy the latest movies, TV shows, music and more in the comfort of your own home with less buffering.



Seamless working & learning

A strong, reliable connection means you can make working from home a breeze with clear video calls and fast downloads.



Next-level gaming

With speeds close to 1Gbps on **nbn** Home Ultrafast[#], you can give your gaming the edge with fast downloads and gameplay.



Multiple people and devices online at once

An **nbn** full fibre connection is ready for the load of today's households, with minimal interruptions so you can enjoy your time online.



Scan the QR code to find out more about your building's **nbn** full fibre upgrade



We're here to support you

Deaf, hearing or speech impairment services

If you are deaf or have a hearing or speech impairment, contact us through the National Relay Service:

- TTY users phone **1800 555 677** and enter **1800 687 626**
- Speak and Listen users phone **1800 555 727** and enter **1800 687 626**
- Internet relay users connect to internet-relay.nrscall.gov.au and enter **1800 687 626**

Translating or interpreting services

If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on **131 450** and ask them to call the **nbn** Contact Centre.

Visit nbn.com.au/translation for information in the following languages:

Arabic	العربية	Filipino	Pilipino	Italian	Italiano	Serbian	Српски
Chinese (Traditional)	中文繁體	Greek	Ελληνικά	Korean	한국어	Spanish	Español
Chinese (Simplified)	中文简体	Hindi	हिन्दी	Macedonian	Македонски	Turkish	Türkçe
Croatian	Hrvatski	Indonesian	Bahasa Indonesia	Punjabi	ਪੰਜਾਬੀ	Vietnamese	Tiếng Việt

[#]Your experience on nbn FTTP.[®] with the longer version as follows: "Your experience on FTTP, including the speeds actually achieved, depends on the configuration over which services are delivered to your premises, whether you are using the internet during the busy period, and some factors outside of nbn's control (like your equipment quality, software, chosen broadband plan, or how your provider designs its network).

Not all providers offer plans based on the full range of wholesale speed tiers. Talk to your preferred provider for more information about availability and the right retail solution for your needs.