

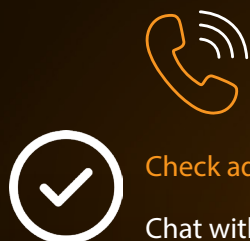
PENTANET

powered by



**nbn<sup>®</sup> full fibre**  
**upgrade information**

# Your nbn<sup>®</sup> full fibre upgrade journey



## Check address eligibility

Chat with our team and we'll confirm whether your address is eligible for a \$0 nbn full fibre upgrade, then help find the right plan for you.



## Select and order your plan

Once you've decided which plan suits your needs best and if you need an interim plan while your full fibre connection is built, submit your order with our team to get the ball rolling.



## Order confirmed

Now that you've submitted your order, we'll set up your interim plan and begin organising the upgrade process to get you on nbn full fibre.



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## Book the first nbn appointment

We'll organise your first nbn installation appointment. If required, nbn may get in touch to arrange a technician to attend prior to installation date to assess your home's installation requirements.



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## nbn takes over

The nbn technician will schedule any future appointments with you. Installation usually takes four to eight weeks.



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## Your new connection is activated

We'll be contacted by nbn when your upgrade is complete, and then we'll activate your new full fibre internet connection!

# Your nbn<sup>®</sup> full fibre upgrade appointment details



## Booking your first nbn appointment

Now that you've placed your order with us, we will contact nbn to organise your first installation appointment, and we'll let you know when a technician will be available to visit.



## Installation appointment

You, or someone over the age of 18, will need to be at home during the half-day period that nbn schedules your installation. We recommend planning to be at home all day (if possible), and getting your address ready in case the technicians need to access multiple rooms.

The installation appointment usually takes 3 – 4 hours, but complex installs may take longer. See note to the right regarding complex appointments.



## Pre-scope appointment (if needed)

Before your installation appointment takes place, an nbn technician may contact you directly to arrange a pre-scope appointment, where they'll assess the installation requirements for your address.



## Power requirements

During installation the nbn technician might need to disconnect power at your premises to ensure a safe installation. Don't worry, they'll let you know if this will be required.



## What's next?

After your first appointment, the nbn technician will directly communicate any additional appointment times with you and contact us when the installation is complete.

## Some points to note

### Interim services

If you're switching to Pentanet from another provider or are upgrading a new address to full fibre, you may require a temporary service until the upgrade is complete. This interim service ensures a seamless shift by providing uninterrupted connectivity on your existing technology type until nbn completes the full fibre upgrade.

You will be billed as usual for your interim service until your new full fibre service is activated. Post-activation, your service will be pro-rated based on the pricing of your new upgraded plan.

### Standard vs complex appointments

Most nbn full fibre upgrades to Fibre to the Premises are 'standard' installations, aligning with the average timeline for completion, however specific installations may be classified as 'complex,' requiring more time than the standard procedure.

Irrespective of the complexity involved, nbn is committed to making every effort to install full fibre at no additional cost.



# Your nbn<sup>®</sup> full fibre install location information

The nbn technician will install the fibre Network Termination Device (NTD) inside your premises, and the Premise Connection Device (PCD) outside. If you have a location in mind for these feel free to let the technician know and they'll do their best to accommodate.

Keep in mind that the technician must adhere to the criteria to the right when selecting the install location during your full fibre upgrade, meaning your preferred install location may not be accepted.

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Please keep in mind that the nbn technicians will also prioritise health and safety when choosing the install location, and that installation in the same location as original technology connection points may not be feasible. They may propose placing the connection box in the nearest appropriate room to the outside nbn utility box, but bedrooms will only be considered if specifically requested.

The technician may explore alternative locations within 40 metres of the nbn utility box, but only if all installation requirements are met. If you have a location in mind that does not meet these criteria, you may need to engage a licensed cabler to establish a suitable cable path.

Note: nbn<sup>®</sup> only bears responsibility for installation up to the fibre NTD, after which any other internal cabling from the NTD becomes your responsibility.

## Installation criteria:

- The NTD must be within 3m of an existing power point outlet.
- The NTD must be near the nbn PCD/utility box, usually installed on an external wall in an easily accessible front area of your premises.
- The NTD location must allow for suitable space below and above the nbn connection box for easy access, requiring at least 1.8m below the finished floor or ceiling.
- The NTD must be placed away from busy areas where it could be easily knocked or damaged.
- The NTD must be in a cool, dry, ventilated area away from direct sunlight, avoiding damp or wet areas like kitchens, bathrooms, laundries, or under windows that open and away from existing utilities such as gas lines or external water systems.
- The NTD must be where blinking lights won't be distracting, typically in an easily visible area for you to check indicator lights.
- The NTD must be in the same building as the externally mounted nbn utility box, main electric meter box, or distribution board, ideally not in a separate detached garage or outhouse.

**Any questions?  
Call our local team**

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**9466 2670** - Option 2

**[support@pentanet.com.au](mailto:support@pentanet.com.au)**

