

Commander Full Fibre FTTP Setup Owner's Manual

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Commander Full Fibre FTTP Setup

Product Information

Specifications

- Product Name: nbn full fibre FTTP installation
- Installation Type: Full Fibre to the Premises (FTTP)
- Provider: nbn

Product Usage Instructions

Equipment Installation:

Ensure that new nbn equipment is installed both inside and outside your premises. The nbn technician will provide the necessary equipment and fiber cabling on the day of installation. Refer to guidelines for installation instructions.

Installation Process:

On the day of installation, the nbn approved technician will discuss suitable installation options with you and seek your consent before proceeding with the installation.

Wi-Fi Modem/Gateway Setup:

Your Wi-Fi modem/gateway must connect to the nbn equipment. The location of the modem can impact internet performance. Refer to the Optimisation fact sheet for tips on improving speed and reliability.

Fiber Cabling Installation:

nbn fiber cabling will be installed from the street to the external nbn utility box. This may involve utilizing existing cable pathways or mounting cable pathways on walls. Ensure clearance around the equipment.

Location of nbn Utility Box:

The nbn utility box will be installed near your existing telecommunications utility box, usually at the front of the premises and at a specific height above the ground.

Fiber Installation:

The nbn technician will install fiber between the nbn utility box and the nbn connection box.

FAQ

Q: What are the guidelines for finding a suitable location for the nbn connection box?

A: The guidelines include being within 3 meters of an existing power point outlet, in the same building as the nbn utility box, easily accessible, away from wet areas, and in a cool, dry, ventilated area. For more details, refer to the user manual or the Optimisation fact sheet.

A handy guide on what to expect

Before, during and after the nbn® Fibre to the Premises (FTTP) installation process

This guide outlines what you can expect from the nbn full fibre FTTP installation process in one of the following:

- Freestanding home
- Terrace
- Semi-detached/Duplex
- Townhouse/Villa
- Apartment building containing up to four apartments

Note: If your installation is taking place in an apartment block premises with access to a common comms room, [find out more here](#).

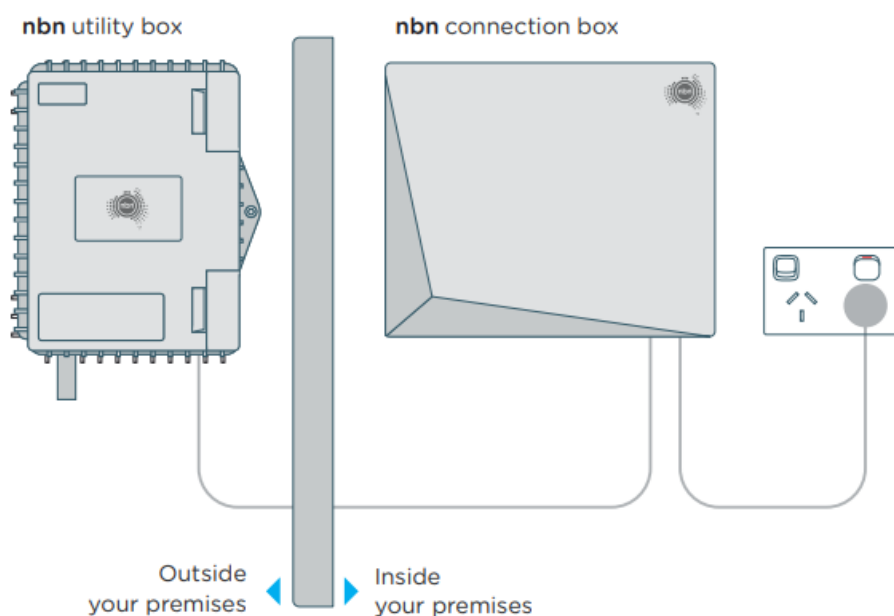
Things to keep in mind

1. You will need new nbn equipment installed on the inside and outside of your premises, which nbn will provide on the day, along with fibre cabling. There are guidelines (listed on page 3) for how this can be installed.
2. On the day of the installation, your NBN-approved technician will discuss suitable installation options with you and ask for your signed consent before installing.
3. Your Wi-Fi modem gateway needs to connect to the nbn equipment, and its location can limit your internet

performance. Please refer to the [Optimisation fact sheet](#) for handy tips to help improve the speed and reliability of your internet connection.

4. nbn fibre cabling will be installed from the street to the external nbn utility box. This can utilise existing cable pathways or include activities like mounting cable pathways on the surface of walls or using hand tools to shallow bury cable.
5. The nbn utility box will be installed close to your existing telecommunications utility box, usually at the front of the premises, no lower than 400mm to the ground and clear from other utilities.
6. The nbn approved technician will also install fibre between the nbn utility box and the NBN connection box.
7. The diagram below illustrates the NBN equipment that will be installed at your premises for your FTTP connection.
 - Outside the premises: nbn utility box. The maximum size of the box is 250mm (w) x 260mm (h) x 80mm (d).
 - Inside the premises: the nbn connection box. The box size is 235mm (w) x 195mm (h) x 70mm (d).

Clearance around the equipment needs to be considered dependent on installation locations.



Guidelines

10 guidelines we use when finding a suitable location for the nbn connection box

1. Within 3 meters of an existing power point outlet inside your premises.
2. Within 12 meters of the nbn utility box – this is installed on the external wall in a front area of your premises.
3. In the same building as the externally mounted utility box and main electric meter box or distribution board (not in a separate detached garage or outhouse).
4. Must be placed on the inside surface of the external wall where the NBN utility box is installed.
5. Easily accessible due to health and safety considerations – no access into low roof spaces or low underfloor spaces.
6. A safe position where it will not be easily damaged.
7. A cool, dry, ventilated area. Not in a wet area such as the bathroom, kitchen, laundry or under a window that opens.
8. Away from existing utilities such as gas lines, external water systems and away from direct sunlight.

9. Where feasible, in a location where it is easy for you to see and check the indicator lights.
10. On the ground floor in a multi-story building. nbn will propose to locate the nbn connection box consistent with these guidelines where it is feasible to do so.

It may not be feasible to install your new nbn connection box in the same location as your existing connection point.

If you have a specific location in mind for your new nbn connection box that is not the location that nbn has proposed, you may need to consider options listed in the [Optimisation fact sheet](#), such as:

- Using a mesh network or Wi-Fi extender.
- Engaging a [registered cabler](#) to provide ethernet cabling to your preferred Wi-Fi modem/gateway location.

You may also engage a [registered cabler](#) (at your cost) to provide a fibre cable pathway (in line with nbn standards) to nbn equipment, e.g. from the street entry point to the nbn utility box and/or from the nbn utility box to the nbn connection box, before we finalize your FTTP installation. Please contact your phone and internet provider if you are concerned about the installation options that the NBN-approved technician has proposed. nbn will consider exceptions to our guidelines in limited circumstances, but this will delay the completion of your installation

Preparing for the installation day

1. If you're renting, remember to get your landlord's permission to conduct the nbnFTTP installation before your appointment date is confirmed. The unapproved technician will need to do work that will need their approval – such as drilling into the property walls to install NBN equipment.
2. Prior to installation, you will receive an SMS from nbn to confirm your installation appointment. If you can't attend, please use the cancel option in response to them.
3. An authorized person over the age of 18 must be present for the entire installation appointment. After the discussion with the approved technician on the agreed installation options, they will need to provide signed consent for both where the nbn utility box (outside) and NBN connection box (inside) are being installed, and how the fiber cabling will be run into the premises.
4. Prepare for a possible 30-60 minute power and/or service disruption during the installation. We recommend keeping an alternative form of communication, like a charged mobile phone on hand throughout the appointment.
5. If you're using an older Wi-Fi modem/gateway, talk to your provider about whether it supports the speeds achievable with your new full fibreFTTP service*. [Learn more](#).



nbn utility box mounted on the surface of an external wall



nbn connection box mounted on the inside surface of an external wall

What to expect on the installation day

1. We'll send an SMS on the day of installation to let you know the NBN-approved technician is close to arriving.
2. When the NBN-approved technician arrives, they'll do a walk-through of your premises to assess the installation required at your unique location. You'll have an opportunity to discuss your preferences with the nbn approved technician and provide signed consent to conduct the proposed installation activities.
3. Most nbn fibre installation appointments take a few hours, however, some may require extra work. This is generally caused by cable path blockages which the nbn approved technician will try and resolve on the day including the use of surface mounting or shallow burying fibre cable.
4. In some cases, the nbn approved technician will not be able to fully complete the work on the day, but may still complete the installation of the nbn connection box and nbn utility box while the additional work is scheduled. Please ensure your nbn connection box is kept powered on once installed.
5. If a follow-up appointment is required, your provider will be notified by nbn to arrange this with you. In the meantime, if applicable, you can continue using your existing internet service.
6. If you choose the option to provide a suitable fibre cable pathway (in line with nbn standards) to nbn equipment at your own cost, you will need to contact your provider once the fibre cable pathway is complete to arrange a follow-up appointment.

Activating your service

1. Once the installation is completed, nbn will notify your phone and internet provider so they can activate your

service. Activation can take up to several days depending on your provider. In the meantime, if applicable, you can continue using your existing nbn service.

2. Don't forget to cancel your original nbn service if applicable. Once your new FTTP connection is working, we recommend checking with your original provider that your existing service (Fibre to the Node or Fibre to the Curb) has been cancelled to avoid any unnecessary charges.
3. We recommend reading our [Optimisation fact sheet](#) to help you experience the full potential of your FTTP service.

Need more help

When to contact your provider

- If you have any questions about the information contained in this guide.
- If you're having issues with performance and have already considered the information outlined in this guide and checked for outages at nbn.com.au/outages.
- If you'd like to change your nbn speed plan.
- You have questions or concerns about your installation or activation of your FTTP service.


When to contact nbn

- To report damaged or missing nbn equipment.
- You've upgraded to a new nbn technology and would like to remove existing nbn equipment.

Visit nbn.com.au/contact-us for more information.

* Your experience, including the speeds actually achieved over the nbn network, depends on the nbn network technology and configuration over which services are delivered to your premises, whether you are using the internet during the busy period, and some factors outside our control (like your equipment quality, software, broadband plans, signal reception and how your service provider designs its network). © 2024 nbn co ltd. 'nbn', 'Sky Muster', 'business nbn' and nbn logos are trade marks or registered trade marks of nbn co ltd | ABN 86 136 533 741.

Documents / Resources

	<p>Commander Full Fibre FTTP Setup [pdf] Owner's Manual Full Fibre FTTP Setup, Full, Fibre FTTP Setup, FTTP Setup, Setup</p>
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References

- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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