Contact us: 1300 652 633
Office hours: 9am to 5pm Monday to Friday
www.intelligenthome.com.au

Service Connection Guide
**For 3 Point Cabling Packs**

Step 1

Check your lead-in conduit.
Near your meter box you will find a trimmed white pipe rising vertically from the ground. This is the lead-in conduit and it runs from the meter box location to the communications pit (pit). For a successful connection:

• The conduit must be secured to the wall as shown.
• The conduit must contain a draw wire as shown.
• The conduit must be connected to a starter pipe in the pit.
  (The pit is generally located in your front verge. Refer to your site plan for the precise location.)

Meter box

Draw wire

Trimmed lead-in conduit secured to wall
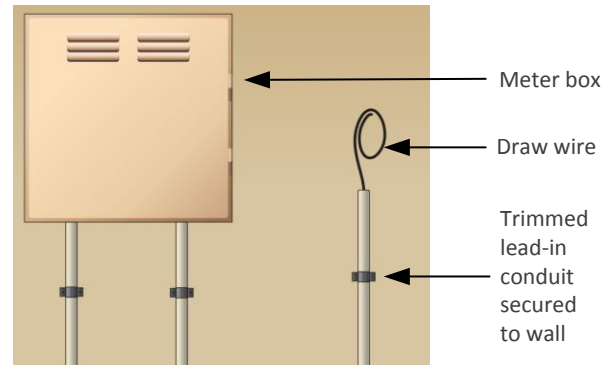
Although it is recommended that you check the condition of your lead-in conduit prior to arranging your connection, some issues may only be identifiable by a communications technician. If you experience issues with your lead-in conduit contact your Builder's service department.

Step 2

For new estates: Identify what communication services are available in your area.
If you have built in a new estate it is likely that your home will be part of a new fibre optic network. The estate developer will be able to provide you with details of the network services available in your area.

For other areas: The National Broadband Network (NBN) roll-out has commenced. Check if the NBN is available at your address at **www.nbnco.com.au.** If the NBN is not yet available, please contact Telstra **or** your preferred retail service provider for connection. Retail service providers are companies such as iiNet and Optus etc.

Your communication services could be provided by:

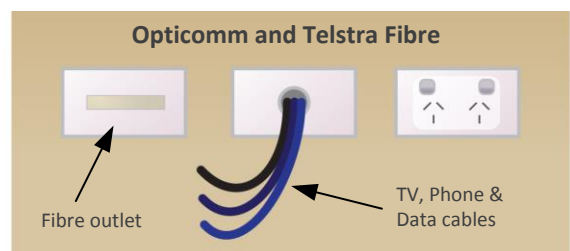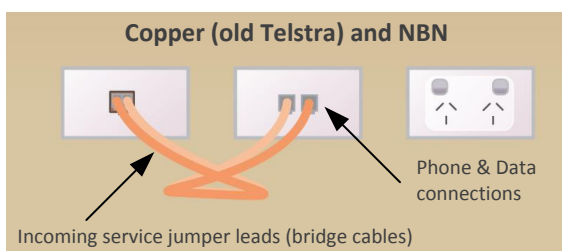| Underground Service	Who to contact for connection	Contact number	Who provides your service	TV antenna required
Telstra Fibre	Telstra Smart Community	1800 008 994	Refer to Telstra for a list of retail service providers in your area	No
Opticomm	Opticomm Connections Team	1300 137 800	Refer to Opticomm for a list of retail service providers in your area	No
LBN Co / Service Elements	LBN Co/Service Elements	1300 797 027	Refer to LBN Co for a list of retail service providers in your area	No
NBN	Your preferred retail service provider will connect you to the NBN. Check your address at www.nbnco.com.au and follow the steps for connection.			Yes
Copper (old Telstra network)	Telstra **or** your preferred retail service provider	1800 283 407 (for Telstra)	Any retail service providers in your area	Yes

Step 3

Setting up your internal home cabling system.
Your incoming services will be cabled according to the services available in your area.

In Copper (old Telstra) and NBN areas:
The incoming services will be located next to a power point (GPO), most likely on the back wall, in your garage. Cables will be left protruding from a wall plate. If cables are missing, please contact the Intelligent Home service department.

Copper (old Telstra) and NBN

Phone & Data connections

Incoming service jumper leads (bridge cables)

Opticomm and Telstra Fibre

Fibre outlet

TV, Phone & Data cables

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Step 3 continued...

In LBN Co / Service Elements areas:
Services in these areas are delivered via a **fibre** or a **HFC (hybrid fibre coax) network**. When your services are connected your service provider will fit a network termination device externally on your home. This work, along with your lead-in connection, is the responsibility of your service provider, not Intelligent Home.

If your service is delivered via **fibre** it will be powered by a GPO (power point) in your meter box. The required GPO should be installed by a qualified electrician if it has not been installed during the construction of your home. When the network termination device has been installed by your service provider, ensure that the corresponding power point is **switched on**.
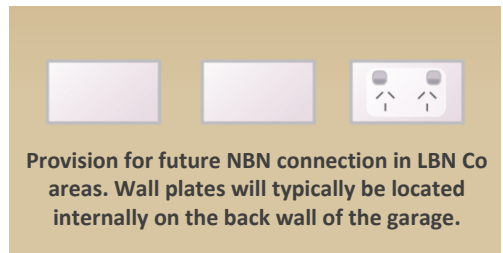
If your service is delivered via **HFC** your internet will be connected using a coax point (looks like a TV point) and you will require a cable modem. Your service provider will be able to provide more information regarding modem selection and any further connection hardware that you may require.

Network Termination Device installation

Provision for future NBN connection in LBN Co areas. Wall plates will typically be located internally on the back wall of the garage.

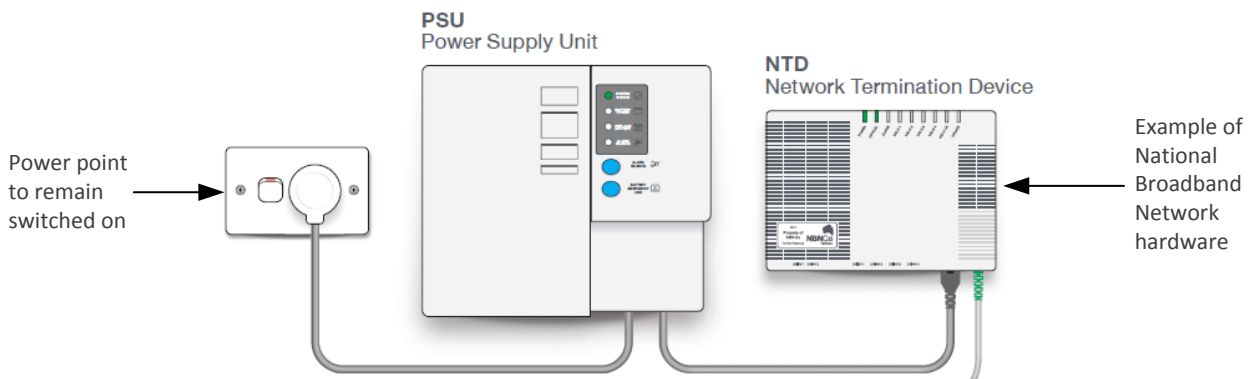**In Opticomm, Telstra Fibre and NBN areas:**
When your services are connected your service provider will fit a network termination device internally in your home and in some instances install a power supply unit. This work, along with your lead-in connection, is the responsibility of your service provider, not Intelligent Home. When the network termination device (and power supply unit) has been installed by your service provider, ensure that the corresponding power point is **switched on**. This power point must not be switched off. Doing so will cut power to your phone line, internet and in some areas TV services. If you require a back-up battery for your power supply unit, please contact your service provider.

Power point to remain switched on

PSU
Power Supply Unit

NTD
Network Termination Device

Example of National Broadband Network hardware

Now that your phone, internet and TV services are connected (and active) you can plug in your electronic devices. TV, phone and internet points will be installed around your home according to your Intelligent Home cabling plan:

• Your TVs should be plugged into connections labelled 'TV'. For example, the TV in your living room. Please be aware that your TVs may need to be manually re-tuned if this does not occur automatically.
• Your main phone handset should be plugged into the connection labelled 'Phone'. For example, your kitchen phone. Note that additional slave phone handsets can be plugged into power points, they do not require a phone point.
• Your computer modem/router should be plugged into the connection labelled 'Internet'. For example, the modem/router location in your study.

If your electronic devices have been connected, powered 'on' and you do not receive signals, please phone your service provider to ensure that there has been no interruption to services in your area. If you are still experiencing issues, or you would like some advice on additional options or products, please feel free to contact our office and speak with one of our team members who would be more than happy to advise you.