

Connecting your home



A step by step guide for connecting communication services to your new home.

Important note: This information is provided as a guide for Intelligent Home clients and the content is subject to changes by individual providers without notice.

Where to Start: Your Network Service Provider (NSP)*

There are several network service providers in Perth, you will find them listed on the following pages. As a general rule, if you are building in a new estate your home will connect to an upgraded fibre communications network in lieu of Telstra's conventional copper network. If you are building or renovating in an established suburban area then you will connect to Telstra (copper or cable), or the National Broadband Network (nbn) depending on the status of the nbn rollout in your area. The nbn rollout is Australia wide, so it is important to note that even if your home is currently serviced by Telstra copper, your phone and internet services will transition to the nbn in the future.

Tips on how to find your network service provider:

- If you have purchased a block of land, look through your land purchase documents as it is likely that your developer will specify the estate's network service provider. If it isn't mentioned then you can call and talk to someone at the developer's office.
- Check your address on the nbn map <http://www.nbnco.com.au/connect-home-or-business/check-your-address.html>
- Check your address on <https://www.finder.com.au/nbn-tracker/map> (an independent roll out tracker, not associated with nbn).
- Talk to your neighbours or other people in your street.

*** NSPs (Network Service Providers) provide backbone network infrastructure to a development. RSPs (Retail Service Providers) deliver communication services (ie. phone and internet) to end users. Examples of RSPs are Telstra, Optus, iiNet and iPrimus.**



Telstra (copper or cable network)
www.telstra.com.au
1800 283 407

What is Telstra copper?

The Telstra copper network is the legacy cable currently found in established, suburban areas. This network is in the process of being upgraded by the National Broadband Network (nbn).

What does it deliver?

Land line phone and ADSL internet services.

Will I need a TV antenna?

Yes, an antenna is required for terrestrial free to air TV services.

How do I connect?

Contact your preferred retail service provider **approximately 3 weeks prior to moving in** to apply for the lead in connection. This application will incur a new connection fee. If you have an existing phone and internet service, you may have the option to transfer your service from a previous address otherwise you will need to open a new account.



26 Walters Dr, Osborne Park WA 6017 | Tel 6363 8744 | www.intelligenthome.com.au



Telstra (copper or cable network)
www.telstra.com.au
1800 283 407

What is Telstra cable?

Telstra cable is an underground hybrid fibre coaxial network (HFC) which services select suburbs in Perth.

What does it deliver?

Land line phone and cable broadband internet services. Pay TV in some areas (check with Foxtel).

Will I need a TV antenna?

Yes, however some terrestrial television services may be available through Foxtel (cable).

How do I connect?

Contact Telstra **approximately 3 weeks prior to moving in** to apply for the lead in connection. This application will incur a new connection fee. If you are an existing Telstra customer, you will have the option to transfer your service from a previous address otherwise you will need to open a new account. Telstra is the only retail service provider on this network.



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What is Telstra fibre?

Telstra fibre (Telstra Smart Communities) is the Telstra owned private network that services select estates in Perth.

What does it deliver?

TV, Foxtel, phone and broadband internet services via optic fibre cable.

Will I need a TV antenna?

No, however your connection needs to be active to receive TV services.

How do I connect?

There are currently 4 retail service providers available on this network, Telstra Velocity, Exetel, iPrimus or Internode. **Approximately 6 weeks before moving in** contact your chosen provider to apply for the lead in connection and installation of the Network Termination Device (NTD). This application will incur a new connection fee. If you have an existing phone and internet service, you may have the option to transfer your service from a previous address otherwise you will need to open a new account.



What is the NBN?

The nbn is an Australia wide Government initiative to upgrade the existing phone and internet network infrastructure.

What does it deliver?

Phone and internet services over a multi technology mix. This includes fibre to the premise (FttP), fibre to the node (FttN) and hybrid fibre coaxial (HFC).

Will I need a TV antenna?

Yes, an antenna is required for terrestrial free to air TV services.

How do I connect?

Step 1

Approximately 3 weeks before moving in visit <http://www.nbnco.com.au/connect-home-or-business/check-your-address.html> to confirm that the nbn has become active at your address.

Step 2

Once you have entered your address to check your availability, you will be directed to choose a retail service provider and register. There are currently 134 retail service providers to choose from! Contact your chosen provider to apply for the lead in connection and installation of the Network Termination Device (NTD), which will most likely be in your garage. This application will incur a new connection fee. If you have an existing phone and internet service, you may have the option to transfer your service from a previous address otherwise you will need to open a new account.

Important Note - Home owners in FttP areas may be eligible for a **pre-install** of their nbn hardware during construction. This will reduce delays in getting connected as the hardware is installed and activated for builder handover.

If your nbn hardware has been installed, refer to the nbn website and contact your preferred retail service provider. Your connection should be activated within a few days of opening your account, a new connection fee may still apply.

What is NBN Fixed Wireless?

The nbn is an Australia wide Government initiative to upgrade the existing phone and internet network infrastructure. Fixed wireless services are provided instead of fibre services.

What does it deliver?

Internet services including voice-over-internet (VOIP) are delivered via an outdoor antenna generally fixed to the roof of every home. The antenna is provided and installed by the nbn.

Will I need a TV antenna?

Yes, in addition to the fixed wireless antenna, a separate TV antenna is required for terrestrial free to air TV services.

How do I connect?

Step 1

Approximately 3 weeks before moving in visit <http://www.nbnco.com.au/connect-home-or-business/check-your-address.html> to confirm that the nbn has become active at your address.

Step 2

Once you have entered your address to check your availability, you will be directed to choose a retail service provider and register. Contact your chosen provider to apply for connection and installation of the wireless connection devices and outdoor antenna. This application will incur a new connection fee. If you have an existing phone and internet service, you may have the option to transfer your service from a previous address (dependant on the availability of service providers) otherwise you will need to open a new account.

Important Note - DUAL SERVICE AREAS: Some nbn fixed wireless service areas may also have a Telstra copper connection available for phone (and in some cases ADSL internet). You will need to contact Telstra to check if this service is available in your area. Refer to Telstra Copper connection guidelines if you wish to connect to this network also. Note that you will require a standard lead in conduit which must be installed by your builder during construction prior to landscaping and hardscaping.



Local Broadband Network Company
www.lbnco.com.au - (Formerly E-Wire and Service Elements)
(02) 9719 0900 (Sydney)

What is LBN Co fibre?

LBN Co is an underground fibre optic network which services select estates in Perth.

What does it deliver?

TV, phone and broadband internet services. Pay TV in some areas (check with Foxtel).

Will I need a TV antenna?

No, however your connection needs to be active to receive TV services.

How do I connect?

Approximately 3 weeks before moving in visit <http://www.lbnco.com.au/residents/connecting-your-home-is-easy/> for a list of current retail service providers. There are currently 7 retail service providers to choose from. Contact your chosen provider to apply for the lead in connection and installation of the Network Termination Device (NTD). This application will incur a new connection fee. If you have an existing phone and internet service, you may have the option to transfer your service from a previous address otherwise you will need to open a new account.

Important Note - DUAL SERVICE AREAS: Some LBN Co fibre estates may also have a Telstra copper connection available for phone and ADSL internet. You will need to contact Telstra or your preferred retail service provider to check if this service is available in your area. Refer to Telstra Copper connection guidelines if you wish to connect to this network also. Note that you will require a secondary lead in conduit which must be installed by your builder during construction prior to landscaping and hardscaping.



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smart wiring



controlled lighting



multi-room audio



home theatre



security & CCTV



intercom & phone



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www.lbnco.com.au - (Formerly E-Wire and Service Elements)

(02) 9719 0900 (Sydney)

What is LBN Co HFC?

LBN Co HFC is an underground hybrid fibre coaxial network (HFC) which services select estates in Perth.

What does it deliver?

TV, phone (VOIP) and broadband internet services. Pay TV in some areas (check with Foxtel).

Will I need a TV antenna?

No, however your connection needs to be active to receive TV services.

How do I connect?

Approximately 3 weeks before moving in visit <http://www.lbnco.com.au/residents/connecting-your-home-is-easy/> for a list of current retail service providers. There is currently 1 retail service provider active (FuzeNet). Contact your chosen provider to apply for the lead in connection and installation of the Network Termination Device (NTD). This application will incur a new connection fee. If you have an existing phone and internet service, you may have the option to transfer your service from a previous address otherwise you will need to open a new account.

Important Note - DUAL SERVICE AREAS: Some LBN Co HFC estates may also have a Telstra copper connection available for phone and ADSL internet. You will need to contact Telstra or your preferred provider to check if this service is available in your area. Refer to Telstra Copper connection guidelines if you wish to connect to this network also. Note that you will require a secondary lead in conduit which must be installed by your builder during construction prior to landscaping and hardscaping.



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smart wiring



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intercom & phone



Opticomm Fibre Connected Communities

www.opticomm.net.au

1300 137 800

What is Opticomm?

Opticomm is an underground fibre optic network which services select estates in Perth.

What does it deliver?

Phone, broadband internet and TV services. Pay TV in some areas (check with Foxtel).

Will I need a TV antenna?

No, however your Opticomm connection needs to be active to receive TV services.

How do I connect?

Step 1 - Registration (approximately 3 weeks before moving in)

Visit <https://www.opticomm.net.au/my-connection/residential-connection/> The first step is to check if your property is within an OptiComm fibre connected community and if there is already an Optical Network Terminal (ONT) installed.

Step 2 – Confirm Address

Once you have reviewed the documentation and confirmed your premise is ready to be connected, proceed to the bottom of the page and click “Start Now” form below to complete the application, confirmation and payment.

It’s important to read the documents on this page carefully and ensure your home or business premises have been prepared in accordance with industry guidelines for internal wiring.

Step 3 – Apply For Connection

A registration form is then displayed which confirms your property address, the estate your property is located in, and the cost of getting connected. Fill in your details and submit the form (name, email, and phone number).

Complete the registration form with your Credit Card details and when ready submit the form. Your card details will be first verified and if approved the transaction is completed and you will receive an email confirming your Connection Request. Alternatively, you can make payment via EFT to the bank account detailed on your invoice.

Step 4 – Schedule Installation

After the transaction has been completed an OptiComm Customer Service Officer will contact you within 2 working days to schedule an appointment for the installation of your ONT. A person over the age of 18 years will need to be home during this appointment.



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