

A note from **nbn™** local



nbn™ Fixed Wireless made easy

An **nbn™** Fixed Wireless connection uses data transmitted over radio signals to connect a premises to the **nbn™** broadband access network. Data travels from a transmission tower located as far as 14 kilometres, to an **nbn™** outdoor antenna that has been fitted to the premises by an approved **nbn™** installer.

Standard install process

The first step is to place an order for an **nbn™** powered plan with the phone and internet provider of your choice. The provider will make an appointment for an **nbn™** installer to attend the premises and test for a Fixed Wireless signal. Once the signal is acquired, the installer may put the **nbn™** outdoor antenna on the roof of the main premises, under the eaves or on a wall. Thirty metres of cabling is allowed for by **NBN Co** in a standard install process.

Non-standard install process

If the installer is unable to receive a suitable Fixed Wireless signal at your main premises, they will check whether one can be received at another appropriate location on your property. **NBN Co** advises customers to speak with their installer about options for non-standard installs.

If a suitable signal can be located, your installer will advise whether a non-standard install may be possible, using up to 100 metres of cabling. For example, the **nbn™** outdoor antenna can be put on powered buildings (like a shed or garage) close to the main premises, with the **nbn™** connection box inside the same building. It may also be possible for the outdoor antenna to be installed on a pole with the cable run through a trench to the main premises.

All non-standard installations, including the construction of any poles and associated trenching, must be carried out by an **nbn™** approved installer. It's important to note that **nbn** will not be able to install **nbn™** supplied Fixed Wireless equipment on any resident-provided, non-standard structure. It is not possible for **nbn** to determine whether infrastructure supplied or organised by a resident meets the necessary requirements. A non-standard installation will typically require a second appointment.

For more information, visit <https://www2.nbnco.com.au/residential/learn/network-technology/fixed-wireless-explained>

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