NBN connection guide

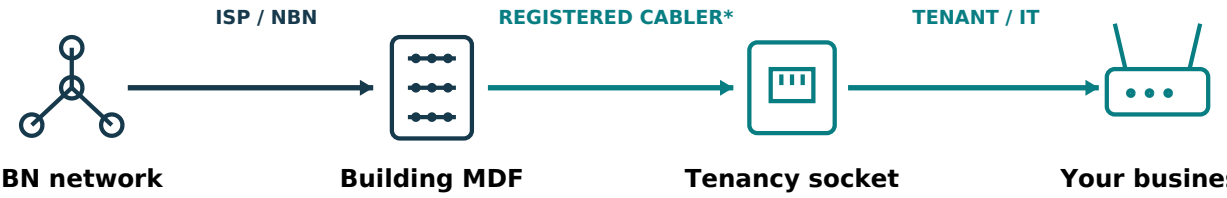
For commercial tenants

Our managed properties are connected to the NBN at building level. Each tenant must arrange a suitable internet service and any additional tenancy cabling or equipment needed for their business.

A building connection does not automatically mean an active service in your suite. Your internet service provider (ISP) must confirm your exact tenancy address, available technology, installation needs and achievable speeds. [1, 2]

How the connection reaches your tenancy

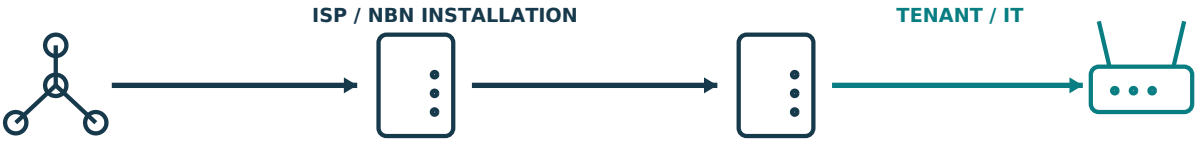
Example A Copper service through a building MDF



NBN network	Building MDF	Tenancy socket	Your business
ISP arranges the network service	Main Distribution Frame (shared connection point)	Internal building cabling may need work	Modem/router, Wi-Fi and devices

* MDF to tenancy: ask your ISP what is included. If additional customer-side cabling, line tracing or jumpering is needed, arrange a registered cabler. Ask about charges and lease requirements before booking. [3, 4]

Example B Fibre to the Premises or FTTP



NBN network	NBN utility box	NBN connection box	Your business
Fibre connection	Building entry where required	NBN installation arranged through your ISP	Router and internal data network

Illustrative paths only. FTTP and other technologies have different equipment and connection boundaries; the MDF is not the handover point for every service. Your ISP must confirm the setup for your tenancy. [2, 5]

Sources: [1] nbn Connecting your business | [2] nbn Business Plan Fact Sheet
[3] nbn Getting connected | [4] ACMA Cabling in your home or office | [5] nbn FTTP explained

Who arranges what

Tenant	Choose and order the service. Tell the ISP your speed, upload, phone and business requirements. Arrange agreed tenancy equipment and additional cabling.
Internet provider	Confirm the tenancy address, technology, plan and installation scope. Arrange NBN work where required. Handle activation, service faults and network escalation.
Registered cabler	Investigate and complete authorised customer-side cabling work, such as line tracing, MDF jumpering or new data outlets, where required.
Property manager	Coordinate access to shared communications areas and any required owner approval. We do not order or activate your service, select your plan or troubleshoot ISP faults.

Before you book an installation

1. Ask your ISP to check the exact unit or suite address and confirm available speeds, equipment, installation charges and the expected activation date.
2. Ask whether MDF-to-tenancy cabling or jumpering is included. If it is not, obtain a scope and quote from a registered cabler before authorising work.
3. Contact us before works affecting shared areas or the building. Send the contractor details, proposed cabling route and access requirements for any required approval.

Need help on site

Spectrum Electrical | 07 3806 0699

If you run into connection or internal cabling issues, you may contact Spectrum Electrical to arrange assistance at your cost. Agree the scope, call-out fee and all charges directly before booking. Any telecommunications cabling must be carried out or supervised by an appropriately registered cabler.

Report service faults to your ISP first. Do not alter NBN or other carrier equipment. This guide does not change your lease or determine liability for existing building defects; raise any such issue with us before commissioning repairs.