

NBN Cabling: Frequently Asked Questions



What is the NBN?

The National Broadband Network (NBN) is an upgrade to Australia's existing telecommunications network, part of a national initiative planned to provide the infrastructure for affordable, high-speed internet and phone services.

Do I need to register to get the NBN installed in my building?

No, but it will help to streamline installation. The last thing anyone wants is for multi-unit dwellings to miss out on the benefits of the NBN simply because no-one could be contacted to assist with building access.

We want all strata schemes to take advantage of this service and get connected.

How much will it cost for the NBN to be connected?

A standard installation of NBN equipment into a multi-unit residential community is currently free, and NBN Co will be responsible for any ongoing maintenance.

However, it is important to note that free installation will only be available for a limited time. Once the rollout has been completed in the area, for NBN Co to have to go back and connect a property at another time will incur a cost in respect of the inspection, design and installation activities. SCA and NBN Co would like to avoid this as much as possible.

Who is responsible for ongoing maintenance of the NBN equipment?

The standard ongoing maintenance of NBN equipment is currently free of charge.

Is the information I provide to NBN Co confidential?

All information you provide to NBN Co is strictly confidential and will be used in accordance with [the NBN Co Privacy Statement](#). The information provided will be used to facilitate the rollout of the NBN to your building as explained in the Privacy Statement.

Can I register now?

Registration can only occur if your building is located in the [current suburb listing](#). The suburbs are updated approximately every 6 weeks so please check back regularly.

I'm not a member of SCA can I still register?

Yes. All managers of owners' corporations/bodies corporate of apartments and townhouses can register.

Who will contact me about connecting the NBN?

NBN Co's contractors will contact the authorized representative of each building and talk through the process when the time is right.

When will I be contacted by NBN now that I have provided my contact details?

When your property is ready to be connected to the NBN one of our construction partners will make contact with you regarding the process including what's involved and the planned dates for the work to be carried out.

Does the legal owner, that is the owners' corporation/body corporate, need to approve the works?

No, the owners' corporation/body corporate does not need to approve the works. The proposed activities and/or installation plan will be provided in a letter to the owners' corporation/bodies corporate.

The letter will also provide contact details to be used by the owner's corporation/bodies corporate in case they have any concerns in relation to, or wish to object to, the proposed activities.

What if my building is not in NBN Co's current rollout plan?

If your building is not in [the current suburb list](#), or the NBN is not currently available at your buildings address, keep checking periodically.