nbnÂ® Fixed Wireless standard vs non-standard setups

Description

nbnÂ® Fixed Wireless standard vs non-standard setups

Some internet connections require some out-of-the-box thinking when installing. Learn the difference between nbnÂ® Fixed Wireless standard and non-standard setups which may help you ask the right questions when talking to nbnÂ® and your RSP.

Fixed Wireless setup made simple

- ○ 1 nbnÂ® Fixed Wireless setup â?? standard
  - nbnÂ® Fixed Wireless standard setups require the installation of two pieces of nbnÂ®-owned equipment at your premises:
    the indoor unit (NTD) and the outdoor unit (ODU).
  -

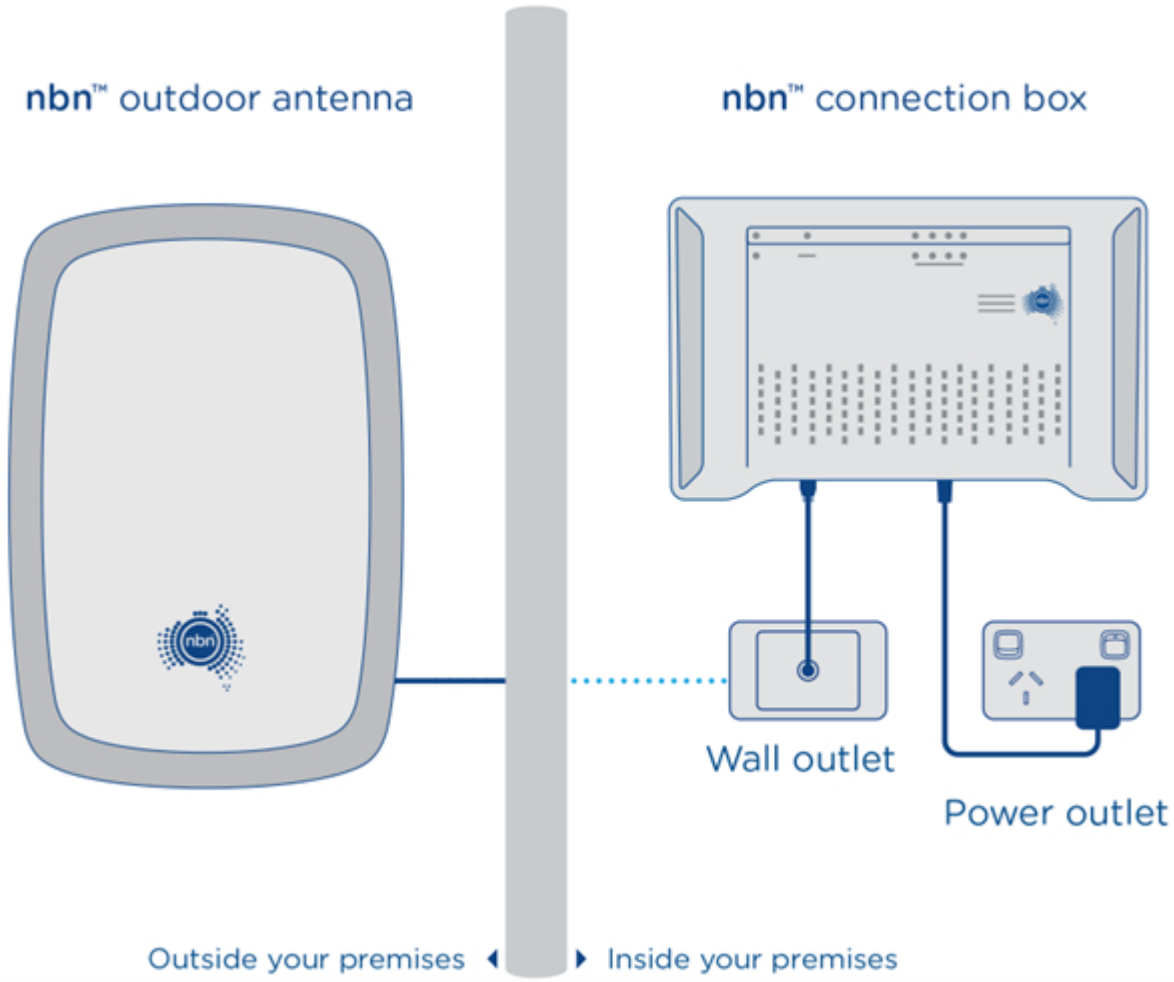


Image credit: nbnÂ®

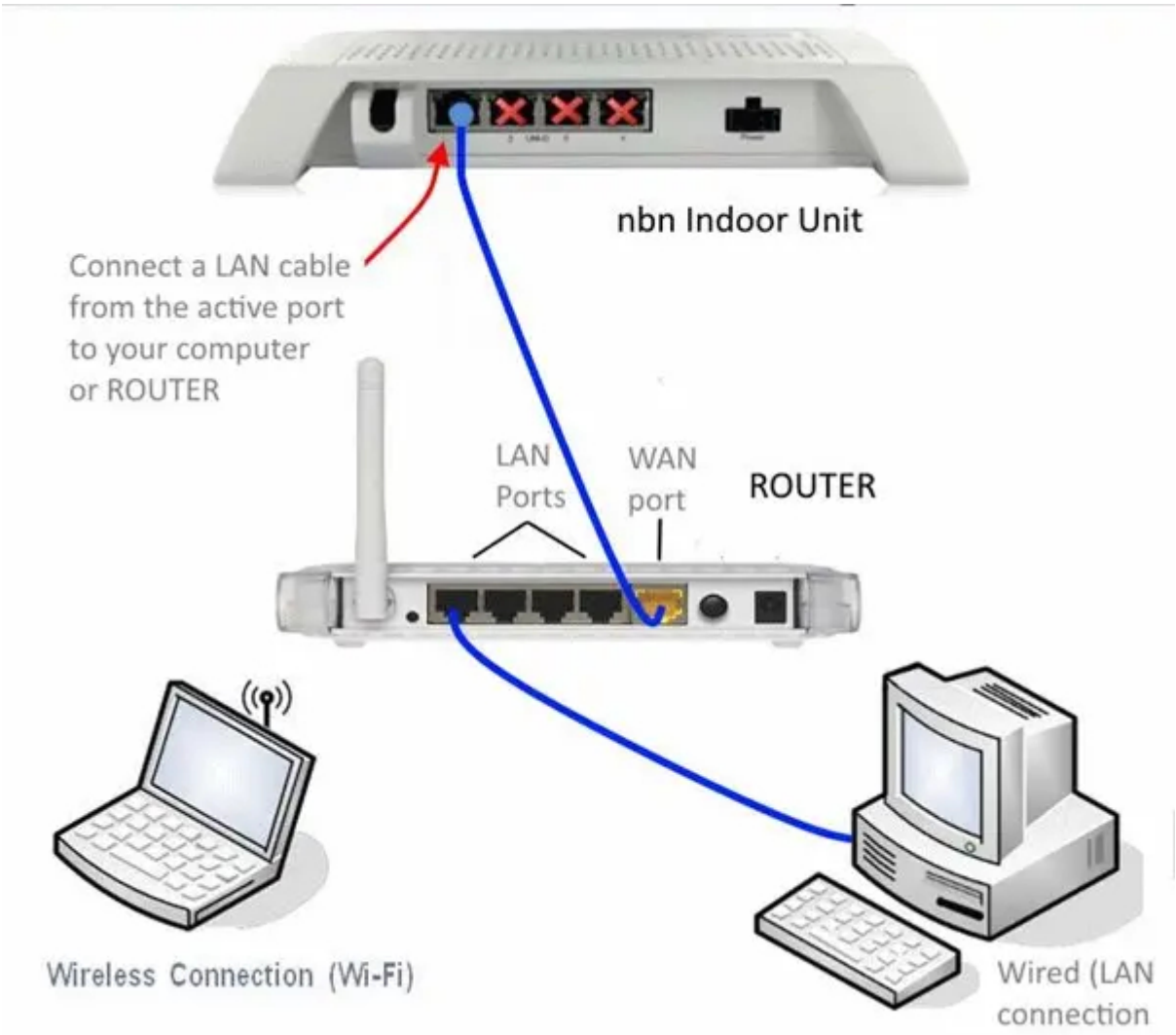
  - Letâ??s take you through it step by step:
    1. Place an order with the internet provider of your choice. The provider will make an appointment for an nbnÂ® installer to visit your premises and test for a Fixed Wireless signal in a suitable location.
    2. The installer may put the nbnÂ® outdoor antenna on the roof of the main premises, under the eaves, or on a wall. This antenna can also be put on powered buildings (like a shed or garage) close to the main premises, with the nbnÂ® connection box inside the same building.

3. If it is installed on a powered building away from the main premises, you will be required to buy the appropriate â??Point to Pointâ?• (PtP) equipment to beam the signal back to the building requiring the connection. nbnÂ® wonâ??t supply this equipment.
4. The ODU may need to be on a mast to achieve the best signal (1.5m or 3m are the current nbnÂ® approved mast heights for a standard install). nbnÂ® will supply the mast, however the installer may need to order it in and arrange another install appointment. This is still considered a **standard installation**.
5. The indoor unit (also known as the connection box, or network termination device (NTD) needs to be installed on a wall in a sheltered, dry area with access to power. The indoor unit is connected to the outdoor antenna by a cable, which provides power to the antenna and also connects the data from the outdoor unit to the indoor unit.

The best place for your NTD is one that is:

- Near the devices that you will use the most in a cool, dry, ventilated area.
- Within 1.5 metres of a dedicated 240V power point (a mandatory requirement).
- Away from busy areas where it may be knocked and damaged.
- Easily accessible for you to check the indicator lights if there is a problem (avoid putting your NTD behind a cupboard, under a desk or in a difficult-to-reach location).

1. Discuss where the unit is going to go with your installer so it is in a convenient location for you. Once the nbnÂ® Fixed Wireless equipment is installed, you can connect your internet access equipment.
2. Connect your computer directly to the NTD via an ethernet cable, or via a piece of equipment called a router. Routers are particularly useful for broadcasting a wireless (Wi-Fi) signal throughout your premises.Any Wi-Fi-enabled equipment, including laptops, computers, phones, tablets, printers, sensors, televisions, and so on, can then connect to this Wi-Fi signal, and through that access the Internet. Your service provider can supply you with a suitable router for you if you donâ??t already have one.



Connecting your devices to the NTD. Image credit: BIRRR.

- 2 nbnÂ® Fixed Wireless setup â?? non-standard
  - If you are unable to receive a suitable Fixed Wireless signal at your main premises for a standard installation, a non-standard installation may be possible. This must be cleared by nbnÂ® for your property before they are installed.

    1. A pole mount is established at a location no more than 70 metres from the building where you want nbnÂ® fixed wireless installed. A location will be determined by your installer.
    2. Cabling is run from the pole mount and outdoor unit to the building and NTD. This process can take several visits, with nbnÂ® paying for the cost of the cabling and pole.
- 3 nbnÂ® Fixed Wireless setup â?? Solar Mount solution

- Suppose you cannot receive a suitable Fixed Wireless signal at the main buildings on your property but can in another location on your property, do not want a satellite connection, and nbnÂ® determines that the above non-standard installation is impossible. In that case, you may be able to engage a third-party vendor to design and build a complying Solar Mount Solution for you.

An example of a solar-powered pole mount non-standard nbnÂ® Fixed Wireless connection

- This installation can be expensive, and several steps must be completed in sequence per nbnÂ® guidelines (to obtain a copy of the guidelines, please contact nbnÂ® here).

  While nbnÂ® will pay for and are responsible for the indoor and outdoor component equipment, such as the NTD and antenna, they will not pay for any other required equipment or installation as part of this connection, including any Wi-Fi point-to-point links.

  A third-party Solar Mount Solution comprises solar panels, an outdoor enclosure (housing the nbnÂ® connection box, power supply equipment, and batteries), Wi-Fi point-to-point links (transmitting the service from the Solar Mount Solution to the main premises), and a fixed concrete base with a mounted pole where the nbnÂ® outdoor antenna would be installed.

  - Engage a vendor of your choice to design and build the Solar Mount Solution and complete any Wi-Fi point-to-point connections (at your cost) by the nbnÂ® Guidelines.
  - Contact your preferred phone and internet provider to connect to the nbnÂ® network. They should arrange for an nbnÂ® approved installer to call you and organise a visit to your premises to connect you to the nbnÂ® Fixed Wireless network. **nbnÂ® is not responsible for installing or maintaining the Solar Mount Solution**.

  There are currently two companies we are aware of providing these types of connections:

  - AgCloud
  - PowerTec

Whatâ??s the best nbnÂ® Fixed Wireless setup for you?

- **Standard Setup**

  - Requires installation of indoor (NTD) and outdoor (ODU) units by nbnÂ®.
  - Installation appointment made by provider.
  - Outdoor antenna placement determined by installer.

- Indoor unit placed in a sheltered, accessible area with power access.
- Connect equipment directly to NTD or via router for Wi-Fi.
- Equipment supplied by nbnÂ®; additional costs may apply.
- Suitable for most locations with Fixed Wireless signal.

Non-Standard Setup

- Involves pole mount within 70 metres if standard setup isnâ??t feasible.
- May require multiple visits; nbnÂ® covers cabling and pole costs.
- Installer determines pole mount location.
- Cabling runs from pole mount to building and NTD.
- Setup arranged by phone and internet provider.
- Pole mount and cabling costs covered by nbnÂ®.
- Alternative for locations without suitable signal at main premises.

Solar Mount Solution

- For locations where standard or non-standard setup isnâ??t viable.
- Requires a third-party vendor for a solar mount solution.
- Expensive; requires adherence to nbnÂ® guidelines.
- Includes solar panels, outdoor enclosure, Wi-Fi links.
- nbnÂ® covers indoor/outdoor component costs only.
- Engage vendor for setup and connection to nbnÂ® network.
- Alternative for locations without standard or non-standard setup options.

Other popular articles

- News
  November 4, 2024

  Telstra 3G shutdown is now complete

- News
  October 25, 2024

  Phones using the 3G network to call triple zero will be disconnected on 28 October 2024

- News
  October 25, 2024

NBN Co accelerating higher speed tiers in September 2025

- Guides
  October 17, 2024

Connectivity definitions

- Back to resources

Didnâ??t find the answers you were after?

Chat to us on our hotline with one of our team members and letâ??s get the conversation started. If we donâ??t answer, weâ??ll get back to you in no time at all.

1300 081 029

Category

1. Guides

Tags

1. nbnÂ® Fixed Wireless

Date
03/09/2025
Date Created
11/03/2024