

NBN Availability

In order to sign up to a NBN Service with VeeTel, the address must be eligible for NBN service.

In addition to the address being eligible for NBN, VeeTel must also deliver service to that customer servicing area. VeeTel supplies NBN services in many NBN Areas, but not all, meaning that a customer who qualifies for NBN with other service providers may not necessarily be eligible with VeeTel.

VeeTel performs regular analysis on the NBN Rollout plan to determine when and where capacity should be added. Advice will be given where VeeTel cannot supply service.

NBN Service Build.

In order to deliver an NBN-service, NBN and its sub-contractors may need to perform an installation to the building, which may include one or more of the following:

- Installing equipment or receivers on the roof.
- Digging up gardens.
- Drilling through walls
- Installing network terminating devices into the building.

NBN and its sub-contractors endeavour to take all care as reasonably possible to avoid damage and restore gardens to their original appearance after completing works.

The customer signing up for NBN must have the right to install utilities and make modifications at the premises. If customer does not have such rights, for example, if they do not own the dwelling/building, or if their tenancy is subject to rental/lease agreement or body corporate, then the customer must seek permission from the owner and/or body corporate.

The Customer must also consider the room where the network terminating device (NTD) and other equipment will be installed, which must also have a nearby working electrical point. The NTD cannot be installed in a wet area, such as a bathroom or laundry. The Customer must consider the suitability of the room where they will install the NTD, as it cannot be re-located. Ideally this room should be in the same location where the customer intends to store their modem/router, and where they would ordinarily use fixed communications (such as a home office / study).

NBN may consult directly with the Customer about the suitability of their premises and the preferred install-room prior to their appointment.

Neither VeeTel, NBN or its sub-contractors are required to install power outlets, or run Ethernet or phone extensions in the premises. The customer may have a private electrician install these if required to support the use of NBN data services.

The following NBN issued documentation may be distributed to customers prior to site visits and to assist the customer in understanding the works that may be carried out:

- NBN End User Guide.
- Preparing for the NBN