

Connecting your home



A step by step guide for connecting communications services to your new home.

Where to Start

This information is provided as a guide for Intelligent Home clients. The content is current as of **January 2024**, but is subject to changes by individual providers without notice.

Your Network Service Provider (NSP)*

There are several network service providers in Perth. You will find them listed on the following pages. As a general rule, if you are building in a new estate, your home will connect to a fibre optic communications network. If you are building or renovating in an established suburban area, you will connect to NBN's multi-technology mix network, which depending on your area, may include:

- Fibre to the node ([FTTN](#))
- Fibre to the curb ([FTTC](#))
- Fibre to the premise ([FTTP](#))
- Hybrid fibre coaxial ([HFC](#))

Tips on how to find your network service provider:

- If you have purchased a block of land, look through your land purchase documents as it is likely that your developer will specify the estate's network service provider. If it isn't mentioned then you can call and talk to someone at the developer's office.
- Check your address on the NBN map <http://www.nbnco.com.au/connect-home-or-business/check-your-address.html>
- Check your address on <https://www.finder.com.au/nbn-tracker/map> (an independent roll out tracker, not associated with NBN).
- Talk to your neighbours or other people in your street.

*** NSPs (Network Service Providers) provide backbone network infrastructure to a development. RSPs (Retail Service Providers) deliver communication services (ie. phone and internet) to end users. Examples of RSPs are Telstra, Optus, iiNet and iPrimus.**

What is the NBN?

The NBN is an Australia wide Government initiative to upgrade the existing phone and internet network infrastructure.

What does it deliver?

Internet services over a multi-technology mix network. This includes fibre to the premise (FTTP), fibre to the node (FTTN), fibre to the curb (FTTC) and hybrid fibre coaxial (HFC).

Will I need a TV antenna?

Yes, an antenna is required for terrestrial free to air TV services, with the exception of Brabham Estate (Brabham) that has underground TV services delivered via the NBN.

How do I connect?

Step 1

Approximately 6 weeks before moving in visit <http://www.nbnco.com.au/connect-home-or-business/check-your-address.html> to confirm that the NBN has become active in your area.

Step 2

Once you have entered your address to check your availability, you will be directed to choose a retail service provider and register. Contact your chosen provider to apply for the lead in connection and installation of the Network Termination Device (NTD), which will most likely be in your garage. This application will incur a new connection fee. If you have an existing internet service, you may have the option to transfer your service from a previous address otherwise you will need to open a new account.

Important Note - Home owners in FTTP areas may be eligible for a **pre-install** of their NBN hardware during construction. This will reduce delays in getting connected as the hardware is installed and activated for builder handover.

If your NBN hardware has been installed, refer to the NBN website and contact your preferred retail service provider. Your connection should be activated within a few days of opening your account, a new connection fee may still apply.

What is NBN Fixed Wireless?

The NBN is an Australia wide Government initiative to upgrade the existing phone and internet network infrastructure. Fixed wireless services are provided instead of fibre services.

What does it deliver?

Internet services are delivered via an outdoor antenna generally fixed to the roof of every home. The antenna is provided and installed by the NBN.

Will I need a TV antenna?

Yes, in addition to the fixed wireless antenna, a separate TV antenna is required for terrestrial free to air TV services.

How do I connect?

Step 1

Approximately 3 weeks before moving in visit <http://www.nbnco.com.au/connect-home-or-business/check-your-address.html> to confirm that the NBN has become active in your area.

Step 2

Once you have entered your address to check your availability, you will be directed to choose a retail service provider and register. Contact your chosen provider to apply for connection and installation of the wireless connection devices and outdoor antenna. This application will incur a new connection fee. If you have an existing internet service, you may have the option to transfer your service from a previous address (dependant on the availability of service providers) otherwise you will need to open a new account.

What is Opticomm?

Opticomm is an underground network which services select estates in Perth.

What does it deliver?

Broadband internet, however some homes will have access to free to air TV and pay TV services too. For access to pay TV services via underground cable, check with Foxtel directly.

Will I need a TV antenna?

Some homes have access to free to air TV services via an underground cable. Check your address on the Opticomm website for further details. If you do have access to TV services, your Opticomm connection needs to be active to receive signals and you will not require a TV antenna.

How do I connect?

Register approximately 6 weeks before moving in.

Visit <https://online.telco.opticomm.com.au/> to check if your property is within an Opticomm fibre connected community and if there is already an Optical Network Terminal (ONT) installed. Proceed with the instructions on the Opticomm website.

5G, satellite and other wireless services

Wireless services such as Starlink and Pentanet are privately owned networks that provide an alternative to fixed line services, ideal for difficult connection areas or temporary internet access.

What do they deliver?

Internet services are delivered via proprietary hardware.

Will I need a TV antenna?

Yes, a TV antenna is required for terrestrial free to air TV services.

How do I connect?

Check your preferred provider's website to verify that the service is available at your address. Satellite options such as Starlink are designed for self install and can be up and running shortly after purchasing the hardware. Other services such as Pentanet may require a site assessment prior to connection, so allow sufficient lead time to avoid connection delays.

It's important to note that the Starlink wireless internet service can't be integrated with hardwired data points, or a smart wire panel, without a Starlink ethernet adaptor. Adaptors can be ordered directly from Starlink, and should be installed as per Starlink's set up instructions.

All new homes are made NBN ready with conduit pathways for a cable connection according to building regulations. If you choose a wireless service over a cable connection to your home, the NBN ready provisions installed during construction can be neatly closed off with a junction box at an additional cost.

About system handovers

Intelligent Home provides a complimentary Smart Wire and Security system handover which is valid for 6 months from builder key handover.

Smart wiring complimentary handover inclusions (duration: up to 30 minutes):

- Show you how the patch panel works.
- Check the TV signal is okay and antenna cabling is functioning.
- Ensure the internet connection to the panel and the nominated wall outlet is working.
- Install your network switch (if purchased with your system).

Security complimentary handover inclusions (duration: up to 30 minutes):

- Explain how the security system works and how to use the keypad.
- Program your codes into the keypad or show you how to program codes and let you do it yourself.
- Connect and program monitoring if supplied by Intelligent Home.

3 Point pack handover inclusions (duration: up to 30 minutes):

Our standard 3 Point Pack does not include a complimentary handover. These systems generally do not require explanation by a service technician. However, if you have concerns, you can book a handover starting from \$198.

Are you ready for your handover?

- Your chosen services including TV, internet and Foxtel should be connected and switched on prior to your handover. If these services are unavailable we will not be able to test and demonstrate the operation of your system. Charges will apply for if we need to return to complete your handover at another time.
- Have your passwords ready for the Apple app store or Google Play store if your system includes app control.
- Have your smart devices (smart phones and tablets) available if your system includes app control.
- If necessary, our technicians can provide over the phone instructions on setting up your security system before handover. Failure to start up your system correctly can wipe programming from the alarm panel.
- It may not always be the easiest thing to coordinate, however we recommend that all of your system users are present for the handover.

System handovers start from \$198, including GST, for the first 30 minutes. Additional time on site is charged at \$99 per 30 minutes. To book your handover, email us at infoih@intelligenthome.com.au or call us on 08 6363 8744 with your booking details: booking name, contact number, site address and preferred day of the week for handover (Monday to Friday). Our service department will call you back within 48 hours to arrange a suitable time for a technician to visit your home.

Please allow 3 weeks' notice when making your booking for handover.