



27 February 2019

To the Legal Owner

Via Email:
admin@themewestperth.com.au

Installation Address

Property ID: 6PIE-21-00-MPS-025
147 CHARLES STREET
WEST PERTH WA 6005

Dear Legal Owner,

nbn™ network - Notice of Installation

The **nbn™** network is Australia's new landline phone and internet network. It's designed to provide Australians with access to all the benefits of fast and reliable phone and internet services, no matter where they live.

The **nbn™** network will replace most landline phone and internet networks in your area.¹ To continue using affected services, you need to move them to the **nbn™** network before the existing networks are switched off.

For other equipment such as monitored security systems, EFTPOS, fire indicator panels emergency lift phones, or medical alarms and emergency call systems you will need to contact your service provider to understand the compatibility of your existing devices with the new network. Your provider can help ensure continuity of service as your area is switched to the **nbn™** network.

We have recently inspected and created detailed plans for installing the **nbn™** network at the property at the above installation address. The next step is for us to access the property, including common areas, to carry out the installation activities described in Attachment 1, which forms part of this Notice. **nbn** and its contractors intend to undertake the activities relying on powers under Schedule 3 of the *Telecommunications Act 1997* (Cth) (**Act**), which allows **nbn** and its contractors to enter and inspect land, install equipment and undertake maintenance activities providing certain conditions are met. This letter and the accompanying Important Information section is a Notice under Schedule 3 of the Act.

Installation details

nbn will manage the installation of **nbn™** supplied equipment on your property at the above installation address. **nbn's™** approved contractor will install the **nbn™** supplied equipment between:

15 MARCH 2019 and 22 JULY 2019

We may also need to return within 20 business days of installation to undertake quality assurance testing to confirm that the facilities installed are in correct working order.

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1. Services provided over the **nbn™** network will be replacing phone and internet services provided over most of the existing landline networks, including copper and the majority of HFC networks within the fixed line footprint. Services provided over existing fibre networks (including in-building, health and education networks) and some special and business services may not be affected. To find out if your services will be affected, please contact your current phone or internet provider. For more information, visit www.nbn.com.au/switchoff or call 1800 687 626.

Power Supply for Equipment Installed

The **nbn**[™] supplied equipment requires a power supply. **nbn** will be arranging the installation of a dedicated power connection and power supply as part of the installation of **nbn**[™] supplied equipment at no cost to the building owner and/or its occupants. See Attachment 1 for more details of what will be installed.

nbn will let you know if a service outage may be required in order to install the new power supply. We will work with you to mitigate the effects of any potential service outage/s.

Important information about connecting emergency lift phones and fire indicator panels to the **nbn**[™] network

To safely connect your lift phone or fire indicator panel to the **nbn**[™] network, the cabling must meet current industry standards, in particular, AS/CA S009. We strongly recommend that you engage a registered cabling provider to assess your lift phone or fire indicator panel lines to ensure they meet these standards before ordering services over the **nbn**[™] network.

If your cabling does not meet these specifications then voltage surges could cause undetected damage to the **nbn**[™] Connection Box. In the case of an emergency, in rare instances, your lift phone and/or fire indicator panel may fail and potentially serious injury or loss of life.

Visit nbn.com.au for more information

Installation cost

A standard installation of the **nbn**[™] equipment within the building is free of charge if it occurs during the advised activity timeframes set out in this Notice. However, delays to the planned activities as a result of objections from the building's owners corporation, owners or occupiers will result in costs, payable by the owners corporation and/or owners/occupiers, for the building to be connected to the **nbn**[™] network at a later date.

Recognising an **nbn**[™] approved contractor

You can ask to see the **nbn**[™] approved contractor's identification that confirms they are working on behalf of **nbn**.

Our commitment to you

nbn plans to take all reasonable steps to ensure that you experience as little detriment and inconvenience, and we do as little damage as practicable during the installation and maintenance activities of the **nbn**[™] supplied equipment. We will endeavour to restore your property to a condition similar to its condition before the activity began and will comply with industry standards.

Next steps

We'll send letters to each occupant when the **nbn**[™] network rollout has been completed in the area. In some cases this may take several months after the installation of **nbn**[™] equipment at the property has been finalised. Occupants can then call their preferred telephone or internet service provider to order services over the **nbn**[™] network.

More information

If you would like more information about this letter, or if you are concerned about the **nbn**[™] network installation and maintenance activities going ahead as planned, please read the Important Information section which sets out the process for lodging objections or contact:

Amellia Crook
Fulton Hogan
9230 8201

on behalf of **nbn**

Yours sincerely,



Justin O'Meara
General Manager,
Land Access & Stakeholder Engagement, **nbn**

Important Information

nbn is a licensed telecommunications carrier, and under the Act and the *Telecommunications Code of Practice 1997* (Cth) (**Code**), **nbn** and its contractors are permitted to enter and inspect land, install certain telecommunications facilities and maintain those facilities, provided they comply with certain conditions including providing notice to affected owners and occupiers.

This Important Information section together with the accompanying letter is a Notice under the Act.

Physical disturbances

We do not expect any significant physical disturbances as a result of the planned activities. We are committed and obliged to take all reasonable steps to ensure that we cause as little detriment and inconvenience as practicable, and to restore the land to a condition similar to its condition before the activities began. To this end, we propose to:

- conduct the installation during normal working hours unless agreed otherwise;
- discuss the installation with your relevant personnel to ensure detriment and inconvenience is kept to a minimum;
- comply with best practice in relation to noise levels;
- comply with high work standards and ethics;
- comply with all relevant laws and regulations; and
- Comply with OH&S standards to ensure public and worker safety.

Who do you contact if you have any questions?

If you have any questions or concerns about the planned installation activity, please call **9230 8201**. If we are unable to resolve your concerns you may write a letter outlining the reasons for your objections which must relate to one or more of the following matters:

1. using the land to undertake the installation;
2. the location of the facility on the land;
3. the dates on which the installation is proposed to be commenced, undertaken or be completed;
4. the likely effect of the installation on the land; and
5. the proposals to minimise any detriment and inconvenience, and to do as little damage as practicable to the land.

In order for your objection to be valid under the Code, we must receive your written objection at least five business days before the planned installation start date.

Your objection should be sent to:

Amellia Crook
Nbnwa_lasa@fultonhogan.com.au
18 Miles Road, Kewdale, WA, 6105

What happens if you make an objection?

If you make an objection, we will make reasonable efforts to consult with you about your objection within five business days of receiving your objection. We will also make reasonable efforts to resolve the objection by agreement with you within 20 business days of receiving the objection. If agreement cannot be reached, we will consider whether to change the installation activity as described in this Notice. However, we are not required to change the activity in a way that is not economically feasible or technically practicable, likely to have a greater adverse effect on the environment than engaging in the activity as originally proposed, or is inconsistent with a recognised industry standard or practice relevant to the activity.

Within 25 business days after receiving your objection, we will tell you in writing whether we propose to change the activity as described in this Notice, and if so, how. If we do not propose to change the activity, we will provide reasons why we intend to undertake the installation as originally proposed.

If you are not satisfied with our written response to your letter, you have five business days from the time you receive the response to ask us to refer the matter to the Telecommunications Industry Ombudsman (TIO). The TIO will issue a direction in relation to the proposed activity, which **nbn** and our delivery partners will comply with.

What happens if you suffer damage as a result of the activities?

If a person suffers financial loss or damage in relation to property because of anything done by **nbn** or its delivery partners while engaging in the activities described in this Notice, please contact us on 1800 687 626 to lodge a complaint as compensation may be payable under clause 42 of Schedule 3 of the Act.

Deaf, hearing or speech impairment services

If you are deaf or have a hearing or speech impairment, contact us through the National Relay Service:

- TTY phone 1800 555 677 and enter 1800 687 626
- Speak and Listen users phone 1800 555 727 and enter 1800 687 626
- Internet relay users connect to www.iprelay.com.au/call and enter 1800 687 626.

Translating or interpreting services

If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on 131 450 and ask for the **nbn** contact centre on 1800 687 626.

Privacy Statement

nbn may collect, use and disclose personal information about individuals including that of landowners and occupiers for the primary purpose of providing **nbn** related services in accordance with the Privacy Act 1988. **nbn** may collect this type of information directly from you or from third parties including contractors to **nbn**, telecommunications service providers, other service providers or publicly available resources. This type of information is typically disclosed to contractors engaged by **nbn** to provide related services. If you do not provide the information requested we may not be able to provide you with **nbn**™ services. The **nbn**™ Privacy Policy www.nbn.com.au/privacy contains information about other types of disclosures **nbn** may make, how you can make a complaint about a breach of the Australian Privacy Principles and how we will deal with such complaints. It also details how you can request access to your personal information and correct such information. You can contact **nbn** by calling 1800 687 626 or emailing info@nbn.com.au **nbn** co limited ABN 86 136 533 741, Level 11, 100 Arthur Street, North Sydney NSW 2060.

Attachment 1:

How your property will be connected

Following the recent inspection of your property, detailed work plans were developed for the installation of the **nbn™** supplied equipment and associated cables at your property. Those plans, showing the location of the cable and the **nbn™** supplied equipment within your property, are enclosed.

Activities	Installation of low-impact facilities and maintenance of facilities
Description of activities	<ul style="list-style-type: none">• <i>Installation of communications cabinet as described in attached drawings.</i>• <i>Installation of fibre optic cable within existing conduit or via a new underground conduit from existing Telstra pit on street to premise as described in attached drawings</i>• <i>Installation of cables between the nbn cabinet to the existing MDF (Main Distribution Frame) as described in the attached drawings.</i>• <i>Installation of cabinet earthing as described in the attached drawings</i>• <i>Installation of power supply as described in the attached drawings.</i> <i>Please refer to the attached design drawings REFERENCE: 6PIE-21-00-MPS-025 SITE DESIGN for full details</i>
Land details	6PIE-21-00-MPS-25 147 CHARLES STREET WESTPERTH WA 6005