

Facts About New Homes & Telstra Services

With new buildings, Telstra will normally supply and install a Network Termination Device (NTD) at Telstra's cost as long as Telstra is informed beforehand that an NTD is required and as long as the relevant requirements are met.

A cabling provider may supply and install the NTD for expediency if the cabling provider so chooses. However, in such cases Telstra will not reimburse the cabler or the customer for the cost of the NTD or its installation.

It may seem attractive to have Telstra install your telephony cabling in your new home, however before doing so you should consider the following;

- Do you want your outlet in a specific area of the home?
- Do you want more than 1 outlet?
- Do you want a particular style of outlet (i.e. brushed metal, brass, etc.)?

Firstly Telstra will be unable to perform your installation until the home is built. This means that you are occupying the home, in turn this would mean your walls would be up and painted. Telstra then have limited access to where they can put your telephone, internal walls are difficult to run a phone to due to their design and structure.

Secondly, Telstra may or may not provide you with a [Network Termination Device \(NTD\)](#) which defines are demarcation point at your home with respect to your telephone line. If they do not supply one and simply supply a standard wall box any future works by private cablers at your home will be a little more difficult to perform due to current rules and regulations.

Circumstances under which Telstra will install the NTD

For most new installations, Telstra cables to the first TO using an external wall box to connect the underground or aerial lead-in cable to the indoor lead-in cable, as shown in Figure 2. Telstra does not usually install an NTD except in any of the following circumstances:

- (1) for connection of 10/0.64 MBHJC rural lead-in cable (other than for caravans and mobile homes)
- (2) where customer lightning protection (CLP) is required (other than for caravans and mobile homes).
- (3) where two or more TOs have been star-wired from the usual wall box location by the builder, owner or customer at no cost to Telstra
- (4) where an external (outdoor) centralised DSL filter is required
- (5) where the builder, owner or customer specifically requests that an NTD be installed

Note: Telstra charges may apply if installation of the NTD is not requested before commencement of the Telstra cabling.

- (6) where equipment is installed, or will be installed, that switches, controls or conditions the access line before it terminates on any TO (e.g. a C/O switch, key phone system, small PABX, hard-wired security alarm panel or other hardwired customer equipment)
- (7) where structured cabling (e.g. a home/office network or "smart wiring") has been, or will be, installed in the building"

Finally, Telstra will only install a standard phone socket (either a wall socket, skirting socket or wall phone socket), they will not install additional points and they will not hook up lines to home network distributors or similar.

The cost of a standard installation is \$299.00. This cost will not change if you have had all internal cabling done prior to Telstra doing their part so you do need to be aware that having a cabler do your internal cabling will add costs to your telephone installation.