



Telecommunications in new developments—a guide for consumers

The Australian Government's *Telecommunications Infrastructure in New Developments* Policy sets out the arrangements for telecommunications infrastructure in new developments. This fact sheet provides an overview of the policy to help people buying homes in new developments.

What is the Government's policy on telecommunications in new developments?

Developers are responsible for providing telecommunications infrastructure in the developments they build.

If a developer does not want to use another provider, NBN Co Ltd (nbn) and Telstra are the infrastructure providers of last resort (IPOLRs) in new developments. This means they must provide infrastructure on commercially agreed terms if no one else is supplying it.

Generally, nbn is the IPOLR in developments of 100 or more premises and Telstra is the IPOLR in developments of less than 100 lots or premises, pending the rollout of the National Broadband Network (NBN).

nbn must charge for the installation of the infrastructure.

The policy is available on the [Department of Communications website](#).

What should I look out for when buying in a new development?

You should ask the person selling the property what telecommunications infrastructure and retail services will be provided in the development, and when services will be available.

The Department of Communications [Telecommunications in New Developments Map](#) shows new developments and the carriers servicing them.

How do I get connected to phone and broadband services?

Your developer should arrange for a carrier to install telecommunications infrastructure in the street of your development.

When you are building your home, you should ensure your builder installs a lead-in conduit in line with the carrier's specifications, so that the carrier can connect the cabling from the street to your home.

If your builder doesn't arrange this you may need to get other contractors to complete this task when you move into your home.

When you are ready to move in, you should contact your preferred retail service provider (RSP) to order a plan and have the service activated.

Different RSPs may be available on different carrier networks. Sometimes extra equipment and cabling may be needed inside your premises to complete the activation.

Once the RSP has activated your connection, you can start using broadband and voice services.

What should I do about in-building cabling?

Internal cabling (also known as customer cabling) is the responsibility of the property owner.

You can choose how you want to cable your home. You may want to choose a minimal approach and just use a wireless router to connect your devices.

Otherwise, you may prefer to have more extensive wiring to take maximum advantage of broadband services and applications (such as additional connections for telephone, computers or televisions in other parts of the house, or to run security systems).

You should consider your options (both wired and wireless), long-term needs and budget and talk to a cabling expert as early as possible.

Some builders may offer internal cabling as an extra inclusion when building a new home.

You should make these decisions when completing the design of your home, before signing a building construction contract. If this is done after your home is complete, it may be more costly.

What should I do if lines are not ready for connection?

Arrangements are in place so that people in new developments have access to basic voice service on request.

Telstra is subject to the Universal Service Obligation and is required to provide a standard telephone service on request to people in Australia wherever they reside or carry on business, and to meet timeframes for connecting services, repairing faults and keeping appointments.

If there is no fixed-line infrastructure available in your development, Telstra may provide a wireless service. You can contact Telstra on 13 22 00.

What should I do to make sure my property can be connected?

You should talk to your developer or builder as early as possible to find out what telecommunications infrastructure will be available in your development.

Some states and territories have requirements as part of the planning approval process to ensure such infrastructure is available in new developments.

If your development doesn't have infrastructure installed, you may be subject to extra costs to install infrastructure after you have moved in.

If your developer has not installed infrastructure in your development you may need to use wireless services until fixed-line infrastructure can be installed.

Will all new developments get fibre to the premises (FTTP)?

Most new developments will receive FTTP, however the technology type used is a commercial decision for your infrastructure provider.

You should talk to your developer or real estate agent about the technology that has been, or will be, installed in your estate.

I'm ready to be connected – what do I do next?

If your home or business is ready to be activated, you will need to contact an RSP operating in your estate.

Once you have selected your preferred RSP and plan, your service provider will let you know if any additional equipment and cabling needs to be installed at your property prior to activating the connection.

How do I choose my RSP?

You should contact the RSP you want to use to find out if they offer services in your area, as this may vary from estate to estate.

Most providers offer a range of internet and telephone plans so you are able to choose one that suits your needs.

What happens if my development is serviced by Telstra?

Telstra will continue to provide copper infrastructure in some pre-contracted and smaller developments. If your development is serviced by the Telstra copper network, it will generally be included in the NBN rollout in the future.

Will the NBN still be rolled out in my development if another carrier is servicing it?

The provision of telecommunications infrastructure is a competitive market, so your development may be serviced by another carrier.

If residential customers can access NBN-consistent outcomes from another carrier, then nbn will generally not overbuild the network in your area.

Your developer, agent or the network operator should be able to provide you with information on what infrastructure and service providers are available in your development.

What happens if my developer hasn't contracted a carrier to install fixed-line infrastructure?

Before buying a property in a new development you should check if the developer has contracted a carrier to provide telecommunications infrastructure in the development.

If infrastructure has not been provided in the development, you may face additional costs to get connected in the future.

If your developer has not provided infrastructure in your development, you may wish to contact Telstra, which is obliged to provide a standard telephone service (STS) in most instances. Telstra can provide a STS through the technology of its choice, this includes wireless.

How do I know the developer will choose a provider that will install a high-quality network?

In a competitive market place, developers have incentives to include quality telecommunications in their developments.

The Government is also developing carrier licence conditions which will require carriers to meet a minimum standard for infrastructure quality. These aim to ensure that occupants in new developments get quality solutions.

You should ask the developer who is servicing the estate and about their track record.

What will this cost me?

Carriers generally charge developers for telecommunications infrastructure. This will be reflected in the cost of your property.

You will need to meet the cost of the lead-in conduit and any in-building cabling not otherwise included.

Once you have a service activated, an activation charge may also be payable.

On 1 April 2016, nbn introduced a \$300 end-user contribution charge. The charge is payable by retail service providers for new developments where there has been no previous connection.

Why is the Government requiring carriers to charge?

Charging aims to help recover the cost of rolling out networks in new developments and promote competition between infrastructure providers.

This will help drive efficiency and innovation in telecommunications networks.

Where can I find out more?

You should contact your developer or real estate agent if you have any questions about the telecommunications infrastructure available in your development.

You can also contact your carrier or preferred RSP about what services are available.

You can also contact us:

- email: greenfields@communications.gov.au
- mail: Market Structure Branch,
Department of Communications and the Arts, GPO Box 2154, CANBERRA ACT 2601
- website: www.communications.gov.au.