NBN at Melbourne Airport

Ordering Guide for Tenancies

MELBOURNE AIRPORT

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Audience

This document is for tenants of Melbourne Airport.

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NBN at Melbourne Airport

NBNCo has installed 4 NBN Hubs into the terminals at Melbourne Airport.

MELBOURNE AIRPORT	NBNCo
Terminal 1	NBN Hub 1
Terminal 2	NBN Hub 2
Terminal 3	
Terminal 4	NBN Hub 3
B64	NBN Hub 4

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Key Dates

As part of the NBN rollout legacy telecommunication services (e.g. ADSL) are scheduled to commence being turned off from February 2022. This is a process outside of the control of APAM. Please liaise directly with your incumbent telecommunications provider on their turn off program as APAM has no visibility of this and cannot represent tenants in this regard.

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Process

## 4.1 Tenancies outside Terminal Buildings, Carparks, or Building 64

If the service is needed outside of the terminal buildings, car park buildings, or Building 64 contact your Internet Service Provider (ISP) directly and order the service.

4.2 Tenancies in the Melbourne Airport Business Park

If the service is needed to any tenancy within the Melbourne Airport Business Park, contact your Internet Service Provider (ISP) directly and order the service.

4.3 Tenancies inside Terminal Buildings, Carparks, or Building 64

1. Contact the Melbourne Airport ICT Service Desk via ictservicedesk@melair.com.au and request an NBN survey. You will need to provide your tenancy location, and site contact details.

2. The Melbourne Airport ICT Service Desk will coordinate and send out a technician to the tenancy who will pre-cable the works if possible. This pre-connection is a $550 (inc GST) fee payable to Melbourne Airport.

3. Once this is connected the Melbourne Airport ICT service desk will provide the tenancy site contact with NBN ordering information that will assist your ISP and NBN deliver their service to the tenancy:

   a. **NBN LocID** (Location ID)

   b. **NBN Hub identifier** – for Terminal 1, Terminal 2 & 3, Terminal 4, or B64

   c. **Preferred Field Technician** – Melbourne Airport has preferred partners with security access and experience across the terminals

4. Contact your ISP with the ordering information provided by the Melbourne Airport ICT service desk and wait further instructions from the ISP.

5. NBN will attend the site, configure the service, and test the connection at your location. Once this is complete your ISP will be able to assist further with the connection as they will then be using their own equipment.
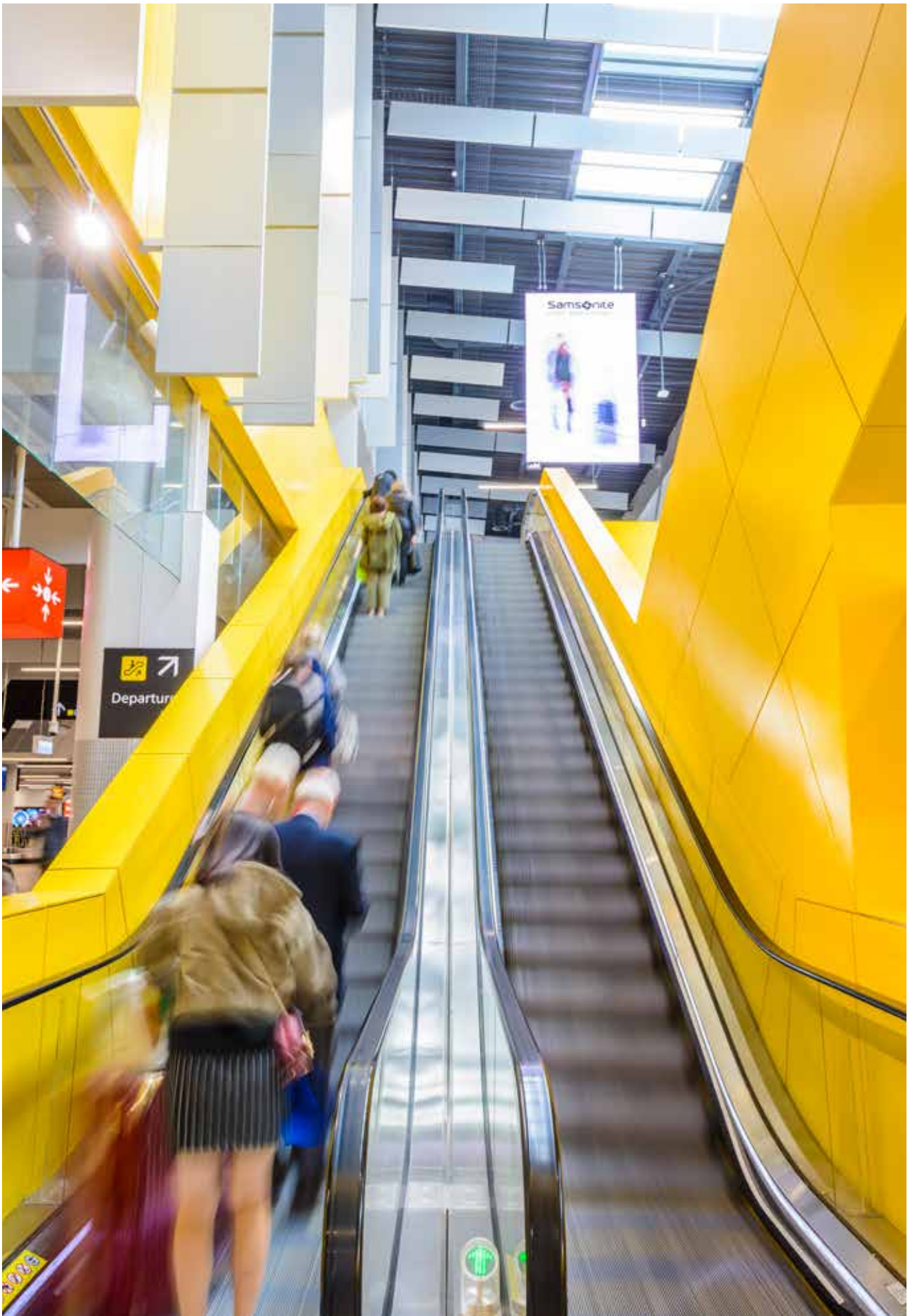
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Cabling to and within a Tenancy

Melbourne Airport is only responsible for connecting cabling to your office as part of the pre-connection works and charges $550 (inc GST) for this.

If there is no cable from the cabling termination point in the tenancy to where you need it within the tenancy you will have to get this cable run at your own expense. You can request a quote for cabling within the tenancy from the technician that attends for the site survey as they are a contractor working for Melbourne Airport, however other cabling contractors may be used within the tenancy (subject to normal airport security).

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Preferred NBN Field Technicians

Due to the location of NBN Hubs within Melbourne Airport, delays may be avoided if the order onto the ISP includes a request to use Melbourne Airport's preferred NBN Field Technicians. The ISP's are not required to honour this request but it's worth trying.

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Post Installation Issues & Additional Help

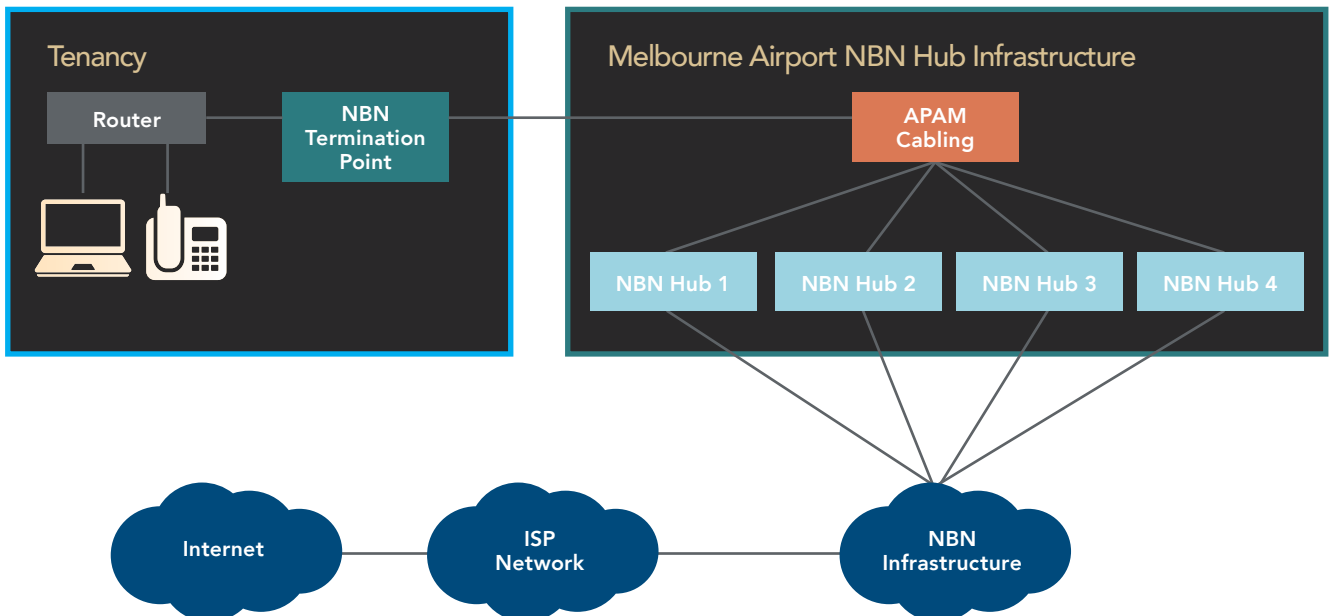If additional assistance is required, please contact your internal IT resources or chosen ISP directly.

Please note: that APAM nor the Melbourne Airport ICT Service Desk cannot order or troubleshoot NBN services on behalf of tenants and has no legal authority to act on behalf of a tenancy with either NBN or a tenants chosen ISP.

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Diagram