



FAQs

# Node to Premises (N2P) Project

Construction partner of



## Who is Genus Communications Pty Ltd and what is the nbn N2P project about?

Genus Communications Pty Ltd (Part of the GenusPlus Group) has been appointed by **nbn** to assist with upgrading the **nbn** fixed line network within specific areas of the South West of WA.

Please see below link with general information about **nbn's** fixed network upgrade program.

[One million additional homes and businesses to become eligible for full fibre | nbn \(nbnco.com.au\)](https://nbnco.com.au)

## What are the end user benefits that will come from this Genus Project?

The outcome of this Genus project will create a new fixed line technology option (for eligible customers) if they wish to upgrade their current fixed line broadband service<sup>1</sup> through their Retail Service Provider<sup>2</sup> to a faster speed plan or new eligible customers may procure a faster service than previously available.

The benefits of higher broadband speeds include:

- Faster uploads and downloads for homes and businesses;
- Faster game upgrades;
- Faster streaming – making it easier to work from home, and a more enjoyable movie experience.

<sup>1</sup>It's a customer led technology option if you wish to upgrade, finer details are available via the link below.

<sup>2</sup>Retail Service Provider is who you get your bill from for your current fixed line service for broadband

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## What are the high level phases of the activities Genus are undertaking ?

1. Inspecting and preparing the local telecommunications conduit and pit networks
2. Extending the underground **nbn** fibre closer to you<sup>1</sup>.
3. Once the Genus project is completed you have the option of upgrading your current **nbn** technology to Fibre to the Premises through your Retail Service Provider<sup>2</sup> if you wish to do so

<sup>1</sup>No usage of aerial cabling is anticipated to be used by Genus for the purposes of the specified areas in South West WA **nbn** N2P project.

<sup>2</sup>Retail Service Provider is who you get your bill from for your current fixed line service for broadband

## Will you need to enter my House or Building as a part of the Genus Activities?

*No, the Genus scope of works only includes extending **nbn's** fibre to the underground customer telecommunications connection pit adjacent to customers properties (usually in the road reserve). We don't need to access peoples' buildings or houses.*

*At the conclusion of the Genus project if you're an eligible customer and you do decide to upgrade your current broadband service through your Retail Service Provider<sup>1</sup>, this will start the process for a new **nbn** optic fibre customer lead-in cable and **nbn** equipment being installed to provide the requested consumer service. (Please note this is not a Genus related activity on this project)*

<sup>1</sup>*Retail Service Provider is who you get your bill from for your current fixed line service for broadband*

## I really want to upgrade my existing Broadband Service how do I know when to contact my Retail Service Provider to put more order in?

*Please contact your Retail Service Provider (RSP)<sup>1</sup> and register your interest. The RSP will be notified by **nbn** when your area is ready to connect your upgrade.*

<sup>1</sup>*Retail Service Provider is who you get your bill from for your current fixed line service for broadband*

## What type of activities can I expect to see in my community while Genus is undertaking the Project?

### **Inspecting the Local Pit & Pipe Network**

1. *Undertaking inspections of existing local underground telecommunications pit and pipe and taking photos.*

### **Testing the Local Pit and Pipe Network**

2. *Rodding and roping the existing local telecommunications pit and pipe network. (This process uses a fiberglass rod to push down the inside of the underground conduit to test if it is blocked or not)*
3. *Sometimes using water flush methods to release blockages from existing underground conduits where activity 2. is not successful.*
4. *On occasions digging down and fixing existing local underground telecommunications conduit blockages where activities 2. & 3. are unsuccessful.*
5. *Where digging down and fixing blockages is required phased temporary and then permanent re-instatement of land will occur.*

**Bringing the nbn optic fibre closer to You**

6. *Replacing, repairing or upgrading existing telecommunications pits*
7. *Where required, extending the existing underground conduit network and installing new telecommunications pits.*
8. *Hauling new cable into the local telecommunications pit and conduit network.*
9. *Splicing (or jointing) new optic fibre cables and testing them.*

*Note- all of the above activities will be conducted in accordance with all applicable laws and standards.*

**How do I know if the Genus re-instatement I see is temporary or permanent?**

***Example of Temporary Re-instatement  
(\*Note the White Paint stencil used to identify temporary Status)***



*Painting stencil used by Genus Field staff to identify temporary Status of re-instatement*



*Example of Concrete Permanent Re-instatement below*





## How do I know the person working adjacent to my property works for Genus on the nbn N2P Project?

*It is mandatory Genus Policy that all employees and contractors will have Genus Identification and nbn Authorisation on hand while on site. Genus Field staff are more than happy to provide information to you on the project and/or discuss the any site-specific matters important to you.*

## If there is ground disturbing work to be done adjacent/adjoining to my property will I be notified in advance?

*Yes, once Genus field staff identify that ground disturbing works are required at a location adjoining or adjacent to private property, a Genus Landowner Civil Works Letter Box Card will be marked up with the applicable activities and temporary impacts and placed into the letterbox advance of the civils works beginning.*

*On the day of ground disturbing works starting, Genus field staff will door knock the adjoining and adjacent properties to let you know that we will be starting works and answer any questions you may have.*

## What approvals are required for the Genus work to be undertaken on the N2P Project

*The Genus works will be undertaken pursuant to Schedule 3 of the Telecommunications Act 1997 Cth (where applicable)*

*Genus take its regulatory and compliance responsibilities seriously and will comply with all applicable regulatory requirements and Australian Standards in the conduct of work undertaken on the nbn N2P Project.*

*Traffic, Pedestrian, Environmental, Heritage approvals (where applicable) and Industry Standard operational field controls will be implemented as per regulatory requirements.*

## Who can I contact if I have any further questions on the Genus N2P Project?

***Please see below Genus contact details for enquiries:***

*Genus dedicated NBN N2P Project engagement centre open during business hours 7am – 7pm AWST*

***Ph : Free Call 1800 714 155***

***Email: [genuscustomerservice@genus.com.au](mailto:genuscustomerservice@genus.com.au)***

***Please Note*** that direct contact with Genus regarding this project via the options above will be the fastest and most direct means of having enquiries responded to, in lieu of ringing or emailing nbn or Local Council.

*Genus appreciates your support and patience while we undertake these important upgrades.*