

Annexure A

Telstra - Building a new home



Building is an exciting time, but it's also a busy one. Our aim is to connect the Telstra services you need quickly, so you can avoid unnecessary costs.

Download this [Building a new home guide \(84KB, PDF\)](#) to give to your builder.

There are 2 building steps that need to be completed before connecting a standard telephone service:

1. [Trenching and cabling](#) for new homes
2. [Internal wiring and telephone sockets](#)

Call us on 1800 283 407 before you start construction. We'll put you in touch with your local Telstra Approved Contractor who can explain what's involved at each stage.

1. Trenching & Cabling

In most cases when building a new home, it's necessary to dig a trench for lead-in cabling when telephone services need to be provided to a new site. Under our policy, whenever practical, underground (rather than aerial) lead-in cables will be installed. However, there may be circumstances or particular locations that prohibit the use of underground cabling. A Telstra Approved Contractor will determine the appropriate installation method at the site of your new home.

If you're not the building owner, you are responsible for obtaining permission from the building owner before starting any trenching, internal wiring or telephone socket work.

For an underground lead-in cable, you'll need to dig and backfill a trench. A pole will need to be erected for an [aerial lead-in](#).

You can dig and backfill the trench yourself, hire your own contractor, or we can refer you to a Telstra Approved Contractor. They'll discuss the details of property alignment, specifications and the route of the trench with you. Or you can get this information from your Telstra Approved Contractor if you're digging the trench yourself.

If you choose to dig your own trench, make sure you get the location of underground pipes and cables before you start. Call **Dial Before You Dig on 1100** or visit [Dial Before You Dig](#).

The open trench should extend from your property boundary to the house. The trench may be shared with

other utilities, such as electricity, gas and water, as well as the phone line (contact your builder to find out). However, you'll need to comply with our specifications. If you need a separate trench dug, have your telephone needs assessed early to minimise disruptions to other features, such as landscaping and driveways.

If you're unable to successfully determine the trench path based on the instructions provided, you can request a Telstra Approved Contractor to locate and/or mark the trench for you. This may incur a site visit charge.

Where the trench is dug and backfilled by your chosen contractor, you **must** contact a Telstra Approved Contractor to arrange for the provision of the lead-in pipe and cable. **Only** a Telstra Approved Contractor can install telephone cabling into the pipe of an open trench.

Note: Trenching costs on your property are not included in the Telstra connection fee. You may be responsible for additional charges, which you should discuss with your contractor. It's important to discuss and clarify trenching requirements prior to digging the trench to avoid unnecessary rework and extra cost if the trench is provided in the wrong location or to the wrong specification.

You'll also need to arrange the installation of a lead-in cable and pipe into your trench (this **must** be done by a Telstra Approved Contractor) before the trench is backfilled. The Telstra connection fee¹ includes the costs of the cable/pipe in your trench from the Telstra network in the street to the Network Boundary Point - usually the first socket in your home. To find out more, ask a Telstra Approved Contractor before the trench is opened.

Aerial lead-in cable

A Telstra Approved Contractor will determine the requirements for an aerial lead-in cable, and ensure the aerial lead-in is ready before the date of your service connection.

A Telstra Approved Contractor will supply the Telstra poles and cables on your property. You'll need to pay for the erection of Telstra poles, including clearing, digging and reinstatement of land and pole holes on your property.

Where a Telstra Approved Contractor provides aerial lead-in cable before the date that your service is ready for connection, a Telstra Communications Technician will connect the aerial lead-in cable to the pole on the day your service is connected.

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See our connection charges and the list of information you'll need to provide your Telstra Approved Contractor.

2. Internal wiring and telephone sockets

Internal wiring for telephone sockets should be completed before the sheeting of internal walls. The phone point/socket must be fitted prior to the connection of your service - after the internal walls of your house are finished. Please contact a Telstra Approved Contractor to make an appointment for this work.

If you need extra phone points/sockets, please discuss your requirements with a Telstra Approved Contractor, or another licensed cabling provider.

The cost of the first socket is included as part of your Telstra connection fee. Larger buildings with multiple telephone connections may require a Distributor. In these cases, the Distributor will be classed as the Network Boundary Point.

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Listing of Telstra Approved Contractors

List of Approved Telstra contractors for line installation

Location	Contractor Name	Phone Contact
Melbourne South and East	Service Stream	1800 773 776
Melbourne North and West	Visionstream	1800 303 085

Victoria East	Visionstream	1800 303 085
Victoria West & Tasmania	Service Stream	1800 773 776
Queensland Metro	Silcar	1800 081 205
Queensland North	Silcar	1800 081 205
Queensland South	Service Stream	1800 773 776
Sydney North	Silcar	1800 081 205
Sydney South	Service Stream	1800 773 776
New South Wales Central	Silcar	1800 081 205
New South Wales South and West	Silcar	1800 081 205
New South Wales North and East	Service Stream	1800 773 776
South Australia (North)	Service Stream	1800 773 776
South Australia (South)	Visionstream	1800 303 085
West Australia (North)	Visionstream	1800 303 085
West Australia (South)	Service Stream	1800 773 776

Information you'll need to supply Telstra or a Telstra Approved Contractor

- The approximate distance (in metres) from your property boundary to the front of your house.
- Your street number
 Note: If you only have a lot number, you will need to obtain the street number (if available), rural number or Registered Property details. Your local council can help
- The construction stage/status of your house (for example if the house is at frame stage with the roof tiles on)
- The approximate building start and completion dates for your new home, or any changes to the timing of construction. Let Telstra know when you're expecting to move into your new home and your preferred date of connection for your telephone service
- The number of lines/services you require (fax, internet, telephone, etc)
- The number of additional socket points required
- Trenching arrangements and whether an underground lead-in cable is needed

Connection Charges

Phone Connection charges when building a new home

Description of home service	Connection charge for first home phone	Connection charge for each additional home phone ²
<p>Telephone line connection</p> <p>a. New telephone line connection - a telephone service has not previously been connected at your property or premises (although we may have previously installed cabling to your property or premises and you may be able to hear a dial</p>		

tone); or

- | | | |
|---|-----------------|-----------------|
| <p>b. Telephone line connection with a technician visit with cabling work - a previous telephone service existed at your property or premises and a technician is required to visit your property or premises to install and / or work on the cabling up to the first socket in the property or premises.</p> | <p>\$299.00</p> | <p>\$179.00</p> |
|---|-----------------|-----------------|

What do I need to do to get and/or move a Telstra home phone?

Simply:

1. Decide on a Telstra HomeLine™ Plan that suits your call needs and budget
2. Complete the moving address form online OR call us on 13 22 00
(Monday - Friday 7am - 6pm and Saturday 8am - 6pm local time)

Before you apply, it's best to have the following info handy

- The current address and new address for your Telstra home phone
- The date you'd like to move your Telstra home phone or have your new phone installed
- Your Telstra Account Number (if you are a Telstra customer already)
We accept applications for service connections and changes from Telstra customers (legal lessees) who are recorded in our systems
- Your driver's license or some form of ID
Telstra will only accept applications from service connections from persons who are 18 years or older

This will help us to process your application as quickly as possible.

Things you need to know

1. Where the existing Telstra network is more than 500 metres from the Property Boundary entry point an additional 'network extension' charge may be applicable. Please call us for further information.
2. Applies for connections made for the same customer, at the same premises and at the same time. Additional charges may apply for items such as cabling past the first socket, trenching or more difficult installations.