

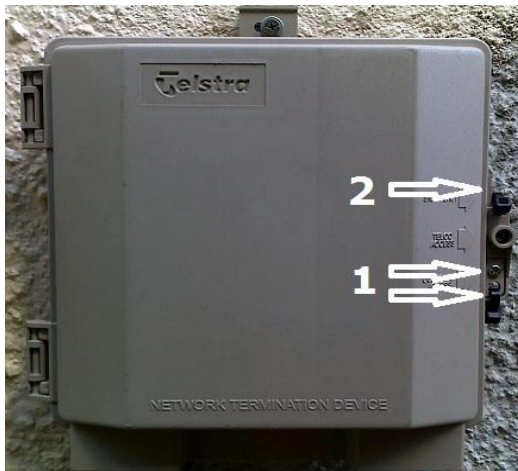
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Telstra NTD (Network Termination Device) - How To Test

If you are experiencing a fault with the phone line, either no dial tone, noise on the line or slow adsl speeds, and you have a Telstra NTD installed, you can test your line at the NTD to determine quickly if the problem exists on Telstra's side, or cabling and or equipment within your premises.

A customer is authorized by Telstra to access the 'customer side' of the NTD for the purpose of testing the line ONLY.

Only ACMA registered telecommunications cablers can alter, repair or install phone, data and alarm cabling. Play it safe. Use only a registered cabler!

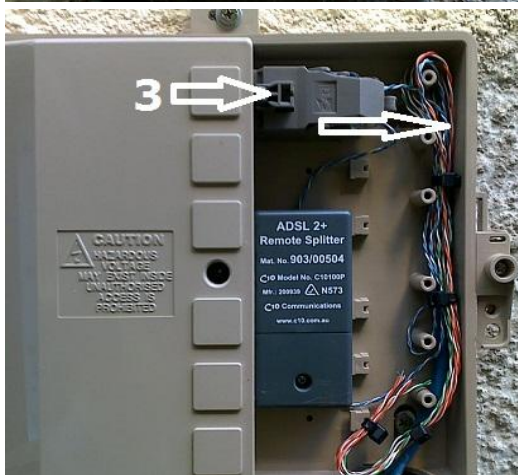


Open main cover

1. Undo the screw marked 'customer access' and remove the tamper seal cable tie and/or lock (if fitted) from below the screw

Note: The top screw and cable tie / tamper seal (if fitted) at the top marked 'Telco Access' are for access by Telstra or ACMA registered telecommunications cablers, you do not need to undo and remove these for access for line testing.

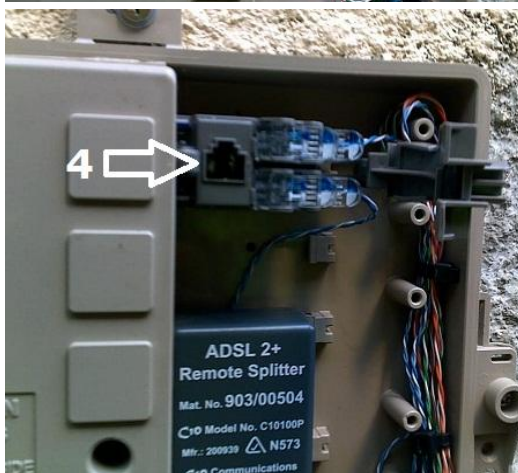
2. Release the tab above all screws, depressing finger on the tab from the side while opening the cover. The cover is hinged on the left hand side, so the cover will open from the right towards you.



Open line module cover to access test socket

3. Being careful not to disrupt any cabling, pull the tab on the cover of the line module, pulling towards you, the cover is hinged on the right, so the cover will open from the left towards you.

Note: This NTD shown is equipped with a C10 100P ADSL central filter that we installed. Other models of filters may have been installed or a line module with built in central filter may have been installed and will be marked with a blue label with the letters 'DSL'. If a central filter is installed, the modem will ONLY work if connected to the wall socket marked 'MODEM' or 'DSL'.



Connect test phone or modem

4. Connect a known working phone or modem into the 'RJ12' test socket, this will disconnect all cabling and equipment within your premises, and connects straight onto Telstra's lead in cable.

If the problem still exists, try another phone, modem or phone lead to eliminate this as the fault.

Note: You will need a self powered phone (some phones such as cordless may require mains power to operate). To test a modem you may require a long phone lead or extension lead as the modem will require mains power to power up.

If the problem still exists, the fault is within Telstra's network. **Contact your service provider**, this may be Telstra or another provider such as iprimus ect, and report the fault, explain it had been tested at the 'NTD' and is still faulty.

If the problem has gone, the fault is within cabling or equipment on your side of the network boundary, which is NOT Telstra's responsibility. Contact a registered cabler, such as us, for further testing and rectification.