

## Media release

16 April 2014

### Parts of Townsville have one month to switch to the NBN

Remaining homes and businesses urged to switch to the NBN ahead of copper disconnection

Home and business owners in parts of Townsville have around one month to switch their home and internet services over to the National Broadband Network (NBN) before the existing copper network is disconnected.\*

For the first time in Australia, the NBN will replace most existing home and business phones, ADSL internet and Telstra cable internet services in parts of Townsville, which will be officially switched off commencing from 23 May 2014 (locations outlined in map below).

NBN Co today urged the remaining eligible home and business owners in the area to put an order in with their preferred telephone company or internet service provider as soon as possible.

#### **Darren Rudd, NBN Co spokesperson said:**

“The move to the NBN is not automatic and may take some planning and coordination. Home and business owners in the affected parts of Townsville need to move their landline phone, ADSL internet and Telstra cable internet services over to the NBN – if they wish to continue using them. Alternatively some may choose to make do with mobile or other wireless solutions.

“We particularly want all business owners with EFTPOS machines and fax or security alarm systems which operate using a landline connection to contact their banks and preferred phone or internet company to discuss what steps are required to migrate these services over to the NBN.”\*\*

Townsville business owner Terry Hurlock of consultancy Invention Pathways says since making the switch to his iiNet service over the NBN, his business has been opened up to opportunities around the globe.

“We service people across the country and overseas, so we wanted a broadband connection that is reliable. Our service over the NBN allows us to successfully hook up inventors with international clients without worrying about losing a connection.”\*\*

“Communication and confidence is the key to our business; it's the basis for what we do in intellectual property and our connection to services over the NBN has made that a lot simpler. We can have face-to-

face conversations via video with people in New Zealand, China, Canada and the United Kingdom without worrying about drop-outs.”

The move to the NBN is not automatic – businesses will need to take the following steps:

**1 – Contact:**

- a. If you have an EFTPOS terminal, fax or alarm system, call the provider of that service (for example your bank) to ask what internet or phone services over the NBN will support the device.
- b. If your building has an emergency lift phone and/ or a fire indicator panel you need to register your details with NBN Co so these services can be identified by calling 1800 687 626.\*\*\*\*
- c. Contact your preferred phone company or internet service provider and discuss your requirements.

**2 – Choose:** a plan that suits your business needs.

**3 – Order:** your service over the NBN as soon as possible to allow enough time to install and connect the NBN equipment.

NBN Co is currently undertaking a comprehensive communication campaign with residents in areas of Townsville set to make the switch to the NBN from 23 May 2014. This includes local advertising, community information sessions and direct mail and door-to-door service calls to those affected within the disconnection area.

More information about the steps residents and businesses need to take to switch to the NBN as well as a list of service providers can be found at: [nbnco.com.au/switch](http://nbnco.com.au/switch).

You can check if you are eligible to connect to the NBN by putting your address into the NBN Co rollout map found at: [nbnco.com.au/rollout/rollout-map](http://nbnco.com.au/rollout/rollout-map).\*\*\*\*\*

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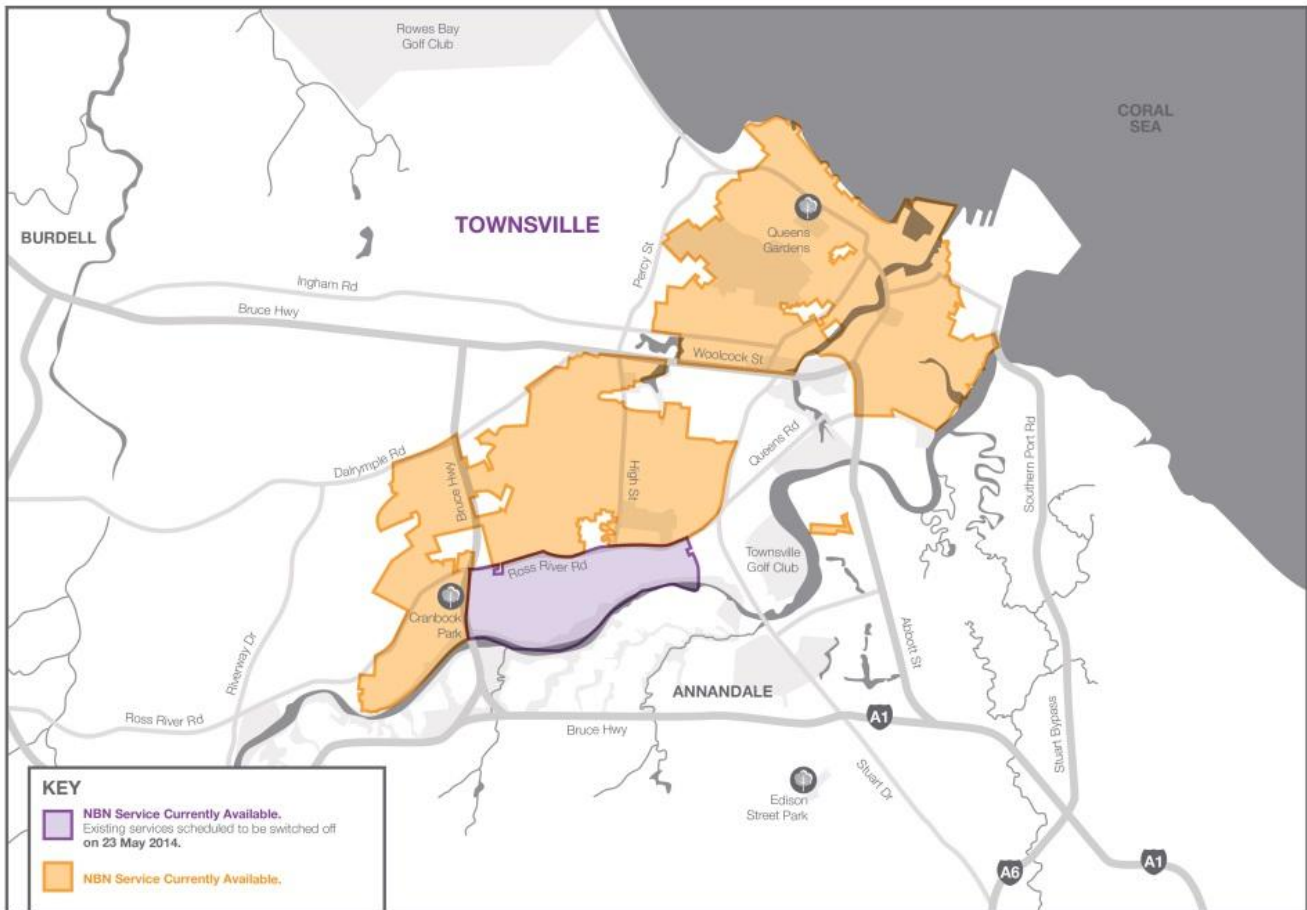
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**Media materials:**

Supporting video and image files can be downloaded from the below link:

<https://www.dropbox.com/sh/wq6wyht7mi0wwi4/qnv4BCfWW1>

## Townsville – Area to be disconnected on 23 May 2014



### Notes to editors:

- NBN Co has also established a register to help support people who have medical alarm devices migrate successfully across to services over the National Broadband Network (NBN). Individuals using a medical alarm or alert (or a family member, carer or friend) can list a medical alarm on the NBN Co Medical Alarm Register by calling 1800 227 300 or completing the online form at: [nbnco.com.au/medicalregister](http://nbnco.com.au/medicalregister).
- As part of the Statement of Expectations released in April 2014, NBN Co is working to ensure all Australians have access to very fast broadband as soon as possible, at affordable prices, and at the least cost to taxpayers. The Statement allows for the NBN to be built in the most cost-effective way using the technology best matched to each area of Australia.
- The rollout maps on the NBN Co website are intended to be an accurate picture of the state of the rollout as it stands today. The maps will be updated as the shape of future rollout becomes clearer.
- People who can order a service and want to make the switch to the NBN should search 'getting connected' on the [nbnco.com.au](http://nbnco.com.au) website.
- Areas within suburbs will have different switch off dates depending on when the NBN becomes available to their premises.
- Home and business owners who are scheduled to have their landline phone, ADSL internet and Telstra cable internet services disconnected have been sent letters from NBN Co with details about how to switch to the NBN.
- Homes and businesses that have an existing medical or security alarm systems should contact their alarm provider and phone company to enquire about their current system and how it will work over the NBN.
- NBN Co has also committed to finding a solution to connect complex premises, such as office and apartment blocks. A pilot began in December 2013 and in March 2014 internet service providers, Telstra, Optus, iiNet and M2 signed up. The first end-user orders for this pilot were recently received.

*\*Services not replaced by the NBN include some TransACT, OptiComm, some Telstra Velocity services and others. For a full list please visit [www.nbnco.com.au/switch](http://www.nbnco.com.au/switch) or call us on 1800 687 626. Optus cable internet services may also be switched off on a different date and existing customers will be advised separately.*

*\*\* Residents and businesses who have special equipment that connects over a phone line, such as a monitored security or fire alarm, EFTPOS machine, lift phone or medical monitoring device, should contact the supplier of the device or monitoring service for further advice on what needs to be done for it to work over the NBN. For more information visit [nbnco.com.au/alerts](http://nbnco.com.au/alerts)*

*\*\*\* NBN Co is very happy with Terry's experience with the NBN. Of course, individual end user experiences may vary. Your experience including the speeds actually achieved over the NBN depends on some factors outside our control like your equipment quality, software, broadband plans and how your service provider designs its network.*

*\*\*\*\* Due to specific in-building cabling requirements NBN Co is working closely with industry to develop solutions to migrate emergency lift phones and fire indicator panels. These services should not be connected to the NBN until solutions are available. A register has been set up to identify where these services are located and to support continuity of service for both lift phones and fire indicator panels.*

*\*\*\*\*\* The new rollout maps identify one or more areas where NBN Co has commenced building or intends to build the NBN. From the commencement of work through to when a construction area "goes live", NBN Co undertakes a series of steps that may result in changes to the design of the network in the respective area, possibly involving the movement of the boundaries. NBN Co may update the map in the future in the event of boundary changes.*