



Media release

24 February 2014

Townsville's copper countdown

Silver surfers urged to jump on the broadband bandwagon

The three-month countdown is on for the first homes and businesses living within Townsville to make the switch from copper to the National Broadband Network (NBN).

Around 2,875 eligible premises have until 23 May 2014 before the NBN's new infrastructure will replace the existing landline phone, ADSL internet and Telstra cable internet services when these services are officially switched off.*

NBN Co today urged homes and businesses in the disconnection area to contact their service provider today to get their order in as soon as possible.

NBN Co spokesperson Darren Rudd said:

"We are committed to ensuring local residents and businesses are aware and have the necessary information needed ahead of migration to the new infrastructure. Since November 2012, NBN Co has sent at least four forms of communication including local advertising, community information sessions and direct mail to each serviceable premise within Townsville.

"We are also continuing to actively engage with a variety of industry and community groups including telephone and internet service providers, local Council and advocacy groups to ensure the message is reaching the community.

"The move is not automatic. Residents and businesses need to move their landline and internet services over to the NBN if they wish to continue using them. They have a choice whether to switch across to the NBN or to make do with mobile or other wireless solutions.

"People with special equipment including EFTPOS terminals and medical and security alarms which are connected to a landline phone also need to check with their service provider,**" Mr Rudd said.

Nan Bosler, President of the Australian Seniors Computer Clubs Association also encouraged the community to make the switch.

"It's particularly important for older Australians living in the area to still contact their telephone service provider and connect their new voice-only service even if they don't use the internet. I would also advise seniors to use this as an opportunity to get themselves online and experience the benefits of fast broadband. Using the internet can help to reduce social isolation for older Australians by keeping them in touch with family and friends, whether they are across the road or across the world," she said.

NBN Co is hosting an information session at Aitkenvale PCYC on Friday 21st March, 10-11am. Townsville residents and businesses are invited to join the session to learn more about making the switch to the NBN.

More information about the steps residents and businesses need to take to switch to services provided over the NBN as well as a list of service providers can be found at: www.nbnco.com.au/switchoff

Townsville residents and business owners can also find out more by dropping by an NBN Co information kiosk, which will be based at the Kmart Stockland Shopping Centre from Monday 24th February to 2nd March 2014.

The NBN continues to rollout across Australia using a variety of technologies reaching communities faster and more affordably.

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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>

Notes to editors:

- NBN Co in line with the Government's interim Statement of Expectations completed a Strategic Review in December 2013.
- As part of the Statement of Expectations NBN Co is also working to transition information on the NBN rollout. This process included the revision of the rollout maps on the NBN Co website. The maps 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 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 website.
- Areas within suburbs will have different switch off dates depending on when the NBN becomes available.
- Home and business owners who will have their landline phone, ADSL internet and Telstra cable internet services disconnected will receive 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 on the NBN.
- NBN Co has committed to finding a solution to connect complex premises, such as office and apartment blocks. A trial will commence in 2014.

*Services not replaced by the NBN include TransACT, OptiComm, some Telstra Velocity services and others. For a full list please visit www.nbnco.com.au/switchoff 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