

# Media release

**20 November 2014**

## Hobart and Launceston set to complete first transition to the NBN

### Residents and businesses urged to make the switch to the NBN

Around 7,600 homes and businesses will soon be the first in the Hobart and Launceston CBD's to complete the transition to the National Broadband Network (NBN).\*

As part of a national upgrade to Australia's fixed-line infrastructure, services over the NBN are scheduled to progressively replace most existing landline phone and internet services in parts Hobart City including Sandy Bay, Dynnyrne, Hobart city and Battery Point as well as parts of South, West and Launceston city starting from 20 February 2015.

NBN Co today urged the remaining homes and businesses in these regions that have not placed an order for services over the NBN to contact their preferred internet service provider or phone company as soon as possible.

#### **Lalla Mackenzie, NBN Co spokesperson said:**

“By the time the rollout of the NBN is complete every home, business and community across Australia will have access to fast broadband, enabling us to benefit from an increasingly digital future.

“The move to the NBN is not automatic. The remaining residents and businesses in the area need to move their landline phone and internet services over to the NBN if they wish to continue using them. They have a choice whether to switch across or to make do with mobile solutions.

“We are particularly urging people with special equipment including EFTPOS terminals, and medical and security alarms which operate using a landline phone connection to contact their preferred phone company and internet service provider as soon as possible.”

This week NBN Co also announced work is underway for an additional 3,100 homes and businesses in Northern Tasmania including parts of Prospect, South Launceston, Summerhill, Kings Meadows, Lilydale and Swansea (surrounds).

This continues the momentum of the NBN rollout across the state with work underway to bring the NBN to an additional 48,000 premises. There are also more than 26,000 homes and businesses already connected to the NBN in Tasmania.

You can find out whether you are eligible to connect to the NBN as well as more information about the steps you need to take to make the switch by visiting [nbnco.com.au/switch](http://nbnco.com.au/switch).

### Media enquiries:

Frances Kearey

P: 02 9927 4200

E: [franceskearey@nbnco.com.au](mailto:franceskearey@nbnco.com.au)

### Media materials:

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

<https://www.dropbox.com/sh/pwm1anr7qvw0txh/AACv8fBH834oFmhl4qiRDsuqa?dl=0>

### Regions scheduled to be switched off include:

Suburb	Premises	Switch-off date
Parts of Sandy Bay, Dynnyrne, Hobart City and Battery Point	4,000	20 February 2015
Parts of South Launceston, West Launceston and Launceston City.	3,600	20 February 2015

### Notes to editors:

- The move to the NBN is not automatic – homes and businesses will need to take the following steps:
  - Contact your preferred internet service provider or phone company:**
    - If you have a medical alarm or alert (or a family member, carer or friend) you are encouraged to register your details with NBN Co's Medical Alarm Register by calling 1800 227 300 or complete the online form at [nbnco.com.au/medicalregister](http://nbnco.com.au/medicalregister).
    - 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 landline phone services over the NBN will support the device.
    - If your building has an emergency lift phone and/or a fire indicator panel you are encouraged to register your details with NBN Co so these services can be identified by calling 1800 687 626.\*\*\*
    - Contact your preferred phone company or internet service provider and discuss your requirements.
  - Choose** a plan that suits your needs.
  - Order** your service over the NBN as soon as possible.
- Areas within suburbs will have different switch off dates depending on when the NBN becomes available to their premises.
- NBN Co is currently undertaking a comprehensive communication campaign with residents in areas of Hobart and Launceston scheduled to make the switch to the NBN. This includes local advertising, community information sessions, direct mail and door-to-door service calls to those within the area.

*\*The NBN is replacing most of the traditional landline networks for phone and internet services, including copper and the majority of HFC networks, within its fixed line footprint with a mix of technologies. Services provided over existing fibre networks (including in-building, health and education networks) and some special and business services may not be affected. To find out if your services will be affected, please contact your current phone or internet provider. For more information, visit [www.nbnco.com.au/switchoff](http://www.nbnco.com.au/switchoff) or call 1800 687 626.*

*\*\*Your experience including the speeds actually achieved over the NBN depends on the technology over which services are delivered to your premises and some factors outside our control like your equipment quality, software, broadband plans, your organisation's IT policy and infrastructure 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 connect emergency lift phones and fire indicator panels to the NBN. NBN Co does not currently intend to disconnect existing lift phone and fire indicator panel services. A register has been set up to identify where these services are located so that NBN Co can ensure that they are not disconnected when many other existing services are disconnected in a particular area.*