

# Media release

**8 August 2014**

## Toowoomba's final copper countdown

Less than one month to go for remaining homes and businesses in parts of Toowoomba to order a service over the NBN

Homes and businesses in parts of Toowoomba have less than one month to switch their landline phone and internet services over to the National Broadband Network (NBN) before most existing landline phone and internet services in those areas are replaced with services over the NBN.

For the first time in South-East Queensland, services over the NBN are scheduled to replace most existing landline phone and internet services in parts of Toowoomba from 28 August 2014.\*

NBN Co today urged the remaining affected residents and businesses in parts of Toowoomba who have not placed an order for services over the NBN to contact their preferred internet service provider or phone company as soon as possible.

### **Ryan Williams, NBN Co spokesperson said:**

"The move to the NBN is not automatic. Residents and businesses who want to keep using their existing landline phone and internet services must place an order for services over the NBN with their preferred phone company or internet service provider as soon as possible. As long as an order has been received before 28 August 2014, their services should not be disrupted."

"We are particularly urging people with special equipment including EFTPOS terminals and medical and security alarms which operate using a landline phone connection to check with their preferred service provider about moving these services across to the NBN."\*

Local business owner Bernie Baz of Workwear Discounts in Toowoomba says his NBN connection through iiNet has significantly enhanced the way he does business.

"Fast and reliable internet has improved the online experience for our customers, allowing us to create and maintain individual web stores for our major corporate clients.

"We were recently able to turn around an online order for 3,000 custom embroidered garments and deliver them within four business days – this would have been impossible prior to our NBN connection.

"It has also allowed us to explore flexible working opportunities. We currently have a staff member effectively working from Berlin."\*\*

NBN Co is currently undertaking a comprehensive communication campaign with residents in areas of Toowoomba set to make the switch to the NBN from 28 August 2014.\* This includes local advertising, community information sessions, direct mail and door-to-door service calls to those within the area.

This continues the momentum of the NBN rollout in Queensland, with over 47,400] residents and businesses already connected to the network.

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).

NBN Co is continuing to engage with the Toowoomba community at events including:

- Information stall at the Seniors Information Expo on 20 August - <http://cotaqld.org.au/event/seniors-information-expo/>
- Chief Customer Officer John Simon presenting at the Toowoomba Chamber of Commerce's Business@Breakfast event on 22 August - <http://www.toowoombachamber.com.au/event/business-at-breakfast-17/>

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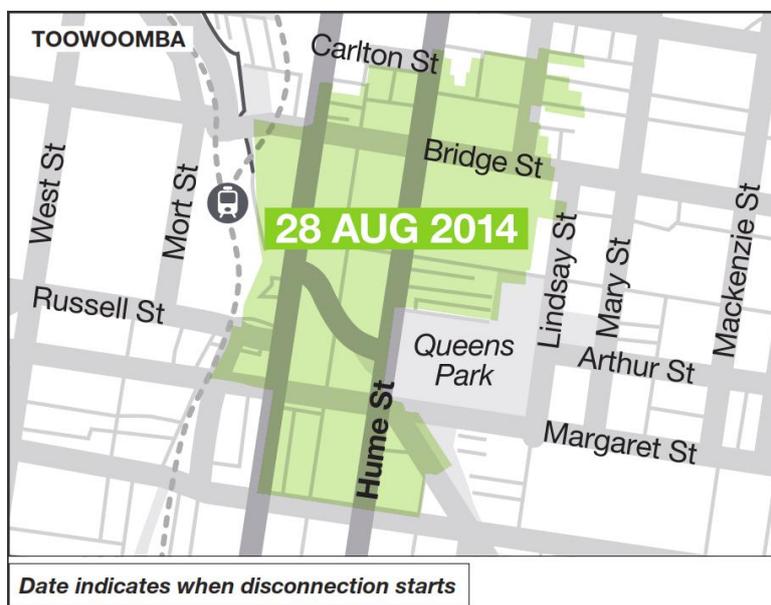
E: [media@nbnco.com.au](mailto:media@nbnco.com.au)

#### Media materials:

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

[https://www.dropbox.com/sh/wq6wyht7mi0wwi4/AAAK\\_f6FJzGEwV1balWX-Qy-a/Images](https://www.dropbox.com/sh/wq6wyht7mi0wwi4/AAAK_f6FJzGEwV1balWX-Qy-a/Images)

#### Parts of Toowoomba are scheduled to be switched-off from 28 August 2014\*



#### Notes to editors:

- The move to the NBN is not automatic – homes and businesses will need to take the following steps:
  1. **Contact your preferred internet service provider or phone company:**
    - a. 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).
    - b. 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.
    - c. 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.\*\*\*
    - d. Contact your preferred phone company or internet service provider and discuss your requirements.
  2. **Choose** a plan that suits your needs.
  3. **Order** your service over the NBN as soon as possible.
- 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 are updated monthly with additional information about the rollout of the NBN.
- Areas within suburbs will have different switch off dates depending on when the NBN becomes available to their premises.
- 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.

*\*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 and so that NBN Co can ensure that they are not disconnected when many other existing services are disconnected in a particular area.*