Media release

15 May 2014

Townsville's final copper countdown

One week to go for remaining homes and businesses to order a service over the NBN

Home and business owners in parts of Townsville have around one week to switch their landline phone 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 landline home and business phones, ADSL internet and Telstra cable internet services in parts of Townsville, which are scheduled to be officially switched off from 23 May 2014 (locations outlined in map below).

John Simon, Chief Customer Officer for NBN Co said:

"The move to the NBN is not automatic. Homes and business owners who want to keep using these services must place an order with their preferred phone company or internet service provider as soon as possible. As long as an order has been received before the scheduled disconnection date, they should not be disconnected.

"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."**

Home and business owners need to take the following steps:

1. **Contact your preferred internet service provider or phone company:**
   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 landline 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 needs.
3. **Order:** your service over the NBN as soon as possible.

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.

You can check if you are eligible to connect to the NBN by putting in your address on the NBN Co rollout map found at: nbnco.com.au/rollout/rollout-map.****

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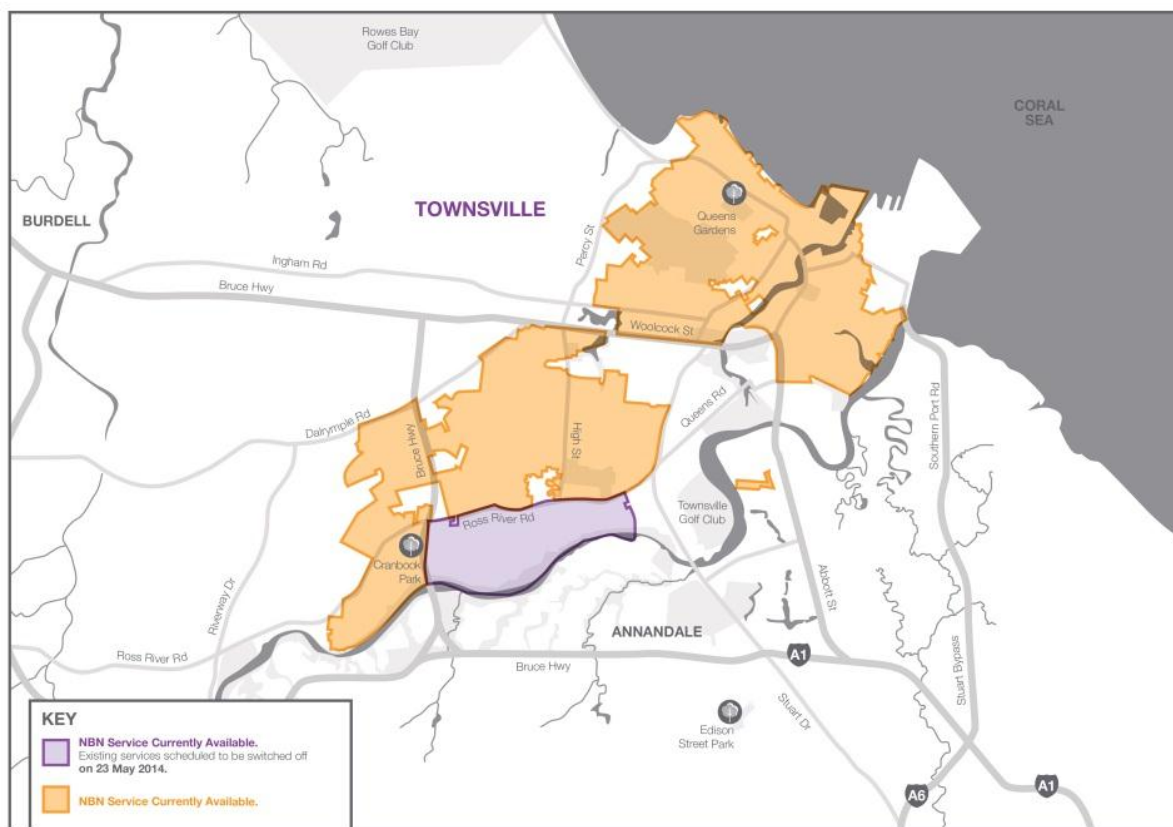
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Media materials:
Supporting video, audio and image files can be downloaded from the below link:
https://www.dropbox.com/sh/wq6wyht7mi0wwi4/qnv4BCfWW1

Townsville – Area to be disconnected from 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.

- 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.

- 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 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/alarms

*** 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. NBN Co does not currently intend to disconnect any existing lift phone and fire indicator panel services in your area. 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. If you do not register these services with us before 23 May 2014, your emergency lift phone and fire indicator panel will be disconnected from this date. You should be aware that disconnection of these essential building communications services could result in undetectable failure of fire indicator panels and emergency lift phones in the building.

**** 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.