



TELSTRA STORE JIMBOOMBA

CONNECTING PEOPLE
AND BUSINESS
1300 T SHOP B
8 7467 2

NBN – What is NBN?

NBN stands for National Broadband Network

What does this mean to me?

High speed reliable internet, clearer line quality on your phone calls, video call ability between friends and family.

How do I get it?

Contact Jimboomba Telstra Store to speak to one of our representatives, they will step you through the process and get you connected.

Is NBN going to cost me more?

No, NBN prices are equivalent to current offers for ADSL & Phone line pricing.

Is NBN Available to me?

NBN - Facts

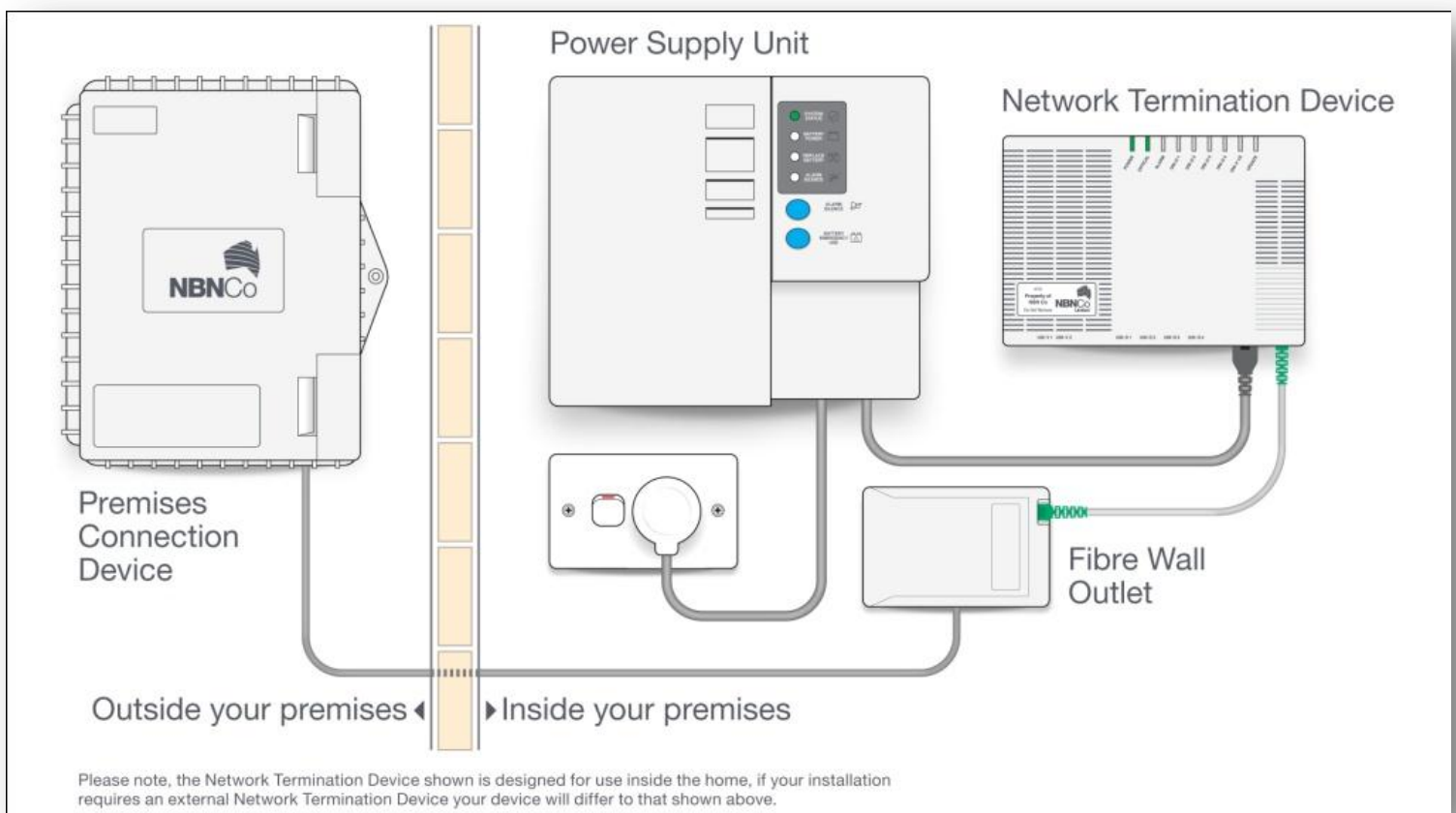
Did you know?

- NBN Co is an **Australian government-owned corporation** formed in 2009 tasked to design, build and operate Australia's National Broadband Network. NBN Co is a wholesale only organisation – meaning they only deal with providers not the general public.
- **Faster Speeds-** The NBN offers Super Fast download and upload times. Approximate 25 MBPS download & 5 MBPS upload.
- **Free to air TV** – Is streamed through your NBN connection – this is why many of our new estates don't allow you to have an antenna.
- **Disconnection** – Once an area is announced by NBN Co that its Ready for Service, impacted customers have 18 months to connect to the NBN before all copper and broadband HFC services are disconnected
- **Current Lead times are up to 90 days** for the NBN Co to connect service from your boundary to your home. Without this connection you will be without services.
- **Builder informed** – Make sure your builder is aware that you are in a NBN ready site as your new home cabling needs to be done differently to your traditional house cabling.

- So **when is the best time to contact us?** If you have bought a property that is NBN ready come to us when you are at framing stage or if you are not building and you have heard that NBN is being made available to you come in Store or give us a call on 1300 874 672 to book your NBN Co appointment connection date.
- **You don't have to change your phone number** - it remains the same, usual moving provisos apply.
- Telstra's mobile network, Foxtel and mobile broadband services **are NOT affected by the NBN**.
- **Monthly charges won't cost more** – the monthly fee for voice only and T-Bundle plans are the same as similar plans offered for non-NBN services
- **You won't have to pay an early termination charge to transfer** your existing BigPond or Telstra Broadband services to Telstra services on the NBN.
- A **standard professional installation comes free** for customers who take up a bundle.

NBN Installation

- The NBN Installer will install the NBN equipment both **outside and inside** the customers home
- NBN Co, as part of a **standard installation**, will run fibre from the boundary of the property to the NBN Premises Connection Device (NBN PCD) on the outside of the premises, and **connecting fibre from the NBN PCD to the NBN Network Termination Device (NBN NTD) to inside the customers home.**
- Customers **won't be charged for a standard installation** of the NBN Co equipment.
- If the customer asks for or needs a non-standard installation, NBN Co will discuss and agree any costs with them before proceeding with the work. **These additional charges will appear on the customer's Telstra bill.**



WHY CHOOSE JIMBOOMBA TELSTRA?

Appointment Booking

In Home Experience

Active

Customer places NBN order request with Jimboomba Telstra Store

Fibre Connection Specialist contacts customer to confirm service availability and complete their order

Fibre Connection Specialist arranges appointments for Customer

Installation Appointment 1 - NBN Co installer appointment

Installation Appointment 2 - Telstra technician appointment

Active Service

- **Flexibility** of Voice Only, Internet with Pay as You Go Voice or Bundles for every type of consumer
- Telstra offers **Family call benefits** on some plans and offers
- Telstra offers the **right fit guarantee**
- Telstra **doesn't split data** quota into peak and off peak periods
- Telstra offers **free standard installation, free activation fee and a T-Gateway modem***

*Limited Time Offer

- Local Experts, face to face at Jimboomba Telstra Store – In Store Demo of NBN products available
- **65 permanent Tech's** on the Gold Coast installing (no fly by nighters)
- **Experience Matters** - Telstra converted South Brisbane Exchange to Fibre in 2011/12
- To connect your home to fibre, there will need to be two installation appointments, one with NBN Co and one with a Telstra technician, **Telstra co-ordinates both appointments**
- **24/7 technical support**

