



Australia's
broadband
network

Connect kit

It's time to switch your landline phone
and internet to the **nbn**™ network.



Your **nbn**[™] network is here

The **nbn**[™] network is Australia's exciting new landline phone and internet network. It's designed to give you access to fast, reliable phone and internet services, no matter where you live.[†]

It will replace most existing landline phone and internet networks in your area.* So, it's important to speak to a phone or internet provider about switching to the **nbn**[™] network.



Call a phone or internet provider today and ask about switching to a plan over the **nbn**[™] network.

[†]Your experience including the speeds actually achieved over the **nbn**[™] network 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 and how your service provider designs its network. *Services provided over the **nbn**[™] network will be replacing phone and internet services provided over most of the existing landline networks, including copper and the majority of HFC networks within the fixed line footprint. Existing fibre networks include in-building, health and education networks. Some special services may not be affected. To find out if your services will be affected, please contact your current phone or internet provider. The switch off date is subject to change. For more information, visit nbn.com.au/switchoff or call 1800 687 626.

How to switch your phone and internet

To keep your landline phone and internet working, contact a phone or internet provider.



Landline phones



Landline internet

Steps to switch:

1. CONTACT a phone or internet provider
2. CHOOSE a plan over the **nbn**™ network – your provider will help you find a plan that suits you:
 - Phone only
 - Fixed internet only
 - Phone and internet bundles

IMPORTANT: You may be left without phone and internet

Switch your landline phone and internet now to make sure they stay working when the existing network is disconnected (see the enclosed letter for your disconnection date).

Contact a phone or internet provider to switch to the **nbn**™ network today.



Other devices you need to consider

If you have any of the devices below, you'll need to contact your provider and discuss whether your device will work over the **nbn**™ network. Your provider can help minimise a break in service after the existing network is switched off.*



Fax machines & TTY devices



Monitored fire & security alarm systems



Medical alarms & emergency call systems



EFTPOS & ATMs



Emergency lift phones

Next steps:

1. CALL the provider/manufacturer of the equipment
2. ASK whether your device will work over the **nbn**™ network
3. ASK if any wiring/equipment changes are required. They may be able to tell you about costs and help you test the equipment.

Please register your fire alarms and emergency lift phones:

This will help us to identify homes and businesses where support may be needed to help minimise potential breaks in service. Call **1800 687 626**, or register online at nbn.com.au/fireandlift

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Bring it on

The **nbn**™ network is so much more than fast internet. From education to business and entertainment, it gives us all the opportunity to be more productive, more creative, more efficient and more connected.



A brighter future

You and your family can access knowledge from across the world and learn like never before.



Entertainment without the wait

With the **nbn**™ network, you can enjoy quick access to the content you need, when you need it – whether you're video streaming, online gaming or watching live news and sport.†



Bringing loved ones closer

The fast, reliable **nbn**™ network is designed to let you enjoy great quality video calls without the constant dropouts, so you never feel too far away.†



Your plan, your choice

You can connect to the **nbn**™ network through a range of providers with a variety of plans, so you're sure to find a plan that works for you. A standard installation is currently free but remember to ask your provider if they have any other fees.



Everyone online at once

With the **nbn**™ network, the whole family can enjoy all the benefits of high speed internet, even with lots of devices connected at the same time.†



More productive businesses

A fast broadband connection will help you and your employees work smarter, letting your business be more productive and make the most of online opportunities.

†Your experience including the speeds actually achieved over the **nbn**™ network 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 and how your service provider designs its network.

Your installation explained

Switching to the **nbn**™ network will involve some new equipment being installed both outside and inside your property.

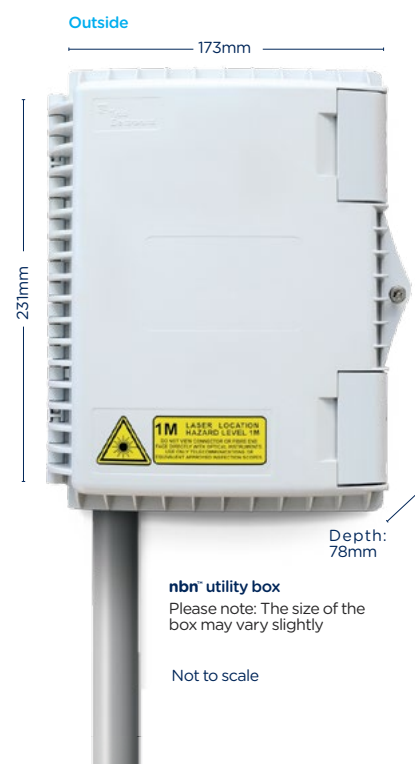
What does installation involve?

Your service provider will make an appointment for an authorised installer to come to your home or business and install the necessary equipment. It includes connecting a fibre optic cable from your street to the **nbn**™ utility box, then to the **nbn**™ connection box inside your home. On the day of installation, someone over the age of 18 needs to be home to authorise the work.

A standard installation is currently free of charge. Remember to ask your provider if they have any other fees.

Choosing the best location for the **nbn**™ equipment

You'll need to decide where you want the **nbn**™ connection box and power supply to be installed. The device should only be installed in a location that you are comfortable with – if your preferred locations are unsuitable, the technician must explain this to you, and help you choose an alternative.



Use this checklist to help you pick the best location:

- Reasonably close to a power point
- A cool, dry, ventilated area (**nbn**™ supplied equipment cannot be installed in a damp or wet area such as a kitchen, bathroom, laundry or under a window that opens)
- Away from busy areas where it may be knocked or damaged
- Somewhere easy for you to see and to check the indicator lights
- In the same building as the main electric meter box or distribution board (i.e. not in a separate detached garage or outhouse).

Will rewiring be needed?

A standard installation of **nbn**™ equipment allows you to plug a landline phone directly into the **nbn**™ connection box. If you want to keep using any of the existing phone sockets in your place, rewiring will be needed. In this case, you'll need to:

- Consider which sockets you'd like the **nbn**™ network connected to
- Contact a phone or internet provider or a registered cabler and ask for a quote on the cost of the internal wiring.



Want more information?
See 'Your questions answered'
at the back of this brochure
or visit nbn.com.au/installation

Your devices in a blackout

It is unlikely that devices connected over the **nbn**[™] network will work during a power blackout. In case of a blackout, you should consider having an alternative form of communication handy – such as a charged mobile phone.

If you have a safety-critical device such as a medical alarm, fire alarm or emergency lift phone, you should speak to your device provider about any alternative solutions that will work if there's a blackout.

Do you need battery backup?

In a power blackout, battery backup can power your landline phone for up to 5 hours.[^] If you are a priority assistance customer, battery backup is essential to ensure you can still contact emergency services. Battery backup can be installed at a later date if needed.

More information

If you're not sure which option is best for you, speak to your phone or internet provider, or device provider.

Do you have a medical alarm?

If you use a medical alarm, or care for someone who does, you'll need to register it with **nbn**. This will help us identify homes where support may be needed to help minimise potential breaks in service.* For more information, you should also contact your medical alarm provider.

Questions you could ask your provider:

- Will my alarm work properly when connected to the **nbn**[™] network?
- Will my alarm be able to dial out during a power blackout when connected to the **nbn**[™] network?
- What alternatives are there to using a landline connection?

If you have any concerns about the answers to the above questions, ask your provider:

- What solutions would they suggest?
- Are there any costs involved?



To register visit
nbn.com.au/medicalregister
or call **1800 227 300**
9am – 5pm AEST, Mon – Fri.

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[^]Refers to a standard analogue corded phone that does not require mains power.

Switching your business

To keep using business landline phone and internet services, contact a phone or internet provider and switch to the **nbn**[™] network.* For any other landline-based services, you'll need to contact a device provider.

EFTPOS terminals

If you use an EFTPOS machine, ask your bank whether it will work over the **nbn**[™] network. If your terminal is not compatible, most major banks offer other models that can use an internet connection or mobile network.

Other business services

Telecommunications services other than a standard phone line or internet connection (such as ISDN, frame relay, Asynchronous Transfer Mode, Megalink, DDS and others) will not be disconnected and will continue to work until further notice. Visit nbn.com.au/business for more information.

Installation duration

If your business already has an **nbn**[™] utility box installed on an outside wall, finishing the inside installation should take approximately two to four hours to complete. If not, a standard installation could take from approximately four to eight hours. Non-standard installations may take longer.

Want more information?
Visit nbn.com.au/business
or call 1800 687 626



Your questions answered

Is it true my phone and internet may stop working if I don't do anything?

Yes. We recommend you switch affected services now to avoid your services being disconnected.* If your service is disconnected, you'll possibly have a short 'last chance' window to place an order over the **nbn**[™] network and have your existing service restored while you wait for your new plan to be connected. However, this is not guaranteed.

When should I switch?

We recommend you switch now. That way, you'll enjoy the benefits of the **nbn**[™] network sooner plus, you'll avoid any last-minute rush to connect and the risk of a break in your landline phone or internet service.*

How do I connect?

Just give a phone or internet provider a call. They'll help you choose the right plan and arrange for an installer to come and install the necessary equipment.

How much will it cost?

A standard installation of **nbn**[™] equipment is currently free of charge and there is a range of plans available from a number of providers so you're sure to find one that works for you. Remember to ask your provider if they will charge any other fees. Wiring changes beyond the installation of the **nbn**[™] connection box aren't included in the free standard installation but will be necessary if you want more than one phone socket in your home to work over the **nbn**[™] network.

Can I keep my current landline phone number?

Yes, provided you move the service before the existing network is switched off. Just ask your service provider to confirm they can 'port' your number when they move your services to the **nbn**[™] network.

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What if I'm on a current contract?

If you're currently under a phone or internet contract, ask your phone or internet provider if you can switch your services to a plan over the **nbn**™ network.

I rent my home. What do I need to do?

Call a phone or internet provider and move your services to a plan over the **nbn**™ network. Agree with your landlord on the best location for the inside **nbn**™ supplied equipment.

What if I am a pensioner or need low-income assistance?

There is a range of plans available over the **nbn**™ network. Also, the Australian Government requires Telstra to offer packages allowing low-income customers to continue to access landline phone services over the **nbn**™ network. If you're a pensioner, you may also be eligible for a discount from your phone company or internet service provider.

What if I don't want to move to the **nbn**™ network?

If you choose not to move to the **nbn**™ network, affected landline phone and internet services may stop working once the existing network is disconnected.* Ask your service provider about other ways of staying connected, such as a mobile phone and mobile broadband.

How do I know everything's working?

Once installed, you can test your services are working by simply plugging in your equipment (for example, your phone or computer) and checking that they operate normally.

Do I need to install any cables and outlets?

Most services can be run over a Wi-Fi network, but you may prefer to have cabled connections for things like Internet TV (IPTV) and data or phone outlets. If so, you can arrange for a licensed cabler registered by the Australian Communications and Media Authority (ACMA) to install points. You can arrange to have as many internal home network points as you like, but these will not be included in the standard installation, which is currently free.

Can I run everything in my home or business on a wireless network?

It is possible to run most services over a Wi-Fi network but, if for any reason you find Wi-Fi limiting, there are other options. For instance, power line networking adapters can create a network by using existing electrical wiring in your house. These plug directly into home power points and use existing in-home electrical wiring for data networking, avoiding the need to install new cables. These adapters are readily available from many retailers – search for 'powerline networking adapter' on your internet browser.

Will my existing alarm work over the **nbn**™ network?

If you currently have a back-to-base alarm, medical, security or fire alarm or other internet-connected alarm installed in your home or business, you should contact your device provider who can help minimise a break in service after the existing network is switched off.

If you require any further information,
please call us on **1800 687 626**
or visit **nbn.com.au**



The nbn™ network is for your home phone too

Important services, such as landline phones and landline internet, may stop working if you don't switch them to the **nbn™** network before the existing network is disconnected.*

Contact a phone or internet provider to switch to the nbn™ network today.
Find a list of providers at **nbn.com.au**



bring it on

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