

Switch to the **nbn**TM network in 3 simple steps

Say hello to a world of
exciting possibilities



By now you have probably heard about the **nbn™** network. This pack contains a little more information on what it is, how it affects you and what you'll need to do to connect.

What is the **nbn™** network?

It's Australia's new landline phone and internet network, and is designed to give Australians access to fast and reliable phone and internet services.

What does it mean for you?

The **nbn™** network will be replacing most existing landline phone and internet networks in your area. That means your home phone and internet may stop working unless they're switched over*. But don't worry - switching is simple.

*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. For more information, visit nbn.com.au/switchoff or call 1800 687 626.

Step 1

Check to see if the **nbn™** network is in your area

To do this, please give us a call on **1800 687 626** or go online **nbn.com.au**

Step 1



Important:

Most medical alarms and pendants such as professionally monitored medical alarms, auto diallers or emergency call buttons are connected to your existing phone line - so they can call for help if you need it.

If you have a medical alarm, autodialler or emergency call button, it is important that you register your alarm with **nbn** by calling **1800 227 300** or at **nbn.com.au/medicalregister**. This will help us identify homes where support may be needed to help minimise a break in service when the existing network is switched off.

You also need to call your medical alarm, autodialler or emergency call button provider for advice before moving to the **nbn™** network.



Step 2

Contact your phone or internet provider and tell them you want to switch to the nbn™ network

nbn is a wholesaler and does not sell direct to the public. That means to move your services you'll need to contact a phone or internet provider and choose a plan that suits your needs. They will be able to fill you in on next steps, and answer any questions you might have.

Step 2

Questions to ask your provider

- 1 What plan would you suggest for me?
- 2 Do you charge any additional installation fees?
- 3 Can I keep my current home phone number?

The nbn™ network is for your phone too

You will need to switch to the nbn™ network to stay connected, even if you just have a landline phone.*



Power blackout

Equipment connected over the nbn™ network will not work during a power blackout. Consider having an alternate form of communication handy (such as a charged mobile phone).

If you have safety-critical equipment (e.g. a medical alarm, monitored fire alarm or lift emergency phone), speak to your equipment provider about alternative solutions.

*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. **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.nbn.com.au/switchoff or call 1800 687 626.

Step **3**

Choose a plan that suits your needs

When choosing, consider how often you use your phone and internet, and what you use it for. This will help you decide how much data you will need and whether you still need a home phone.

For more information
visit nbn.com.au
or call 1800 687 626.

Step 3



Your action checklist

- Check whether the **nbn™** network is in your area by calling us on 1800 687 626 or going online **nbn.com.au**
- Call **nbn** on **1800 227 300** or visit **nbn.com.au/medicalregister** and register your medical alarm so that we can provide support to help minimise a break in service when the existing network is switched off.
- Call your medical alarm, autodialler or emergency call button provider for advice before moving to the **nbn™** network.
- Test your medical alarm, home phone and internet are working after any changes are made.

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



Find a list of providers at
nbn.com.au