Media release

22 August 2014

Toowoomba completes first transition to the NBN

Residents and businesses yet to place an order for services over the NBN can still connect

In less than one week around 1,800 homes and businesses in parts of Toowoomba will be among the first in Australia to complete the transition to the National Broadband Network (NBN).

Services over the NBN are scheduled to progressively replace most existing landline phone and internet services in parts of Toowoomba from next Wednesday 28 August 2014*.

Residents will have access to a soft dial tone for up to 20 working days after existing services have been disconnected. This allows for emergency phone calls to triple zero, as well as Telstra's service and fault centre. Internet services will not work after being disconnected.

NBN Co today urged the remaining residents and businesses in the area that are eligible to connect to services over the NBN but have not yet placed an order to contact their preferred internet service provider or phone company as soon as possible.

John Simon, NBN Co Chief Customer Officer said:

"These homes and businesses are at the forefront of a nationwide upgrade to Australia's fixed-line telecommunications system – the first of its kind in more than 100 years.

"By the time the rollout of the NBN is complete every home, business and community across Australia will have access to fast broadband, enabling us to benefit from an increasingly digital future.

"The move to the NBN is not automatic and may take some planning and coordination. The remaining residents and businesses in the area need to move their landline phone and internet services over to the NBN if they wish to continue using them. They have a choice whether to switch across or to make do with mobile solutions.

"We are particularly urging people with special equipment including EFTPOS terminals, and medical and security alarms which operate using a landline phone connection to contact their preferred phone company and internet service provider immediately."

This continues the momentum of the NBN rollout in Toowoomba, with more than 6,800 homes and businesses already able to connect to the network and construction underway for a further 12,600 premises across the region.

NBN Co's Customer Officer John Simon will present at the Toowoomba Chamber of Commerce's Business@Breakfast event this morning – http://www.toowoombachamber.com.au/event/business-at-breakfast-john-simon/

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.

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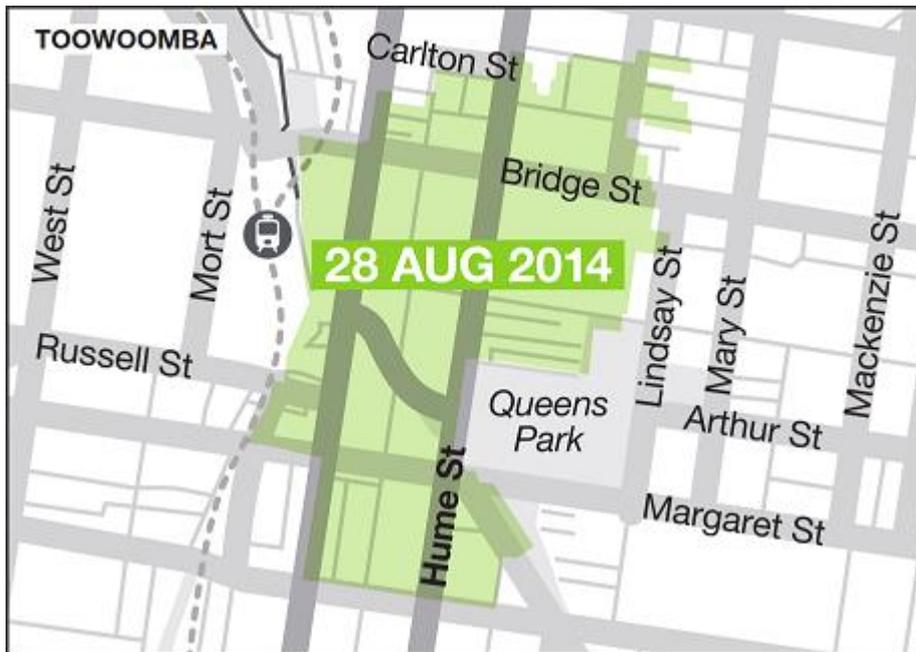
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Media materials:

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

https://www.dropbox.com/sh/wq6wyht7mi0wwi4/qnv4BCfWW1

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.
        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 many 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 or call 1800 687 626.

** 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.