Media release

12 January 2015

Western Sydney set to complete first transition to the NBN

Remaining residents urged to move internet and landline services over to the NBN

Around 20,000 homes and businesses will soon be the first in Sydney to complete the transition to the National Broadband Network (NBN).

As part of a national upgrade to Australia's fixed-line infrastructure, the NBN is scheduled to progressively replace most existing landline phone and internet services in parts of Penrith from 20 February 2015, followed by parts of Blacktown, Homebush, Riverstone, Richmond/Windsor and Lidcombe from 20 March 2015.

NBN Co today urged the remaining homes and businesses in these regions that have not placed an order for services over the NBN to contact their preferred internet service provider or phone company as soon as possible.

Darren Rudd, NBN Co spokesperson said:

"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. The remaining residents and businesses in these areas 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 as soon as possible."

Jason Pilgrim, owner of In2Motion physiotherapy in Richmond, said:

"Since connecting to our iiNet NBN service, our workplace efficiency and productivity has gone through the roof. We've regained up to an hour in each day as we are no longer waiting on a slow downloads and drop outs which were causing us to cancel transactions before they had finished processing.

"I also run multiple other businesses with interstate and international clients so access to HD video conferencing through fast broadband is essential in helping me juggle my competing priorities. I now only

need to travel a few minutes into my Richmond office to connect and collaborate with employees and clients instead of making frustrating inner-city commutes or long overseas trips."

The NBN rollout continues to grow momentum with more than 95,000 homes and businesses already connected in NSW. Physical construction is also underway to expand the network an additional 189,000 premises across the state including new construction work in parts of Canterbury and further parts of Strathfield and Auburn.

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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Media materials:

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

https://www.dropbox.com/sh/pwm1anr7qvw0txh/AACv8fBH834oFmhl4qiRDsuqa?dl=0

Regions scheduled to be switched off include:

Suburb	Premises	Switch off date
Parts of Penrith	3,600	20 February 2015
Parts of Blacktown	2,600	20 March 2015
Parts of Homebush	3,600	20 March 2015
Parts of Riverstone	2,600	20 March 2015
Parts of Windsor/Richmond	6,100	17 April 2015
Parts of Lidcombe	2,000	17 April 2015
Further parts of Penrith	1,200	17 April 2015

Notes to editors:

- The NBN is replacing most of the traditional 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.
- 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.
- Areas within suburbs will have different switch off dates depending on when the NBN becomes available to their premises.
- NBN Co is currently undertaking a comprehensive communication campaign with residents in areas of Western Sydney scheduled to make the switch to the NBN. This includes local advertising, community information sessions, direct mail and door-to-door service calls to those within the area.