

# Media Release

Monday 27 February 2017

## 'When will I get the nbn?'

### Major update to nbn website provides further clarity on rollout

In a much anticipated move, **nbn** – the company building the country's largest ever infrastructure undertaking – has completed a major update to the [address checker function on its website](#).

The website now allows nearly every Australian to find out when they will be able to contact their preferred retailer to connect to the **nbn**<sup>™</sup> network.

The update provides the most accurate view of when the **nbn**<sup>™</sup> network will be available as well as what technology will be used at any given time. As the nature of the rollout requires a certain level of flexibility, **nbn** will continue to refresh the website to reflect any changes with the rollout.

Today's announcement comes as the rollout reaches more than one in three Australian homes and businesses with plans to ramp-up construction work across suburbs within capital cities such as Sydney, Melbourne and Brisbane.

**nbn's Chief Customer Officer, John Simon, said:**

"The number one question we get asked is 'when am I getting the **nbn**?' and today's update to our website provides the answer to that very question.

"On average we are making the network available to around 60,000 new homes and businesses each week, so it stands to reason that there is growing interest in when the network will be available across the country.

"With this in mind, we have moved away from telling people when we'll be building in their neighbourhood to when they can contact their retailer to buy a service. The change means we can better meet the interests of our retail customers as well as the Australian homes and businesses which will benefit from fast broadband services powered by the **nbn**<sup>™</sup> network.

"The update also means for the tech enthusiasts, who are interested in what kind of technology their retailer will connect them to via the **nbn**<sup>™</sup> network, that this information is available to them.

"We have been working hard to provide as much clarity as possible on the rollout for the majority of Australians, but as is the nature of this business, people need to be prepared for change. It's not until we are in the streets that we have a clear view of the technology available to individual homes so there are times where a different solution is determined to be better than that which was planned. The sheer size and complexity of the network build means there will always be a need for flexibility on our technology choice and service availability dates.

"**nbn** relies on address information from external sources that are outside of our control which means we do discover the odd exception within our database containing around 12 million locations. We will continue to update our website as more information becomes available."



The **nbn**™ network is currently available to one in three Australians, will be half way complete by mid-year 2017, three quarters built by the following year and complete by 2020.

For more information about the **nbn**™ network as well as what you need to know when it is available in your area visit our [blog series](#).

**ENDS**

### Media enquiries

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### Media resources

Click [here](#) for video

Click [here](#) for images

Click [here](#) for audio

### Example updates to the [address checker function on the nbn website](#)

#### Service available:

- Enter your home or business address into the check your address function
- Confirmation you can now place an order for an **nbn** service via a retailer
- List of service providers you can contact to connect
- Technology which has been used to roll the network out in your area

#### Construction planned or commenced:

- Enter your home or business address into the check your address function
- Expected date on when you can order and a service (one-six month range depending on the planning status)
- Anticipated technology which will be used to roll the network out in your area

- Register for further updates



The screenshot shows a three-step registration process: 1. ENTER YOUR ADDRESS, 2. YOUR AVAILABILITY PLANNED, and 3. REGISTER FOR UPDATES. The main heading reads "The rollout of the nbn™ network is planned in this area". Below this, it states "Planned availability: Jan-Mar 2018\*" and "Planned technology: nbn™ Hybrid Fibre Coaxial (HFC)\*". A map shows a location in Orange Grove, Castle Hill NSW 2154, Australia. A registration form asks for an email address and has a "REGISTER" button. A legend indicates the status of the rollout: Planned (yellow dot), Build commencement (grey dot), Build commencement (grey dot), and Services available (grey dot).

### Notes to editors

- **nbn** is building a new and upgraded, fast wholesale broadband network to enable communities across Australia to access fast broadband from their retail service provider. Our goal is to connect eight million homes and businesses by 2020.
- Fast broadband like that delivered via the **nbn**™ network can provide a range of benefits for Australians such as opportunities to work from home, access to online education tools and options for on-demand entertainment.
- End-user 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 equipment quality, software, broadband plans, signal reception and how the end-user's service provider designs its network. Access to your work network will depend on factors outside our control like your organisation's IT policy and infrastructure.