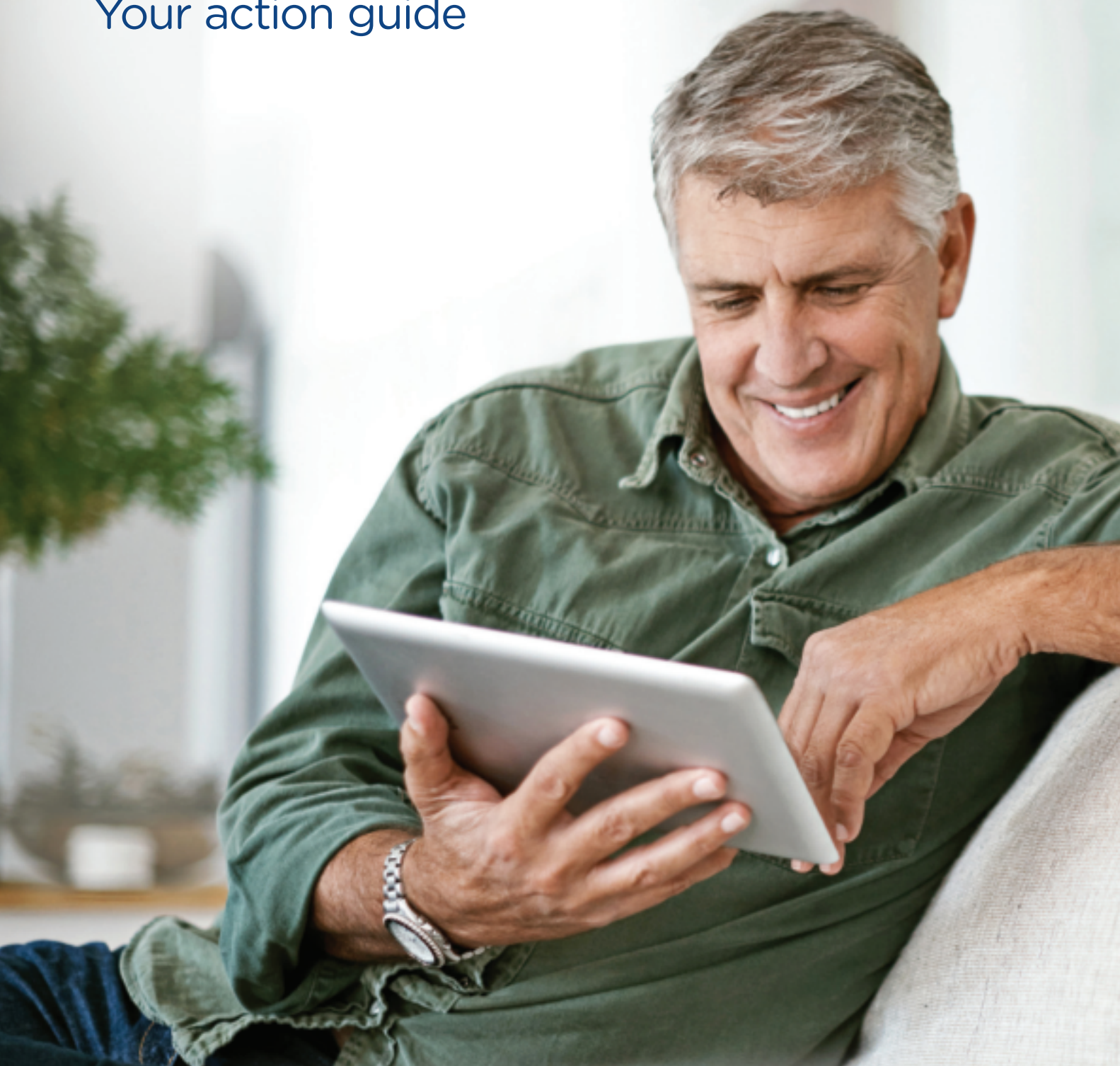




# The nbn<sup>TM</sup> broadband access network

Your action guide



# Important information on the services you enjoy

This guide will provide you with helpful information on your phone and internet services and outline any steps you may need to take to maintain them in the future.\*

To get started, please choose from the below options:



## I only use a home phone

Turn to the **PHONE ONLY** tab then **IMPORTANT INFORMATION**.



## I use a home phone and internet

Turn to the **PHONE & INTERNET** tab then **IMPORTANT INFORMATION**.



## Please note:

With **nbn**<sup>TM</sup> Sky Muster<sup>TM</sup> satellite or Fixed Wireless technologies, you'll have the option to keep your existing copper phone line for emergencies, and your existing internet service, if preferred. This is especially important if you don't receive good mobile coverage at your address. For more information, speak to your current landline phone and internet provider.

\*Services provided over the **nbn**<sup>TM</sup> access 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. Some existing services should not be impacted, such as those provided over non-**nbn**<sup>TM</sup> fibre networks and some business and special services. To find out if your landline phone and internet services will be impacted, please contact your current phone or internet provider. For more information, visit [nbn.com.au/switch](http://nbn.com.au/switch) or call 1800 687 626.

# Connecting your phone

The **nbn**<sup>™</sup> access network is replacing most existing home phone and internet services across Australia.

Even if you only use a fixed-line home phone, if it's impacted by the **nbn**<sup>™</sup> access network you'll need to follow the steps below to keep it working.\*

## Your next steps

- 1 **Check your home is ready** to connect to the **nbn**<sup>™</sup> access network by calling **1800 687 626** or visiting **nbn.com.au/check**
- 2 **Contact a phone provider** and ask to connect your home phone services to the **nbn**<sup>™</sup> access network. You can find a full list of providers online at **nbn.com.au/providers**
- 3 **Choose a plan** suited to phone-only services with the help of a provider. It will most likely be based on a 'Basic Evening Speed' tier.

\*Services provided over the **nbn**<sup>™</sup> broadband access 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. The switch off date is subject to change. For more information, visit [nbn.com.au/switchoff](http://nbn.com.au/switchoff) or call 1800 687 626.

## Not all services will be impacted

Although most existing services will be replaced by the **nbn**<sup>™</sup> access network, there are some services that should not be impacted. These include those services provided over non-**nbn**<sup>™</sup> fibre networks, some services in some apartment complexes, and some business and Special Services. **nbn** strongly recommends you contact your current phone and internet provider as soon as possible to find out if your services are impacted. You can also find out more at **nbn.com.au/switchoff**

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### Please note:

With **nbn**<sup>™</sup> Sky Muster<sup>™</sup> satellite or Fixed Wireless technologies, you'll have the option to keep your existing copper phone line for emergencies, and your existing internet service, if preferred. This is especially important if you don't receive good mobile coverage at your address.

For more information, speak to your current landline phone provider.



# Connecting your phone and internet

If your existing fixed-line home phone and internet services are impacted by the **nbn**<sup>TM</sup> access network, you'll need to follow the steps outlined here to keep them working.\*

This is because **nbn** is replacing most of the technology that your current home phone and internet use to work.\* To check if your services are impacted, contact your current phone and internet provider.

## Your next steps

First, check your home is ready to connect to the **nbn**<sup>TM</sup> access network by calling **1800 687 626** or visiting **[nbn.com.au/check](https://nbn.com.au/check)**

### If your home is ready to connect:



**Check** how you use the internet, particularly between 7pm-11pm when internet traffic is at its peak.



**Select** the right speed plan based on your usage from a phone and internet provider.



**Connect** and get set up with the help of your preferred provider.

Find a full list of providers in your area at **[nbn.com.au/providers](https://nbn.com.au/providers)**

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# Questions to ask your provider

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- What plan would you suggest for me?
- How much will connection cost and do you charge any extra installation fees?
- Will my current modem work with the **nbn**<sup>™</sup> access network?
- Will my current home phone work with the **nbn**<sup>™</sup> access network?
- Can I keep my current home phone number?
- How do I connect more than one phone to the **nbn**<sup>™</sup> access network?
- Will my connected equipment work on a plan that uses the **nbn**<sup>™</sup> access network?
- My services are impacted and I don't want to connect to the **nbn**<sup>™</sup> access network. What are my other options?



# Important information on medical alarms

Medical alarms that rely on an existing home phone line to work may not be compatible with the **nbn**<sup>™</sup> access network.<sup>^</sup>

To help keep your medical alarm working:

1. **Register your alarm** with **nbn** by calling **1800 227 300** or visiting **nbn.com.au/medicalregister** Once registered, **nbn** will be able to help you check your alarm will keep working after you connect.
2. **Call the alarm provider** to check that it will work with a phone service over the **nbn**<sup>™</sup> access network.



## Power blackouts

Equipment connected to the **nbn**<sup>™</sup> access network won't work during a power blackout. Make sure you have another form of communication handy (like a charged mobile phone).

<sup>^</sup>The rollout of the **nbn**<sup>™</sup> access network will involve new technologies, and some existing devices including many medical alarms may not be compatible with these at all times. You should contact your equipment provider to find out if your alarm or other equipment will work when connected to the **nbn**<sup>™</sup> access network and what alternative solutions are available. For more information, visit [nbn.com.au/compatibility](http://nbn.com.au/compatibility)

# Optional upgrade offer

If your medical alarm is the type that calls family, friends or 000, you may be eligible to upgrade to a mobile-enabled device with battery backup at a saving of up to \$300.<sup>†</sup>

This will allow it to call for help when there is an outage over the **nbn**<sup>™</sup> access network.

<sup>†</sup>Limited time offer. Medical alarm upgrade offer eligibility, terms and conditions apply. For more information go to [nbn.com.au/alarmupgrade](http://nbn.com.au/alarmupgrade)

**For more information on the offer or your eligibility, call 1800 003 095 or visit [nbn.com.au/alarmupgrade](http://nbn.com.au/alarmupgrade)**



# Protect yourself from scams



Knowing the following will help you keep important details safe:

- **nbn** will never make unsolicited calls or door knock to request payment.
- **nbn** will never use 'robocalls' or an automated assistance call to inform you of disconnection dates.
- **nbn** will never ask for remote access to your computer via the installation of programs such as Team Viewer.
- **nbn** is a wholesaler, meaning you will need to purchase an **nbn**<sup>™</sup> powered plan through a phone and internet provider.
- **nbn** may contact you directly as part of the network rollout, but will never ask you to purchase an **nbn**<sup>™</sup> powered plan.
- **nbn** may call you if you're on the Medical Alarm or Fire and Lift Registers but will never ask for payment or bank account details.
- All **nbn**<sup>™</sup> approved technicians and workers carry enAble<sup>™</sup> identification cards. If you're unsure, ask to see this.

If you think you've given your details to a scammer:

- Contact your bank or financial institution immediately
- Report the matter to your local police
- Contact IDCARE on **1300 432 273** if you've given the scammer remote access to your computer
- To protect others, report scams to the Australian Competition & Consumer Commission (ACCC) via **scamwatch.gov.au**







- Helps you choose a plan to suit your needs
- Arranges a date for your home to be connected
- Supplies or recommends a modem and/or handset that will work with the **nbn**<sup>TM</sup> access network
- Gives you instructions on how to connect
- Helps with any problems once you connect.



- ## Notes





## Your connection checklist

- ☐ I've registered any medical alarms I use with **nbn** by calling **1800 227 300** or visiting **[nbn.com.au/medicalregister](https://nbn.com.au/medicalregister)**
  
- ☐ I've checked that my home can connect to the **nbn**<sup>™</sup> access network by calling **1800 687 626** or visiting **[nbn.com.au/check](https://nbn.com.au/check)**
  
- ☐ I've contacted my medical alarm provider to find out whether it will work over the **nbn**<sup>™</sup> access network.
  
- ☐ I've contacted a phone and/or internet provider to connect my impacted services to the **nbn**<sup>™</sup> powered plan best suited to my needs.