



The nbn[™] network is on its way

Friday 23rd April 2021

Dear legal owner/occupier,

We're working hard to get the **nbn**[™] network rollout completed in your area. But before your building can start enjoying the benefits of the **nbn**[™] network, we need to prepare it for connection.

Why have I received this Notice?

This Notice is to inform you that inspection activities are required to prepare your building for connection before our **nbn**[™] approved technicians can complete installation and any possible maintenance. The inspection activities will be carried out between **Tuesday 27th April 2021** and **Wednesday 23rd June 2021**.

A similar Notice has been sent to the nominated authorised representative of your building. This is so that they can provide our **nbn**[™] approved technicians with access to common property or building services where required.

The inspection activities will be carried out by our **nbn**[™] approved technicians based on Schedule 3 of the *Telecommunications Act 1997* (Cth) (Act). This Act permits **nbn** and our **nbn**[™] approved technicians to enter and inspect land, install **nbn**[™] supplied equipment, and undertake maintenance activities to telecommunications facilities at your property.

This Notice replaces any previous you may have received from us or our **nbn**[™] approved technicians regarding inspection activities at the address listed above.

What do the inspection activities involve?

The activities will involve a visual inspection of the premises and any common areas within its boundaries, as well as any existing telecommunications networks. This is so **nbn** can produce design plans for the **nbn**[™] network's rollout. The visual inspection may also include walking around the outside of the premises, taking photos and recording relevant information.

Once inspection activities have been completed, you'll receive another Notice from us detailing next steps.

If you suffer financial loss or damage in relation to property that you own, or have an interest in, because of any work done by **nbn** or our **nbn**[™] approved technicians in carrying out the activities described in this Notice, please visit **nbn.com.au/contact-us** to lodge a complaint. Compensation may be payable under Schedule 3 of the Act.

Next steps

If you are the nominated authorised representative of the building, please let our **nbn**[™] approved technicians know if there are any specific requirements or considerations (e.g. locked gates) to gain access to your property. Please contact **1300 855 041** to provide contact details, discuss access arrangements or organise an appointment if this has not already been established with our **nbn**[™] approved technicians.

Raising questions and/or objections to the proposed inspection activities

If you have any questions or concerns about the proposed activities, you can call us on **1300 855 041**.

You also have the right to object to the proposed inspection activities. Your objection must:

- be in writing and sent to the postal or email address shown below; and
- be given within one business day of the date you receive this Notice.

To help us respond quickly, please provide the inspection address, the Building ID (located on the top left-hand corner of the front page of this Notice), your name and a contact phone number and send it to:

ATTN: PLASE Team

Address: Locked Bag 2019, Archerfield BC, QLD 4108

Email: admin@ucg.com.au

Have questions?
Visit nbn.com.au/contact-us

Yours sincerely,



Amy Cooper

General Manager

Power, Land Access & Stakeholder Engagement, **nbn**

Important information on equipment compatibility

The following equipment may not be compatible with your new phone or broadband plan at all times.*



Medical alarms
and emergency
call buttons



Fire alarms and
lift emergency
phones



Monitored
security alarm
systems



Fax machines
and TTY
equipment

You'll need to do the following:

1. **Register your safety-critical equipment** with nbn by calling **1800 227 300** or visiting **nbn.com.au/compatibility**
2. **Call the equipment provider/manufacture**r to check that it will work with the nbn™ network, or whether you'll need to find an alternative solution.



Power blackouts

Equipment connected over the nbn™ network will not work during a power blackout. Make sure you have an alternative 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.

*The rollout of the nbn™ 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™ network and what alternative solutions are available. For more information, visit nbn.com.au/compatibility

Deaf, hearing or speech impairment services

If you are deaf or have a hearing or speech impairment, contact us through the National Relay Service:

- TTY users phone **1800 555 677** and enter **1800 687 626**
- Speak and Listen users phone **1800 555 727** and enter **1800 687 626**
- Internet relay users connect to <https://internet-relay.nrscall.gov.au> and enter **1800 687 626**.

Translating or interpreting services

If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on **131 450** and ask them to call the nbn™ Contact Centre.

Visit nbn.com.au/translation for information in the following languages:

Arabic	العربية	Filipino	Pilipino	Italian	Italiano	Serbian	Српски
Chinese (Traditional)	中文繁體	Greek	Ελληνικά	Korean	한국어	Spanish	Español
Chinese (Simplified)	中文简体	Hindi	हिन्दी	Macedonian	Македонски	Turkish	Türkçe
Croatian	Hrvatski	Indonesian	Bahasa Indonesia	Punjabi	ਪੰਜਾਬੀ	Vietnamese	Tiếng Việt