

Media release

23 May 2014

Coffs Harbour's copper countdown

Residents urged to jump on the broadband bandwagon

The two-month countdown is on for the first homes and businesses living within parts of Coffs Harbour to make the switch from the existing copper network to the National Broadband Network (NBN).

An estimated 1,870 home and business owners have under two months before the NBN is scheduled to permanently replace most existing landline phone, ADSL internet and Telstra cable internet services in the area when the first services are officially switched off from 17 July 2014 (locations outlined in below map).*

NBN Co today urged home and business owners in the disconnection areas to contact their preferred phone company and internet service provider today to get their order for services over the NBN in as soon as possible.

NBN Co spokesperson, Darren Rudd said:

“The move to the NBN is not automatic and may take some planning and coordination. 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 to the NBN or to make do with mobile or other wireless solutions.

“Even residents who don't use the internet will still need to switch to the NBN if their service is being switched off and they want to keep using their home and business landline phone.

“We particularly want to reach out to seniors as well as anyone currently using a medical alarm. To make sure they're prepared they will need to contact their preferred phone company or internet service provider along with their alarm provider to put in an order for their service over the NBN. We also encourage them to put their details in the NBN Co Medical Alarm Register so that we can take additional steps to ensure they have a smooth migration to the NBN.”**

65-year-old Coffs Coast retiree Margaret Schumacher said since making the switch to services over the NBN with Telstra 12 months ago she's been able to access a range of entertainment options for her and her family.***

“My husband and I are thrilled with what our NBN connection has allowed us to do. The Telstra NBN service is much faster than our previous connection and is much more reliable. We’re now able to have a number of devices all online at once – which is great when the grandkids come to visit.

“We also used to rent a lot of DVDs from the video store, now though we’re able to access movies and catch-up TV on our Telstra T-Box which downloads very quickly.

“The technology is very simple and easy to understand and I encourage any other seniors to make the switch as soon as they can,” Mrs Schumacher said.

The move to the NBN is not automatic – home and business owners need to take the following steps to connect to the NBN:

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.

NBN Co is currently undertaking a comprehensive communication campaign with residents in areas of Coffs Harbour set to make the switch to the NBN from 17 July 2014.

A team from NBN Co will be visiting Park Beach Plaza from Saturday 17 May 2014 until 25 May 2014. Coffs Harbour residents and business owners are invited to visit the kiosk to learn more about making the switch to the NBN.

From 28 May 2014, NBN Co will begin making service calls within areas of Coffs Harbour to raise community awareness, help older Australians and inform households and businesses on the steps required to connect to the NBN.*****

The first of several areas on the Coffs Coast are scheduled to be switched off from the existing copper network from 17 July 2014, with further areas including the Sawtell region to follow later in the year.

More information about the steps residents and businesses need to take to connect to the NBN as well as a list of service providers can be found at: 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/wq6wyht7mi0wwi4/qnv4BCfWW1>



Dates indicate when disconnection starts

Notes to editors:

- 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 will be updated as the shape of future rollout becomes clearer.
- People who can order a service and want to make the switch to the NBN should search 'getting connected' on the nbnco.com.au website.
- Areas within suburbs will have different switch off dates depending on when the NBN becomes available to their premises.

- Home and business owners who are scheduled to have their landline phone, ADSL internet and Telstra cable internet services disconnected have been sent letters from NBN Co with details about how to switch to the NBN.
- 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.
- NBN Co has also established a register to help support people who have medical alarm devices migrate successfully across to services over the National Broadband Network (NBN). Individuals using a medical alarm or alert (or a family member, carer or friend) can list a medical alarm on the NBN Co Medical Alarm Register by calling 1800 227 300 or completing the online form at: nbnco.com.au/medicalregister.

**Services not replaced by the NBN include some TransACT, OptiComm, some Telstra Velocity services and others. For a full list please visit www.nbnco.com.au/switchoff or call us on 1800 687 626. Optus cable internet services may also be switched off on a different date and existing customers will be advised separately.*

****Residents and businesses who have special equipment that operates using a landline connection , such as a monitored security or fire alarm, EFTPOS machine, lift phone or medical monitoring device, should contact the supplier of the device or monitoring service for further advice on what needs to be done for it to work over the NBN. For more information visit nbnco.com.au/alarms*

****Your experience including the speeds actually achieved over the NBN depends on some factors outside our control like your equipment quality, software, broadband plans and how your service provider designs its network.*

***** Due to specific in-building cabling requirements NBN Co is working closely with industry to develop solutions to migrate emergency lift phones and fire indicator panels. These services should not be connected to the NBN until solutions are available. A register has been set up to identify where these services are located and to support continuity of service for both lift phones and fire indicator panels.*

******The NBN Co Ambassadors will be wearing clearly identifiable branded uniforms and carrying photo identification. They will also be requesting information about homes or businesses to help them understand what existing services may require migration before the copper disconnection. Residents and businesses can expect visits during 28 May – 14 June 2014, between the hours of 12pm-7pm weekdays and 9am-5pm on weekends. If no one is available it is planned that clearly marked information will be left under the door or in the mailbox.*