



Media Statement

Thursday 10 December 2015

nbn statement on medical alarms

An article appeared in the **Adelaide Advertiser** today reporting that a medical alarm service provider has said that the **nbn** rollout puts the safety of people with medical alarms at risk. This report is based on the alarm service provider's media release, which was voluntarily withdrawn as it was inaccurate.

Ensuring continuity of services such as medical alarms during the rollout of the **nbn**[™] network is an issue we take extremely seriously. It was **nbn** that proactively brought medical alarm providers' attention to the potential issue early in the **nbn** rollout and we have been working closely with providers since 2010 to assist them in developing solutions.

nbn has established a medical alarm register which now has more than 180,000 people with medical alarms registered. The information on the Register helps identify households with medical alarms and where support may be needed to assist in ensuring medical alarm providers can provide continuity of their services.

nbn and medical alarm service providers have been contacting those affected residents in person and by letter to advise them about the implications for their medical alarm.

The article also states that people with medical alarms were advised by the alarm service provider that they should switch to a non-**nbn** system. It is very important to understand that this proposal is in fact part of a well-developed strategy coordinated with medical alarm providers nationally. We have been working with monitored medical alarm providers nationally on this strategy to replace monitored medical alarms in coming years with new units that use a wireless network rather than the **nbn**[™], where this is needed for medical alarm providers to provide continuity of their services.

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