

## Media release

16 April 2014

### Bacchus Marsh businesses embrace broadband benefits

Parts of Bacchus Marsh have six months to make the switch to the NBN

Almost 1,000 home and business owners have connected to the National Broadband Network (NBN), one year after it was first switched on in parts of Bacchus Marsh.

An estimated remaining 400\* home and business owners in Bacchus Marsh have around six months before the NBN is scheduled to permanently replace most existing home and business phone, ADSL internet and Telstra cable internet services in the area when these services are officially switched off from 5 October 2014.\*\*

NBN Co is today encouraging home and business owners in the areas scheduled for disconnection to start preparing for the NBN by contacting their preferred phone company and internet service provider to order for services over the NBN as soon as possible.

#### **NBN Co spokesperson, Trent Williams said:**

“It’s great to see parts of the community already reaping the benefits of fast broadband a year after we switched on the first areas in Bacchus Marsh to the NBN.\*\*\*

“We are encouraging the estimated remaining 400 eligible home and business owners in the area to follow their lead and put an order in with their preferred telephone company or internet service provider ahead of the scheduled copper switch off from 5 October 2014.

“In particular, we want all business owners with EFTPOS machines and fax or security alarm systems which operate using a landline connection to contact their banks and preferred phone or internet company to discuss what steps are required to migrate these services over to the NBN.”\*\*\*\*

The move to the NBN is not automatic – businesses will need to take the following steps:

#### **1 – Contact:**

- a. 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 phone services over the NBN will support the device.
- b. If your building has an emergency lift phone and/ or a fire indicator panel you need to register your details with NBN Co so these services can be identified by calling 1800 687 626.\*\*\*\*\*
- c. 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 to allow enough time to install and connect the NBN equipment.

NBN Co is currently undertaking a comprehensive communication campaign with residents in areas of Bacchus Marsh set to make the switch to the NBN from 5 October 2014. This includes local advertising, community information sessions, direct mail and door-to-door service calls to those within the area.

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](http://nbnco.com.au/switch).

The first of several areas in Bacchus Marsh are scheduled to be switched off from the existing copper network from 5 October 2014 with further areas to follow later in the year.

You can check if you are eligible to connect to the NBN by putting in your address on the NBN Co rollout map found at: [nbnco.com.au/rollout/rollout-map](http://nbnco.com.au/rollout/rollout-map).\*\*\*\*\*

**Media enquiries:**

**NBN Co Media Hotline**

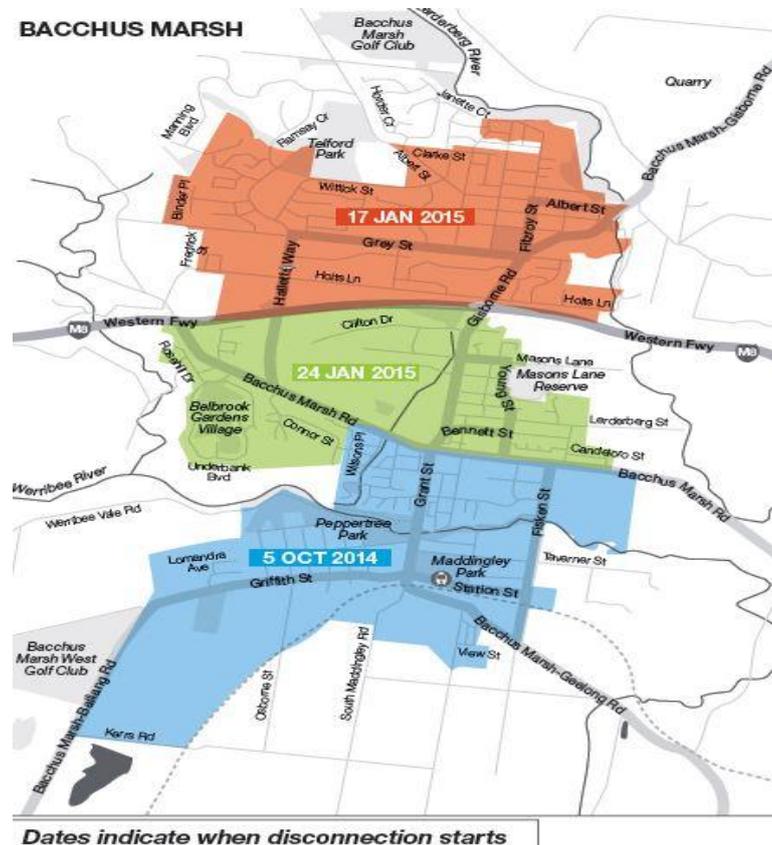
02 9927 4200

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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>



## 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](http://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 committed to finding a solution to connect complex premises, such as office and apartment blocks. A pilot began in December 2013 and in March 2014 internet service providers, Telstra, Optus, iiNet and M2 signed up. The first end-user orders for this pilot were recently received.
- 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](http://nbnco.com.au/medicalregister).

*\*NBN Co has a formula to estimate how many home and businesses are connected to an active copper line within the disconnection area.*

*\*\*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](http://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/alerts](http://nbnco.com.au/alerts)*

*\*\*\*\*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 new rollout maps identify one or more areas where NBN Co has commenced building or intends to build the NBN. From the commencement of work through to when a construction area "goes live", NBN Co undertakes a series of steps that may result in changes to the design of the network in the respective area, possibly involving the movement of the boundaries. NBN Co may update the map in the future in the event of boundary changes.*