

# Media release

4 July 2014

## Gosford's copper countdown

Parts of Gosford have three months to make the switch to the NBN

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

For the first time on the Central Coast, the NBN is scheduled to replace most existing home and business phones, ADSL internet and Telstra cable internet services in parts of Gosford, which will be retired from 5 October 2014.\* (Locations outlined in map below.)

NBN Co today urged the remaining home and business owners in parts of Gosford who have not placed an order for services over the NBN to contact their preferred internet service provider or phone company 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 solutions.

“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 switch these services over to the NBN.”

Gosford business owner Patrick Zuluaga of PMZ Marketing said he has been able to boost the productivity levels of his business since making the switch to his Telstra service over the NBN in December.\*\*

“My business is operating much more effectively than before. I can now stream services, use video conferencing, download and upload large design files all at once without delays. I work with clients and suppliers as far as Perth and Tasmania and my business relies on high internet speeds in order to work with them collaboratively.

“I’m also often connecting with clients over video conferencing which was impossible on my previous connection, mainly because of the potential for drop outs,” Mr Zuluaga said.

NBN Co is currently undertaking a comprehensive communication campaign with residents in areas of Gosford 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.

Last week, NBN Co announced plans to expand its Fibre-to-the-Node (FTTN) build pilot in Umina. Work is also underway to bring the NBN to a further 2,700 homes and businesses in more areas including across the Central Coast. This continues the momentum of the NBN rollout in NSW, with over 64,000 home and business owners already connected to the network in the state.

You can find out whether you are eligible to connect to the NBN as well as more information about the steps you need to take to make the switch by visiting [nbnco.com.au/switch](http://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>

#### **Parts of Gosford are scheduled to be switched-off from 5 October 2014:**

##### **GOSFORD**



#### **Notes to editors:**

- The move to the NBN is not automatic – homes and businesses will need to take the following steps:
  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](http://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.
- 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 are updated monthly with additional information about the rollout of the NBN.
  - Areas within suburbs will have different switch off dates depending on when the NBN becomes available to their premises.
  - 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.

*\*The NBN is replacing many landline networks for phone and internet services, including copper and the majority of HFC networks. Services provided over existing fibre networks (including in-building, health and education networks) and some special and business services may not be affected. To find out if your services will be affected, please contact your current phone or internet provider. For more information, visit [www.nbnco.com.au/switch](http://www.nbnco.com.au/switch) or call 1800 687 626.*

*\*\*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.*