

# Media release

30 April 2014

## Gungahlin's copper countdown

### Silver surfers urged to jump on the broadband bandwagon

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

An estimated 1,700\* home and business owners have under three 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.”\*\*\*

NBN Co is currently undertaking a comprehensive communication campaign with residents in areas of Gungahlin scheduled to make the switch to the NBN from 17 July 2014. This includes local advertising, community information sessions, direct mail and door-to-door service calls to those within the area.

A team from NBN Co will be visiting The Marketplace Gungahlin from Saturday 3 May until Sunday 11 May 2014. Gungahlin residents and business owners are invited to visit the kiosk to learn more about making the switch to the NBN.

Individuals using a medical alarm or alert are encouraged to join the NBN Co Medical Alarm Register by calling 1800 227 300 or completing the online form at [www.nbnco.com.au/medicalregister](http://www.nbnco.com.au/medicalregister).

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 Gungahlin will be switched off from the existing copper network from 17 July 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).\*\*\*\*\*

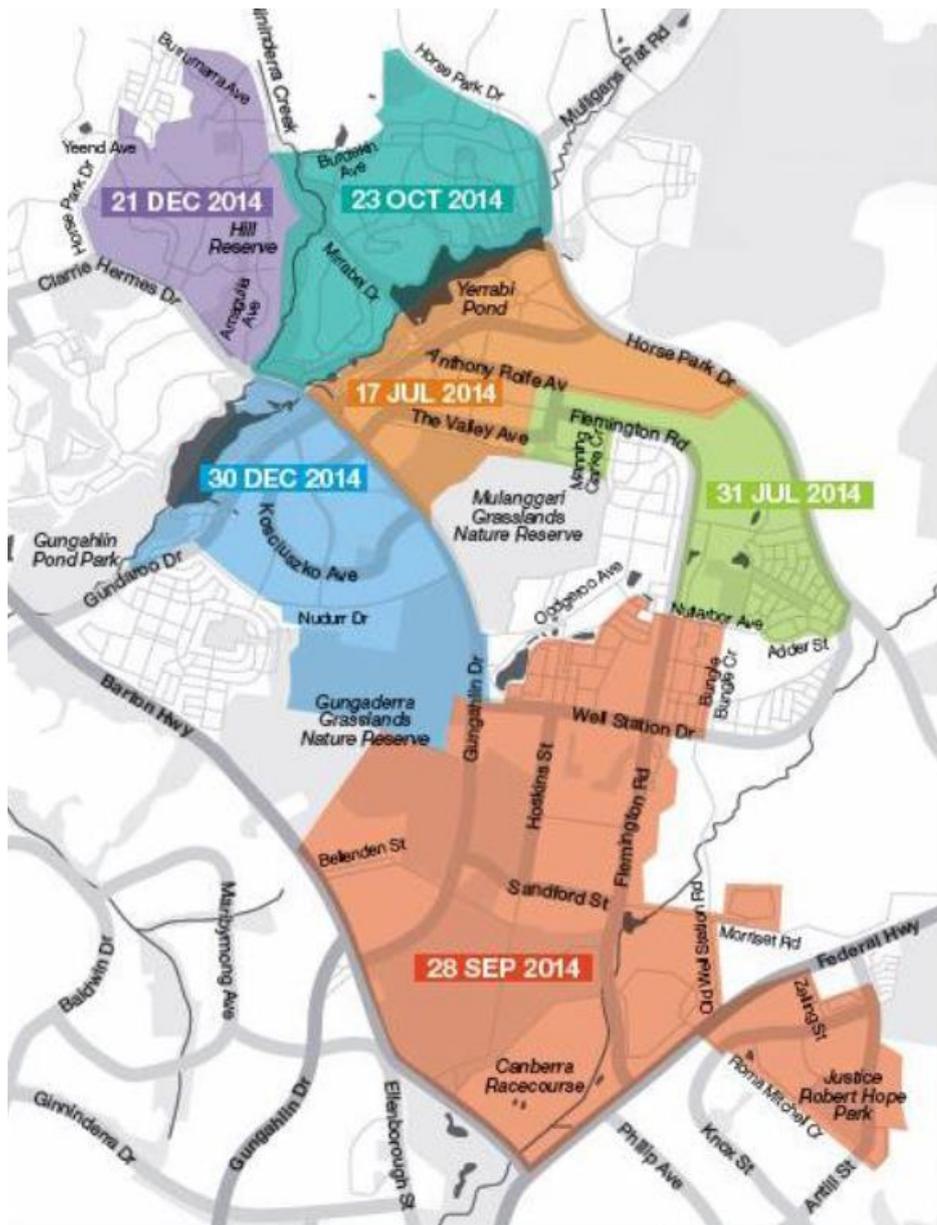
**Media enquiries:**

NBN Co Hotline  
02 9927 4200  
[media@nbnco.com.au](mailto:media@nbnco.com.au)

Name: Luke Rix  
Phone: 0422 403 966

**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 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 the future rollout becomes clearer.
- 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).
- 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/switch](http://www.nbnco.com.au/switch) 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](http://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.*

*\*\*\*\*\*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.*