

Media release

31 January 2014

The countdown has started for Cairns locals to switch to the National Broadband Network (NBN)

Around 2,300 home and business owners living in parts of Far North Queensland now have less than 12 months to change their existing landline phone and internet services over to the NBN.*

For Cairns residents living or working in the area bordered by Wharf, Florence and Bunda Streets around the Bruce Highway (see below map) the 18 month countdown to disconnection started on 20 July 2013. Other areas in the region will have different disconnection dates, depending on when the National Broadband Network (NBN) becomes available in the area.

Home and business owners who want to continue to use their landline phone, ADSL internet or Telstra cable internet services will need to make the switch because these existing services will be replaced in parts of Cairns with NBN fibre optic cable.*

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

This includes community members with special equipment, such as medical and security alarms which are connected to a landline phone.**

NBN Co spokesperson Justin Jarvis said with the countdown starting, now is the perfect time for Cairns families and businesses to switch over to the NBN.

"People who have already made the switch tell us they enjoy having all the family online at once, making high-quality video calls with fewer drop outs, downloading movies in minutes and streaming TV.***

"All you need to do is call your preferred phone company or internet provider to choose from a great range of packages over the NBN for a price less than you might think," Mr Jarvis said.

A list of service providers can be found at: www.nbnco.com.au/serviceproviders

Media enquiries

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Cairns NBN footprint and disconnection dates

■ Ready for Service

■ Build instructions issued

Disconnection dates are indicated for each area. Where a date is TBC, NBN services are not yet available and have not yet been assigned a disconnection date.



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Notes to editors

- NBN Co in line with the Government's interim Statement of Expectations completed a Strategic Review in December 2013.
- As part of the Statement of Expectations NBN Co is also working to transition information on the NBN rollout. This process included the revision of the rollout maps on the NBN Co website. The maps 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 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.
- Home and business owners who will have their landline phone, ADSL internet and Telstra cable internet services disconnected will receive 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 on the NBN.
- NBN Co has committed to finding a solution to connect complex premises, such as office and apartment blocks. A trial will commence in 2014.

* Services not replaced by the NBN include 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 connects over a phone line, 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.