Fast nbn™ broadband is waiting for you
Get connected

The nbn™ access network is replacing most existing landline phone and internet networks so that homes and businesses across Australia can enjoy access to fast broadband.*†

To start experiencing the benefits — and avoid being left without affected phone and internet services when existing networks are disconnected — get connected as soon as possible.*

Contact a phone and internet provider today
Find a full list of providers in your area at nbn.com.au/providers

*Services provided over the nbn™ broadband access network will be replacing phone and internet services provided over most of the existing landline networks, including copper and the majority of HFC networks within the fixed line footprint. 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.nbn.com.au/switchoff or call 1800 687 626.

†Your experience, including the speeds actually achieved over the nbn™ broadband access network, depends on the technology over which services are delivered to your premises and some factors outside our control (like your equipment quality, software, signal quality, broadband plan and how your service provider designs its network).
Help make the most of your nbn™ experience

- **Check** how you use the internet between 7pm – 11pm, including how many devices are in use and how they’re being used.

- **Select** the right speed plan with the help of your phone and internet provider. Find a full list of providers in your area at [nbn.com.au/providers](http://nbn.com.au/providers)

- **Connect** to an nbn™ powered plan and get set up with the help of your provider — get tips on where to put your modem, and more.

For more information
There is no charge for a standard connection. However, if you require additional wiring or cabling you should discuss this with your provider, as they may have costs associated.

Your phone and internet provider is a retailer:

- Helps you choose a plan to suit your needs
- Arranges a date for your home to be connected
- Supplies or recommends an nbn™ compatible modem
- Provides instructions on how to connect
- Resolves any issues with your connection

nbn is a wholesaler:

- Builds and maintains the nbn™ access network
- Supplies broadband services to providers
- Doesn’t sell phone and internet services direct to the public
Important: Connecting other equipment

Some existing equipment may not be compatible with the nbn™ access network at all times. If you use any of the equipment below, contact your equipment provider for advice before connecting.

Medical alarms, autodiallers and emergency call buttons
Fire alarms and lift emergency phones
Monitored security alarm systems
Fax machines and TTY equipment

Questions to ask your equipment provider:
• Will my equipment work on a plan that uses the nbn™ access network?
• What alternatives are there to using a landline connection?
• Will my equipment work during a power blackout when connected to a plan that uses the nbn™ access network?

Register your medical alarm, fire alarm or lift emergency phone

This helps nbn identify where support may be needed to help avoid a break in services when the existing network is disconnected.

Register your medical alarm:
• Call 1800 227 300
• Visit nbn.com.au/medicalregister

Register your lift emergency phone or fire alarm:
• Call 1800 227 300
• Visit nbn.com.au/fireandlift

Power blackouts
Equipment connected over the nbn™ access network will not work during a power blackout. Consider having an alternative form of communication handy (such as a charged mobile phone). If you have safety-critical equipment (e.g. a medical alarm, monitored fire alarm or lift emergency phone), speak to your equipment provider about alternative solutions.
Common questions

How much will connection cost?

nbn does not currently charge for a standard connection. Wiring or cabling changes may incur additional costs. Ask your phone or internet provider if there are any other fees.

What if I don’t want to connect?

Affected landline phone and internet services may stop working once the existing network is disconnected. Ask your phone or internet provider about options such as a mobile phone and/or mobile broadband.

Do I need any new equipment?

In most cases, your phone and internet provider will supply or recommend a VDSL2 modem compatible with the nbn™ access network.

Can I still order a plan that uses the existing network?

In most cases, once the nbn™ access network is available, any new landline phone or internet services will be delivered over the nbn™ access network, not the existing network.

Can I keep my existing home phone number if I connect to the nbn™ access network?

Ask your phone or internet provider if they can transfer your number when you order your nbn™ powered plan.

What if I’m on a contract?

Ask your current phone and internet provider if you can connect to an nbn™ powered plan.

Have more questions?
Visit nbn.com.au/support

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To receive future updates by email, register at nbn.com.au/register

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