Your nbn™
connect kit

It’s time to connect your landline phone and internet to the nbn™ network.
Good news – the nbn™ network has arrived. Call a phone or internet provider to get connected now.

The nbn™ network is Australia’s exciting new landline phone and internet network.¹ It’s designed to give you access to fast and reliable phone and internet services no matter where you live.²

The nbn™ network is replacing most existing landline phone and internet networks in your area. To keep using affected services, move them to the nbn™ network before they’re switched off.¹

Find more information inside.

¹ Services provided over the nbn™ 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.

² Your experience, including the speeds actually achieved over the nbn™ network, depends on the technology over which services are delivered to your premises and some factors outside our control (like your equipment quality, software, broadband plans and how your service provider designs its network).
How to connect your phone and internet

The nbn™ network will replace most of the existing landline phone and internet networks in your area. You’ll need to contact a phone or internet service provider to keep the following working:2

- Landline phone
- Landline internet

Steps to connect:
1. Contact a phone or internet provider
2. Choose a plan – your provider will help you find a plan that suits you:
   • Phone only
   • Fixed internet only
   • Phone and fixed internet bundles

Contact a phone or internet provider to move to the nbn™ network today.

How to connect other landline-based services

For other landline-based services, you’ll need to contact the equipment provider. This applies to:

- Fax machines & Teletypewriter (TTY)
- Monitored fire & security alarm systems
- EFTPOS & ATMs
- Lift Phones

Steps to connect:
1. Contact the provider of the equipment
2. Discuss the best way to keep the equipment working when the existing network is switched off
3. If any wiring/equipment changes are required they may be able to tell you about costs and help you test the equipment.

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Bring it on

The nbn™ network is so much more than fast internet. From education to business and entertainment, the nbn™ network gives us all the opportunity to be more productive, more creative, more efficient and more connected, now and for decades to come.

A brighter future
Your family can access knowledge from across the world and learn like never before, offering you and your kids a brighter future.

Entertainment without the wait
With the nbn™ network, you can enjoy quick access to the content you need, when you need it - whether you’re video streaming, online gaming or watching live news and sport.2

Bringing loved ones closer
The fast, reliable nbn™ network is designed to let you enjoy great quality video calls without the constant dropouts, so you never feel too far away.2

Your plan, your choice
You can connect to the nbn™ network through a range of providers with a variety of plans, so you’re sure to find a plan that works for you. A standard installation is currently free but remember to ask your preferred provider if they have any other fees.

Everyone online at once
With the nbn™ network, the whole family can enjoy all the benefits of high speed internet, even with lots of devices connected at the same time.2

More productive businesses
Fast, reliable broadband connection will help you and your employees work smarter, letting your business be more productive and make the most of online opportunities.2

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Connecting medical alarms

If you use a medical alarm, or care for someone who does, you’ll need to talk to your device provider to make sure it stays working after switch off. Remember, your medical alarm service will not automatically move to the nbn™ network.

Steps to keep your medical alarm working
1. Ask your medical alarm provider about the best way to keep your medical alarm working
2. Ask whether any wiring/equipment changes are required in your home. If so, they may be able to advise costs and help you test the equipment

Register your medical alarm with the nbn™ network
It’s also important that your medical alarm is registered on the Medical Alarm Register. This will help us to identify homes where support may be needed to help avoid a break in services.

To register visit nbn.com.au/medicalregister or call 1800 227 300 9am – 5pm AEST Mon-Fri.

Connecting your business

To keep using your business landline phone and internet services, and to keep your business phone number, you need to move them to the nbn™ network before the existing network is switched off.¹

EFTPOS terminals
If you use an EFTPOS machine, talk to your bank about whether your terminal will work over the nbn™ network. They can advise on what options are available for you.

Other business services
Telecommunications services other than a standard phone line or internet connection (such as ISDN, frame relay, Asynchronous Transfer Mode, Megalink, DDS and others) will not be disconnected and will continue to work until further notice. Visit nbn.com.au/business for more information.

Want more information?
Visit nbn.com.au/business or call 1800 687 626

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Your questions answered

**Will my phone and internet really stop working if I don’t do anything?**
Yes. We recommend you move your services now to avoid switch-off.1
If your service is switched off, you’ll possibly have a short ‘last chance’
window to place an order and have your existing service restored while
you wait for your plan to be connected over the nbn™ network.
However this is not guaranteed.

**When should I connect?** We recommend you connect now. That way,
you’ll enjoy the benefits of the nbn™ network sooner plus, you’ll avoid the
last-minute rush to connect and the risk of a break in your landline phone
or internet service.1

**How much will it cost?** A standard installation of nbn™ supplied equipment
is currently free of charge and there is a range of plans available from
a number of providers. Remember to ask your preferred provider if they
will charge any other fees.

**Can I keep my current landline phone number?** Yes, provided you
move the service before the existing network is switched off. Just ask
your preferred service provider to confirm they can ‘port’ your number
when they move your services to the nbn™ network.

**What if I’m on a current contract?** If you’re currently under a phone
or internet contract, ask your phone or internet provider if you can move
your plan to the nbn™ network.

**I rent my home. What do I need to do?** Call a phone or internet provider
and move your services to a plan over the nbn™ network.

**What if I am a pensioner or need low-income assistance?** There is a range
of plans available over the nbn™ network. Also, the Australian Government
requires Telstra to offer packages for low-income customers to access
landline phone services over the nbn™ network. If you’re a pensioner,
you may also be eligible for a discount from your preferred phone
company or internet service provider.

**What if I don’t want to move to the nbn™ network?** If you choose not to
move to the nbn™ network, affected landline phone and internet services
will stop working once the existing network is switched off at your home
or business. Ask your preferred service provider about other ways of
staying connected such as a mobile phone and/or mobile broadband.

**Will my phone and internet work if the power goes out?** No, you will
need to have a charged mobile phone if there’s a power blackout.

**Can I use my fax machine or teletypewriter (TTY) device on the nbn™ network?**
Ask your preferred service provider if they support fax and TTY transmissions.

**Will Priority Assistance service be available over the nbn™ network?**
Yes, if you are registered as a priority assistance customer, contact your
preferred phone company or service provider to make sure you carry
your priority assistance status over to your new plan over the nbn™ network.

**Do I need to install any cables and outlets?** Most services can be run
over a Wi-Fi network, but you may prefer to have cabled connections for
things like Internet TV (IPTV) and data or phone outlets. If so, you can
arrange for a licensed cabler registered by the Australian Communications
and Media Authority (ACMA) to install points. You can arrange to have
as many internal home network points as you like, but these will not be
included in the free standard installation.

**Can I run everything in my home or business on a wireless network?**
It is possible to run most services over a Wi-Fi network but, if for any
reason you find Wi-Fi limiting, there are other options. For instance, power
line networking adapters can create a network by using existing electrical
wiring in your house. These plug directly into home power points and use
existing in-home electrical wiring for data networking, avoiding the need
to install new cables. These adapters are readily available in retailers –
search “powerline networking adapter” on your internet browser.

**Will my existing back-to-base alarm work over the nbn™ network?**
The nbn™ network can support many existing back-to-base medical,
security and fire alarms, as well as a wide range of internet-connected
alarms. If you currently have a back-to-base alarm installed in your home
or business you should speak to your alarm service provider about the
best way to ensure it continues to work after the switch off.

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The nbn™ network is for your phone too

Important services, including landline phones, landline internet, fax machines, medical and security alarm systems will stop working if you don’t move them to the nbn™ network before the existing network is switched off.¹

Contact your phone or internet provider to move to the nbn™ network today. Check your address at nbn.com.au for a list of providers.

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