

Media release

19 February 2015

Sydney completes first transition to the NBN

Residents and businesses yet to place an order can still connect

Around 20,000 homes and businesses are set to become the first in Sydney to complete the transition to the National Broadband Network (NBN).

As part of a national upgrade to Australia's fixed line infrastructure, services over the NBN are scheduled to progressively replace most existing landline phone and internet services in parts of Penrith from 20 February 2015. They will be followed by parts of Blacktown, Homebush and Riverstone from 20 March 2015.

NBN Co is urging residents and businesses which have not already placed an order for services over the NBN to contact their preferred internet service provider or phone company as soon as possible.

Darren Rudd, NBN Co spokesperson said:

“These homes and businesses will join more than 40,000 premises nationwide to make the transition to the NBN – the largest number to make the switch to at one time.

“The move to the NBN is not automatic. The remaining residents and businesses in the area need to place an order 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 or to make do with mobile solutions.

“We are committed to ensuring no one gets left behind and are particularly urging people with special equipment including EFTPOS terminals, and medical and security alarms which operate using a landline phone connection to contact their preferred phone company and internet service provider immediately.”

The NBN rollout continues to gain momentum in New South Wales with more than 100,000 homes and businesses already connected. Physical construction is also underway to expand the network to an additional 140,000 premises across the state, including parts of Campsie, Strathfield and Cambridge Gardens.

You can find out whether you are eligible to connect to the NBN as well as more information about the areas scheduled to complete the transition to the NBN by visiting 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/pwm1anr7qv0txh/AACv8fBH834oFmhl4qiRDsuga?dl=0>

Regions scheduled to be switched off include:

Suburb	Premises	Switch off date
Parts of Penrith	3,600	20 February 2015
Parts of Blacktown	2,600	20 March 2015
Parts of Homebush	3,600	20 March 2015
Parts of Riverstone	2,600	20 March 2015
Parts of Windsor/Richmond	6,100	17 April 2015
Parts of Lidcombe	2,000	17 April 2015
Further parts of Penrith	1,200	17 April 2015

Notes to editors:

- The NBN is replacing most of the traditional landline networks for phone and internet services, including copper and the majority of HFC networks, within its fixed line footprint with a mix of technologies. 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/switchoff or call 1800 687 626.
- The move to the NBN is not automatic – homes and businesses will need to take the following steps:
 - Contact your preferred internet service provider or phone company:**
 - 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.
 - 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.
 - 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.
 - Contact your preferred phone company or internet service provider and discuss your requirements.
 - Choose** a plan that suits your needs.
 - Order** your service over the NBN as soon as possible.
- Areas within suburbs will have different switch off dates depending on when the NBN becomes available to their premises.
- NBN Co is currently undertaking a comprehensive communication campaign with residents in areas scheduled to make the switch to the NBN. This includes local advertising, community information sessions, direct mail and door-to-door service calls to those within the area.
- If you don't place an order for services over the NBN with your preferred service provider before the switch off date for your premises, you will lose access to affected existing internet and landline services. In some circumstances you may be able to call your existing service provider after the switch off date but you will not be able to make other outbound calls.