

# Media release

**19 February 2015**

## Tasmanian CBDs complete transition to the NBN

### Residents and businesses yet to place an order can still connect

More than 7,600 Tasmanian homes and businesses are set to complete the transition to the National Broadband Network (NBN) this week.

As part of a national upgrade to Australia's fixed line infrastructure, the NBN will progressively replace most existing landline phone and internet services in parts of Launceston and Hobart CBD, starting from 20 February 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.

#### **Lalla Mackenzie, 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 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 Tasmania with more than 28,000 homes and businesses already connected. Physical construction is also underway to expand the network to an additional 64,000 premises across Tasmania – including parts of Claremont and South Launceston.

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](http://nbnco.com.au/switch).

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E: [grantthomas@nbnco.com.au](mailto:grantthomas@nbnco.com.au)E: [media@nbnco.com.au](mailto:media@nbnco.com.au)**Media materials:**

Supporting video, audio and image files can be downloaded from the below link:

<https://www.dropbox.com/sh/pwm1anr7qvw0txh/AACv8fBH834oFmhl4qiRDsuga?dl=0>**Areas scheduled to be switched off include:**

Area	Premises	Switch off date
Parts of Launceston	3,600	20 February 2015
Parts of Hobart	4,000	20 February 2015
Parts of Kingston	2,300	20 March 2015
Further parts of Launceston	2,500	20 March 2015
Further parts of Hobart	1,100	20 March 2015

**Areas going into construction in February include:**

Area	Premises	Suburbs
Claremont	5,200	Claremont, Granton, Austins Ferry, Montrose, Rosetta, Glenorchy
South Launceston	5,500	Prospect Vale, Summerhill, West Launceston, Prospect, St Leonards, Relbia, Western Junction, Youngtown, Kings Meadows

**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](http://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](http://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.