

## Media release

19 March 2015

### Western Australia completes first transition to the NBN

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

More than 2,100 homes and businesses in parts of Victoria Park are set to become the first in Western Australia 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 Victoria Park, starting from 20 March 2015.

In the coming months, an additional 5,500 homes and businesses in parts of South Perth, Mandurah, Meadow Springs and Geraldton will also complete the transition to the NBN. NBN Co is urging residents in these areas that 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.

#### **NBN Co spokesperson, Peter Gurney said:**

"These homes and businesses will join more than 100,000 premises nationwide to make the transition to the NBN since the beginning of 2015 – the largest number to make the switch to date.

"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."

Physical construction is also underway to expand the network to an additional 55,000 premises across the state. Below outlines the new suburbs to begin construction during March 2014.

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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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 (approx.)	Switch off date
Parts of Victoria Park	2,100	20 March 2015
Parts of South Perth	700	17 April 2015
Parts of Mandurah & Meadow Springs	3,100	8 May 2015
Parts of Geraldton	1,700	10 July 2015

**Areas commencing Build Commenced in March:**

Area	Premises (approx.)	Suburbs
Further parts of Mandurah	2,900	Greenfields
Further parts of South Perth	3,000	Como
Further parts of Victoria Park	1,700	Welshpool, St James

**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.