

## Media release

**18 June 2014**

### Parts of Coffs Harbour have one month to switch to the NBN

Home and business owners in parts of Coffs Harbour have around one month to switch their home and internet services over to the National Broadband Network (NBN) before the existing copper network is retired.\*

The NBN is scheduled to replace most existing home and business phones, ADSL internet and Telstra cable internet services in parts of Coffs Harbour, which will be officially switched off from 17 July 2014. (Locations outlined in map below)

NBN Co today urged the remaining eligible home and business owners in the area to put an order in with their preferred telephone company or internet service provider as soon as possible.

#### **Darren Rudd NBN Co spokesperson said:**

“The move to the NBN is not automatic and may take some planning and coordination. Home and business owners in the affected parts of Coffs Harbour need to move their landline phone, ADSL internet and Telstra cable internet services over to the NBN – if they wish to continue using them. Alternatively some may choose to make do with mobile or other wireless solutions.

“We particularly want all business owners with EFTPOS machines and fax or security alarm systems which operate using a landline connection to contact their banks and preferred phone or internet company to discuss what steps are required to migrate these services over to the NBN.”\*\*

Local resident and freelance videographer Frank Redward says his NBN connection through Telstra has significantly changed the way he does business.\*\*\*

“I’ve been blown away by what the NBN has allowed my business to do. I deal with television newsrooms across the country daily and am required to send large video files of footage. The time it takes to send the files has been reduced significantly and the reliability of the connection means I can run my business with confidence.

“My family also loves the entertainment options. With the NBN we are now able to use multiple devices like iPads and laptops at the same time without dropouts,” Mr Redward said.

NBN Co is currently undertaking a comprehensive communication campaign with residents in areas of Coffs Harbour set to make the switch to the NBN from 17 July 2014. This includes local advertising, community information sessions and direct mail to those within the disconnection area.

The first of several areas in Coffs Harbour will be switched off from the existing copper network from 17 July 2014, with further areas to follow later in the year.

The move to the NBN is not automatic – homes and businesses will need to take the following steps:

**1. Contact your preferred internet service provider or phone company:**

- a. 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).
- b. 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.
- c. 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.\*\*\*\*
- d. Contact your preferred phone company or internet service provider and discuss your requirements.

**2. Choose:** a plan that suits your needs.

**3. Order:** your service over the NBN as soon as possible.

More information about the steps residents and businesses need to take to switch to the NBN as well as a list of service providers can be found at: [nbnco.com.au/switch](http://nbnco.com.au/switch).

**Media enquiries:**

**Name:** Dan Chamberlain

**Phone:** +61 400 569 951

**Email:** [danchamberlain@nbnco.com.au](mailto:danchamberlain@nbnco.com.au)

**NBN Co Media Hotline**

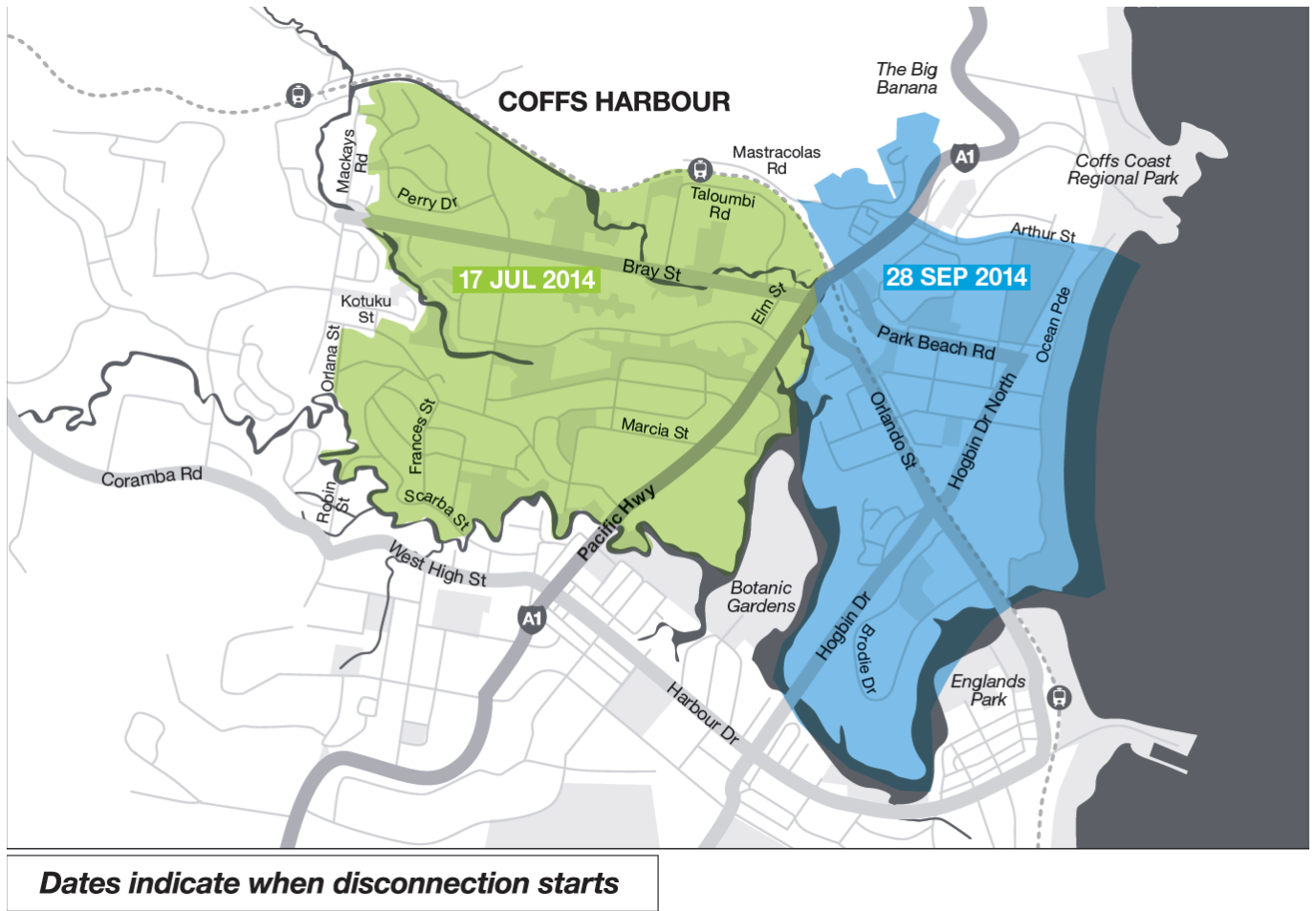
02 9927 4200

[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/wq6wyht7mi0wwi4/qnv4BCfWW1>



**Notes to editors:**

- As part of the Statement of Expectations released in April 2014, NBN Co is working to ensure all Australians have access to very fast broadband as soon as possible, at affordable prices, and at the least cost to taxpayers. The Statement allows for the NBN to be built in the most cost-effective way using the technology best matched to each area of Australia.
- The rollout maps on the NBN Co website are intended to be an accurate picture of the state of the rollout as it stands today. The maps will be updated as the shape of future rollout becomes clearer.
- People who can order a service and want to make the switch to the NBN should search 'getting connected' on the nbnco.com.au website.
- Areas within suburbs will have different switch off dates depending on when the NBN becomes available to their premises.
- Home and business owners who are scheduled to have their landline phone, ADSL internet and Telstra cable internet services disconnected have been sent letters from NBN Co with details about how to switch to the NBN.
- Homes and businesses that have an existing medical or security alarm systems should contact their alarm provider and phone company to enquire about their current system and how it will work over the NBN.
- NBN Co has also committed to finding a solution to connect complex premises, such as office and apartment blocks. A pilot began in December 2013 and in March 2014 internet service providers, Telstra, Optus, iiNet and M2 signed up. The first end-user orders for this pilot were recently received.
- NBN Co has also established a register to help support people who have medical alarm devices migrate successfully across to services over the National Broadband Network (NBN). Individuals using a medical alarm or alert (or a family member, carer or friend) can list a medical alarm on the NBN Co Medical Alarm Register by calling 1800 227 300 or completing the online form at: [nbnco.com.au/medicalregister](http://nbnco.com.au/medicalregister).

*\*The NBN is replacing most of the traditional landline networks for phone and internet services, including copper and the vast majority of HFC networks. 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 how your services will be affected and, if so, when, please contact your current phone or internet service provider. For more information, please visit [www.nbnco.com.au/switch](http://www.nbnco.com.au/switch) or call us on 1800 687 626.\**

*\*\* Residents and businesses who have special equipment that connects over a phone line, such as a monitored security or fire alarm, EFTPOS machine, lift phone or medical monitoring device, should contact the supplier of the device or monitoring service for further advice on what needs to be done for it to work over the NBN. For more information visit [nbnco.com.au/alarms](http://nbnco.com.au/alarms)*

*\*\*\*Your experience including the speeds actually achieved over the NBN depends on some factors outside our control like your equipment quality, software, broadband plans and how your service provider designs its network.*

*\*\*\*\* Due to specific in-building cabling requirements NBN Co is working closely with industry to develop solutions to migrate emergency lift phones and fire indicator panels. These services should not be connected to the NBN until solutions are available. A register has been set up to identify where these services are located and to support continuity of service for both lift phones and fire indicator panels.*