

Media release

8 September 2014

One month left for parts of Gosford to switch to the NBN

Homes and businesses in parts of Gosford have around one month to switch their landline phone and internet services over to the National Broadband Network (NBN).

For the first time on the Central Coast, services over the NBN are scheduled to progressively replace most existing landline phone and internet services in parts of Gosford from 5 October 2014.*

NBN Co today urged the remaining residents and businesses in parts of Gosford who have not placed an order to contact their preferred internet service provider or phone company as soon as possible. (Locations outlined in map below).

Darren Rudd, NBN Co spokesperson said:

“The move to the NBN is not automatic. Residents who want to keep using their existing landline phone and internet services must place an order for services over the NBN with their preferred phone company or internet service provider as soon as possible.

“We are particularly urging people with special equipment including EFTPOS terminals and medical and security alarms which operate using a landline phone connection to check with their preferred service provider about moving these services across to the NBN.”

NBN Co is currently undertaking a comprehensive communication campaign with residents in areas of Gosford set 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.

The NBN continues to rollout across NSW with around 75,000 home and business owners already connected to the network. Pre-construction and construction activities are also underway to bring the NBN to a further 191,000 homes and businesses across the state.

Homes and businesses can find out whether they are eligible to connect to the NBN as well as more information about the steps needed take to make the switch by visiting nbnco.com.au/switch.

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Media materials:

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

<https://www.dropbox.com/sh/pwm1anr7qyv0txh/AACv8fBH834oFmhl4qiRDsuga?dl=0>

Parts of Gosford are scheduled to be switched off from 5 October 2014:

GOSFORD



Notes to editors:

- 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.
 - 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.
- 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.
- Areas within suburbs will have different switch off dates depending on when the NBN becomes available to their premises.
- 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.

**The NBN is replacing many 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.*

*** Due to specific in-building cabling requirements NBN Co is working closely with industry to develop solutions to connect emergency lift phones and fire indicator panels to the NBN. NBN Co does not currently intend to disconnect existing lift phone and fire indicator panel services. A register has been set up to identify where these services are located and so that NBN Co can ensure that they are not disconnected when many other existing services are disconnected in a particular area.*