



Switch to  
fast broadband  
today





## What an **nbn**<sup>™</sup> powered plan means for you

The **nbn**<sup>™</sup> broadband access network links your premises with a phone and internet provider's network, so you can access a new fast broadband service.\*

Now that **nbn** has built the access network infrastructure needed for your premises, you're ready to contact a phone and internet provider to switch your landline phone and internet services to an **nbn**<sup>™</sup> powered plan.





\*Your experience, including the speeds actually achieved over the **nbn**<sup>™</sup> broadband access network, depends on the technology over which services are delivered to your premises and some factors outside our control (like your equipment quality, software, signal quality, broadband plan and how your service provider designs its network).

# Switching is simple

- 1 Find a provider using the list enclosed or visit [nbn.com.au/providers](http://nbn.com.au/providers)
- 2 Carefully consider your needs and discuss them with a provider
- 3 Switch to an **nbn**<sup>™</sup> powered plan with your chosen provider

# The role of phone and internet providers

Your provider will be responsible for managing most aspects of your phone and internet experience, including:

-  Helping you choose an **nbn**<sup>™</sup> powered plan to suit your needs
-  Arranging a date for your home to be connected
-  Providing instructions on how to set up supplied equipment
-  Resolving any issues following connection

# What to expect after you order a new plan

Your phone and internet provider will supply or recommend a VDSL2 Wi-Fi modem compatible with the **nbn**™ access network. You'll then need to connect this to your landline phone and internet equipment via cabling or Wi-Fi.

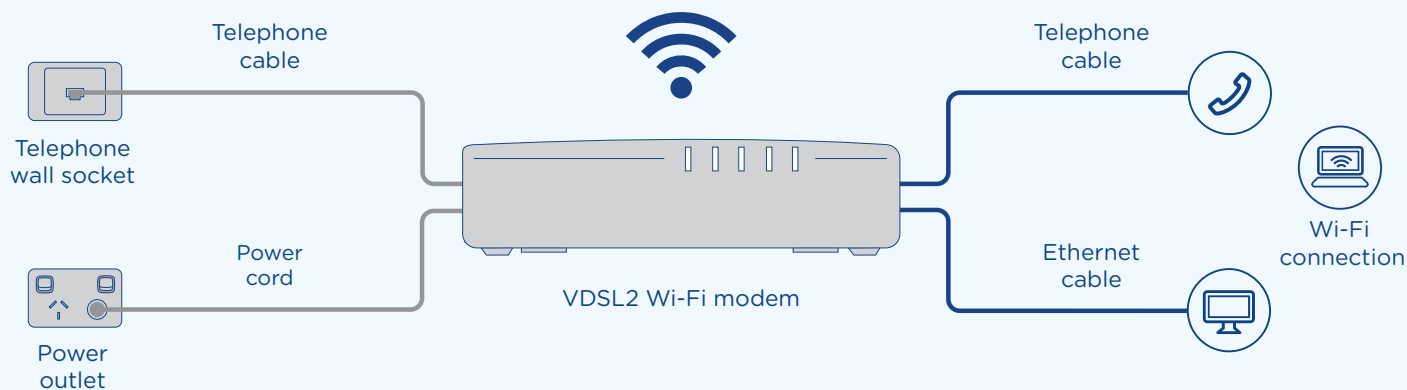


## **nbn** does not currently charge for a standard connection

However, if you require additional wiring or cabling, you should discuss this with your provider as there may be costs associated.

## A standard setup

Depending on your needs, a standard setup will include some or all of the equipment shown.







**Remember, nbn  
is a wholesaler**

This means you'll need  
to purchase your new  
plan through a phone  
and internet provider.

## You have a choice of speeds

**nbn** offers a choice of wholesale  
speed tiers to phone and internet  
providers, who turn these into  
**nbn™** powered plans you can buy.\*

Before choosing a new plan, you want to make  
sure you choose a retail speed that will suit your  
specific needs.

It's also important to ask your provider about  
the speed tiers available to you, and the actual  
speeds you can expect to experience on your new  
plan (particularly during peak evening times).\*

For more information, visit [nbn.com.au/speed](https://nbn.com.au/speed)

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# Get the most out of your **nbn**<sup>™</sup> powered plan\*

Keep in mind that the speed you experience on your new plan will be affected by:



The **nbn**<sup>™</sup> access network technology available at your premises



How your provider configures their network and manages traffic



Your **nbn**<sup>™</sup> powered plan and its retail speed



The position of your Wi-Fi modem in relation to other equipment in your premises



The performance of your Wi-Fi modem, cabling and other devices



The number of devices being used and connected to your Wi-Fi modem at once



The type and size of the content you're uploading or downloading



The time of day – high-traffic times (like the evening) can cause your speeds to slow

For more information, visit [nbn.com.au/inhome](https://nbn.com.au/inhome)

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# Important information before you switch

If you use any of the following equipment, contact the provider or manufacturer to check that it will work over the **nbn**<sup>™</sup> access network, or whether you'll need to find an alternative solution.\*



Medical alarms, autodiallers or emergency call buttons



Monitored fire or security alarms



Lift emergency phones



Fax machines or TTY equipment



## Power blackouts

Equipment connected over the **nbn**<sup>™</sup> access network will not work during a power blackout. Consider having an alternative form of communication handy (such as a charged mobile phone). If you have safety-critical equipment (e.g. medical alarm, monitored fire alarm or lift emergency phone), speak to your equipment provider about alternative solutions.\*

## Register your safety-critical equipment with **nbn**

This helps **nbn** identify where extra support may be needed to minimise a loss in service when switching. You can do this by calling **1800 227 300** or visiting **[nbn.com.au/compatibility](https://nbn.com.au/compatibility)**

## Questions to ask your provider/manufacturer:

- Will my equipment work on a plan that uses the **nbn**<sup>™</sup> access network?
- What alternatives are there to using a landline connection?
- Will my equipment work during a power blackout when connected to a plan that uses the **nbn**<sup>™</sup> access network?

\*The rollout of the **nbn**<sup>™</sup> broadband access network will involve new technologies, and some existing equipment (including many medical alarms, autodiallers and emergency call buttons) may not be compatible with these at all times. You should contact your equipment provider to find out if your alarm or other equipment will work when connected to the **nbn**<sup>™</sup> broadband access network and what alternative solutions are available. For more information, visit [nbn.com.au/compatibility](https://nbn.com.au/compatibility)

# Common questions

## When should I switch my services?

**nbn** recommends you switch as soon as you can. That way, you'll enjoy the benefits of the **nbn**<sup>™</sup> access network sooner, plus you'll avoid any last-minute rush to connect and the risk of disruption to your existing landline phone and internet services.

## How much will connection cost?

**nbn** does not currently charge for a standard connection. Wiring or cabling changes may incur additional costs. Ask your phone and internet provider if there are any other fees.

## I understand one home phone can be plugged into my modem, but what if I have a second home phone?

Speak to your phone and internet provider about your requirements, as you may need extra cabling installed by a registered cabler. You should also check with your provider if there will be any additional costs.

## Can I still order a plan that uses the existing network?

In most cases, once the **nbn**<sup>™</sup> access network is available at your premises, any new landline phone or internet services will run over the **nbn**<sup>™</sup> access network and not the existing network.\*

## I have my phone service with one provider and my internet with another. What should I do?

Most providers offer both phone and internet services. Speak to your providers about how they can support your needs.

## How do I keep my existing home phone number when I switch to the **nbn**<sup>™</sup> access network?

Ask your phone and internet provider if they can transfer your existing landline phone number when you order your **nbn**<sup>™</sup> powered plan.

## Will I need any new equipment to connect?

In most cases, your phone and internet provider will supply or recommend VDSL2 Wi-Fi modem compatible with the **nbn**<sup>™</sup> access network.

 **Have more questions?**  
Visit [nbn.com.au/support](https://nbn.com.au/support)

\*Services provided over the **nbn**<sup>™</sup> broadband access network will be replacing phone and internet services provided over most of the existing landline networks, including copper and the majority of HFC networks within the fixed line footprint. 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 [nbn.com.au/switchoff](https://nbn.com.au/switchoff) or call 1800 687 626.





# Contact a phone and internet provider today

Switching your services to an **nbn™** powered plan today is the best way to experience the benefits of fast broadband sooner.\*



To receive future updates by email,  
register at **[nbn.com.au/register](https://nbn.com.au/register)**