

Fast nbn[™] broadband
is waiting for you





Get connected

The **nbn**[™] access network is replacing most existing landline phone and internet networks so that homes and businesses across Australia can enjoy access to fast broadband.**

To start experiencing the benefits — and avoid being left without affected phone and internet services when existing networks are disconnected — get connected as soon as possible.*



Contact a phone and internet provider today

Find a full list of providers in your area at nbn.com.au/providers

*Services provided over the **nbn**[™] 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 www.nbn.com.au/switchoff or call 1800 687 626.

Your experience, including the speeds actually achieved over the **nbn[™] 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).



Help make the most of your nbn™ experience



Check how you use the internet between 7pm – 11pm, including how many devices are in use and how they're being used.



Select the right speed plan with the help of your phone and internet provider. Find a full list of providers in your area at nbn.com.au/providers



Connect to an nbn™ powered plan and get set up with the help of your provider — get tips on where to put your modem, and more.



For more information
Visit nbn.com.au/experience



Your phone and internet provider is a retailer:

- Helps you choose a plan to suit your needs
- Arranges a date for your home to be connected
- Supplies or recommends an **nbn**[™] compatible modem
- Provides instructions on how to connect
- Resolves any issues with your connection



nbn is a wholesaler:

- Builds and maintains the **nbn**[™] access network
- Supplies broadband services to providers
- Doesn't sell phone and internet services direct to the public



There is no charge for a standard connection

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

Important:

Connecting other equipment

Some existing equipment may not be compatible with the **nbn**™ access network at all times. If you use any of the equipment below, contact your equipment provider for advice before connecting.



Medical alarms, autodiallers and emergency call buttons



Fire alarms and lift emergency phones



Monitored security alarm systems



Fax machines and TTY equipment

Questions to ask your equipment provider:

- Will my equipment work on a plan that uses the **nbn**™ 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**™ access network?

Register your medical alarm, fire alarm or lift emergency phone

This helps **nbn** identify where support may be needed to help avoid a break in services when the existing network is disconnected.



Register your medical alarm:

- Call **1800 227 300**
- Visit nbn.com.au/medicalregister



Register your lift emergency phone or fire alarm:

- Call **1800 227 300**
- Visit nbn.com.au/fireandlift



Power blackouts

Equipment connected over the **nbn**™ 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. a medical alarm, monitored fire alarm or lift emergency phone), speak to your equipment provider about alternative solutions.

Common questions

How much will installation cost?

nbn does not charge for a standard installation. Wiring or cabling changes beyond the installation of your **nbn**[™] connection box, or cases where you'd like more than one socket to work with the **nbn**[™] access network, may incur additional costs. Ask your phone and internet provider whether any fees apply to your installation.

What if I'm on a contract?

Ask your current phone and internet provider if you can connect to an **nbn**[™] powered plan.

How do I keep my existing home phone number when I connect to the **nbn**[™] access network?

Ask your phone and internet provider if they can transfer your existing landline phone number when you order your **nbn**[™] powered plan.

I rent my home, what do I need to do?

You may be required to contact your landlord or property manager before proceeding. If your landlord or property manager agrees to the installation of **nbn**[™] supplied equipment in your home, call a phone and internet provider and order an **nbn**[™] powered plan. In the case that your landlord or property manager firmly objects, we suggest contacting your local tenant advice service or union as the laws may differ between states and regions.

Can I still order a phone that uses the existing network?

In most cases, once the **nbn**[™] access network is available, any new landline phone or internet services will be delivered over the **nbn**[™] access network, not the existing network.*



Have more questions?

Visit nbn.com.au/support

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Find an nbn™ powered plan to suit your needs — contact a phone and internet provider today



Find a full list of providers in your area at nbn.com.au/providers

To receive future updates by email, register at nbn.com.au/register

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