

Media release

3 November 2014

Sydney set to complete first transition to the NBN

Residents in Penrith, Blacktown, Homebush, Riverstone, Richmond and Lidcombe urged to make the switch

Around 20,000 homes and businesses will soon be the first in Sydney to complete the transition to the National Broadband Network (NBN).*

As part of a national upgrade to Australia's fixed-line infrastructure, services over the NBN are scheduled to progressively replace most existing landline phone and internet services in parts of Penrith, Blacktown, Homebush, Riverstone, Richmond and Lidcombe starting from early next year.

NBN Co today urged the remaining homes and businesses in these regions that have not placed an order for services over the NBN to contact their preferred internet service provider or phone company as soon as possible.

Darren Rudd, NBN Co spokesperson said:

“By the time the rollout of the NBN is complete every home, business and community across Australia will have access to fast broadband, enabling us to benefit from an increasingly digital future.

“We're already seeing evidence of Sydneysiders living in NBN-connected areas who are replacing their unpredictable commute by using fast and reliable broadband services to work from home. There are a number of small businesses and office workers making significant savings on travel and toll costs as they can connect with colleagues and clients around the world from the comfort of their own work space.**

“It's important for people to know the move to the NBN is not automatic and may take some planning and coordination. The remaining residents and businesses in these areas need 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 to the NBN or to make do with mobile solutions.”

Tiffany Dickens, Manager of Kingswood Florist and Creative Balloons said:

“Our NBN service has allowed us to streamline our online ordering system as we are no longer wasting time waiting for pages to download.

“We have also significantly grown our customer base by ramping up our social media presence and are now regularly posting the latest flower arrangements and deliveries on our Facebook, Instagram and Twitter accounts.

“In the future, we are hoping to expand our business by offering HD video calling services for busy brides or grooms who can’t make it into the store to discuss their arrangements.”**

The NBN rollout continues to grow momentum with more than 84,000 homes and businesses already connected in NSW. Work is also underway to expand the network an additional 379,000 premises across the state including parts of Campbelltown, Liverpool and Warwick Farm.

You can find out whether you are eligible to connect to the NBN as well as more information about the steps you need to take to make the switch by visiting nbnco.com.au/switch.

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Media materials:

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

<https://www.dropbox.com/sh/pwm1anr7qvw0txh/AACv8fBH834oFmhl4qiRDsuga?dl=0>

Regions scheduled to be switched off include:

Suburb	Premises	Switch-off date
Parts of Penrith	3,600	20 February 2015
Parts of Blacktown	2,600	20 March 2015
Parts of Homebush	3,600	20 March 2015
Parts of Riverstone	2,600	20 March 2015
Parts of Richmond	6,100	17 April 2015
Parts of Lidcombe	2,000	17 April 2015
Further parts of Penrith	1,200	17 April 2015

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.
- 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 of Penrith, Blacktown, Homebush, Riverstone and Lidcombe 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.

**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 or call 1800 687 626.*

***Your experience including the speeds actually achieved over the NBN depends on the technology over which services are delivered to your premises and some factors outside our control like your equipment quality, software, broadband plans, your organisation's IT policy and infrastructure 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 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 so that NBN Co can ensure that they are not disconnected when many other existing services are disconnected in a particular area.*