

# Media release

4 July 2014

## Bacchus Marsh's copper countdown

### Silver surfers urged to jump on the broadband bandwagon

The three-month countdown is on for the first homes and businesses living within parts of Bacchus Marsh to make the switch from the existing copper network to the National Broadband Network (NBN).

The NBN is scheduled to replace most existing home and business phones, ADSL internet and Telstra cable internet services in parts of Bacchus Marsh, which will be retired from 5 October 2014.\* (Locations outlined in map below.)

NBN Co today urged the remaining residents in parts of Bacchus Marsh who have not placed an order for services over the NBN to contact their preferred internet service provider or phone company as soon as possible.

#### **NBN Co spokesperson, Trent Williams said:**

“The move to the NBN is not automatic and may take some planning and coordination. Residents and businesses in the area 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.

“We particularly want to reach out to anyone currently using a medical alarm. To make sure they're prepared they will need to contact their preferred phone company or internet service provider along with their alarm provider to place an order for their service over the NBN. We also encourage them to put their details in NBN Co's Medical Alarm Register so we can take additional steps to ensure they have a smooth transition to the NBN.”

Nan Bosler, President of the Australian Seniors Computer Clubs Association also encouraged the communities to make the switch.

“It's important for older Australians living in these areas to contact their preferred phone company and connect their new home or business phone service even if they don't use the internet. I would also advise seniors to use this as an opportunity to get themselves online and experience the benefits of fast broadband. Using the internet can help to reduce social isolation for older Australians by keeping them in touch with family and friends, whether they are across the road or across the world,” Bosler said.

Residents 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 by **completing the online form at [www.nbnco.com.au/medicalregister](http://www.nbnco.com.au/medicalregister)**.

NBN Co is currently undertaking a comprehensive communication campaign with residents in areas of Bacchus Marsh set to make the switch to the NBN from 5 October 2014. This includes local advertising, community information sessions and direct mail.

A team from NBN Co will be hosting community information sessions on Friday 4 July at the Lederberg Library on Main St in Bacchus Marsh. Local residents and business owners are invited to visit the sessions to learn more about making the switch to the NBN (details below).

#### **NBN Co Community Information Sessions:**

Information for Businesses – 6.30am-8.30am, Friday 4 July, Lederberg Library, 215 Main Street (James Young Room), Bacchus Marsh

Information for Seniors – 10.00am-11.00am, Friday 4 July, Lederberg Library, 215 Main Street (James Young Room), Bacchus Marsh

This continues the momentum of the NBN rollout in Victoria, with over 46,000 home and business owners already connected to the network. Construction to bring the NBN to a further 44,709 homes and businesses is also underway across the state.

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](http://nbnco.com.au/switch).

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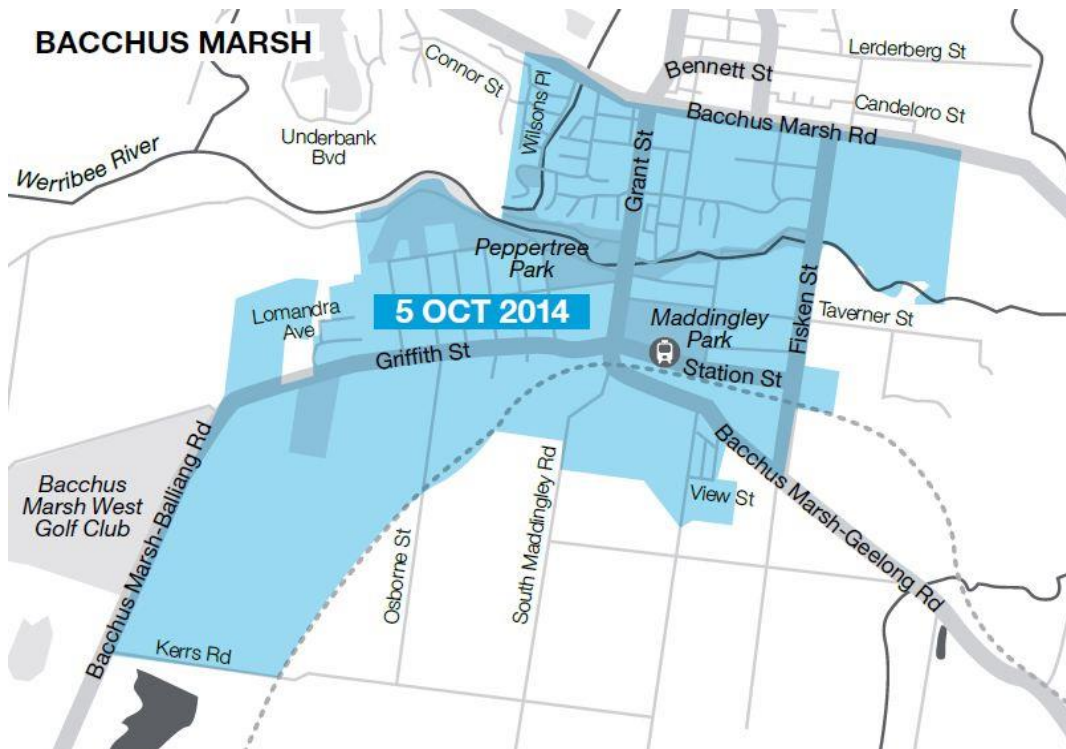
E: [media@nbnco.com.au](mailto:media@nbnco.com.au)

#### **Media materials:**

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

<https://www.dropbox.com/sh/wq6wyht7mi0wwi4/gnv4BCfWW1>

## Parts of Bacchus Marsh are scheduled to be switched-off from 5 October 2014:



### 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](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.
- 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 are updated monthly with additional information about the rollout of the NBN.
- 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. 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/switch](http://www.nbnco.com.au/switch) or call 1800 687 626.*

*\*\* 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.*