



## Media release

21 March 2014

### NBN Co establishes medical alarms register

#### Townsville residents get further assistance ahead of copper disconnection

NBN Co has established a register to help support people in Townsville who have medical alarm devices migrate successfully across to services over the National Broadband Network (NBN).

By identifying those who have personal medical alerts and alarms, NBN Co can help facilitate individuals, including the elderly, receive appropriate assistance when it comes time to move these services over to the NBN.

The Medical Alarm Register is being introduced ahead of the disconnection of copper phone lines on 23 May 2014 to around 2,800 homes and businesses in Townsville. (Outlined in map below.)

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

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

"NBN Co is committed to working with the medical alarm industry, retail telecommunications companies and internet service providers as we work toward a smooth transition to the NBN for medical alarm users.

"Ahead of the first areas of Townsville disconnecting on 23 May, we encourage anyone currently using a medical alarm, or any of their friends and family, to register on the NBN Co Medical Alarm Register. They should also contact their phone or internet company along with their alarm provider today to ensure they're prepared come disconnection time," Mr Williams said.

President of the Seniors Computers Clubs Association, Nan Bosler also urged those affected to register their medical alarms as well as place an order for the NBN with their phone or internet company.

"It's important those using a medical alarm register early and begin the process now to ensure they receive the assistance they require to make the switch. I would also advise seniors to use this as an opportunity to get themselves online and experience the benefits of fast broadband via the NBN," said Ms Bosler.

NBN Co is currently undertaking a comprehensive communication campaign with residents in Townsville set to make the switch to the NBN on 23 May 2014. This includes local advertising, community information sessions, direct mail to serviceable premises and service calls.

NBN Co will launch the initiative to the local community during a community information session in Townsville today. Residents are encouraged to attend today's session at the Aitkenvale PCYC on at 10.00am.

More information about the steps residents and businesses need to take to switch to services provided over the NBN as well as a list of service providers can be found at: [www.nbnco.com.au/switch](http://www.nbnco.com.au/switch)

A list of service providers can be found at [www.nbnco.com.au/serviceproviders](http://www.nbnco.com.au/serviceproviders).

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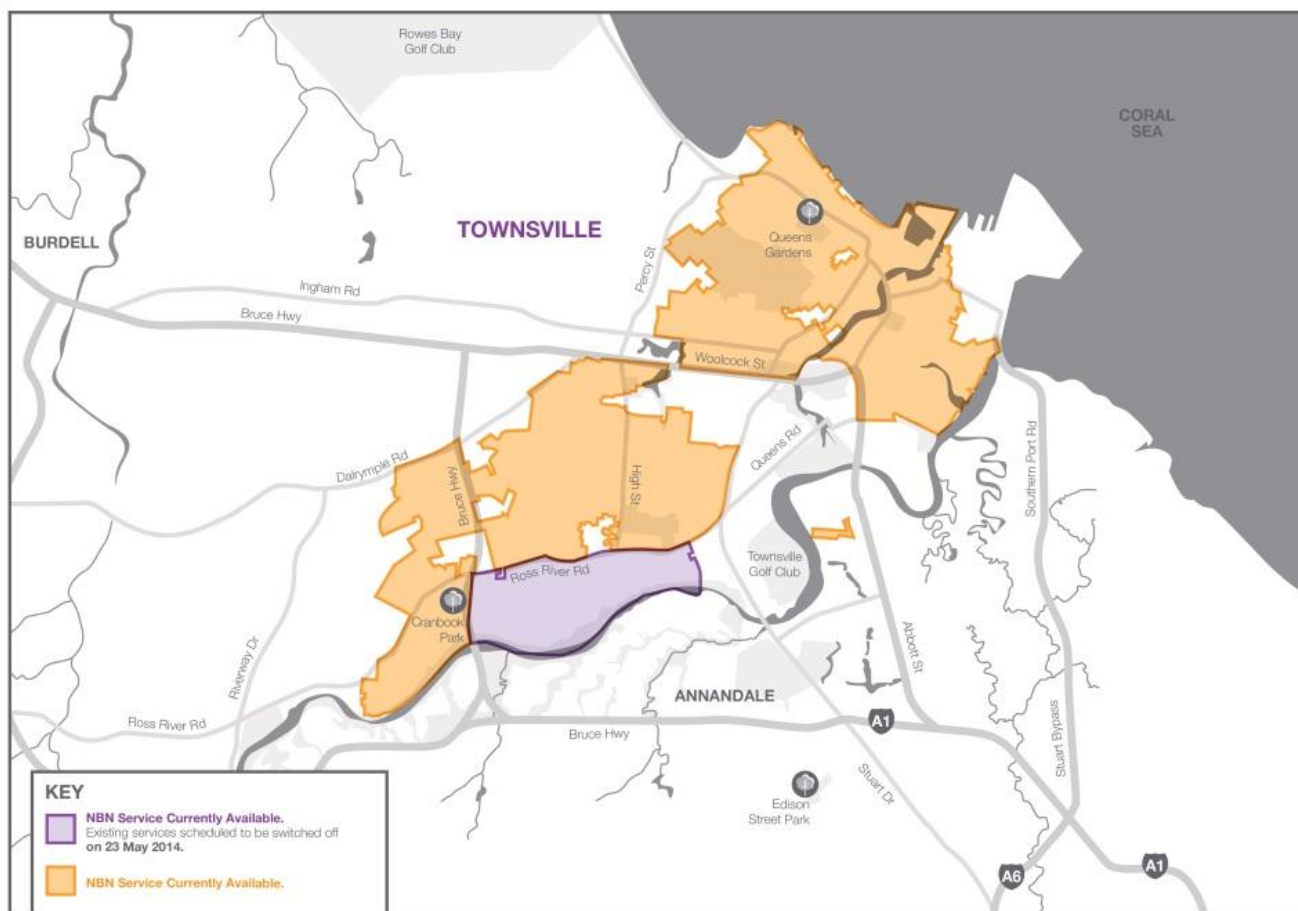
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**Media materials:**

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

<https://www.dropbox.com/sh/wq6wyht7mi0wwi4/qnv4BCfWW1>

**Townsville – Area to be disconnected on 23 May 2014**



**Notes to editors**

If you have a medical alarm, NBN Co recommends taking the following steps:

1. Call your alarm provider
  - i. Ask what internet or phone services over the NBN will support your alarm
  - ii. Ask what in-home wiring changes are required and if any charges apply
2. Call your preferred phone company or internet service provider
  - i. Let them know that you have a monitored medical alarm
  - ii. Tell them your alarm requirements
  - iii. Arrange to have any required wiring changes done to connect your alarm to the NBN and if any charges apply
3. Once the NBN is installed and is working, confirm that your alarm is working correctly with your alarm provider

\* Services not replaced by the NBN include some TransACT, OptiComm, some Telstra Velocity services and others. For a full list please visit [www.nbnco.com.au/switchoff](http://www.nbnco.com.au/switchoff) or call us on 1800 687 626. Optus cable internet services may be switched off on a different date and existing customers will be advised separately.

## About NBN Co

NBN Co is committed to fulfilling the Commonwealth's policy goal of ensuring that all Australians have access to fast broadband as soon and as cost-effectively as possible, as set out in the Commonwealth's Interim Statement of Expectations to the company

A Strategic Review carried out by NBN Co and completed in December 2013 recommended that the National Broadband Network could be rolled out faster and at a lower cost by combining proven technologies with existing capable networks

For more information, visit [nbnco.com.au](http://nbnco.com.au)