

Optional Battery Backup

Informed Consent Checklists

This document is provided for information purposes only. Service Providers must obtain their own legal advice and make their own decisions on the type and extent of information that should be provided to their end users to enable them to make a properly informed decision about whether or not they require battery backup capabilities.

The Optional Battery Backup Informed Consent Checklists should be used and read in conjunction with the following document - NBN Co Fibre Premises Equipment – Optional Battery Backup – Informed Consent Guidelines and Checklists available on the NBN Co website at www.nbnco.com.au/industry/service-providers.html

Downstream Priority Assistance Services users

No	Checklist of Key Information	
1	The end user is a Downstream Priority Assistance Service user. <i>If not proceed to Path 1 and Path 2 (base/ primary check points) check list.</i>	<input type="checkbox"/>
2	The end user has been informed that Battery Backup Service is mandatory and has been provided with all required information about how it works. This includes discussing power failures and if the power is switched off at, or disconnected from, the power point.	<input type="checkbox"/>
3	Information on how battery backup operates, suitable devices and limitations. Battery alarms and battery replacement and maintenance has been discussed and agreed. Medical and security alarm users have been identified and needs addressed.	<input type="checkbox"/>
4	End users have been informed that they can go to NBN Co website for places which have identified themselves as offering replacement batteries and recycling services. www.nbnco.com.au/battery	<input type="checkbox"/>
5	End users are provided with appropriate terms and conditions and supporting product collateral.	<input type="checkbox"/>

Path 1 Checklist Continued...

End User who selects to not have the Battery Backup Service

1	<p>The end user is aware that:</p> <ul style="list-style-type: none"> • NBN-based services, including telephone and data services will not work during a power failure or if the power is switched off at, or disconnected from, the power point; and <input type="checkbox"/> • End user Should ensure they have an alternative service (e.g. a mobile phone) available to place emergency phone calls if the end user's NBN-based service is not available. <input type="checkbox"/> • If circumstances change in the future, the Battery Backup Service will be provided and the Power Supply with Battery Backup can be installed if not already installed. An appointment will need to be rearranged. Future installations of a Power Supply with Battery Backup will not incur a charge at this time. <input type="checkbox"/>
2	<p><i>Only if the Power Supply with Battery Backup is already installed in premises</i> - The end user is aware that the battery (if in the Power Supply with Battery Backup unit) must be removed as per the NBN Co User Guide and NBN Co website if no other end users or services require or have the Battery Backup Service (with the same RSP or another provider). <input type="checkbox"/></p>
3	<p>End users are provided with appropriate terms and conditions and supporting product collateral. <input type="checkbox"/></p>

End User who selects to have the Battery Backup Service

1	<p>Information on battery replacement and maintenance obligations has been provided and agreed. <input type="checkbox"/></p> <p>End users have been informed that they can go to NBN Co website for places which have identified themselves as offering replacement batteries and recycling services. www.nbnco.com.au/battery <input type="checkbox"/></p>
2	<p>End user has been properly informed about the operation of the alarms for battery replacement, low running and power failure scenarios. <input type="checkbox"/></p>
3	<p>End users are provided with appropriate terms and conditions and supporting product collateral. <input type="checkbox"/></p>

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Path 2 (base/ primary check points)

No	Checklist of Key Information	
1	It has been identified that the end user has a medical or security alarm. The importance of the Battery Backup Service has been properly explained to the end user.	<input type="checkbox"/>
2	End user has: <ul style="list-style-type: none"> considered and understood the needs of other household members and visitors identified if the household has other calling capabilities during a power failure such as a mobile phone 	<input type="checkbox"/>

Path 2

No	Checklist of Key Information	
1	The end user has been properly informed and is aware : <ul style="list-style-type: none"> Whether the specific service being offered provides for continued telephone or data service operation in the event of a power failure or if the power is switched off at, or disconnected from, the power point (including the nature and extent of that operation). That an alternative option is available if the offer is not suitable. 	<input type="checkbox"/>
2	The end user has considered all the information and has decided to proceed with the offer	<input type="checkbox"/>
3	The information was provided and acceptance has been recorded.	<input type="checkbox"/>
4	If the end user is not satisfied about the inability to make calls or use their data services during a power failure, an alternative product should be offered that meets the end user needs (e.g. service with the Battery Backup Service) or, if not available, end user should be referred to another provider.	<input type="checkbox"/>

Path 2 Checklist Continued...

End User who selects to have the Battery Backup Service

<p>5</p>	<p>Sufficient information about the Power Supply with Battery Backup and the Battery Backup Service has been provided including, but not necessarily limited to:</p> <ul style="list-style-type: none"> • The Power Supply with Battery Backup powers the NTD in the event of power failure or if the power is switched off at, or disconnected from, the power point to support some services using certain types of telephones/devices for a limited period of time (a total of approximately 5 hours under typical conditions) provided they use supported ports. <input type="checkbox"/> • The type of devices that are and are not supported by the Battery Backup Service. <input type="checkbox"/> • Pictures illustrating the equipment in the two scenarios. <input type="checkbox"/> • Battery Backup Service replacement and maintenance requirements. <input type="checkbox"/> <p>End users have been informed that they can go to NBN Co website for places which have identified themselves as offering replacement batteries and recycling services. www.nbnco.com.au/battery <input type="checkbox"/></p> <p>End user has been properly informed about the operation of the alarms for battery replacement, low running and power failure scenarios. <input type="checkbox"/></p>	
<p>6</p>	<p>End users are provided with appropriate terms and conditions and supporting product collateral. <input type="checkbox"/></p>	