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Media release

nbn encourages final registrations ahead of Medical Alarm Register closure in June

nbn[®]'s medical alarm register will be closing to new registrants on 30 June 2023 after almost nine years of supporting around 180,000 medically vulnerable and older Australians to migrate their medical alarms and phone and internet services to the **nbn** network.

The medical alarm register's purpose is to help **nbn** customers check their medical alarm is working correctly when migrating to the **nbn** network.

nbn Executive Manager for Health, Robert Hardie, said:

"We are encouraging all users of medical alarms to register via **nbn**'s Medical Alarm Register before the deadline."

While the register will close to new people in June and most mandatory disconnections from the old copper network are complete, if a customer's disconnection date is beyond 30 June 2023, **nbn** will continue to assist them with migrating to the **nbn** network.

"**nbn** can help the small number of Australians who want to connect to the **nbn** network and migrate their medical alarm, phone and internet services."

"Switching to the **nbn** network is not automatic and we recommend that customers move to the network, or an alternative solution before their disconnection date to avoid losing connectivity which might leave them vulnerable in an emergency."

"Registration is optional and any further support requests after 30 June can be managed directly via a customer's alarm supplier or phone and internet provider," he said.

"**nbn** will advise you and your internet provider of any upcoming disconnection dates with at least 18 months' notice. If you are already connected to the **nbn** network or an alternative network and your medical alarm is working, no action is required. If you are unsure, we still recommend that you submit your details on our register via our website at nbn.com.au/medicalalarm, or by calling us on 1800 227 300."

nbn's 'Unmonitored Medical Alarm Upgrade Offer' will also close to new registrants on June 30 after four years of enabling Australians to access subsidised devices.

Under the offer, eligible¹ people can obtain an upgraded medical alarm at a discounted price of up to of 80 per cent² off the normal price – to a maximum of \$300 off, from participating alarm suppliers.

An unmonitored medical alarm calls a family member, friend, neighbour or 000 when triggered. It differs from a monitored alarm, which calls a 24/7 alarm-monitoring centre that may have a monthly fee, or a locally monitored alarm, which calls the staff at an aged care or retirement facility.

To check if you, your family member or someone you care for is eligible for the Unmonitored Medical Alarm Upgrade Offer, or to find out more about the offer, please visit nbn.com.au/alarmpupgrade or call 1800 003 095.

National Seniors Australia Chief Advocate, Ian Henschke said:

“Medical alarms can save lives so it’s important to make sure you’re protected by remaining connected with these imminent changes. To ensure you’re covered, contact **nbn** by visiting nbn.com.au/medicalalarm or call 1800 227 300.

ENDS

Media enquiries

Zara Hopcroft	NBN Co Media Hotline
0429 347 940	Phone: 02 9927 4200
zarahopcroft@nbnco.com.au	Email: media@nbnco.com.au

Note to editors

1. To be eligible for the offer, users must meet the Unmonitored Medical Alarm Upgrade Offer eligibility criteria which include (amongst other criteria) having an eligible existing unmonitored medical alarm, living in an area that will be getting a fixed-line connection to the **nbn** access network and signing up to **nbn**'s Medical Alarm Register.
2. The discount is 80 per cent off the alarm supplier’s normal retail price, up to a maximum discount of \$300 off.

This requirement only affects end users on fixed line services. Migration on our fixed wireless and satellite service is optional as the existing networks aren’t switched off, so unmonitored medical alarm users can continue to run their existing services [over copper] in parallel with **nbn**.

Full eligibility criteria is published at nbn.com.au/alarmpupgrade

Background information

- **nbn** established the Medical Alarms Register in March 2014 to help support people who have medical alarm devices migrate successfully across to services over the **nbn** access network. By identifying those who have personal medical alerts and alarms, NBN Co can help facilitate individuals, including older Australians in receiving the appropriate assistance when it comes time to move these services over to the **nbn** access network. There has been around 180,000 unique premises listed on the Medical Alarm Register over the years.
- **nbn** has been working with the medical alarm industry since 2011 and has continuously worked on improving and implementing initiatives throughout the **nbn** access network rollout to help inform medical alarm users of the process to determine the compatibility of their existing devices when migrating landline phone and internet services over to an **nbn** powered plan.

Types of medical alarms

- A professionally monitored medical alarm calls an alarm monitoring centre that you generally pay a monthly fee to (though this fee may be paid on your behalf by another care organisation). When you press the help button, your call is answered by an operator at the alarm company.
- A locally monitored medical alarm calls the staff at your retirement village or aged care facility. A nurse or staff member on-site answers the call.
- An unmonitored medical alarm calls a family member, friend, neighbour or 000 when triggered.