

# Media release

**19 September 2014**

## Brisbane completes first transition to the NBN

Construction now underway for 140,000 Queensland homes and businesses

The National Broadband Network (NBN) rollout in Queensland continues to gain momentum, with work now underway to bring the NBN to around 140,000 homes and businesses across the state.

NBN Co today announced more than 3,800 additional homes and businesses in parts of the Sunshine Coast, Far North Queensland, North Queensland and Southern Queensland have been added to the roll out map.

In just over a week homes and businesses in parts of Aspley will be the first residents in Brisbane to complete the transition to the NBN. Services over the NBN are scheduled to progressively replace most existing home and business phones, ADSL internet and Telstra cable internet services in parts of Aspley from 28 September 2014\*.

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

“We are now rolling out the network to around 140,000 homes and businesses across the state.

“The NBN provides opportunities to change the way that Australians can enjoy in-home entertainment, do business and access medical services and e-learning resources.\*\*

“It’s important for those who can connect to the network to know the move to the NBN is not automatic and may take some planning and coordination. Residents and business owners are encouraged to contact their preferred phone company and internet service provider to connect their home or business phone and internet services over to the NBN.”

Aspley is one of several areas in Queensland which will be switched over from the existing telecommunications network in the coming months, with parts of Goodna and Mackay to follow early next year.

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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### Media materials:

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

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

### Parts of Aspley are scheduled to be switched-off from 28 September 2014:\*



### Notes to editors:

- More than 52,400 homes and businesses are already connected to the NBN with residents and business owners in the following Queensland regions able to order a service including parts of;

Region	Suburb
Far North Queensland	Cairns
Northern Queensland	Townsville, MacKay
Greater Brisbane	Petrie, Ipswich, Bridgeman Downs, Aspley, Zillmere, Nundah, Northgate, Kallangur, Goodna
Southern Queensland	Toowoomba
Central Queensland	Rockhampton (surrounds)

- Build preparation and construction activities are currently underway to build the NBN for around 140,000 homes and businesses in parts of the following Queensland regions including;

Region	Suburb
Greater Brisbane	Acacia Ridge, Calamvale, Algester, Murrumba Downs, Kallangur
Far North Queensland	Manoora , Whitfield, Edge Hill, Atherton (surrounds), Manunda, Cairns North, Millstream
Southern Queensland	Toowoomba, Middle Ridge, Kearneys Spring, Boonah (surrounds), Hoya, Kearneys Springs, Darling Heights, Esk, Brooloo, Kidaman Creek, Glen Aplin, Mount Tully, Scenic Rim (surrounds)
Northern Queensland	Inkerman, Racecourse, West Mackay, Ooralea
Sunshine Coast	Hunchy, Cooloolabin, Pomona (surrounds), Stanthorpe
Wide Bay-Burnett	Biggenden

- 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.
- NBN Co is currently undertaking a comprehensive communication campaign with residents in areas of Aspley set to make the switch to the NBN from 28 September 2014. This includes local advertising, community information sessions, direct mail and door-to-door service calls to those within the area.
- Residents will have access to a soft dial tone for up to 20 working days after existing services have been disconnected. This allows for emergency phone calls to triple zero, as well as Telstra's service and fault centre. Internet services will not work after being disconnected.
- Areas within suburbs will have different switch off dates depending on when the NBN becomes available to their premises.
- 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.

*\*The NBN is replacing most 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](http://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 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.*