Media release

21 March 2014

NBN Co establishes medical alarms register

NBN Co has established a register to help support people 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 the 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 from 23 May 2014 in the first 15 NBN fixed line communities in Tasmania, Victoria, NSW, Queensland and South Australia.*

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**.

The initiative was launched today during NSW Seniors Week by the Federal Minister for Communications, Malcolm Turnbull, and NBN Co's Chief Communications Officer, John Simon, at a community event in Kiama on the NSW South Coast, one of the first communities to have areas switch to the NBN.*

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

"The most important thing for residents and businesses to know is that the move to the NBN is not automatic. Residents and businesses relying on special equipment including medical and security alarms must contact their preferred service provider as soon as possible to make sure the device can continue to operate," Mr Simons 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 internet or phone 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."

Moving to the NBN is not automatic. Even if you only have a telephone service you need to speak to your service provider about moving your phone and broadband services to the NBN.

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

A list of service providers can be found at www.nbnco.com.au/serviceproviders

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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 if any 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 has been 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 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.

**Services affected by the copper disconnection include:

- Landline phones
- ADSL and Telstra cable internet services
- Monitored/ non-monitored medical alarms/ pendants
- Monitored/ non-monitored security alarms
- Fire alarms
- Elevator phones
- EFTPOS and ATM machines
- Teletypewriters (hearing impaired machines)
- Fax machines

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