

# Media release

14 July 2014

## NBN rollout gathers speed in Queensland

### Petrie and Ipswich next in line for fast broadband

The first 4,000 homes and businesses in parts of Petrie and Ipswich can now experience the benefits of fast and reliable broadband by connecting to services over the National Broadband Network (NBN).

Today's announcement begins the 18 month countdown for local residents in the area to make the switch before most existing landline phone and internet services are replaced by services over the NBN.

Parts of Aspley and Toowoomba are also scheduled to be among the first communities in Australia to complete the transition to the NBN when the existing network is retired in the coming months.\*  
(Locations and dates outlined in map below.)

This continues the momentum of the NBN rollout in Queensland, with more than 44,000 home and business owners already connected to the network in the state. Construction is also underway to bring the NBN to around 126,000 further homes and businesses across Greater Brisbane, the Sunshine Coast, Southern Queensland and Northern Queensland.

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

"There are more than 44,000 residents and business owners already reaping the benefits of fast and reliable broadband as we continue the network rollout 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.\*\*

"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."

Dick Bennett of Brisbane Seniors Online, a group that helps seniors learn computer and internet skills, encouraged older Queenslanders to jump on the broadband bandwagon. Mr Bennet said since having his Aspley home connected to services over the NBN he can reliably stream TV shows, keep in touch with interstate relatives and pay his bills online.

"Seniors are often scared and unsure about trying new technologies like the NBN because they worry about the cost and process involved in getting connected. However, I found getting my Telstra NBN service installed very simple and am now paying less than what I was before.

“I’m also no longer experiencing frustrating drop outs or delays like I did with my previous connection. With the NBN, seniors can continue learning and connecting with family from the comfort of their home,” Mr Bennett said.

NBN Co is currently undertaking a comprehensive communication campaign with residents in areas of Aspley and Toowoomba to inform them of the steps they need to take to connect to the NBN. This includes local advertising, community information sessions, direct mail and door-to-door service calls to those within these areas.

NBN Co has also established a register to help support people who have medical alarm devices migrate successfully across to services over to the NBN. Residents 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 by completing the online form at [www.nbnco.com.au/medicalregister](http://www.nbnco.com.au/medicalregister).

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/wq6wyht7mi0wwi4/qnv4BCfWW1>

#### Parts of Aspley and Toowoomba are scheduled to be switched-off this year:\*





**Notes to editors:**

- Over 104,000 homes and businesses can order services over the NBN across the following Queensland regions;

Region
Far North Queensland
Northern Queensland
Central Queensland
Southern Queensland
Greater Brisbane
Wide Bay-Burnett

- Construction is currently underway to build the NBN for around 126,000 homes and businesses in parts of the following Queensland regions;

Region
Far North Queensland
Northern Queensland
Greater Brisbane
Southern Queensland
Central Queensland
Sunshine Coast

- The NBN is replacing most of the traditional 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/switch](http://www.nbnco.com.au/switch) or call 1800 687 626.
- 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.

- Areas within suburbs will have different switch off dates depending on when the NBN becomes available to their premises.
- Homes and businesses that have an existing medical or security alarm systems should contact their alarm provider and phone company to enquire about their current system and how it will work over the NBN.
- As part of the Statement of Expectations released in April 2014, NBN Co is working to ensure all Australians have access to very fast broadband as soon as possible, at affordable prices, and at the least cost to taxpayers. The Statement allows for the NBN to be built in the most cost-effective way using the technology best matched to each area of Australia.
- 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.
- In fixed wireless areas copper phone lines will remain in place to provide a landline telephone service. Before the network equipment is installed for a fixed wireless service, a validation test will be carried out.
- Premises which are unable to be served by fixed wireless may be able to receive NBN Co's long term satellite service when it becomes available. Visit [www.nbnco.com.au/satellite](http://www.nbnco.com.au/satellite) for more information.

*\*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.*