



You're one step closer to connecting to the **nbn**TM network.

Hi there,

Great news - the **nbn** network is here and we are making it easy for you to move by giving you this free connection kit. The **nbn** network is an Australian government initiative, if you want to keep your existing broadband and voice services working, you'll need to move them over.

What's in your kit?

- A Gateway Modem
- A Cordless Home Phone
- A Quick Start Guide
- Cables needed to connect

We're making your move easy.

Our initial checks show your home is ready to connect to the **nbn** network. So, now that you've received your kit, simply replace your current modem with the new Gateway and phone included and we'll start moving you to the **nbn** network. Your existing broadband and voice services will continue working while we organise your move. Once your home is connected, you'll receive an SMS or email confirming your move is complete.

What stays the same?

- Same plan and data allowance
- Same monthly bill
- No change to your contract term
- Same home phone number

What changes?

The network used to supply your broadband and voice services is changing and this will alter how your home phone works. Other services that rely on your home phone to operate (i.e. a medical alert service) will also be impacted, so it is important that you read the **nbn** explained flyer provided with this letter before connecting the kit.

Next steps.

Please follow the simple instructions in your Quick Start Guide.
Or visit telstra.com/nbnkit to watch the self-installation video.

YOUR JOURNEY



YOUR AREA IS
NBN READY



YOU ARE HERE

CONNECTION
KIT DELIVERY



SELF INSTALL
YOUR CONNECTION KIT
IF YOU CHOOSE TO MOVE



YOU ARE NOW CONNECTED
TO THE NBN NETWORK



USE YOUR
NBN SERVICE

Important information before connecting your Gateway.

Please ensure that you read the information we have provided and you are informed about your move to the **nbn**™ network before you start connecting your new Gateway. By connecting it, you will be authorising and giving your consent to the installation of **nbn** services on your phone line and for Telstra to move your broadband and voice services to the **nbn** network.

If you have a medical or security alarm, lift phone or fire indicator panel which rely on your home phone to operate, **please contact your alarm service provider in the first instance** to ensure that the device will continue to work after your move to the **nbn** network.

Please also note that if you have any of the services listed below that rely on a fixed phone line, they will not work after connecting your new Gateway. If this is a concern, please call **1800 996 203** to discuss other installation options.

- A medical alert service;
- A back to base security alarm;
- More than one corded telephone;
- Other equipment (e.g. fax or EFTPOS)

If you don't want to move your services to the **nbn** network with Telstra right now, please drop off the unopened kit at your nearest post office, in the return satchel included in the kit at no cost to you.

We're here to help.

For additional support visit us at telstra.com/nbnkit

Or call us on **1800 996 203**, Monday to Sunday (AEST), 7.00am to 9.00pm.

If you need assistance in other languages, please visit:

telstra.com.au/contact-us/multilingual-services

Kind regards,



Fiona Hayes

Head of Customer Service and Contact Centres