



nbn™ explained.

A fact sheet with important information you need to know.

Telstra connection kit (Fibre To The Node & Fibre To The Building).

What is the **nbn** network?

The **nbn** network is a Federal Government initiative to replace the existing network that delivers broadband and voice services across the country, bringing fast internet to Australian homes and businesses. In areas where nbn co's fibre network is being introduced, Telstra is required to withdraw products running on the traditional copper network, like ADSL broadband and phone services.

Do I have to connect to the **nbn** network?

Yes, if you want your home phone and broadband services to keep working. Telstra's existing copper network will eventually be switched off in your area, and any home phone or broadband service that has not been moved to the **nbn** network will be disconnected.

What's happening?

We have made commitments to progressively disconnect the existing copper network as the **nbn** network is rolled out. When nbn co announces that their fibre network is available for service in an area, the withdrawal of traditional copper services will take place in phases over an 18 month period.

How do home phones work on the **nbn** network?

Home phones will connect to your Telstra Gateway (modem) instead of the telephone wall plug. Your phones will not work when connected directly to a wall socket.

If you have more than one corded home phone, you may need to change to cordless handsets or have your home re-wired for the **nbn** network by an electrician.

This also means that your home phone service will not work during a power outage. Meaning you won't be able to make or receive phone calls if there is no power to the Gateway, including calls to Emergency '000' services.

Accordingly, we recommend having a mobile phone available, if you are seeking emergency assistance during a power outage.

Two key phases in this process are:

- Shortly after nbn co announces that the **nbn** network is available in a particular area, Telstra must stop connecting new fixed phone or broadband copper services in that area; and
- Telstra can continue providing existing services for up to 18 months after the **nbn** network arrives in an area. If you want your services to keep working you must have moved to nbn co's fibre network by the end of that 18 month period, as Telstra will need to disconnect any remaining fixed phone or broadband copper services.

If you want to move to the **nbn** network with us, we want to help make that move as quick and easy as possible for you by providing a free Telstra connection kit with a Gateway Modem, a quick start guide and cables you need to connect. Your existing plan and contract period continue without change.

By connecting the Gateway, you are authorising and giving your consent for Telstra to move your broadband and voice services to the **nbn** network, including the installation of **nbn** on your phone line.

Activation of **nbn** services will result in the permanent disconnection of any existing voice, broadband or other services supplied over your phone line. Once your services are connected to the **nbn** network, you cannot move them back, and any service other than your home phone and broadband service with Telstra will be disconnected. If you do not wish to move your services at this time, please send back the kit.

Please note that your personal information may be used, or disclosed to a third party such as nbn co, for the purposes of disconnecting your existing home and broadband services and for connecting your new services on the **nbn** network.

Please turn over...



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How much does it cost?

The Telstra connection kit is free and provided at no cost to you.

Important things to consider before connecting your Gateway.

Before installing the Gateway yourself, please consider if you have any of the following that rely on a fixed phone line to work:

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

If you currently use a medical alarm that relies on your phone line to work, please do not use the Telstra connection kit until you have contacted your medical alarm service provider and ensured that the device will continue to work after you move to the **nbn** network.

Other services that rely on your phone line will not work after connecting your new Gateway.

If this is a concern, please give us a call on **1800 996 203** to discuss other installation options.

Will my existing equipment work on the nbn network?

Most existing devices will be supported by a phone service on the **nbn** network.

However, some older phone handsets (such as a dial/rotary phone), back to base security alarm systems, personal response systems (medical alert/emergency call systems) and fax machines will not work.

Please check with the manufacturer/provider to check if your device is compatible.

Will the terms that apply to my services change?

While there'll be no change to your monthly bill, plan type or contract period, the network that supplies your services will change.

The 'Services on the nbn' terms in the Home & Family section of Our Customer Terms will apply to your services once you have moved to the **nbn** network.

Please see: telstra.com.au/customer-terms/home-family/services-on-the-nbn

What will be different when I move to the nbn network?

The way your home phone works will change. Please refer to the section 'How do home phones work on **nbn**?' on page 1.

Some of our less popular calling features will not be available (i.e. Call Control, Call Back (Busy), Abbreviated Dialling, Delayed Hotline, Duet® - Phone & Fax Multiple Number, Multiple Number, Remote Access, Smart Ring).

However, if you currently have Calling Number Display, Call Waiting/Return/Forward - you will continue to enjoy them on your new service on the **nbn** network.

For a full list see: telstra.com.au/customer-terms/home-family/services-on-the-nbn

What if I don't want to move to the nbn network?

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

The **nbn** network is replacing the existing network that delivers home phone and internet services in your area. If you want these services to keep working, you'll need to connect them to the **nbn** network within the prescribed period. This is not a decision made by Telstra, but a Federal Government initiative that Telstra must follow.

 Visit telstra.com/nbnupgrade for other information about Telstra and the **nbn** network. If you need assistance in other languages, please visit: telstra.com.au/contact-us/multilingual-services