SWITCH OVER TO THE NBN™

Get a brilliant online experience with a Telstra NBN plan. With Telstra NBN you’ll have access to three home broadband top-ups annually and fast Internet speeds.

The NBN network is Australia’s new landline phone and internet network. It is designed to provide you with access to all the benefits of fast and reliable internet services.

SOME IMPORTANT THINGS TO KNOW ABOUT NBN:

- Switching over to NBN doesn’t happen automatically
- There are six different NBN technology types, but only one of these will be available at your address (technologies include Fibre to the Premise, Fibre to the Node, Fibre to the Building, Fixed Wireless, Cable and Satellite).
- All copper services in areas where NBN Fibre technologies are available (excludes Fixed Wireless and Satellite areas) will eventually be disconnected, even if you only use a home phone and no internet.
- Only customers living in NBN Fixed Wireless or NBN Satellite areas will have the choice to keep their services on the copper network.
- Customers living in Fibre to the Node or Fibre to the Building areas, will need at least one of their existing wall sockets for their NBN service. In all other areas, NBN Co will place new equipment in your home. You may be able to get your old wall sockets re-wired, but this will require a qualified technician and additional costs.
- Although connection costs can vary, Telstra’s plan prices are the same regardless of whether you’re on NBN or not (NBN is not more expensive).
- If there is a power outage, your NBN service will not work (this includes your voice service over the NBN). A battery-backed up NBN Connection Box is available on Fibre to the Premise technology. Customers who have chosen to remain on the Copper network in Fixed Wireless and Satellite areas will continue to have a working home phone line in a power outage.
- Not all alarms will work over the NBN. Get in touch with your equipment manufacturer or supplier to confirm its compatibility.

The top three things to watch out for when choosing an NBN plan are:

1. Work out how much data you need
2. Check your content and device options
3. Look for value

If you’ve received a letter notifying that NBN is coming to your area, come speak to a consultant at your local Telstra store to find out more about NBN.

To check if you’re eligible to connect to the NBN visit: nbnco.com.au/check-your-address