Australian Government

Department of Infrastructure, Transport, Regional Development and Communications

Getting ready to connect to the NBN

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Take action now—switching is not automatic

As the National Broadband Network (NBN) rolls out across Australia, you will be hearing more about the steps you need to take to connect your phone and internet services to the NBN. This fact sheet will help you better understand the NBN and how to make the switch.

What is the NBN and what role does NBN Co Limited play?

NBN Co Limited (NBN Co) is an Australian Government owned company. It was set up to roll out the NBN which will give all Australians access to fast internet over a range of technologies including fixed line, fixed wireless and satellite.

Visit NBN Co's website (www.nbnco.com.au) and enter your details into the *check your address* tool to find out which technology will be used to deliver services to your premises and when you can order a service.

You can also register on the NBN Co website for updates on the rollout of the NBN in your area.

Do I have to switch to the NBN?

Once an area has been declared 'ready for service', residences and businesses in that area generally have 18 months to switch to the NBN or an alternative telecommunications network, such as a mobile network. This period is known as the 'migration window'.

At the end of the migration window, most remaining internet and phone services **will be disconnected**. This is known as the 'disconnection date'. If you haven't switched to the NBN by the disconnection date, your fixed line internet and phone service will stop working.

How do I switch to the NBN?

A range of retail service providers offer services to customers over the NBN network.

NBN Co will notify you when you can order internet and phone services over the NBN through these service providers.

You will need to contact your preferred provider to order the new NBN services.

After you place your order, your provider will work with NBN Co on your behalf to make the necessary arrangements for installation of your service (if necessary).

You can read about what to expect on installation day here: Connecting to the NBN fact sheet.

To make sure your switch to the NBN is as smooth as possible, talk to your preferred service provider early in the migration window.

Things to consider when selecting an NBN service

Do you want a phone service or internet service or both?

Even if you don't use the internet, you may still want to keep your phone service. Be sure to let your service provider know if you would like to keep your existing phone number for any voice services. You should also let your provider know if you have enhanced call handling features such as call waiting, call forwarding or call barring, or if you want to retain number display and/or calling number display blocking on your new phone service.

How much data do you need?

Have a think about what you use the internet for—do you just send and receive emails and use simple browsing, or do you stream content (watch shows), shop online, play interactive games and use multiple devices? Ask yourself how many people in your household will be using the internet. Your answers may influence how much data and speed you need.

Which speed is best suited to your household needs?

NBN Co provides general guidance on the different speeds that are available on the network www.nbnco.com.au/learn-about-the-nbn/speed.html. The maximum speeds available at your premises will vary depending on the technology type delivering services to your home. Make sure you ask your service provider about what speeds are available to you. Your provider should also let you know about the typical speed you should expect at peak periods, for example between 7.00 pm and 11.00 pm.

Which provider offers services best suited to your needs?

When choosing your service provider, think about the contract term, costs, package/bundle inclusions and what matters most to you. For example how important is access to technical support, and do you want to invest in a higher quality service with guaranteed speed in busy periods? Talk to a range of providers about your needs before making your decision. Once you have decided and placed your order, make sure you read and understand your critical information summary.

Are you a Priority Assistance customer?

Make sure you let your service provider know if you are a Priority Assistance customer so your status can be moved across when you switch to the NBN.

Do you have special equipment such as a medical alarm or an EFTPOS terminal?

If you have special equipment, including EFTPOS terminals, fax machines, and medical and security alarms, which operate using a landline phone connection, you need to talk to your device provider and service provider about their compatibility and assistance with moving these services to the NBN. Talk to your device provider about whether your device will work over the NBN and what alternatives may be available.

- It's important to register medical devices, such as medical alarms (monitored and unmonitored), autodialler and emergency call buttons, online at www.nbn.com.au/medicalregister or by calling 1800 227 300. This will help NBN Co identify homes where support may be needed to minimise a break in service.

- Fire alarms and lift emergency phones should be registered online at www.nbn.com.au/fireandlift or by calling 1800 227 300. Building owners and managers are responsible for ensuring obligations are met for the operation of monitored fire alarms and lift phones under the relevant building codes and standards.

Switching to the NBN is not automatic—so take action now!

This factsheet presents information for consumers from the Government's 'Migration Assurance Framework; Telecommunications Industry Guide'. More information about the migration process and the agreed roles and responsibilities of all telecommunications industry parties for a seamless transition to an NBN fixed line service for consumers and businesses is available here: www.communications.gov.au/publications/migration-assurance-policy-statement-framework

More information

- Connecting to the NBN
- Getting assistance with your NBN service