



Your home phone and the NBN

May 2020

You still need to switch to the NBN for voice only services

The National Broadband Network (NBN) is a major upgrade to Australia's national telecommunications infrastructure, and will deliver fast broadband to all Australian homes and businesses. In NBN fixed line¹ areas, if you only use a landline telephone service without internet (known as a 'voice only' service), you need to move this service to the NBN.

Do you require a landline telephone only?

If you use a voice only landline telephone service, you still need to move to the NBN if you live in a NBN fixed line area. Visit NBN Co Limited's (NBN Co) 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 should also contact your preferred telephone provider to discuss how voice only services can be provided over 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 telephone service will stop working.

In the fixed wireless and satellite areas, the existing copper lines will not be disconnected and consumers may still have the option of using their existing landline phone service. However, NBN Co's fixed wireless and satellite networks do offer Voice over Internet Protocol (VoIP) telephony services.

How does a standard telephone work and can I use my existing phone number over the NBN?

Telephone services over the NBN are delivered using VoIP, meaning your service is working over an internet connection.

Not all landline telephones are compatible with VoIP. You should contact your preferred phone or internet service provider to discuss how voice only services are provided over the NBN.

¹ 'Fixed line' technology types include: Fibre to the Node (FTTN), Fibre to the Building (FTTB), Fibre to the Curb (FTTC), Fibre to the Premises (FTTP) and Hybrid Fibre Coaxial (HFC)

Can I keep my existing telephone number?

You should be able to keep your existing phone number when moving to the NBN. You should advise your preferred telephone provider that you would like to keep your number when ordering an NBN service.

It is important that your existing phone service is not disconnected prior to having your new connection activated. This is because it can be hard to retrieve numbers once a service is disconnected and not all service providers are able to do this.

If you want to change from one service provider to another, prior to accepting a contract with the new service provider you should confirm the new service provider will port (transfer) your current telephone number across on your behalf. Your previous service provider is obliged to release your number but not all service providers are able to accept the transfer or porting. This is an important question to ask of your provider.

Are there costs associated with moving my telephone service?

Standard NBN installation is free of charge during the 18 month period after your area has been declared 'ready for service'. Additional charges may apply if your premises requires upgrades to wiring or cabling, or if you want a non-standard installation.

When choosing your service provider you should ask if there will be any additional fees or equipment needed to connect your premises to the NBN. Some providers offer professional installation of their equipment, which may incur charges.

If additional wiring or cabling is required, you may need to arrange for a registered cabler to undertake this work. For details of registered cablers visit (www.registeredcblers.com.au).

How much will a phone service over the NBN cost me?

The cost of voice only telephone services over the NBN start from around \$22 per month depending on the additional functionality you require. Ensure you review your contract terms and conditions before signing up to a service.

Using the address checker on NBN Co's website (www.nbnco.com.au) you can also access a list of telecommunications providers available in your area.

Beware of scams

As the NBN is being rolled out, you will receive mail from NBN Co from time to time once the NBN is available in your area. It is important to note that NBN Co is a wholesale-only access provider and does not provide retail services direct to consumers.

Telecommunications companies will also contact you offering services, through leaflet drops, direct mail and telemarketing activities.

Unfortunately, there have been reports of some scams attempting to take advantage of the rollout of the NBN by individuals impersonating a representative from NBN Co to gain personal information such as bank account details. NBN Co will never ask you for information about your banking or financial institution details.

If a caller claims they are from NBN Co and asks for these details, do not provide them. You should report the call to the Australian Competition and Consumer Commission (ACCC), through SCAMwatch at scamwatch at www.scamwatch.gov.au/report-a-scam or by calling 1300 795 995.

More information

- [Getting ready to connect to the NBN](#)
- [Connecting to the NBN](#)
- [Getting assistance with your NBN service](#)