

The National Broadband Network is coming...

IMPORTANT INFORMATION

The National Broadband Network (NBN) roll out represents a fundamental change to Australia's telecommunications infrastructure.

The NBN Co has been tasked with installing fibre connections to homes and businesses across the country. What this means is that if you want to continue making phone calls and using the internet through a landline service you will need to get connected to the NBN.

When the roll out reaches your area, the NBN Co will contact you to arrange installation of a small box in your home or business called a Network Terminating Device (NTD) that will connect you to the network. To find out when the NBN will be available in your area visit www.nbnco.gov.au or call the NBN Co by telephone on 1800 023 076. Once the NBN Co has connected you to the network, you will need to identify a Retail Service Provider (ie organisations such as Telstra, Optus, IINET, TPG) capable of delivering the telecommunications services you require.

What should I do?

When the new NBN fibre service is rolled out in your area you will be contacted by a number of Retail Service Providers (RSP) looking to sell you their telephone and broadband services.

Before signing up with an RSP and arranging an installation date, you should:

- Advise the RSP that you have a monitored security alarm or medical system;
- Seek confirmation from the RSP that they are able to support your existing security alarm or medical system using the UNI-V voice port - if they can't you will need to find a provider who can;
- Contact our customer care centre on 1300 73 83 93 for assistance in ensuring that there is a smooth transition and your alarm system continues to function as designed.



It is important that you follow these steps before signing up with an RSP, if you don't you may place your home, family or business at unnecessary risk. Whilst the NBN Co is responsible for connecting a fibre connection to your home or business, all of the wiring within your home or business remains your responsibility. Remember, before choosing an RSP make sure you contact Signal Security.