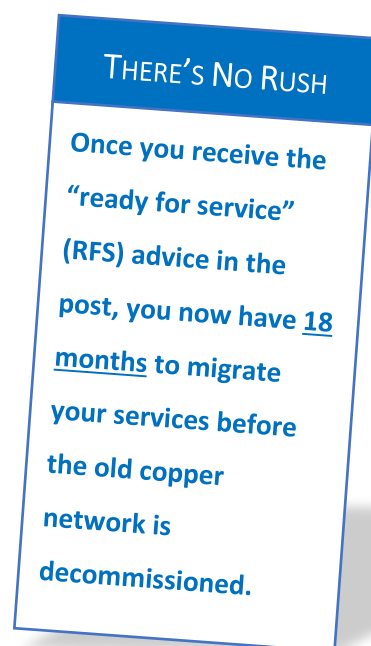


# nbn™ – Ask questions before you connect

## A switch to the NBN network is not automatic

Check your home address to find out if the NBN network is available at your business ([www.nbn.com.au](http://www.nbn.com.au)). Once you have confirmation that you can switch, contact your retail service provider to discuss your requirements after reading your checklist.



## Who knows about what?

Service	Who do I ask?
Phone/Internet/Data Plans	Telecom provider, Retail Service Provider (Old ISP)
Fax machine	Office Machines Supplier, Manufacturer
Fire or burglar alarm system	Service provider (probably through your installer)
Personal alarm	Service provider for your medical alerts
ATM/EFTPOS	The bank that supplied the device
Additional cabling	Requires a qualified tradesman – get a quote

## Important

Alarms you may have installed in your business, home or on your person should be registered with the NBN. Visit the webpage or call 1800 227 300. Register the following:

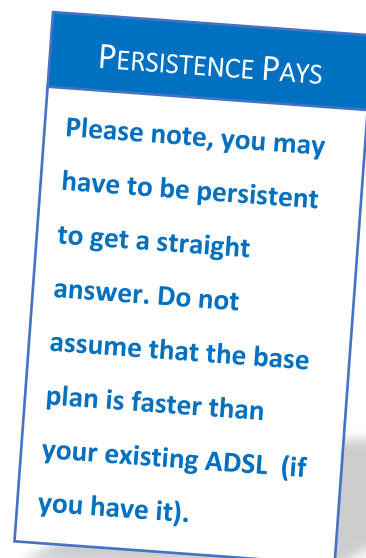
- 🌟 Fire alarms and elevator phones ([www.nbn.com.au/fireandlift](http://www.nbn.com.au/fireandlift))
- 🌟 Medical Alarm – both individuals and Corporates



## You've just got to ask ...

Consumers – do not be rushed. Wait until you have answers to all your questions and the correct plan.

- ✿ Ask your Retail Service Provider: What is the speed of this service?
- ✿ If cancelling a service and moving to another provider – ask: What is the cancellation fee?
- ✿ If changing plans with the same provider – ask: Is there a charge involved?
- ✿ Phone customers – state that you want to: 1) Retain you existing number  
2) Have continuity of service
- ✿ Renting or leasing: Once you have checked your address and know the installation procedure being planned for your home. You should contact your landlord or agent as you may need permission.
- ✿ Discuss your current set up with your preferred phone or internet service provider when you order your **nbn**™ services to find out what you will need. You may require extra cabling installed by a certified cabler – at additional cost.
- ✿ Network changes summarised:
  - . NBN Fixed Line customers - have 18 months to transition from RFS date
  - . NBN Fixed Wireless and Satellite customers – retain their existing services
- ✿ **Top Tip** Businesses should commence their transition to the NBN at least 12 months prior to the disconnection date.



## Broadband Connection – Who do I talk to?



The task	Who to contact?
<b>Check availability of service</b>	You can check online at <a href="http://www.nbn.com.au">www.nbn.com.au</a> or through retail service providers (RSPs)
<b>Purchase a service</b>	RSPs sell plans to homes and businesses. They will also organise for a technician to connect your premises
<b>Get connected</b>	After purchasing a service, your RSP will arrange for equipment to be installed at your premises.
<b>Delay in getting connected</b>	If the technician missed an appointment or connection is taking longer than expected contact your RSP.
<b>Property damage during installation</b>	If the NBN technician caused damage to your property during installation then contact NBN Co, who will repair this damage at no charge.
<b>Service does not work</b>	If your service does not work after NBN has installed the equipment, contact your RSP.
<b>Complaint of faulty services</b>	If there are problems with your connection, such as unusable services, dropouts, delays, slow speeds etc. you should raise the issue with your RSP.
<b>Query bill charges</b>	If you experience any unexpected charges you should raise these with your RSP.
<b>Service outage</b>	If your service stops working for any reason, contact your RSP.
<b>Disconnecting</b>	If you no longer want a service, contact your RSP.
<b>Moving services</b>	If you are moving house, contact your RSP about changing your service to different premises. Fees may apply. Ask.
<b>Damaged or moved equipment</b>	If the equipment gets damaged (for example during storms or an object hitting the satellite dish) contact your RSP. An NBN technician may be required to visit your premises and there may be a cost, check with your provider.
<b>Complaint about a RSP or NBN not addressing problems</b>	If your complaint to your RSP or NBN has not been dealt with, contact the Telecoms Industry Ombudsman who will refer your complaint to your provider or NBN and give them 10 days to fix your problem. If this does not solve your problem the TIO will work with you and the provider to see if you can agree on how to fix the problem.
<b>Changing retail service provider</b>	Switching between RSPs is easy. Just make sure there are no early termination fees with your current provider.



## Useful links



### New 'Guide to NBN Business'

[www.nbnco.com.au/connect-home-or-business](http://www.nbnco.com.au/connect-home-or-business)

### 'Preparing for the NBN network' + Interactive readiness checklist

[www.nbnco.com.au/connect-home-or-business/information-for-business/prepare-your-business.html](http://www.nbnco.com.au/connect-home-or-business/information-for-business/prepare-your-business.html)

### Enhanced 'Benefits' and 'Step-by-step guide to connecting'

[www.nbnco.com.au/connect-home-or-business/information-for-business/benefits-for-business.html](http://www.nbnco.com.au/connect-home-or-business/information-for-business/benefits-for-business.html)

[www.nbnco.com.au/connect-home-or-business/information-for-business/step-by-step-to-connecting-your-business.html](http://www.nbnco.com.au/connect-home-or-business/information-for-business/step-by-step-to-connecting-your-business.html)

### Click on the speed test site to measure download and uploads speeds

[www.speedtest.net](http://www.speedtest.net)

### Better Internet for Rural, Regional and Remote Australia

[www.birraus.com](http://www.birraus.com)

### Australian Consumer Communications Action Network

[www.accan.org.au](http://www.accan.org.au)

### Comparison Website

[www.whistleout.com.au](http://www.whistleout.com.au)

### Video streaming test results

<https://www.google.com/get/videoqualityreport/>

### Average Netflix speed delivered by internet services

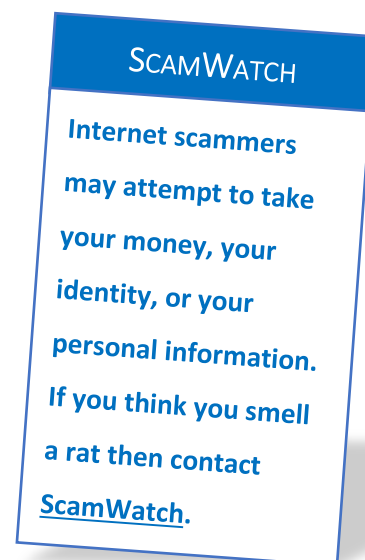
<https://ispspeedindex.netflix.com/country/australia/>

### Discussions on service and performance

<http://forums.whirlpool.net.au/>

### Location of mobile and NBN towers

<https://oztowers.com.au/Home/Query>



Just saying ... if a RSP price offer looks too good to be true then it could be slow. Check review comments before signing up with a retail service provider. Think about what you get, not just what you pay.

