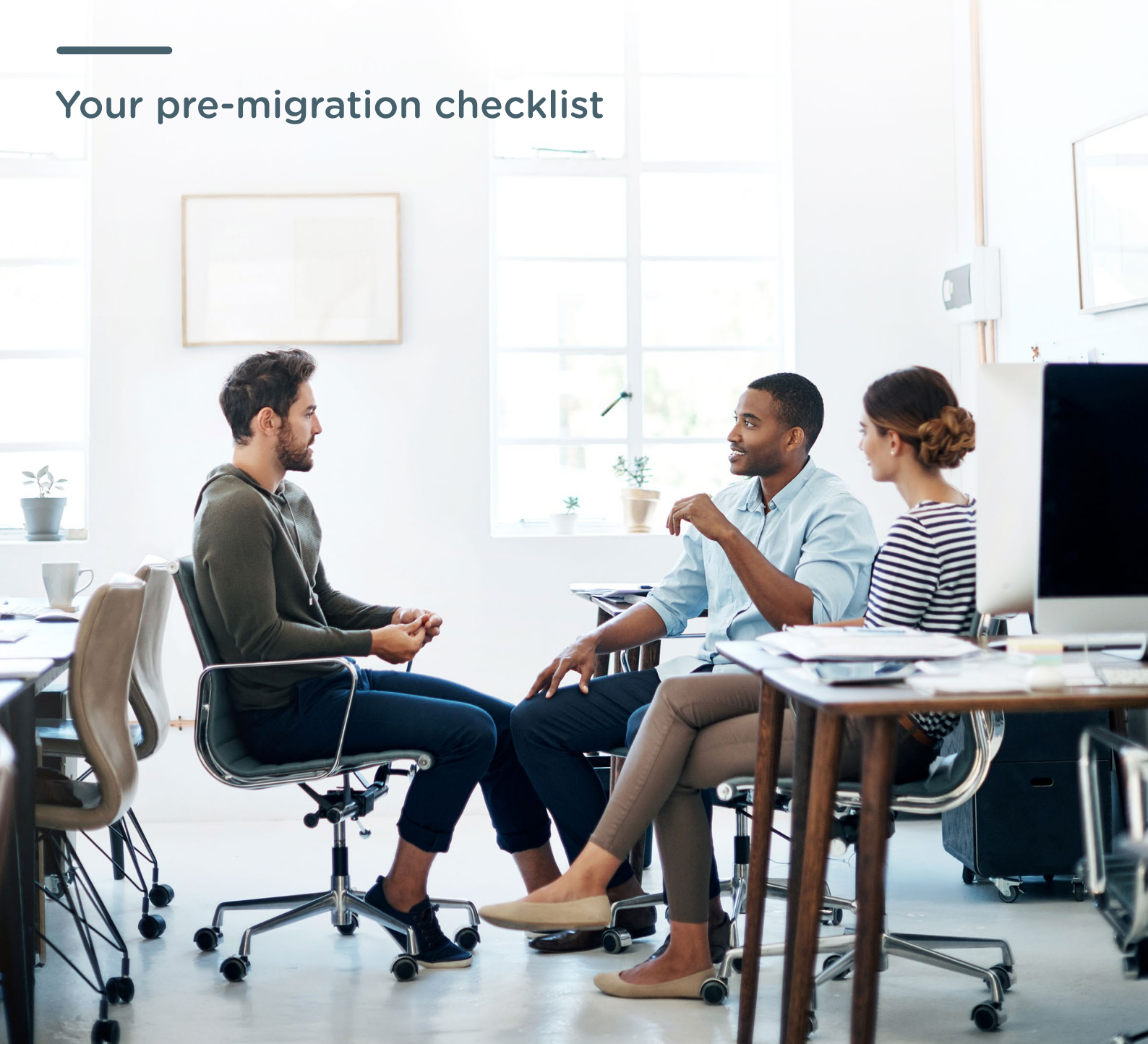


# Prepare your business to switch to the nbn™ broadband access network

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## Your pre-migration checklist



# You can switch now

Right now **nbn** is building the infrastructure for Australia's broadband access network to support future economic and social growth. Whether your business is big or small, you need a migration plan in place before you switch to the **nbn**<sup>™</sup> access network.\*

Now's the time to prepare your business for migration to the **nbn**<sup>™</sup> access network so you can make a proactive switch and avoid the inconvenience and business disruption caused by disconnection of affected landline phone and internet services.\*

It's also the ideal time to plan for the digitisation of your business and develop the strategy to help transform your business to take advantage of the opportunities and benefits available to you.

## We're here to help you migrate

As an **nbn**<sup>™</sup> business accredited adviser<sup>^</sup>, we can assist you in making a smooth transition, allowing you to focus on your business and avoid the stress and hassle of going it alone.

It's all about putting our skills and knowledge to work for you and ensuring you have the support you need to help navigate the transition process in good time, and with minimum stress.

## Get started with our handy checklists

This document is designed to help you understand what is involved in switching to the **nbn**<sup>™</sup> access network. Moving your business can be complex, if you are not prepared, so please refer to the checklists to identify what systems and services may be affected and the action that needs to be taken.

## We're at your service

Our contact details can be found at the end of the document, and we look forward to supporting you as you migrate your business to the **nbn**<sup>™</sup> access network.



\* Services provided over the **nbn**<sup>™</sup> broadband access network will be replacing phone and internet services provided over most of the existing landline networks, including copper and the majority of HFC networks within the fixed line footprint. Services provided over existing fibre networks (including in-building, health and education networks) and some special and business services may not be affected. To find out if your services will be affected, please contact your current phone or internet provider. For more information, visit [nbn.com.au/switchoff](http://nbn.com.au/switchoff) or call 1800 687 626.

<sup>^</sup> **nbn**<sup>™</sup> business accredited advisers have undertaken a short course on the **nbn**<sup>™</sup> broadband access network. **nbn** does not sponsor, endorse or guarantee any advice given or representations made by **nbn**<sup>™</sup> business accredited advisers (including any recommendations to purchase goods and services or purchase telecommunication services over the **nbn**<sup>™</sup> access network from a particular phone or internet service provider) and does not guarantee the accuracy of that advice or representation.



## Start preparing now



### Avoid the risk of disconnection of affected services\*

As the **nbn**<sup>TM</sup> access network rolls out across the country, the current copper networks will be progressively switched off. This means most landline phone and internet services and Special Services will be disconnected.



### Transition to **nbn** with the help of an **nbn**<sup>TM</sup> business accredited adviser

Before you make the switch to the **nbn**<sup>TM</sup> access network you will need to choose an internet and phone provider and think about what business services may be affected. As an **nbn**<sup>TM</sup> business accredited adviser we can help you select an appropriate plan for your new phone and internet services.

If you switch to the **nbn**<sup>TM</sup> access network, you need to plan your migration and leverage the opportunity to develop a digital roadmap for the future.



### Experience the benefits – fast!

It makes smart business sense to benefit from all the **nbn**<sup>TM</sup> access network can enable the moment it's available in your area.

Whether it's simply internet access and email, or the need for advanced video conferencing, Virtual Reality, Artificial Intelligence, cloud storage, the Internet-of-Things, multi-site integration, or sophisticated data analytics services, the **nbn**<sup>TM</sup> access network can help take you where you want to go – fast!^

With the massive scale and scope of **nbn**<sup>TM</sup> access network infrastructure already helping to drive gains to businesses across Australia, why wait longer to tap into the opportunities and benefits for your business?

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^ Your experience, including the speeds actually achieved over the **nbn**<sup>TM</sup> network, depends on the **nbn**<sup>TM</sup> access network technology and configuration over which services are delivered to your premises, whether you are using the internet during the busy period, and some factors outside our control (like your equipment quality, software, broadband plans, signal reception and how your service provider designs its network). Speeds may be impacted by network congestion on **nbn**'s Fixed Wireless network, including during busy periods. Satellite users may experience latency.

# Essential checklists for your business

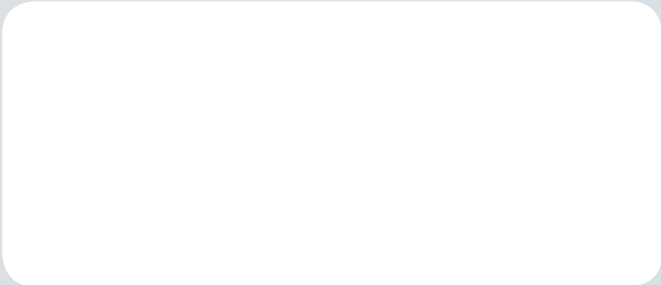
We've developed three handy checklists to highlight the business services, equipment and systems that may be affected and that may need to be addressed as part of your migration to the **nbn**<sup>TM</sup> access network. As an **nbn**<sup>TM</sup> business accredited adviser, we can help you manage the process of finding out which of these will affect your business, and work with you and your providers to ensure that appropriate action is taken for a smooth transition to the **nbn**<sup>TM</sup> access network.

## Your business preparation checklist

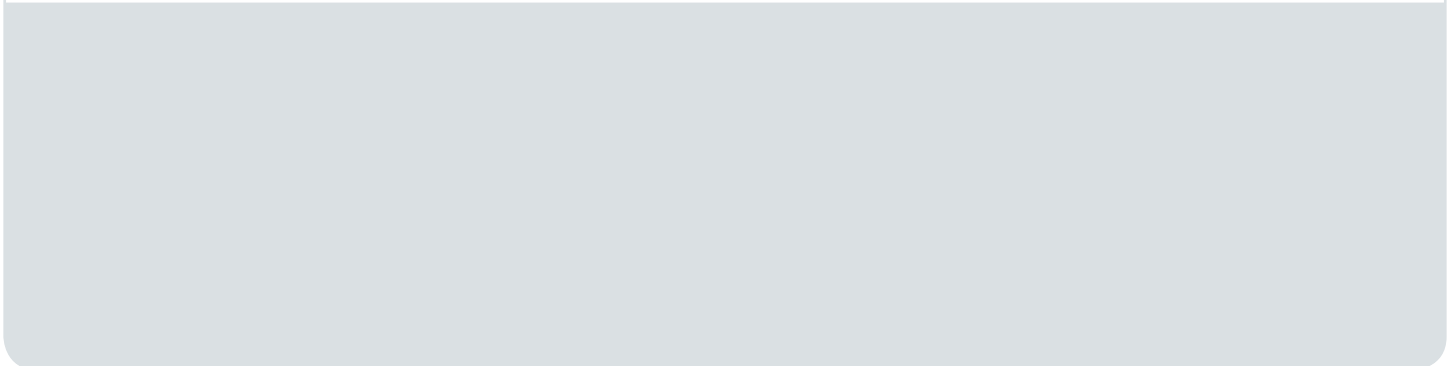
**1** Click on the  button for definitions.

**2** Click the icon to show the action required.

**Telecommunications and data service<sup>†</sup>**



**Business equipment and systems<sup>†</sup>**



# Take special care with your Special Services

Your business might rely on copper-based Special Services that need to be upgraded to the **nbn**<sup>™</sup> access network. Migrating Special Services to the **nbn**<sup>™</sup> access network can be complex, and can require additional planning and coordination to ensure a smooth transition well before the disconnection date.

For most businesses, switching these services over is not an automatic process. If your Special Services are affected you'll need to arrange new services before your disconnection date or risk losing access to these critical services<sup>#</sup>. Make sure you're prepared with plenty of time to get your new systems up and running as there are a number of steps involved in switching.

As an **nbn**<sup>™</sup> business accredited adviser we can assist you with your Special Services migration process.

Click the icon to show the action required.

Need help identifying if you have any of these Special Services? As an **nbn**<sup>™</sup> business accredited adviser, we're here to help.

## Your Special Services checklist

Note: All dates in the expansion boxes below apply to FTTP, FTTB, FTTN premises only<sup>#</sup>.

<sup>#</sup> Disconnection dates vary and not all Special Services will be disconnected - whether a service will be disconnected, and the timing of disconnection will depend on factors including the type of Special Service, when the **nbn**<sup>™</sup> broadband access network is available, which **nbn**<sup>™</sup> access technology is available and whether Telstra has issued a BAU product exit in respect of a Special Service. To find out if your services will be affected, and applicable disconnection dates, contact your current phone or internet provider.

<sup>†</sup> The rollout of the **nbn**<sup>™</sup> broadband access network will involve new technologies, and some existing devices (including many medical alarms, autodiallers and emergency call buttons) may not be compatible with these at all times. You should contact your device provider to find out if your alarm or other device will work when connected to the **nbn**<sup>™</sup> broadband access network and what alternative solutions are available. For more information, visit [nbn.com.au/compatibility](https://nbn.com.au/compatibility)

# Don't delay - start preparations today

Contact us today to find out more about the digitisation journey ahead of your business as you prepare to switch to the **nbn**<sup>™</sup> broadband access network.

