

NBN Presentation

- NBN is a Government Business Enterprise, which means that we are funded by the government to build and roll out the network to Australia
- NBN is classified as a wholesaler which means that you will continue to purchase your phone and internet plans through your Retail Service Provider (Telstra, Optus, iiNet etc.)
- We have over 30,000 people working on the nbn access network every day, with the task of connecting 8 million homes and businesses by 2020.
- NBN is not just for internet – it is for home phone and internet. You can choose to have phone, internet, or both, and you don't need to have a landline phone to run internet.
- **Check** how you use the internet between 7pm and 11pm, including how many devices are in use and how they are being used
- **Select** the right plan with the help of your phone and internet provider. Find a full list of providers in your area at nbn.com.au/providers
- **Connect** to an nbn™ powered plan and get set up with the help of your provider who can provide tips on where to put your modem and more
- You can check your address online at nbnco.com.au to find out about the status of your connection



- NBN only communicate with you through direct mail. We do not call, and we notify you throughout the switch over period with reminder letters. They are not addressed to individuals; they will just say “to the resident” or “to the household owner”
- Important questions to ask the phone and internet provider:
 - What plan would you suggest for me?
 - Do you charge any additional installation fees? (Because nbn do not charge anything for a standard installation)

- Can I keep my current home phone number and email address? (You can, but it is important to remind the provider)

- Some devices and equipment may be impacted when switching to the nbn and it is important to check with the device provider that it will work over the nbn access network or whether they have a solution that will work on the nbn – an alternative solution. Examples of these are monitored security alarms, fax machines and medical alarms.
- We would ask anyone with a medical alarm to register it with nbn
- This helps us to support you when moving to the nbn access network and to ensure that you are migrated safely and that your alarm monitoring is not impacted.
- If your medical alarm is the type that calls family, friends and 000, you could upgrade to an eligible 3G-enabled device at 80% off the normal price (capped at \$300 off).

- It is important to know that during a power outage, services and devices such as your phone and internet will not work.
- We recommend that you consider having an alternative form of communication such as a charged mobile phone.
- If you have safety critical devices such as a medical alarm – speak to your device provider about an alternative solution
- Please be reassured that device providers have a range of mobile options to assist you that to connect via the mobile 3g or 4g networks.

Scams

- According to Scamwatch “Scammers are increasingly using trusted brands like ‘NBN’ to trick unsuspecting consumers into parting with their money or personal information.”
- Australians are losing more money to NBN scams, with reported losses in 2019 already higher than the total of last year’s losses.
- “People aged over 65 are particularly vulnerable, making the most reports and losing more than \$330,000 this year [so far]. That’s more than 60 per cent of the current losses,” ACCC Acting Chair Delia Rickard said.
- NBN Co understands the number of communities being targeted by scammers
- NBN Co is urging residents to be wary of scammers impersonating the wholesale network provider.
- Please be vigilant with callers claiming to be from NBN Co requesting personal or financial information. We will never make unsolicited calls or door knock to sell broadband services to the public. We will never request remote access to a resident’s computer, and we will never make unsolicited requests for payment or financial information.
- Protect yourself by verifying who you are talking to. If in doubt, hang up and call your phone and internet provider’s customer service centre to check if the call is legitimate.
- For more information on scams, please visit: www.nbn.com.au/scamadvice

- 1. – Someone pretending to be from NBN Co, or an internet provider, calls a victim and claims there is a problem with their phone or internet connection, which requires remote

access to fix. The scammer can then install malware or steal valuable personal information, including banking details. Remote Access Scams accounts for over 60% of nbn scams.

- 2. – Scammers pretending to be from the NBN attempting to sell NBN services, often at a discount, or equipment to you over the phone. Scammers may also call or visit people at their homes to sign them up to the NBN, get them a better deal or test the speed of their connection. They may ask people to provide personal details such as their name, address, date of birth, and Medicare number or ask for payment through gift cards.
- 3. – scammers impersonating NBN will call victims to steal valuable personal information like their name, address, Medicare number, or driver’s license number. The scammer may tell the victim they’re entitled to a new router, for example, and say they need these personal details to confirm the victim’s identity.
-
- We recommend you do not share your personal or bank account details with an unsolicited caller or with those who door knock.
- These are often referred to as ‘RoboCalls’. We suggest you hang up the phone. If you’re in doubt, call your phone and internet provider to check if they’re legitimate.
- **nbn** will never ask to access your computer remotely, or ask you to download special software such as Team Viewer.
- **Remember** - **nbn** is a wholesaler and will never ask you to buy a plan directly from them –
- If you are in any doubt, ask to see the identification card of anyone claiming they are from nbn
- All Service Delivery Partner workers should be carrying their enable card **and** the Service Delivery Partner contractor ID.
- Techs should only be entering the persons property under a connect or assure order.
-