



# NBN

### NATIONAL BROADBAND NETWORK IS NOW AVAILABLE AT YOUR LOCATION!

Waterfront is now able to supply high speed Internet and telephone connections to areas where the National Broadband Network (NBN) has commenced roll out of service. NBN is now available at your address.

#### What is the National Broadband Network (NBN)?

The National Broadband Network is the new Telephone and Internet Network which is being installed throughout Australia. You may have heard a lot about this in the media and from government press announcements. The NBN will be replacing the existing telephone network in Australia which has been used for many decades.

#### What is the difference between NBN and regular ADSL Broadband Internet connections?

The National Broadband Network will use Fibre Optic cabling instead of traditional copper based telephone cables. By using Fibre Optic cables to deliver the Internet to your premises, you will experience a faster quality Internet connection which does not experience high volumes of signal loss over long distances. Your telephone call quality will also be much better than before and your service will not be affected by heat or bad weather.

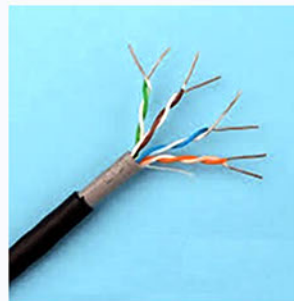
#### Why do I need to move my Phone and Internet services to the NBN?

The existing old copper telephone cables will be disconnected and replaced in your street as the new NBN network becomes available. All locations which are upgraded to the new network will receive an official switch off date for disconnection of the old copper cable services.

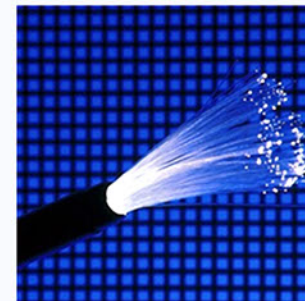
#### What are the benefits in moving to the NBN?

The benefits of moving to the new network include:

- Better Quality Phone Lines
- Less technical and fault related problems
- Faster quality Internet Speed
- More stable Internet network
- Access to more entertainment services including streaming video and gaming
- Better for homes and offices with multiple devices such as tablets, laptops, smart phones and smart TV's.



Pic 1: Old Copper Cable



Pic 2: New Fibre-Optic Cable





## Who owns the National Broadband Network?

The NBN is owned by the Australian government and is known as NBNCO. It is not owned by Telstra, Optus or any other private telecommunications companies in Australia. All retailers in Australia will purchase wholesale access from NBNCO to resell to their customers.

NBN will operate on a fair basis with all retailers receiving equal levels of service. Large telecommunications companies will not receive priority service or cheaper pricing over other service providers.

## What are the Internet speed options available on NBN?

What are the Internet Speed options available on NBN fibre based connections?

There are many different speed options available on the NBN which exceed the quality of Regular ADSL:

- 12/1 Mbps
- 25/5 Mbps
- 50/20 Mbps
- 100/40 Mbps

## What are the Internet Speed options available on NBN fixed wireless based connections?

The following speed options available on the NBN for fixed wireless installations:

- 12/1 Mbps
- 25/5 Mbps

## What happens if I do not move to the NBN?

Your existing telephone line and Internet service will be disconnected on the allocated cutoff date for your location. Your telephone and Internet service will stop working after this date if you do not convert to the new network and you will lose your home/business telephone number. Waterfront recommends that you organise the changeover to the new NBN service at least 8 weeks before the cut-off date to avoid loss of services.

## What are the pricing plans available?

Please see the Waterfront NBN Critical Information Summary for further details.

## Will my existing equipment, EFTPOS, Alarm and Emergency Systems work with NBN?

Not all existing equipment will work with the new NBN network. A new NBN compatible modem will be required.

Other equipment such as EFTPOS, telephones, Phone Systems, Alarm and Emergency Systems will need to be checked for compatibility.

Please speak with a Waterfront NBN specialist for further information and check our equipment compatibility guide in the NBN section of the Waterfront website.





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### GETTING CONNECTED TO THE NBN NETWORK

Waterfront has become an industry specialist in organising NBN connections. Our job is designed to make it easy for you to convert seamlessly to the new network without interruption to service. Once you have booked your Installation with Waterfront an NBN technician will connect your existing telephone line to the new NBN network. This will use your standard telephone cable which is currently being used for delivery of your ADSL Broadband Internet and telephone lines.



### NBN Installation Process:

The following easy steps will be performed for conversion:

1. You place an order with Waterfront for an NBN service
2. Waterfront requests an appointment from NBN
3. The NBN technician attends your street and converts your existing landline to NBN
4. You plug in your new NBN modem into the telephone socket on your premises
5. You connect your existing computers/devices to the NBN modem via cable or WIFI
6. You plug your telephone handsets into the NBN modem
7. Your service is then ready for use.

In most cases an NBN technician will not need to enter the premises to complete the installation as the change over is completed in the street cabling.



Agent Code: 

# Waterfront Networks

**Waterfront Networks Pty Ltd**

Suite 102, 70-76 Alexander St

Crows Nest NSW 2065

**Phone: 1300 695 465**

Fax: 02 8275 8500

Web: [www.waterfront.net.au](http://www.waterfront.net.au)

ABN: 36 611 517 090

## Waterfront NBN Account Service Form

Thank you for selecting **Waterfront Networks Pty Ltd. (A.B.N: 36 611 517 090)** as your provider of telecommunications. All information provided below is held in strict confidence by Waterfront and is not used for any purpose other than the direct provision and support of telecommunications services.

### Company or Organisation Details

PLEASE PRINT CLEARLY

<input type="checkbox"/> Company/Personal Name:	
Trading Name: (If different from above)	
A.C.N./A.B.N./D.O.B.	

### Address Details

Service Address:					
Suburb:		State:		Postcode:	
Postal Address: (If different from above)					
Suburb:		State:		Postcode:	
Email Address for Billing:					

### Contact Details

Customer Contact Name:		Account Password:	
Additional Account Contact Names:			
Phone:		Fax:	
Mobile:			

### Service Requested

NBN Unlimited Data Service:	<input type="checkbox"/> 12/1 \$60/month <input type="checkbox"/> 25/5 \$65/month <input type="checkbox"/> 50/20 \$80/month <input type="checkbox"/> 100/40 \$90/month		
Existing Telephone Number:	(0 )	Call Pack	<input type="checkbox"/> \$8PAYG <input type="checkbox"/> \$10L&LD <input type="checkbox"/> \$30L,LD&C2M
Contract Length:	<input type="checkbox"/> 24 month (\$0 Connection fee) <input type="checkbox"/> 0 Month (\$149 Connection Fee)		

Waterfront will provide a 14 day tax invoice on a designated anniversary billing date of each month. Payment will be automatically debited from your credit card on the due date. If payment is received by any other alternative payment method prior to the due date, your card will not be debited. Direct debit from a bank account is also available.

Card Type:	<input type="radio"/> MasterCard <input type="radio"/> Bankcard <input type="radio"/> Visa <input type="radio"/> Amex <input type="radio"/> Diners (Please circle one)
Name On Card:	
Card Number:	
CVV:	
Expiry Date:	/ /

- I have read and agree to the Waterfront Terms and Conditions.
- I have received and understand the Waterfront rate sheets and critical information summaries.
- I understand Waterfront may perform a credit check upon application.
- I will inform Waterfront in writing if I decide to change my services.

Customer Signature:	X
Title / Position:	
Date:	/ /