



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.

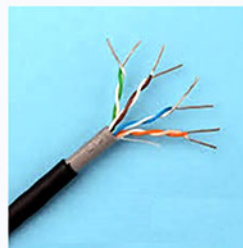
Why do I need to move my Phone and Internet services to the NBN?

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.

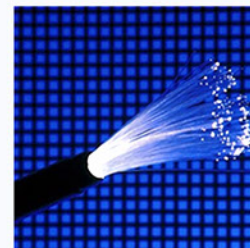
What are the benefits in moving to the NBN?

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.

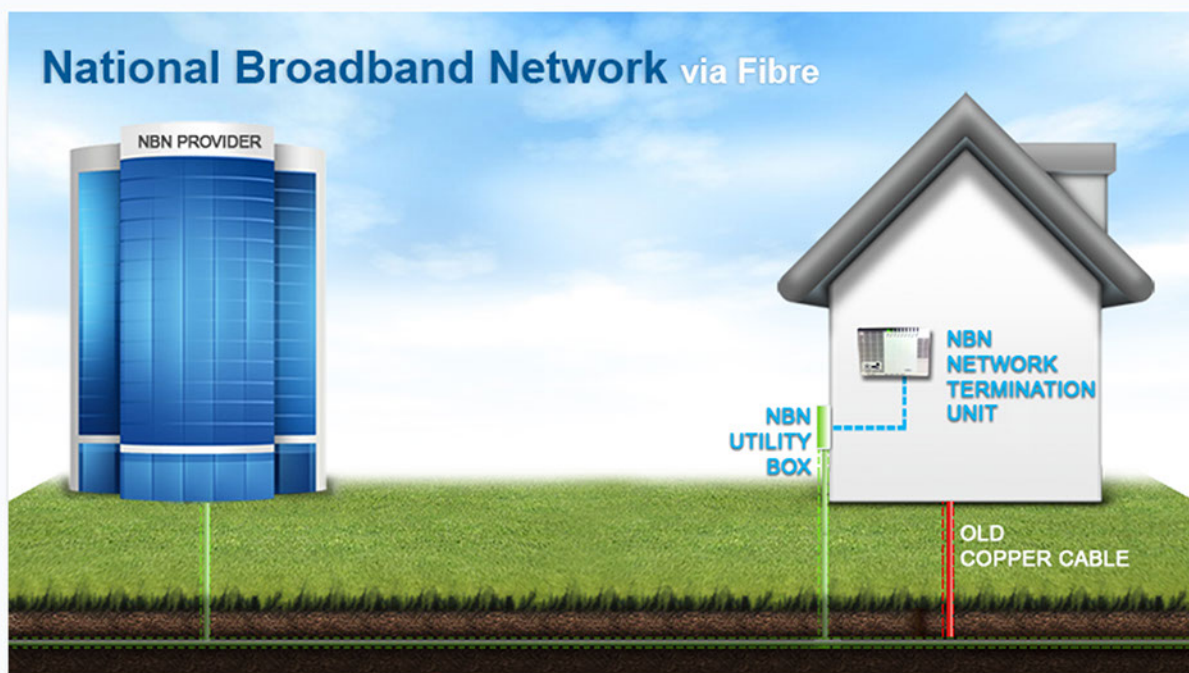


NBN

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 your service.

Once you have booked your installation in with Waterfront an NBN technician will come to your premises to install the new fibre-optic cable and equipment. You will need to make sure you are in attendance on the premises or have an authorised person who is over 18 to allow the technician to enter the premises.



NBN Technician installation:

The following steps will be performed by an NBN technician at your premises once the NBN becomes available in your area:

1. A new fibre cable will be installed from the street to the side of your house. This is often slipped in the same conduit as your existing telephone line.
2. If you are unable to obtain fibre cable, an antenna will be mounted outside your premises
3. An NBN Utility box will be mounted outside your premises
4. The NBN Network Termination Unit will be mounted inside your premises.



NBN

INTERNAL TELEPHONE SOCKETS AND THE NBN

If you wish to continue using your existing telephone sockets on the premises, you will need to arrange a private cable technician to adjust the cabling on the premises. The old sockets on your premises will need to be disconnected from the old telephone lines and plugged into the NBN network.

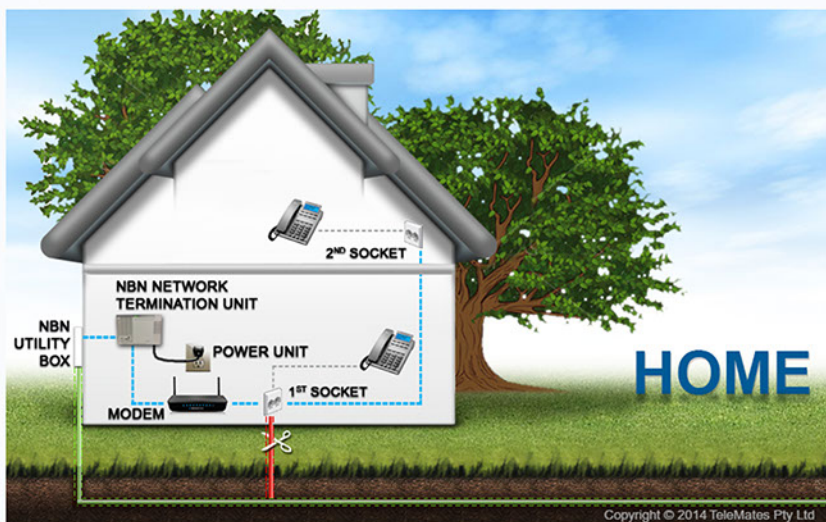
Who do I contact to arrange the reconnection of my home sockets?

A private cable technician can be a telephone technician or electrician and would need to complete the reconnection of your sockets. You may wish to provide the private technician with this guide to assist with the conversion.

What will the private cabling technician need to do?

The private cabling technician will need to complete the following:

1. Disconnect the telephone line between the street and your existing sockets.
2. Connect a new cable from the phone connection at the back of your NBN modem to the existing sockets at your premises.
3. The telephone line will now be re-routed back through the existing sockets on your premises.



Do I have to continue using my existing sockets?

If you do not wish to continue using the sockets mounted in your premises, you can just connect a telephone handset directly in the back of the modem. Waterfront has observed some customers just like to connect a cordless phone directly to the modem.

I do not have a private Cable technician or Electrician who can assist?

Please contact Waterfront customer service on **1300 695 465** to arrange a private cable technician to complete the work.