



The NBN is a high speed National Broadband Network for connecting computers to the Internet. It can perform faster with less latency (delay) than the current ADSL or Mobile Networks. Some members with low usage (<5 GB/mth) may however find that a Mobile service is adequate and less expensive.

Technologies

Various NBN technologies are used, some with higher Max Download Speeds:

FTTP - Fibre to the Premises - normal maximum download speed 100 Mbps though higher speeds are available from at least one provider
HFC - Hybrid Fibre Coaxial - current maximum download speed 100 Mbps
FTTC - Fibre to the Curb - current maximum download speed 100 Mbps
FTTN - Fibre to the Node - normally provides download speeds of 50-90 Mbps depending on proximity to the node, some users will, however, receive lower speeds

You can find out the technology to be used at your premises and when it will be available by going to the NBN website and entering your address into the search box provided (www.nbnco.com.au). The NBN also have a comprehensive list of providers that retail the NBN service at varying rates.

Speed Tiers

NBN provides four speed tiers, as follows:

Tier1/NBN12 - Up to 12 Mbps download, 1 Mbps upload (similar to ADSL)
Tier2/NBN25 - Up to 25 Mbps download, 5 Mbps upload
Tier3/NBN50 - Up to 50 Mbps download, 20 Mbps upload
Tier4/NBN100 - Up to 100 Mbps download, 40 Mbps upload

However users will find that:

- Due to NBN pricing changes, some Retail Service Providers (RSP) no longer sell Tier2 connections as they can now provide Tier3 at the same price
- RSP's are now required to provide users with an indication of the typical speeds to expect for each tier - for example Tier3 may be

described as "40 Mbps typical minimum speed". Whilst this is designed to assist users, they should not assume that speeds closer to the Tier maximum are not possible

Switching to NBN

Users switching to NBN need to contact their Retail Service Provider - not NBN. The RSP will make all the necessary arrangements.

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Whilst the simplest way to switch is to contact your existing provider, users who are out of contract also have the option to switch to another provider.

When the NBN is available in your area, after 18 months the existing Telephone and any existing ADSL or Cable network will be disconnected, so action is needed if you wish to maintain a landline Telephone and transfer your existing phone number.

You cannot go back to ADSL even temporarily once you have been connected to the NBN **except** in the case of a failed NBN installation, in which case RSP's are now **required** to either reconnect the existing service or provide an alternative connection.

Optus users should note that Optus has not agreed to the 18 month grace period and claim the right to disconnect their customers at any time after the NBN has been deemed "ready for service". In practice they allow a 3 month grace period.

Telephone Services

The Phone offered under the NBN is a VoIP system (Voice Over Internet Protocol) where a telephone handset (or hands free unit) is plugged in to your internet router. Existing telephone sockets should only be used if rewiring is effected by a registered cabler.

Depending on the technology used, a VoIP telephone may not operate in the case of a local power failure. FTTP and FTTN can use a battery backup or UPS (Uninterruptible Power Supply) for this purpose, however HFC generally relies on cable Boosters which are powered from the street.

Most providers include a phone connection at around \$10 per month with similar rates to your previous landline. You can however get the NBN without phone from some suppliers and use only your Mobile phone, or sign up with a Web based VoIP provider at substantially lower rates.

Speed Tier Selection

Our advice is to check your neighbours' experience, or select Tier2 (if available) or Tier3 to start with, then move later to higher speeds if you wish, providing the infrastructure is performing satisfactorily.

Some RSP's may not provide you with Tier4 (100/40) until you've been connected for sufficient time for the line to be retested and found capable of delivering the higher speed.

If you find that your connection does not provide the suggested speed for your Tier you are entitled to switch to a lower Tier and to be refunded the cost difference.

See also the video under Club Facilities, Monthly Meeting Q&A session on the NBN.

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