



Trial of the Network Extension - Tasmanian Stage 2 rollout

Frequently Asked Questions

1. What is Network Extension?

Network Extension means the works required to extend NBN Co's fibre optic network to a location near the boundary of an eligible property that is outside NBN Co's fibre footprint for a particular area (Fibre Serving Area).

2. How do I know if I am in or out of the fibre footprint?

NBN Co will publish a Fibre Serving Area prior to commencement of construction activities. Maps will show the boundaries of the footprint. The map is available on the NBN Co website (http://www.nbnco.com.au/our-network/maps.html#coverage_assets).

3. Why wasn't my property included in the fibre footprint for the initial rollout?

NBN Co has been established to build a fibre network to approximately 93% of premises in Australia. The remaining premises will be serviced through a mixture of fixed wireless and satellite services.

These remaining premises are outside the planned footprint generally because of the cost of installing fibre owing to lower density, longer distance or any particularly challenging features of the physical landscape. Some of these premises may be eligible for a Network Extension.

4. When can I register my interest for the trial of the network extension?

During the trial, registrations will only be accepted for selected eligible properties located around the Stage 2 Tasmanian Rollout. NBN Co has identified eligible properties and written to the owners of properties that fall within the scope of the trial to inform them of the process to obtain a quote for the network extension trial.

5. How long will I have to make a decision whether to proceed?

You will have two weeks from the time you receive the quote to decide whether or not you want to proceed.

6. Can I register my interest for the trial of the network extension process if I miss the date?

Sorry, but this is not possible as there are fixed timeframes for registering your interest during the trial of the network extension process. Failure to notify within this time will mean that your property will not be captured in the design of the Stage 2 Tasmanian Rollout. This is a one-off trial during the NBN Co construction phase in your area which is not expected to be offered again.

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7. Can anyone request a network extension during the trial of the network extension?

No, requests for network extension must be made by the owner of the eligible property or a duly authorised representative of the owner. Where a request is submitted for multiple properties or a whole town, then it must be submitted by a duly authorised representative. This may be a council representative or someone who has been duly authorised to represent a group of property owners.

8. Will I have an opportunity after the trial of the network extension to apply for a network extension (for example, if I buy a house that falls outside the planned fibre footprint)?

This will depend on the outcome of the trial of the network extension process and whether NBN Co has commenced construction in the adjacent Fibre Served Area Module. It is envisaged that any future process will be developed following a review of the outcome of the trial.

However, even if your property falls outside the fibre footprint, you will still be able to connect to the National Broadband Network, by either fixed wireless or satellite services.

9. How many properties will be included in the trial?

A small number of properties have been selected to participate in the trial. These properties are located on the border of the Tasmania Second Release sites of Sorell, Deloraine, St Helens and South Hobart.

10. Having received the NBN Co eligibility notification, what is the process for applying to be included in the trial of the network extension?

As the owner of an eligible property, you can request a no-obligation quote from NBN Co to have the fibre optic network extended to your property by calling NBN Co on 1800 881 816. After NBN Co determines how much it will cost you to have the fibre optic network extended to a multiport near the boundary of your property, NBN Co will send you an invoice showing your no-obligation quote for the total cost of the network extension and the payment schedule. This payment schedule will include the amount of your non-refundable deposit of 25% of the full amount.

11. How much will the Network Extension cost?

NBN Co will send you a no-obligation quote for the works based on the exact location of the property. The quote will be based on information provided by NBN Co's sub-contractors. The quote also serves as an invoice should you choose to proceed by paying the 25% non-refundable deposit. The further terms and conditions of the offer will be included with the quote/invoice.

12. If I ask for a quote, do I have to commit to the Network Extension?

No, a request for a quote does not commit you in any way. Receiving the invoice showing your quote from NBN Co for Network Extension does not commit you to proceeding either. However, the quote will only be valid for two weeks.

If you wish to proceed, once the invoice has been issued you will need to respond quickly and submit payment if you decide you do want to commit at that time. Information on timeframes to respond will be included with the quote.

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13. Is the Total Cost given on the invoice all that I will have to pay to use the internet/make calls?

No. The Network Extension process will extend NBN Co's fibre optic network to a location near the boundary of your property.

You will need to select a Retail Service Provider (RSP) to initiate the process for the connection from the Network Extension to your home in order to connect you to internet/phone service. Additional charges are likely if your home is greater than 60M from the Network Extension or if there are other circumstances which affect the installation process, but NBN Co does not have visibility of what RSP's intend charging for this service.

Where NBN Co can reasonably anticipate this situation, an additional estimate for this cost will be provided with NBN Co's quote. In some instances therefore our response to a request for a quote may include two amounts: the quote for the network extension and an estimate for the RSP network installation charge to give some guidance regarding the overall cost of your connection to the internet.

Any estimated costs provided are as an unofficial guide only. Each RSP will be solely responsible for their pricing for their Installation & Connection services.

14. What if I wish to proceed?

If you wish to proceed, you will be asked to accept the quote by paying NBN Co a non-refundable deposit which will likely be due within 2 weeks of you receiving this invoice from NBN Co.

15. If I pay for Network Extension, can I use the internet/make calls right away?

You cannot automatically access the internet or other services using the National Broadband Network merely because the fibre optic network has been extended to a location near your property boundary.

To activate a service, once the network is live, you will need to select and purchase a plan from a participating Retail Service Provider. This initiates the process of a service installation.

16. If I change my mind after paying some of the invoices, can I get a refund?

No, once your first payment is received, you have committed to the Terms and Conditions for Network Extension. Receipt of payment starts the process of redefining the Fibre Network Boundary, re-addressing network capacity and adjusting sub-contractor contracts.

17. If I am connected to the National Broadband Network, does that mean I can automatically access broadband?

No, NBN Co is an open access wholesale provider. This means that NBN Co can only provide the network infrastructure. NBN Co cannot sell internet services to the public. Once NBNCo construction has been completed for your FSAM, you will need to sign up with a Retail Service Provider (for example, a phone company or internet service provider) before you are able to access broadband services.

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18. What if my neighbour accepts a quote for Network Extension at the same time? Does this reduce the costs?

Yes. NBN Co is only seeking to recover the incremental cost of extending the network. We will prepare a quote based on an individual request for connection. If however some of the infrastructure we need to deploy is shared by more than one property-owner it will reduce the cost to each. We won't know total costs until all property-owners make a decision whether or not to proceed by paying their deposits. When these are received, NBN Co will recalculate your repayments and issue a rebate for any overpayment on the first payment. This principle will be applied anywhere that a portion of your network extension is shared.

19. What will happen if I sell my premises before completing my progress payments?

You will have the option to:

- i) pay the outstanding sum before transfer of your property ; or
- ii) pass on your responsibilities to the purchaser of your home by including a covenant in the agreement of sale for the property.

20. If I proceed with Network Extension, how long will it take for me to have access to internet and phone services over the National Broadband Network?

Each Fibre Serving Area will have its own individual build time. On average it is expected that construction will take 9 – 12 months from the time of payment after which you will need to select your Retail Service Provider to perform your Installation & Connection.

Further information regarding the National Broadband Network is available at www.nbnco.com.au

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