

# The NBN - Epping

January 2018 --  
the latest information

*What should I do?*



# Speeds – how much do you really need?



NBN speeds are quoted in Mbps (Megabytes Per Second)  
NBN plans generally - 12, 25, 50, 100 Mbps  
Epping currently approx - 10 to 15 Mbps

## What do you actually need?

General Internet, Skype, email - less than 3  
Watching video - 3 to 5  
Families of 4 or more users - approx 30 to 50

## Do we really need the NBN?

- More than 80% of domestic users are choosing the lowest speed
- Many users will not notice any change
- Nationally it is costing between approximately \$3,700 per user, some well over \$10,000
- The total cost has been estimated up to \$96b

BUT ---

- If you have 4 or more heavy Internet users (eg video streaming), then it can be great
- It may be essential in the future

## What you need to know

- **Everyone** with a **wired connection** in the affected areas will have to change over
- Only 1 phone point will be active in your home, if you need more, buy a wireless phone set
- If there is a power outage the NBN will not work, you need a battery backup, or a mobile phone.
- If you have a medical alarm, check if it will work with the NBN (most will)
- YOU NEED TO HAVE A MOBILE PHONE BEFORE CHANGING



## Your contact for NBN services- a “Retail Service Provider”

- As a retail customer you deal with a “Retail Service Provider” (RSP)
  - ie Telstra, Optus, TPG, iiNet etc
- You do not deal with NBNco, they are wholesalers

# Warning - NBN phone scam

- Be on guard for fake phones calls claiming to be from NBN
- NBN will never call you
- NBN is a wholesaler, they do not sell to public
- You phone the RSP of your choice – Telstra, TPG, iiNet, Optus etc.

# What you need to do right now.

If you have a wired connection  
and you are not yet connected to the NBN

- You should log onto the NBNco website and “check your address” (you can phone your RSP)
- This will confirm if or when The NBN will be available to you
- It will also confirm if your address is recognized – a number of residents have reported that their address is not recognized or is wrong in spite of the fact that they receive posted bills

## Existing premises ----- New premises

- Existing residential premises are identified as “Brownfields”, new constructions are “Greenfields”
- “Brownfields” have existing wired phone and Internet connections, either “**Twisted pair**” (the original phone wiring), or “**Cable**” a faster version adapted for television
- “Brownfields” require significant change to existing wiring
- “Greenfields” are cheaper for the NBN as it is installed new at the time construction is under way



## Epping premises

- Most of the Epping area has been converted to “Cable” from the original “Twisted pair” phone system
- This will be classed as **HFC** (Hybrid Fibre Co -axial) as an NBN connection.
- Some smaller sections remain the older “Twisted pair” these could be **FTTN** (fibre to the Node)
- New units are installed as FTTB (Fibre To The Basement).

# NBN EPPING map February 2018

**nbn™** Learn about our access network Connect your home Connect your business Develop or plan with nbn Sell nbn™ network services

How your broadband gets to you The network explained You have a choice of speeds Network technology **nbn™ rollout map** Evolution of the internet Device compatibility What happens in a power blackout? How to optimise your experience at home

**All of Australia** ACT NSW NT QLD SA TAS VIC WA

Find your address

**24 STANLEY RD EPPING NSW 2121**  
Australia

- Build commenced | nbn™ Hybrid Fibre Coaxial (HFC)
- Planned availability: **Upgrading the network\***
- Work has started in this area.
- Find out more

MAP EARTH

Drop Pin Accessibility

Service available Build commenced Other fibre provider

Map data ©2018 Google | Terms of Use | Report a map error

# Understanding the NBN

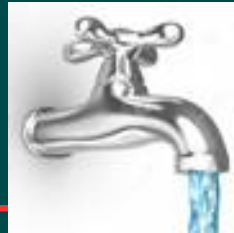
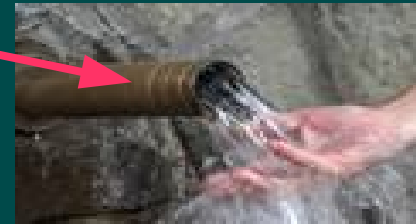
- It can be confusing
- Speeds
- Copper wires (twisted pair)
- Fibre cables
- HCF Coaxial (was Cable)
- Nodes
- How does it work?



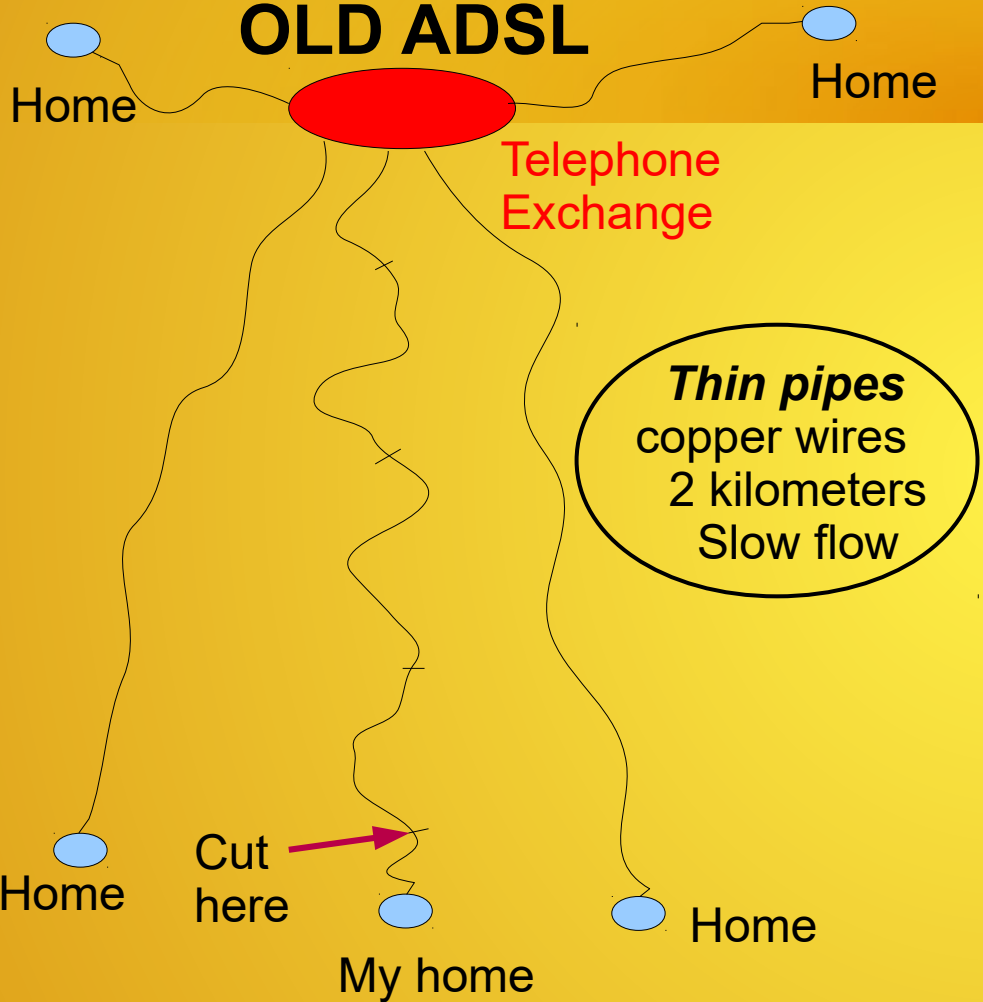
Node

## How it works – a simple analogy

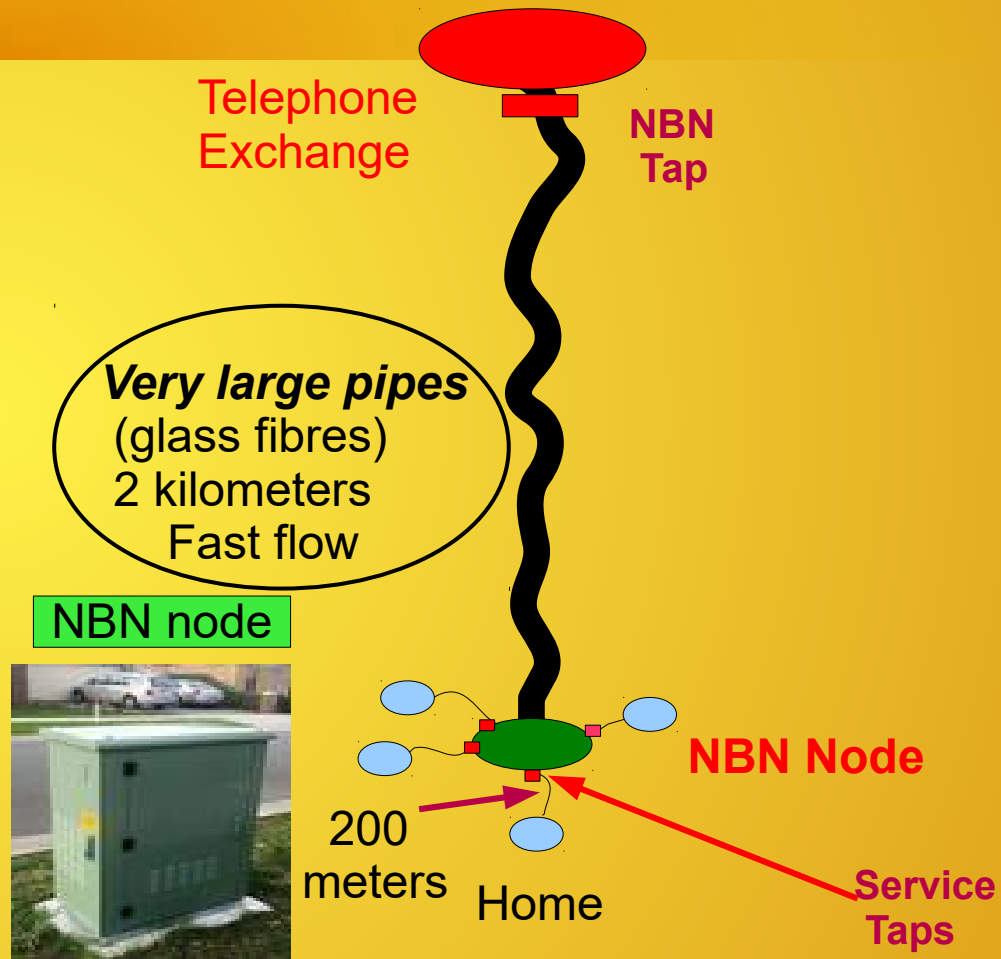
- *Electrical flow can be hard to understand, water flow can often be used as analogy*
- We all know that with water:-
  - a big pipe gives a big flow
  - a small pipe gives a small flow
  - a tap can be used to control the flow



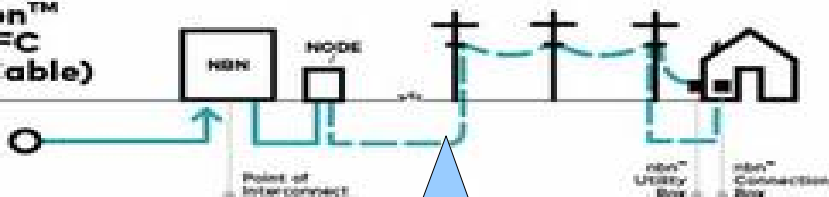
# As it was OLD ADSL



# NEW NBN



## nbn™ HFC (Cable)

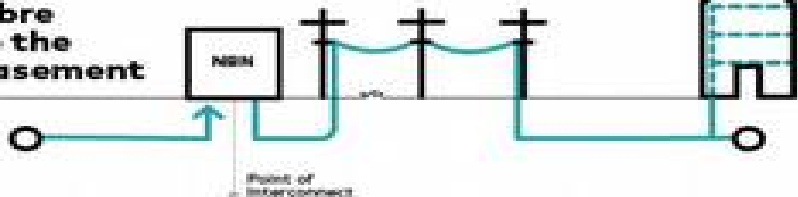


### NBN™ CABLE

When it comes to installing **nbn** Cable (Hybrid Fibre Coaxial cable), **nbn** may need to install a cable lead-in and a PCD (Premises Cable Device) on the outside wall of your home. If you are an existing Optus cable customer, a technician may install a Network Termination Device (NTD), a wall-plate or a splitter inside your home.

Epping  
houses

## nbn™ Fibre to the Basement

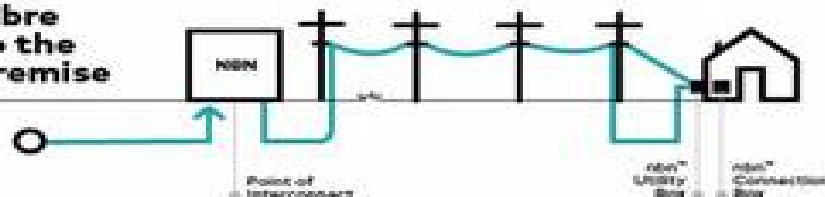


### NBN™ FTTB

With **Fibre to the Basement** (FTTB), **nbn** equipment is installed in your building's basement or communications cupboard. In most cases **nbn** won't need access inside your home.

Epping  
new units

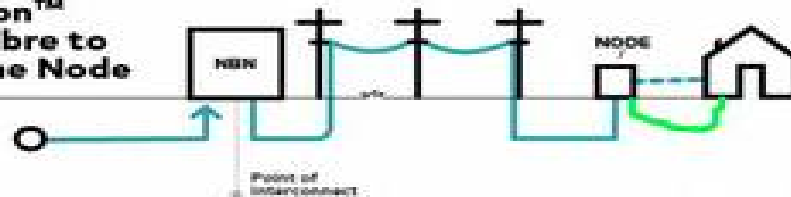
## nbn™ Fibre to the Premise



### NBN™ FIBRE

**nbn** **Fibre to the Premises** (FTTP) is internet that reaches you via fibre-optic cable laid either in the ground or coming to your home via overhead lines. Most **nbn** Fibre connections will have a new fibre-optic cable run right up to the premises.

## nbn™ Fibre to the Node



### NBN™ FTTN

With **Fibre to the Node** (FTTN), **nbn** sets up a 'node' or network equipment box on your street. In most cases, **nbn** won't need access inside your home.

# Decisions – Decisions



Making your choice ---

Which Retail Service Supplier?

Which Plan?

We have 2 phone systems

The wired phone system will be gone soon



1) We can use mobile wireless towers using a SIM card



2) We can use the NBN





# Your choice - what equipment do you want to use? --

NBN Home phone only  
(no Internet)  
not recommended



Mobile phone only  
No NBN



Mobile phone  
&/or tablet  
No NBN



NBN home phone  
and Internet, + mobile?  
(higher cost, of course)



## NBN or Mobile – your choice

- Some have already decided to cancel the home phone and just use a mobile phone , this can be the lowest cost option.  
*About 20% of users have already cancelled their home phone or use it just for emergencies*
- If you want to retain a wired home phone and Internet, you need to choose a plan and RSP
- Some want to have home phone only, no Internet, they still need to arrange a plan with a RSP
- The NBN phone will not work in a power outage

*It is your choice - significant differences in costs and benefits.*

## Changing your mind

- When you choose an NBN plan you will need to sign up for 18 to 24 months plan, or pay a large setup fee.  
*Make sure you choose carefully, you will be giving verbal approval, but you have 7 days to change your mind.*
- Note: Most Mobile phone plans can be changed in 1 month.
- You can keep your existing phone number if you change RSPs, either NBN or mobile, but not if you go from NBN to Mobile.

## Get the facts – then decide

- Browse the Internet for a plan to suit you.
- Watch for traps, some offers are for first 6 months only
- Print out the facts so you can make sure
- Only after you have chosen a plan should you contact your chosen RSP to organise the changover.



# Let's have a short break

Before we look at advice  
on making your choices

# Let us look at the 3 options ---

Option 1)

Home phone only (no Internet)

Option 2)

Internet and home phone Bundles

Option 3)

Mobile phone (SIM card)

# Option 1) NBN Wired phone only

- These users must change to an NBN service even though it provides no benefit.
- Most are likely to be on Telstra. They could choose a similar NBN plan, their monthly costs should remain about the same.
- Alternatively they can cancel the wired connection, buy a mobile phone, for both reduced costs and safety benefits.



**Can be \$100s cheaper per year than home phone**



# Mobile phone, compared to NBN phone - Examples.



**NBN phone** - about \$28 month plus calls,  
about \$360 to \$480 year.

*Pensioners may have a discount on calls*

## **Mobile phone**

Very low usage - as little as \$80 year

Low usage - \$15.00 month including  
200 call/minutes = \$180 year,

High call usage, about \$25 month for  
unlimited calls 3GB data = \$300 year.

*Mobiles have the safety advantage of keeping with  
you for emergencies*





## Adverse effects of changing to a Mobile phone

- You need to advise your family and friends of your new phone number
- Some of your friends may have to “pay by the minute” to mobile calls and could resist making long calls to you
- It is up to you --  
significant cost savings and safety benefits, but maybe some adverse effects

## More on mobiles later

Examples of mobile plans will be explained later --- In option 3)



Option 2)

Internet Bundles -  
Internet & phone



*A huge range of  
Retail Service Suppliers and plans*





## Option 2) Internet Bundles -phone & Internet.

- You must -- carefully check your current usage of calls and data, then compare at least several Retail Service Providers (RSPs) and plans
- Be aware, if you **change RSPs** and you currently use your **RSP email address** you will have to change that and advise all your contacts
- Cloud email accounts are **not affected** ie **Google, Yahoo, Outlook.com** etc
- Most people will likely stay with their current RSP simply because it is easier

## What is data?

- Phone calls and messages (TXT or SMS) are not data
- Data is:-  
email, browsing the Internet,  
sending/receiving photos, music, videos, TV, documents.



# How will you be connected to the NBN?

- It differs dependent on whether it is to be FTTN, HFC, FTTP, FTTB
- Units, will be FTTB, (Fibre To The Basement), these will be generally arrange by the Corporate body
- HFC (Hybrid Coaxial Cable connection) will be the most common in Epping. Your RSP will arrange the connection
- FTTN (Fibre to the Node), may be installed by the RSP or you may receive a new modem to install yourself (just 4 wires)

# Connecting FTTN

- A new modem will be posted out.
- You or someone, will need to connect it, relatively easy, but some may need help, just reconnect 4 wires, some RSPs may arrange a technician to install it.
- A technician will make a connection at a roadside box on the day they have advised and you should then be on line.



## Examples of 3 low speed/cost NBN Internet Plans

Telstra

iiNet

TPG

*More than 250 other RSP plans at:*

*DoDo, Exetel, Spintel, AusBBs, iprimus, Belong, Tellnet, Yaya, Westnet, Internode, Optus.*

*And many more*



## What are you likely to pay per year for minimum NBN Internet services

Low to moderate 5 to 12 Mbps Senior usage --

Telstra	\$70 /mth plus calls	100GB
liNet	\$60 /mth plus calls	500GB
TPG	\$29 /mth plus calls	100GB

*Note: These are based on low to moderate usage,  
Note: Few seniors use more than 20GB per month  
so more than 20 GB is probably no advantage for most seniors.*

*Setup costs not included these 3 RSPs have widely differing call rates  
and plans, very difficult to compare.*

*These rates January 2018, frequent changes.*

## Cautions

- Unlimited calls usually exclude national, mobiles, 1300 and maybe national numbers
- Some NBN plans only cover broadband, not phone calls, check carefully
- Call rates vary from 10 cents to \$1 /minute
- Read the fine print
- International calls have special rates
- If it sounds too good to be true ????????

# Canstar NBN 2017 ratings

## Compare NBN Providers

Canstar Blue's annual review of NBN providers compares iiNet, TPG, Dodo, Optus and Telstra on speed performance, customer service, contract clarity, bill clarity, value for money and overall satisfaction.

Rated brands *	Overall satisfaction*	Speed of plans	Value for money	Customer service	Bill clarity	Contract clarity	More information
	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	<a href="#">Details</a>
	★★★★	★★★★	★★★★★	★★★★	★★★★	★★★★★	<a href="#">Details</a>
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Now to --

Option 3)

## Mobile phone services

*Some users (about 20%), are canceling their wired phone and moving to mobile phones*

*Most others have both.*

## Option 3)

# Some examples of mobile phone service providers and their charges

- Telstra
  - TPG
    - ALDI

The following details were obtained in January 2018.  
They may change at any time.

## Some example of monthly costs

- Telstra **\$39 mth** incl \$500 calls/txt, at \$2 for up to 2 minutes, 2GB, (no international)
- TPG **\$10 mth** 1<sup>st</sup> 6 mths then \$20, (no international)  
or "PAYG" **\$1 month + 9.9 cents**/min/txt, 50 MB, 2.75 **cents**/ excess MB
- ALDI **\$15 mth** unlimited calls/txt, 1.5GB then 500MB  
or "PAYG" \$0 + **12cents** min/txt, **5 cents** MB data
  - 30/1/2018 rates

# Compare low to high usage mobile plans - using ALDI as an example

If you are a very low user - less than 100 minutes of calls, little or no data per month

PAYG is best, just pay for calls at 12 cents/min,  
plus data 5 cents MB -- Probably average **\$3 to \$7** month

If you are a moderate user and some data.  
Moderate plan **\$15 month** unlim calls/txt, 1.5 GB then 1GB

XL for a heavy user plan **\$55 month** unlim calls/txt  
400 mins international, 20GB then 16G

# Canstar 2017 Mobile Ratings

## Prepaid Mobile Plans & Providers

Canstar Blue reviews prepaid mobile plans from ALDI Mobile, Amaysim, Telstra, Optus, Virgin Mobile, Vodafone and TPG. Providers are compared on their network coverage, customer service, billing, ease of recharge, value for money and overall customer satisfaction.

Rated brands ^	Overall satisfaction* ^	Value for money ^	Network coverage ^	Customer service ^	Sign up & activation ^	Ease of recharge ^	Billing ^	Powered by whistleOut
	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	<a href="#">Details</a>
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# The big change ---- Downloading and streaming TV,

Netflix, Stan, Quickflix, Presto

Watching 12 hours per week data usage :-

Low quality 100 Gb per month

Ultra high 500 Gb per month



## Get going NOW

Check your recent bills.

How much are you using and what are you paying?

Browse the Internet to check RSPs and plans.

Comparison websites “Whistleout” “Canstar”

Check and compare your monthly fee, calls and data.



**Questions - comments ?**