



12 February 2020

HOPE ISLAND RESORT CIRCULAR TO ALL OWNERS & RESIDENTS IMPACT OF NATIONAL BROADBAND NETWORK (NBN)

Dear Owner/Resident,

At Hope Island Resort (HIR) we have always had two sets of telecommunication cables:

1. HIR's own Hybrid network (which is fibre and coaxial copper) which we use for free to air TV, internal services such as the gates, internal phones, security and the emergency alarm. Vantage Broadband also use our network to provide "fibre to the node" internet services.
2. The Telstra network of twisted-pairs-copper-cable that could be called the 'old phone lines'. Many of us use this network for our "land line" home telephone and ADSL broadband internet services through Telstra or another service provider.

The NBN have now added a third network of fibre optic cable which sits alongside the Telstra cables. It's connected to the exchange and is almost "ready to connect" to individual homes.

Our Hybrid network, (1) above, will remain in place continuing to provide the same services as now but NBN intends to replace their Telstra Network, (2) above, over a period of 18 months.

Once a resident is advised that their home is "NBN ready to connect" they will have up to 18 months to arrange a new service before the 'old phone lines' are switched off i.e. if you haven't made a change by then your phone on the wall and your ADSL internet will stop working. This "end of service" will apply for all service providers not just Telstra.

The replacement choices to subscribe to are:

1. NBN for "landline" phone and/ Internet (through one of many service providers e.g. Telstra, Optus, iiNet, Dodo etc).
2. Vantage Broadband for Internet using HIR's fibre-to-the-node existing network.
3. Mobile for phone with Internet either also by mobile or through NBN or Vantage (Note)

(Note) Option 3, internet through a Mobile broadband service, would be subject to your being able to receive an acceptable signal from any of the telecommunication towers covering Hope Island.

Important matters to bear in mind:

- a. As the **NBN and Vantage both need electricity to operate**, if there's a power outage your Internet and any Landline phone simply won't work - so having access to a mobile phone as a backup for phone calls will be essential. Mobile internet would also then be available as a backup with usage dependent on your data plan.
- b. **HIR Security constantly monitor your in-house alarm on our existing and ongoing Hybrid Network.** If you have a power outage now that monitoring clicks over to your landline on the "old telephone line" which still works even without power.

This backup monitoring of your in-house alarm and network won't be available with power outages once that "old telephone line" network is switched off or when you change to one of the three replacement options listed (your new NBN "landline" if you have one, won't work without electricity).

This loss of alarm monitoring and potential alerts to security, which also applies if you have only a mobile phone with NBN or Vantage Internet, can be overcome (and which the Principal Body Corporate recommends) by upgrading your in-house alarm monitoring equipment so it is IP compatible (you'd have to speak to Converge - they will advise what additional equipment is needed and the costs).

Should you have any queries regarding the abovementioned, please do not hesitate to contact our office on telephone 07 5530 9900 or email psc@cambridgems.com.au.

Hope Island Resort Principal Body Corporate