



Your Internet and Home Phone

Connecting and Using Your NBN Home Phone Service



**Easy
English**



You can get help with this book

To help you understand this book you can talk to

- a friend
- a family member
- a support person.



They can also help you find more information.



Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **red**
- we write what the hard word means.

About this book

This book is about connecting your **home phone**.



A **home phone** is a phone that is connected to the wall by wires. Home phones might

- have cords
- be connected to the wall
- be cordless.



Soon home phones will only work over the **NBN**.

The **NBN** is a new way of providing phone and internet services.



Keeping a home phone

If you live in a city, you will not be able to keep your home phone without getting it through the NBN.



Once the NBN is available in your area you will need to sign up with a **telco** to keep your home phone.

A **telco** is the company that you pay for your phone and internet. Some telcos are

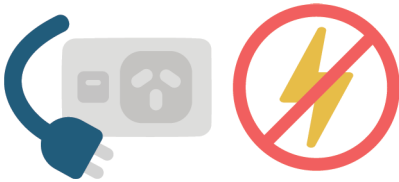


- Telstra
- Optus
- Vodafone.

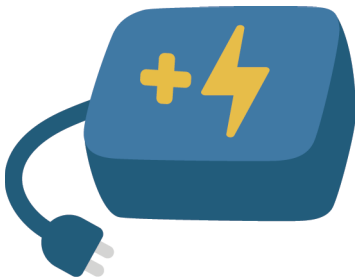


When you talk to the telco about your new NBN home phone service you will need to tell them if you want to keep your home phone number.

Important to know



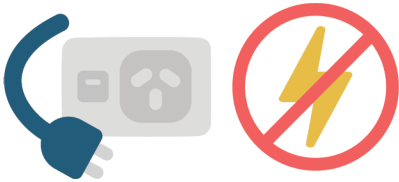
Most NBN home phones do not work when there is no electricity.



Battery backups can help your NBN home phone work when there is no electricity. You will need to talk to your telco about getting a battery backup.



If you do not have a battery backup you can use a mobile phone to stay connected when there is no electricity.





Sometimes there might be problems with your home phone connection. This might mean that you cannot use it to make calls.



If you are very sick you can ask to have any problems with your home phone connection fixed quickly. This is called Priority Assistance.



Telstra is the only telco that must provide you with Priority Assistance. To find out more contact Telstra on 1800 331 286



Live outside of a city?

If you live far away from a city where it might be hard to get a home phone connection, Telstra has to offer you a telephone service.

Need help with technology?



If you have a disability or need help using the internet, the Accessible Telecoms project can help you.



Visit their website
accessibletelecoms.org.au
or call 1800 029 904

More Information



For more information
contact ACCAN



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