***IMPORTANT NOTE:*** *NBN Co has drafted the following template as examples only for your business' adaptation.* *It is not technical or legal advice. You must carefully review and modify the text to reflect your business' product and services and check that all statements are factual, accurate and not misleading in relation to your business, your products and services and your customers' circumstances. We strongly recommend that you seek independent marketing and legal advice to ensure that everything included in the letter is accurate and compliant with respect to your individual business circumstances, your products and services and all relevant legislation.*

# Security Alarm provider – example letter/email to end user

Note to device supplier: This letter should only be sent to residents whose premises are already in an NBN fibre-to-the-premises 'ready for service' area.

*NBN Co can provide the Disconnection Address Data (DAD) file which is an Excel spreadsheet listing the addresses of premises that can now connect to the NBN fibre-to-the-premises network and which are scheduled to be disconnected from the copper network. To apply to access this file, please email legacyservices@nbnco.com.au. You will be asked to sign a non-disclosure agreement, and provision of the information is at NBN Co's discretion.*

Dear [Name]

**IMPORTANT NEWS
Keep your [device] working over the National Broadband Network**

As you may have heard, the National Broadband Network (NBN) is now available in your area.

It’s replacing most existing landline phone, ADSL internet and Telstra cable internet services in your area. As such, you will need to arrange for your [device] to be moved to run over the NBN before disconnection on 23rd May 2014, so it can continue to operate and dial-out in case of an alarm.\*

[Company name] can help you arrange this move. Call us on 13 XX XX today to:

* Get free advice over the phone on what needs to be done to move your [device] to run over the NBN
* Book a technician visit to make any necessary changes [fee applies / at no cost]

To keep your current [device] working and allow enough time for the installation and connection of the NBN equipment by your preferred phone company or internet provider, contact us before **28 March 2014.** The existing network in your area will be disconnected from 23 May 2014.\*

**If you have not switched to the NBN, from 23 May 2014 the existing network will be disconnected and your [device] won't be able to dial out in an emergency -- so call us today!**

Note to device supplier: ensure dates above reflect actual disconnection dates for the premises you are mailing to. This information is contained in the NBN Co Disconnection Address Database (DAD) which you can apply to access by emailing legacyservices@nbnco.com.au. This letter suggests the end user contacts you at least two months before the actual disconnection date so you and the telephone service provider have time to give advice and implement necessary arrangements.

Yours sincerely,

Name

Position

\* Services not replaced by the NBN include OptiComm, some TransACT, some Telstra Velocity services and others. For a full list please visit [www.nbnco.com.au/switch](http://www.nbnco.com.au/switch)off or call NBN Co on 1800 687 626. Optus cable internet and cable phone services may also be switched off on a different date and existing customers will be advised separately.