**NBN security alarm migration digital toolkit**

*NBN Co has put together the attached assets for your business' adaptation to help you keep your customers informed about the disconnection of the existing telecommunications network and the need to migrate their security alarm to a phone service provided over the NBN.*

*We'd love to hear your feedback on the usefulness of these tools and how you have used them for your customer comms. Email Sam Stern at legacyservices@nbnco.com.au.*

**Security Alarm provider - call centre example QA.docx**

A base for your own call centre's Q&A on end-user questions about migration to the NBN. It is not intended to be a comprehensive set of questions or finished script for your call centre operators to use, but provides the key information your call centre will need to know to answer end user questions. You should review it for accuracy in relation to your own business offering and customer circumstances, fill in the sections marked in red with information relevant to your business, and then finalise as your own document.

**Security Alarm provider - letter or email to end user example.docx**

An example letter or email you could send to your end user customers to advise them of the need to take action in relation to the migration to the NBN. You should target this letter to your customers who are in premises that are already able to receive the NBN and are scheduled for disconnection. To get a list of such premises that you can compare against your own customer information, you should apply to access the NBN Co Disconnection Address Data (DAD) by emailing legacyservices@nbnco.com.au (you will be asked to sign a non-disclosure agreement.)

**Security Alarm provider - newsletter article example.docx**

An example newsletter article you could include in your general customer newsletter. It is designed to be relevant to all your customers, even if they're not situated in premises that are able to be serviced by the NBN.

**NBN0075\_Disconnection\_Fact\_Sheet\_A4 press ready.pdf**

A print-ready PDF with a basic fact-sheet about the NBN and why the existing copper telecommunications network is being disconnected. This is an NBN Co document with finalised information and should not be altered.

**NBN0075\_Disconnection\_Fact\_Sheet\_A4 web ready.pdf**

A web-ready PDF with a basic fact-sheet about the NBN and why the existing telecommunications network is being disconnected. This is an NBN Co document with finalised information and should not be altered.

**NBN Co Fact Sheet - Security Alarm - Print Res.pdf**

A print-ready PDF with a basic fact-sheet about security alarms, how they can work over the NBN and what end users should do to migrate their alarms to a phone service over the NBN. This is an NBN Co document with finalised information and should not be altered, but you should feel free to reproduce it and supply it unaltered to your end user customers.

**NBN Co Fact Sheet - Security Alarm - Web Res.pdf**

A web-ready PDF with a basic fact-sheet about security alarms, how they can work over the NBN and what end users should do to migrate their alarms to a phone service over the NBN. This is an NBN Co document with finalised information and should not be altered, but you should feel free to reproduce it and supply it unaltered to your end user customers.