Upgrading to nbn™ FAQs
27 July 2017

ACN®

The nbn™ rollout continues to accelerate with 80,000 – 100,000 new premises being added to the nbn™ network footprint each week. By the end of 2017, approximately 52% of ACN's ADSL customers are expected to be nbn™ ready and have the ability to upgrade their ADSL and/or traditional phone service to the nbn™ network.

To capitalise on the nbn™ opportunity, on 27 July 2017, ACN launched a smoother, customer-friendly upgrade process for existing ACN ADSL and traditional phone line customers.

To help you capitalise on the nbn™ opportunity, here are the answers to the most frequently asked upgrade questions.

Upgrading to nbn™ eligibility

1.   Which of my existing ACN customers can use the new upgrade process?

- ADSL customers (Standalone or Bundle) - in contract and out of contract
- Traditional phone line customers

2.   Are there any customers who cannot upgrade using the new process?

- Those with Naked DSL wanting to upgrade to nbn™
- Those with Envision wanting to upgrade to nbn™
- Those with an ADSL Bundle + Standalone DPS (Digital Phone Service) wanting to use their standalone DPS to be the Voice component of an nbn™ bundle.
- Those with standalone ADSL and a separate traditional telephone service with another provider and wanting to upgrade to an nbn™ bundle with a port of this phone number.

Customers with these or multiple services at a single address are advised to contact Customer Service to seek advice on the best way to upgrade their services to nbn™.

3.   How do my customers know their area is nbn™ serviceable and/or eligible for an upgrade to the nbn™ service?

NBN Co. keep customers informed on the rollout of the nbn™ in their area, including when their area is Ready for Service. Your customers can also check if their address is nbn™ via our **nbn™ Ninja address checker**

Once your customer's address is nbn™ ready, they will see a marketing banner in MyAccount stating "You're nbn™ Ready! Upgrade Now".

Reasons to upgrade

4.   Why should my customers upgrade their traditional phone and/or ADSL services to nbn™?

Every existing ACN ADSL or traditional phone service will need to upgrade to the nbn™ when it is available. Once NBN Co. complete the network build in your customer's area, they will declare the area as "Ready for Service". This means that homes and businesses in the area can then only order a nbn™ service. This is often referred to as "Cease Sale".

At the same time, there is an 18-month countdown for any traditional telecommunication services in the area to upgrade to a nbn™ service. At the end of this 18-month period, if your customer still has any remaining services not yet upgraded, they will be disconnected and any existing traditional phone services removed. Their phone number may also be reallocated to another customer.

Through the new process, ACN provides a simple and straightforward online journey for your customers to upgrade their existing ADSL Broadband and/or traditional Phone service to nbn™.

5.   What are the benefits to my customer?

Existing customers with either an ACN ADSL or a traditional phone line service can benefit from the following:

- no activation fee on their new nbn™ service
- rollover of their existing ADSL contract onto nbn™ (if they are in contract)
- no Early Termination Fees (ETF) on their existing ACN service

- seamless billing (we will arrange for the billing of their old service to cease the day before their new nbn™ service is activated. – no overlapping or credits required)

- a recommended plan will be displayed in MyAccount, based on their existing plan and fee and matched to an equivalent nbn™ plan. Other nbn™ plans are available if they wish to upgrade/downgrade their service

- with nbn™ there is no differential pricing based on locality (i.e. Metro/Regional Pricing) meaning that existing ACN customers may benefit financially from a move to nbn™

- calling rates are more favourable for Bundle customers on nbn™ as the voice service component is provided using VoIP

- if we identify that their existing modem is not compatible with the new nbn™ technology associated with their address, we will send them a new modem, free of charge

- greater flexibility with speed boosts and upload capability on nbn™

- customers taking a nbn™ bundle will no longer need to pay for some Value Added Services as many of these are free on VoIP

6.   What are the benefits to IBOs?

It's important that your existing ACN ADSL and traditional Phone customers upgrade via ACN to protect your points and commissions. Remember, all customers must make the switch to the nbn™ network – if they sign up via another service provider your points will purge.

Plus, if you currently have customers on an ACN ADSL standalone plan (worth 1 customer point) you can boost your points and earn 3 customer points by upgrading them to a nbn™ standalone plan. You can earn 4 customer points for signing up your customers to a nbn™ + Phone bundle plan.

Upgrading to the nbn™ process

7.   How can my customers upgrade their traditional phone and/or ADSL service to nbn™ in MyAccount?

If your customer's existing service is eligible for upgrade to the nbn™ network, they will see a marketing banner stating "You're nbn™ Ready! Upgrade Now" within the "Active Services" section of their MyAccount.

Please note:

- if they have a standalone ADSL or ADSL + Phone bundle service, the banner will only appear on the broadband service; and

- if they have multiple phone services at their nbn™ home or office eligible address, the banner will be displayed on all the services.

To upgrade, your customer must simply:

1.   click on the marketing banner (they will be redirected to the Upgrade to nbn™ page in their MyAccount)

2.   select the services they wish to upgrade

3.   select the nbn™ service they would like to move to (bundle or standalone) and the speed/plan rate that best suits their needs.

Once completed, we'll send your customer a confirmation email for their order. We'll then begin the process of moving their existing service across to the nbn™ network.

If your customer believes their address or service(s) are eligible for upgrade and the banner is not displayed, they should simply:

- click on the service they wish to upgrade within the "Active Services" section of their MyAccount.

- in the bottom right hand corner of their page, click "Upgrade to nbn"

- select the services they wish to upgrade

- if their address/service is eligible, they will be presented with the upgrade options. Alternatively, a message will be displayed stating that their address is not currently nbn™ ready.

8.   Can my customers use their existing ADSL modems?

As part of the upgrade process, we will check if your customer's existing ACN supplied modem can be used with their new nbn™ service. During the upgrade process, we will ask them to confirm whether they are still using a compatible ACN supplied modem.

If the modem supplied is compatible, then we will send your customer a modem reconfiguration guide - this guide will outline the simple steps required to allow their modem to work on their new nbn™ service and preserve all of their existing Wi-Fi and device settings.

If the modem we supplied is not compatible with the nbn™, we will send your customer a new modem and installation guide.

9.   My customer has a compatible ACN modem. How can they reconfigure their ACN modem for nbn™?

Customers can reconfigure their existing ACN modem by carefully following the step by step instructions in the relevant reconfiguration guide:

For nbn™ Fibre to the Node and Fibre to the Basement (FTTN/FTTB) click here

For nbn™ Hybrid Fibre Coaxial (HFC) click here

For nbn™ Fibre to the Premises (FTTP) click here

For nbn™ Fixed Wireless (FW) click here

Points & Commissions

10.   How many Customer Points will I earn on upgrades?

nbn™ standalone plans are worth 3 customer points. nbn™ + Phone Bundle plans are worth 4 customer points.

Please refer to the latest AU Compensation Plan in legacy Back Office or Pacific Compass for up to date information on customer points.

11.   When will my points be visible in my PCL?

Customer points for the nbn™ services will be visible in your PCL within 24 – 48 business hours from when your customer is credit approved.

12.   How will my commissions be affected if my existing customer changes their traditional phone and/or ADSL services to nbn™?

This will be dependent on the customer's current service (standalone ADSL or bundle) and whether they are signing up to a nbn™ bundle or nbn™ broadband only service. Please refer to the latest AU Compensation Plan in legacy Back Office or Pacific Compass for up to date information on customer points.

13.   Who can I contact if I have questions about points and commissions changes for upgrades?

You should contact IBO Support via the **Contact Form**

General FAQs

14.   Is there an activation fee for a new nbn™ service if my customer is upgrading their traditional phone and/or ADSL services?

No, we are waiving the activation fee of $49 if they upgrade their existing service via MyAccount.

15.   Can my customers upgrade to an ACN nbn™ Unlimited Data Plan?

Yes, if they are currently on an ADSL Unlimited* Data plan, they can upgrade to an nbn™ Unlimited* Data plan. They will have the choice of an Unlimited* Data plan on 12/1, 25/5, 50/20 or 100/40 Mbps speed tiers.

*ACN's Acceptable Use Policy applies

16.   Does my customer need to sign up to a new contract when upgrading?

If your customer is in an existing ACN ADSL contract (bundle or standalone) we will carry over the remaining months of their contract to the new nbn™ service. For example, if they have 9 months remaining on their current ADSL Bundle contract, they will have 9 months remaining on their new nbn™ contract.

If they are an existing ACN ADSL customer but their contract has expired, they will need to agree to a new contract term. The upgrade process will advise your customer of this term and any relevant conditions.

17.   Can customers upgrade to nbn™ if their account is in arrears?

If the customer's account is more than 6 days in arrears they will not be eligible for an upgrade until they pay their outstanding account.

If they only have one service, then they will be presented with a message to pay their account in full. If they have more than one service, a message will be displayed as soon as they choose a service.

If your customer pays their account in full via MyAccount we will immediately release their service for an nbn™ upgrade in MyAccount. However, if they pay via phone, BPAY or Australia Post they will have to wait for the payment to be processed - this can take up to 2 business days. Once the funds have cleared, they will be able to upgrade their service.

18.   How can my customers track the progress of their orders?

We will send out regular communications via email/SMS to the email address/mobile number your customer provided to us when upgrading to keep them up to date with the current status of their order.

19.   What happens to my customer's current telephone and/or ADSL service when they upgrade to the nbn™ network?

Your customer will have the option to choose a new standalone or nbn™ bundle (Broadband + Voice) service. We'll confirm if they are able to transfer their current phone number across to their new nbn™ service and how long it will take. Their existing service will be transferred automatically by ACN once their new nbn™ service has been activated.

20.   Will there be a nbn™ technician visit when my customer upgrades their phone or ADSL services?

Depending on the technology used at the address, an nbn™ technician may be required. A confirmation email will be sent to your customer outlining the date and time for a technician appointment.

21.   Will there be any downtime for my customer's existing services when they upgrade to an nbn™ service?

ACN will endeavour to keep any downtime to a minimum however, there will often be a period between one service being disconnected (ADSL), and a new service provided (nbn™). This is usually less than a few hours however, in some exceptional cases, this may take up to 24 hours to resolve.

If the upgrade includes moving your customer's existing number from ADSL to nbn™, the estimated timeframe is between 2-48 hours.

22.   Is there anything I should make my customers of aware before upgrading their traditional phone or broadband service to nbn™?

Some existing services or devices may not be compatible with nbn™. These include, but are not limited to medical alarms, security alarms, merchant services (EFTPOS), fax machine and complex voice services.

If your customer has any special/complex voice services on their traditional phone service (such as Line Hunt or fax duet), you must advise them to seek alternative arrangements prior to upgrading their service to nbn™. Unfortunately, ACN is unable to port their telephone number to an nbn™ VoIP service if the number is associated with any complex service. Your customer must have these removed if they wish to retain their number and move it to nbn™.

You should also advise your customer to speak with their existing PABX or third party voice provider to confirm whether any existing voice equipment they have is compatible with VoIP and nbn™.

23.   My customer has multiple voice lines leading into their home or office, what are their options when upgrading to nbn™ with ACN?

When upgrading their traditional phone service to nbn™ VoIP there are certain limitations.

ACN is able to:

*   support up to 3 VoIP services (including a nbn™ + Phone service which uses VoIP)
*   port their existing ACN telephone numbers, provided that pre-existing complex services are removed.

ACN is unable to support:

*   complex business voice features such as line hunt on nbn™ + Phone services.
*   more than 3 voice lines per customer

If your customer has services of this nature, they should seek an alternative voice provider to ensure continuity of their voice services.

24.   Is there any difference between any traditional phone service and that provided by ACN over nbn™?

Yes, with ACN nbn™, voice calls are provided over the Internet using VoIP (Voice over Internet Protocol). We will send your customer a free ATA (Analogue Telephone Adaptor), which is a small voice box that allows their existing analogue telephone to make calls over the internet.

We'll send out instructions with the ATA on how to connect this to their modem and telephone. Customers should not attempt connection until we instruct them to do so in the Activation e-mail we send them.

25.   Will my customer's medical alarms, security alarms, EFTPOS terminals or fax machines work if they upgrade to nbn™?

We suggest your customer contacts their device manufacturer or service provider to confirm whether their existing service/device will work over the nbn™ network. In many cases, these providers can offer alternate solutions in the event that their existing service/device isn't compatible with nbn™.