

**Electorate officers:**

**nbn invites you to a Masterclass about our HFC network.**

Hybrid-Fibre Coaxial (HFC) will deliver the **nbn**<sup>™</sup> network to almost 3 million premises across the country: that's almost 30% of our fixed line network. Entire suburbs and communities of your metro electorates will receive an HFC connection.

At the masterclass, you will learn about the technology and rollout from our National Manager of the HFC Program, as well as take a tour of **nbn**'s Discovery Centre. You'll also learn troubleshooting techniques from our technology experts - all designed so that you can best assist your constituents with enquiries.

**Thursday 4<sup>th</sup> May 2017**

**8:45am for a 9am start, finish by 12pm.**

**nbn Discovery Centre, 100 Arthur Street North Sydney**

**Please meet us in the foyer. Morning tea will be provided.**

For those not based in NSW, we will live broadcast some of the presentation. Log in details to follow.

Please [REDACTED] to confirm your spot. We would welcome as many of your staff members as you would like to send.

In case you need more convincing here's what Senator Jane Hume had to say at Senate Estimates in February this year:

*"Can I preface that by saying I am also on the joint committee, and the trip to the Discovery Centre was possibly the most invaluable thing that I have done in association with the **nbn**... I am going to suggest that all Australians should go and visit the **nbn** discovery centre. Ditch Luna Park next time you are in Sydney. Go to the **nbn** discovery centre instead."*

We look forward to seeing you then.

**nbn** Government Relations team



## nbn Online Master Class: How to Help your Constituents

### Dear Electorate Staff,

You are invited to attend our next online Master Class. The focus of this session will be equipping you with the tools and know-how to best assist your constituents with general **nbn** enquiries. The topics covered will include:

- The **nbn** roll out & the **nbn** network
- Technology allocation - the Multi-Technology-Mix
- The relationship between **nbn** and your retail Service Provider (RSP)
- How to escalate problems
- Where to go for information

**Date: Friday 26th May**

**Time: 1pm-1:50pm (AEST - NSW, QLD, VIC, ACT & TAS)**

**12:30pm -1:20pm (ACST - SA & NT)**

**11am-11:50am (AWST - WA)**

**Dial in bridge will open 5 minutes prior**

### How to watch & listen online:

From any computer (turn up the volume), copy and paste the following link:

[Redacted link]

[Redacted]

Conference number [Redacted] Guest PIN [Redacted]

For audio only from any phone: call [Redacted] then enter conference information as above.

To ask questions live during the session, please use the chat function in the conference window, or email us at [Redacted]

If you are unable to attend or would like a localised electorate update, please contact your State Manager to arrange a time.

We hope you can join us.

**nbn** Government Relations team



© 2017 nbn co ltd. 'nbn', 'bring it on', 'Sky Muster', 'gen nbn' and the Aurora device are trade marks of nbn co ltd | ABN 86 136 533 741. **nbn** has contacted you to provide you with information about our network. **nbn** takes its privacy obligations seriously. To read our privacy policy, go to [www.nbnco.com.au/privacy](http://www.nbnco.com.au/privacy). You can opt out of further updates from **nbn** by clicking Unsubscribe below.

This email was sent by nbn Government Relations, NBSCO, 100 Arthur Street, North Sydney, NSW 2059, Australia to [Redacted]

[Unsubscribe](#)



© 2017 nbn co ltd. 'nbn', 'bring it on', 'Sky Muster', 'gen nbn' and the Aurora device are trade marks of nbn co ltd | ABN 86 136 533 741. **nbn** has contacted you to provide you with information about our network. **nbn** takes its privacy obligations seriously. To read our privacy policy, go to [www.nbnco.com.au/privacy](http://www.nbnco.com.au/privacy). You can opt out of further updates from **nbn** by clicking Unsubscribe below.

## Reminder nbn Online Master Class: nbn Sky Muster™ Satellite Update

**Dear Outer Metro, Regional & Rural Electorate Staff,**

This is a reminder email for our next online Master Class, focusing on the **nbn™**Sky Muster™ satellites, which are delivering the network to premises across the country. A briefing pack is attached for your use [REDACTED]

The topics covered will include:

- A brief history of **nbn**'s satellites
- Technical capabilities of the Sky Muster™ satellite
- Recent updates and Get Well Program
- Frequently asked questions

**Date: Friday 30<sup>th</sup> June 2017**

**Time:**

- 1pm - 1:50pm (AEST - NSW, QLD, VIC, ACT & TAS)
- 12:30pm - 1:20pm (ACST - SA & NT)
- 11am - 11:50am (AWST - WA)

**Dial in bridge will open 10 minutes prior – please take the time to test your connection.**

**How to watch & listen online:**

From any computer (turn up the volume), copy and paste the following link into Google Chrome:

[REDACTED]

Enter the conference number [REDACTED] and conference PIN [REDACTED] when prompted

Enter your **name & electorate**

**Before pressing Connect, make sure you have selected 'Connect with audio and video' from the drop down options. On the next page, select the audio output for your computer, and play a test sound to make sure your audio is switched on.**

For audio only from any phone: dial [REDACTED] then enter conference information as above. If you cannot hear or see the presentation, please use the phone dial in.

To ask questions live during the session, please use the chat function in the conference window, or email us at [REDACTED]

If you are unable to attend or would like a localised electorate update, please contact your State Manager to arrange a time.

We hope you can join us.

**nbn** Government Relations team



© 2017 nbn co ltd. 'nbn', 'bring it on', 'Sky Muster', 'gen nbn' and the Aurora device are trade marks of nbn co ltd | ABN 86 136 533 741. **nbn** has contacted you to provide you with information about our network. **nbn** takes its privacy obligations seriously. To read our privacy policy, go to [www.nbnco.com.au/privacy](http://www.nbnco.com.au/privacy). You can opt out of further updates from **nbn** by clicking Unsubscribe below.

## nbn Online Master Class: Fibre to the Curb Update

**Dear Electorate Staff,**

You are invited to attend our next online Master Class. The focus of this session will be on Fibre to the Curb technology (FTTC). A briefing pack will be sent out 24 hours prior.

The topics covered will include:

- Introduction to FTTC
- Rollout of FTTC
- Upgrade paths
- Frequently asked questions

**Date: Friday 4<sup>th</sup> August 2017**

**Time:**

- **1pm - 1:50pm (AEST - NSW, QLD, VIC, ACT & TAS)**
- **12:30pm - 1:20pm (ACST - SA & NT)**
- **11am - 11:50am (AWST - WA)**

**Dial in bridge will open 15 minutes prior – please take the time to test your connection.**

**How to watch & listen online:**

From any computer (turn up the volume), copy and paste the following link into **Google Chrome**:

[REDACTED]  
[REDACTED]

Enter the conference number [REDACTED] and Guest PIN [REDACTED]

Enter your **name & electorate**

**Before pressing Connect, make sure you have selected 'Connect with audio and video' from the drop down options. On the next page, play a test sound to make sure your audio is switched on.**

For audio only from any phone: dial [REDACTED] then enter conference information as above. If you cannot hear or see the presentation, please use the phone dial in.

To ask questions live during the session, please use the chat function in the conference window, or email us at [REDACTED]

If you are unable to attend or would like a localised electorate update, please contact your State Manager to arrange a time.

We hope you can join us.

**nbn** Government Relations team



© 2017 nbn co ltd. 'nbn', 'bring it on', 'Sky Muster', 'gen nbn' and the Aurora device are trade marks of nbn co ltd | ABN 86 136 533 741. **nbn** has contacted you to provide you with information about our network. **nbn** takes its privacy obligations seriously. To read our privacy policy, go to [www.nbnco.com.au/privacy](http://www.nbnco.com.au/privacy). You can opt out of further updates from **nbn** by clicking Unsubscribe below.

This email was sent by nbn Government Relations, NBNCO, 100 Arthur Street, North Sydney, NSW 2059, Australia to [REDACTED]

[Unsubscribe](#)





## Reminder nbn Online Master Class: FTTC with slide pack attached

**Dear Electorate Staff,**

This is a reminder email for tomorrow's Online Master Class, focusing on the Fibre to the Curb (FTTC) technology.

A briefing pack is attached for your use [REDACTED].

The topics covered will include:

- Overview of the technology
- Equipment and architecture of the network
- Current rollout of FTTC
- FTTC in a power outage
- Questions

**Date: Friday 4th August 2017**

**Time:**

- 1pm - 1:50pm (AEST - NSW, QLD, VIC, ACT & TAS)
- 12:30pm - 1:20pm (ACST - SA & NT)
- 11am - 11:50am (AWST - WA)

**Dial in bridge will open 10 minutes prior – please take the time to test your connection.**

**How to watch & listen online:**

From any computer (turn up the volume), copy and paste the following link into Google Chrome:

[REDACTED]  
[REDACTED]

Enter the conference number [REDACTED] and conference PIN [REDACTED] when prompted

Enter your **name & electorate**

**Before pressing Connect, make sure you have selected 'Connect with audio and video' from the drop down options. On the next page, select the audio output for your computer, and play a test sound to make sure your audio is switched on.**

For audio only from any phone: dial [REDACTED] then enter conference information as above. If you cannot hear or see the presentation, please use the phone dial in.

If you need assistance, please call [REDACTED] on [REDACTED]

To ask questions live during the session, please use the chat function in the conference window, or email us at [REDACTED]

If you are unable to attend or would like a localised electorate update, please contact your State Manager to arrange a time.

We hope you can join us.

**nbn** Government Relations team



© 2017 nbn co ltd. 'nbn', 'bring it on', 'Sky Muster', 'gen nbn' and the Aurora device are trade marks of nbn co ltd | ABN 86 136 533 741. **nbn** has contacted you to provide you with information about our network. **nbn** takes its privacy obligations seriously. To read our privacy policy, go to [www.nbnco.com.au/privacy](http://www.nbnco.com.au/privacy). You can opt out of further updates from **nbn** by clicking Unsubscribe below.

This email was sent by nbn Government Relations, NBSCO, 100 Arthur Street, North Sydney, NSW 2059, Australia to [REDACTED]

[Unsubscribe](#)



## REMINDER: nbn Online Masterclass

### nbn Online Master Class: How to Help your Constituents

**Dear Electorate Staff,**

This is a reminder for our next online class which will be held tomorrow. The focus of this session will be equipping you with the tools and know-how to best assist your constituents with general **nbn** enquiries. A slide pack for your use is attached [REDACTED]  
The topics covered will include:

- The **nbn** roll out & the **nbn** network
- Technology allocation - the Multi-Technology-Mix
- The relationship between **nbn** and your retail Service Provider (RSP)
- How to escalate problems: **nbn** Government Relations Escalation Process
- Where to go for information
- Opportunity to ask questions

**Date:** Friday 25th August 2017

**Time:**

- 12:30pm - 1:30pm (AEST - NSW, QLD, VIC, ACT & TAS)
- 11:30am - 12:30pm (ACST - SA & NT)
- 10:30am - 11:30am (AWST - WA)

**Dial in bridge will open 10 minutes prior. Please take the time to check your connection.**

**How to watch & listen online:**

From any computer (turn up the volume), copy and paste the following link into **Google Chrome**:

[REDACTED]

Enter the conference number [REDACTED] and Guest PIN [REDACTED]

Enter your **name & electorate**

**Before pressing Connect, make sure you have selected 'Connect with audio and video' from the drop down options. On the next page, play a test sound to make sure your audio is switched on.**

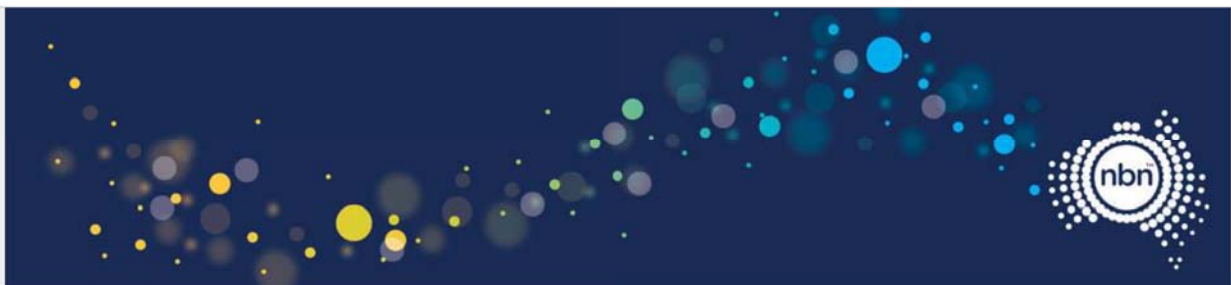
For audio only from any phone: dial [REDACTED] then enter conference information as above. If you cannot hear or see the presentation, please use the phone dial in.

To ask questions live during the session, please use the chat function in the conference window, or email us at [REDACTED]

If you are unable to attend or would like a localised electorate update, please contact your State Manager to arrange a time.

We hope you can join us.

**nbn** Government Relations team



© 2017 nbn co ltd. 'nbn', 'bring it on', 'Sky Muster', 'gen nbn' and the Aurora device are trade marks of nbn co ltd | ABN 86 136 533 741. **nbn** has contacted you to provide you with information about our network. **nbn** takes its privacy obligations seriously. To read our privacy policy, go to [www.nbnco.com.au/privacy](http://www.nbnco.com.au/privacy). You can opt out of further updates from **nbn** by clicking Unsubscribe below.

This email was sent by nbn Government Relations, NBNCO, 100 Arthur Street, North Sydney, NSW 2059, Australia to [REDACTED]

[Unsubscribe](#)







© 2017 nbn co ltd. 'nbn', 'bring it on', and the Aurora device are trade marks of nbn co ltd | ABN 86 136 533 741. **nbn** has contacted you to provide you with information about our network. **nbn** takes its privacy obligations seriously. To read our privacy policy, go to [www.nbnco.com.au/privacy](http://www.nbnco.com.au/privacy). You can opt out of further updates from **nbn** by clicking Unsubscribe below.

This email was sent by nbn Government Relations, NBSCO, 100 Arthur Street, North Sydney, NSW 2059, Australia to [REDACTED]

[Unsubscribe](#)



## REMINDER: Hybrid Fibre Coaxial (HFC) online class

**Dear Senators, Members and Electorate Staff,**

This is a reminder for our online session to be held today on HFC. The dial in details are below. To ask questions live during the session, email us at [REDACTED]

**Date: Friday 8<sup>th</sup> December 2017**

**Time:**

- 2pm – 2:40pm (AEDT - NSW, VIC, ACT & TAS)
- 1pm – 1:40pm (AEST- QLD)
- 1:30pm - 2:10pm (ACDT - SA)
- 12:30pm - 1:10pm (ACST - NT)
- 11am - 11:40am (AWST - WA)

**Dial in bridge will open 10 minutes prior – please take the time to test your connection.**

**How to watch & listen online:**

From any computer (turn up the volume), copy and paste the following link into **Google Chrome**:

[REDACTED]  
[REDACTED]

Enter the conference number [REDACTED] and Guest PIN [REDACTED]

Enter your **name & electorate**

**Before pressing Connect, make sure you have selected 'Connect with audio and video' from the drop down options. On the next page, play a test sound to make sure your audio is switched on.**

For audio only from any phone: dial [REDACTED] then enter conference information as above. If you cannot hear or see the presentation, please use the phone dial in.

If you are unable to attend or would like a localised electorate update, please contact your State Manager to arrange a time.

We hope you can join us.

**nbn** Government Relations team



This email was sent by nbn Government Relations, NBNCO, 100 Arthur Street, North Sydney, NSW 2059, Australia to [REDACTED]

[Unsubscribe](#)

