

NBN Migration Survival Guide

By Greg Eicke



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Survive the transition to the NBN

Introduction

This report is structured in a way to guide to help dispel a quagmire of myths and misconceptions surrounding the transition from copper based services to the high-speed data domain of the NBN. If some of the concepts are new to you, don't worry.

The language used in this report is deliberately 'plain English' and should help you decipher the classic techno babble spiel sales people use today.

When it comes to the NBN, I've found that most Technology vendors stretch the truth when it comes to whether your current phone system or other equipment works on the NBN. Preferring the slick sales spiel approach "you'll need to replace your phone system to be NBN ready"

Why I put This Document Together

I put this document together to help people become aware of the potential options (and pitfalls) when the NBN evangelist comes knocking.

I've been able to piece all of this together because for the better part of my 3-decade career I've installed, maintained and sold Telephone Systems. This has also allowed me to provide sound advice from 'Feet on the street practical experience. The aim has always been to achieve the best solution and value for money for my clients.

If on the other hand you are an ICT professional, it may be advantageous to chat further over a coffee. After 31 years in the industry we have a keen understanding of the intricacies of telephones and computers sharing a common platform. From our considerable experience the best results come from collaboration between telephone vendor and the ICT team. The overriding goal is to complete the project, not to compete.

What is the NBN

The NBN is a wholesale replacement for the copper network, which we've depended on for the last century. In the blend of high-speed data, video and voice, it's the humble telephone service causing more grief than all of the others put together. Almost every small business relies on what we've grown to appreciate as the telco basics of Phones, fax, Internet, email, Security alarm systems and EFTPOS terminals.

Understanding the NBN

The crucial setback was business owners clearly did not understand what the NBN delivered along with the ramifications of the transformation. We've been exposed to propaganda from politicians and the frenzied news driven media endorsing the NBN as a fix all solution. The facts are they've both glossed over the process and genuine impacts on small business.

No matter how it's viewed, the transition to NBN is complicated and confused at best. Without good planning the experience will surely sour your taste for potential offerings the NBN brings. One tiny slipup will leave small business owners without Phone and Internet for a long time (days and weeks)

The early installations of NBN services had substantial numbers of small business owners without any telco service for days and even weeks. They involuntarily endured expensive and lengthy down time because the big carriers were ignorant about what equipment could connect to the NBN coupled with no "experienced feet on the street" presence sales staff on the ground.

You see telco services, as we know have changed forever which means a brand new set of rules because Telephones, Desktops, Software, routers and servers all share the same network and cabling. This is a major challenge for the inexperienced large telcos.

Managing Expectations

Setting and managing expectations is an important part of a successful NBN migration. Any institution must carefully evaluate the many options to determine which service provider is capable of installing and supporting their needs.

The next 2 pages will help you sort the techno babble so you can be sure you are making an informed decision.

Crucial NBN Survival Considerations

Stop, relax and consider your business devoid of vital communication services – "Not a happy Place" I hear you say.

An excessive amount of small business owners discovered at their expense that the big Telco's do not have the expertise or experience to support small business owners aiding them through the quagmire of pitfalls for this undoubtedly once in a lifetime event.

Equipment connected to the services below will all need extensive modification and or replacement to work on the NBN.

Some of the services not affected (for now)

SHDSL data services

SHDSL services are copper based high quality business grade data services. These can be known as Ethernet Over Copper or EOC.

ISDN Services

NBN Co is working on the ISDN replacement product. This does not mean, "do nothing", it is a perfect opportunity to capitalise on the massive financial benefits of VoIP technology.

Fire Indicator Panels

Copper based services linked direct to the Fire Protection authority in your area.

Where to from here?

These services require a more detailed explanation, head on over to our website for more detailed information.

- [Telephone Systems](#)
- [EFTPOS Terminals](#) Health Claim Terminals (HiCaps)
- Lift phones
- [Monitored Security Alarms](#) Fax Machines
- Franking Machines

If however you need the comprehensive 24-point NBN Migration Checklist, send me a quick email greg@phonesystemsbrisbane.net.au and I'll quickly send you over a copy.

Best regards

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