

# FACTSHEET: NGWL MIGRATION



## NGWL MIGRATION FREQUENTLY ASKED QUESTIONS (as at 2 May 2024)

As part of the upcoming 3G network closure, customers who have been using Next Gen Wireless Link (NGWL) for their broadband and home phone connection will need to upgrade to a newer technology solution. These solutions are either 4G fixed wireless or a satellite connection.

Telstra has begun contacting impacted customers. We need them to call us on 1800 258 503 and place an order so we're able to help them make the change before the 3G network closure. If no action is taken, it is likely you'll be disconnected come 1 July.

### **If I have an NGWL service and need to upgrade, what number do I call?**

Telstra's Migration team can be contacted on 1800 258 503. They are open from Monday to Friday, 8am to 7pm AEST.

## FAQs

### **1. Can I keep my existing fixed plan, or do I need to change my plan?**

Most customers are on the latest plans so there will be no change. A small number of customers are on old plans and will be updated to a new plan.

**If you only require a voice service**, Telstra Upfront Phone Plan is \$50 per month, the plan includes unlimited calls to local, national, 13 and Australian mobile numbers plus 30 minutes of international calls.

**If you require voice and data**, there are different data/voice plans available depending on what your needs are and what type of service you transition to.

### **2. Are new fixed plans on a contract?**

Plans are not contracted. Customers can change plans or cancel at any time, at no cost. However, if customers decide to cancel their service within the first two years, they will need to return the modem back to Telstra to avoid any charges for keeping the device.

### **3. Do the new 4GFW plans include data?**

The Telstra Upfront Phone Plan voice plan includes 2Gb of data per month. The 2Gb of data is suitable for light internet use such as checking email. If the data is used up

before the end of the month, you'll notice the speed slows but there are no extra charges. Voice calls are not affected by slower data.

Starter Internet Plan includes the same calls as the voice plan and 50GB of data per month for \$65.

#### **4. What equipment do I need to migrate from NGWL to a new solution?**

Services will be migrated to a system that uses either the Telstra 4G network or Satellite. We will provide you with a replacement modem and simple instruction guide. If a rooftop antenna is required, we will supply, and a Telstra technician will install at no cost.

#### **5. When Telstra sends letters to customers, are they bespoke and matched to each customer's differing situation?**

No, the letters are not bespoke. We need all customers to call us so we can discuss their specific solution. We have identified a group of NGWL customers who would benefit from migrating to Satellite rather than 4GFW and we will be in touch with those customers shortly.

#### **6. Why do we need to call Telstra rather than Telstra proactively doing the update for us?**

We know that customers need to change their equipment to keep connected once the 3G network closes. However, we are asking them to contact us between 8am-7pm AEST Monday to Friday to place an order. The reason is we need to get your input as we need to make sure the new solution is right for you. Also, we know people are busy and we'd rather you call us at a time that suits you and can have that discussion with us.

#### **7. What's the name of the new service?**

The technology most customers will be migrated to is 4G Fixed Wireless (4GFW). It is a fixed broadband service that uses our 4G mobile network to deliver service. For voice, that is done voice over wi-fi. This is the best connectivity type for anyone who lives within our network footprint.

The voice plan, Telstra Upfront Home Phone Plan and Upfront Internet Starter Plan is the same plan we offer on NBN and other technologies.

#### **8. Are you using the same modem that we used in the Alternate Voice Satellite Trial (AVST)? Do the modems require surge protection?**

We are using the latest modem, Telstra Smart Modem 3 which has improvements in speed, coverage and security. It does not come with a surge protector.

#### **9. Information for customers being migrated to Starlink Satellite USO Service.**

We will begin contacting customers that are eligible for our home Satellite service once it's available for sale in late March. The Starlink unit will work with a smart modem as well and you'll be able to take your existing home phone number with you.

**10. Will any of the current phone features change?**

All existing features will be available on the new service. However, Caller Line Identification and Directory Listing are disabled by default and will need to be activated by the customer via the Telstra app. Unfortunately, any saved Message bank messages cannot be migrated and will be deleted once the NGWL service is disconnected.

**11. Will Telstra be providing a backup battery to all NGWL customers?**

This equipment requires electricity to operate. All customers need to provide a power supply to their service. Telstra will supply a battery backup device for all Priority Assistance customers that will help provide short term connectivity in the event of a loss of power. This backup battery will not be included as part of a standard setup for non-Priority Assist. Telstra sells a back-up for \$120 on [Telstra.com](https://www.telstra.com.au), typical back up of four hours.

Telstra will supply battery backup for all Priority Assistance customers. Power will need to be supplied by the customer to enable the service.

**12. Are the new 4GFW and Satellite solutions USO compliant?**

Yes, both products are USO compliant.

**13. Will existing landline handsets work or do consumers need to purchase a new phone handset?**

Existing landline hardware can be used for both 4G fixed wireless and our satellite product.

**14. Is a separate bill required? Can the service be on a small business bill or does it need to be residential?**

Telstra is in the process of rolling out a new billing software system. For customers still on the old billing system, their new service will be listed on our new platform and in the short term, may mean two separate bills. Ultimately all of their existing accounts will be moved to the new system and all services will appear on one bill again. The new bills do not currently display customer ABNs. This feature has been requested and is in development for a future update.

**15. Do I need a new number when I upgrade my service?**

Customers can retain their existing phone number. Every service has a unique phone number. When the 4GFW service is first connected, as part of the migration we will provide an interim phone number. Once the service technology is confirmed as working, we will migrate the existing NGWL phone number onto the 4G service and then cancel the NGWL service and the interim 4GFW number.

**16. I have just changed my modem over. Will this work with 4GFW? Please show a picture of the new modem.**

The Telstra Smart Modem 3 picture below



### Common devices not compatible with Telstra 4G

#### Network extension devices

Telstra 3G Smart Antenna or Cel-Fi RS2. These devices are 3G only and will not work once the 3G network is switched off.



**17. Once migrated to the new solution are there different bills for Consumer and Business services?**

The bill is the same format for Consumer & Business customers.

**18. Are all fixed handsets still compatible with the new 4GFW service?**

Yes, all handsets that work with NGWL will work when they migrate to new equipment.