



nbn™ Migration Plan
Keeping Business Connected

Your nbn™ migration plan

Follow this guide to ensure your business has a smooth transition onto the nbn™

1. Preparing Your Landline Phone Number/s for the nbn™
2. Migrating Fax Numbers Online Before the Transition
3. Managing EFTPOS, HICAPS, Alarms & Security Systems
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✔ Preparing Your Landline Phone Number/s for the nbn™

Phone services using the copper telephone exchange network are being transitioned over to a VoIP based technology on the nbn™. VoIP phone services are typically most cost effective than telephone exchange based phone lines and offer can a range of additional features.

Preparing Your Phone Services for the nbn™:

1. Contact your nbn™ service provider and ensure that your internet connection & phone number are being transitioned together onto the nbn™.
2. Find out what plan you will be moving to after the nbn™ switch to ensure it suits the needs and requirements of your business.
3. If there are other services associated with your phone line such as EFTPOS Terminals or HICAPS terminals or security systems contact your service providers.

✓ Migrating Fax Numbers Online

Fax services are based on legacy copper technology which transmits fax via the traditional telephone exchange—after nbn™ is transitioned over in your area the traditional telephone exchange will eventually become redundant and all communication will be transmitted via your nbn™ service.

The most reliable way to continue sending and receiving fax after this transition is by using an ISDN grade online fax service such as GoFax®. Migrating your fax is a simple process which you can get started in under 5 minutes.

Setting Up an Online Fax with GoFax®:

1. Visit gofax.com.au/pricing and choose the service that suits your requirements.
2. Select Start Now and enter the details of the premises you are transitioning as well as the details of the main account holder for your fax service.
3. On "Step 2" and "Step 3" of signup select send & receive packages.
Alternatively to select the Bundled Plan skip "Step 2" and select the Bundle from "Step 3".
4. On "Step 3" select "Port my existing fax number" if you want to transfer your number to GoFax, download the porting authority form and return it to support@gofax.com.au
5. Once you complete the signup, your account will be ready to use. If you are porting a number our support team will be in touch to confirm your porting date and you may be allocated a temporary number while the port is in progress.

Contact GoFax® for any further information about migrating your fax online before the nbn™ transition on 1300 395 432.

✓ Managing EFTPOS, HICAPS, Alarms & Security Systems

If you currently have any Monitored Security Systems, Medical Alarms, Monitored Fire Systems, Emergency Phones, EFTPOS Terminals or HICAPS terminals associated with your fixed-line phone, fax or internet service contact your service providers to ensure that you have an nbn™ migration plan in place.

Contact your current service providers to ensure an nbn™ migration plan is in place for these services.

✓ Migration Services

If your business requires assistance managing your nbn™ migration, GoInternet provides businesses with managed nbn™ migrations to ensure you stay connected throughout the nbn™ transition. Because liaising with carriers and service providers may take time, we recommend contacting GoInternet at least 45 days before your scheduled nbn™ migration date.

To find out more about GoFAX nbn™ Internet, VoIP and phone services or about nbn™ migration plans for business contact us on 1300 395 432.