31–33 HELEN ST, TENERIFFE — TO ALL OWNERS & RESIDENTS

Full fibre internet for every apartment.

No bill for owners or tenants.

nbn has told us our building may be eligible for a **limited trial** that upgrades buildings like ours to **Fibre to the Premises (FTTP)**: fibre run right into each unit. nbn pays most of the cost; the **body corporate pays the rest in full** ($6,600). Nothing has been decided yet. Right now we're showing the committee how much support there is.

WHY IT MATTERS

Up to 20× faster

Today nbn's fibre stops in our basement, and the last stretch runs over the building's **old copper phone wiring**: a motorway that turns into a dirt road for the final few metres. The upgrade runs fibre **all the way into your unit**.

Today fibre to the basement

25–100 Mbps

After fibre into your unit

up to 2,000 Mbps

Maximum download speeds, bars to scale. Today: nbn's address check for our building. After: nbn's fastest home speed tier. Your speed depends on the plan you choose.

$0

bill to owners & tenants

The **body corporate pays the full fee**: 24 × $275 = **$6,600** inc. GST, on one invoice from nbn. Residents never get a bill.

Nobody is forced to change anything

- ✓ Your current internet keeps working
- ✓ Move to fibre when **you're** ready, with any provider
- ✓ No need to buy a more expensive plan
- ✓ No planned internet outages during the works

WHAT WE GET

Adds value
7 in 10 potential buyers see full fibre as a value-add.*

Easier to rent out
Up to **75% of renters** find a home with FTTP more appealing.*

More reliable
nbn's most reliable connection. Fewer drop-outs.

Ready for the future
Built to keep up, so we're less likely to need another upgrade.

Faster can cost less
Example: **$95/m** for 100 Mbps here today vs **$90/m** for 500 Mbps on fibre.†

A rare chance
Buildings like ours usually **can't** get this. It's a trial for selected buildings.

How you can help

1. **Show your support:** scan the QR code, tick the sheet on the board, or email me.
2. **Owners:** let the committee know you'd like it. Owners' support carries the most weight.
3. **Tenants: your voice counts too.** Email me and I'll let the committee know how many residents want it.

Questions? **Gustav du Preez · Unit 22** · gustav@dupreez.id.au · or just knock.

Scan for details & to show support
fibre.dupreez.id.au

Over the page: common questions

* Ergo Strategy research for nbn, 2022. † Neptune Internet, Oct 2026; 500 Mbps price is at an address that already has fibre.

Your questions, answered

Who pays?

Not you. nbn sends one invoice of $6,600 (24 × $275 inc. GST) to the body corporate, which pays the full fee. Owners and tenants don't get a bill.

My internet is fine. Why should I care?

Even if you don't need more speed, fibre makes your unit more attractive to buyers and renters, and it's more reliable. The fibre stays for whoever lives there next.

Do I have to switch to a fibre plan?

No. Your current service keeps working, and you move to fibre when you're ready. Note: any *new* internet order after the upgrade goes onto fibre.

Will my internet bill go up?

Not necessarily. You don't have to take a faster or dearer plan, and you can keep your provider. Prices are set by providers, so shop around. In our example, a much faster fibre plan was $5 a month cheaper.

What work happens, and is it messy?

Fibre goes from the street into the building, up through the hallways, to a small nbn box in each unit next to a power point. Installers use existing cable paths where they can, otherwise cabling runs neatly along skirting boards or ceiling corners. nbn expects only minor disruption.

Will my internet go down during the works?

nbn says **no outages are planned or expected** while it builds, and your current service stays on until you switch. If it does drop out, call your provider. When you do switch, expect a short break on the day while your provider moves you across.

Will they need to come into my unit?

Yes, by appointment, to fit the nbn box. A few units may also be visited for the site survey. Miss the install? nbn doesn't charge to come back when you order a fibre plan.

What if I don't want it inside my unit?

nbn runs fibre to just outside your unit and stops, ready for you or a future owner. Connecting later is arranged through a provider, and extra fees may apply.

Who decides?

Nothing has been put to a vote yet. The **body corporate would decide for all units**, possibly at a general meeting. Showing support now helps the committee decide whether to take it further.

I rent. Does my opinion count?

Yes. Only owners vote on body corporate decisions, but the committee wants to know what residents think. Email me or tick the sheet and I'll pass it on.

How long does it take?

Usually 4–6 weeks for survey and design, then about 3–4 months of building work.

Do we get a say in how it looks?

Yes. We get 10 business days to comment on the design. nbn isn't obliged to change it, but encourages residents to join the design walk-through.

What if it can't be done?

If nbn decides our building isn't feasible, **we pay nothing** and nbn restores any work. But if *we* pull out after signing, nbn charges a break fee: 70% of the total during design, 85% during construction. So we should decide properly before signing.

Do I need a new router?

Your Wi-Fi router plugs into the new nbn box. If it's over about 5 years old, nbn suggests checking it still suits your needs.

What about my home phone?

Your provider moves your phone onto fibre when you switch. Like other nbn services, it won't work in a power outage without battery back-up.

HOW IT HAPPENS

1. **Go-ahead** — Body corporate agrees and names a contact person.
2. **Sign agreement** — nbn sends the agreement. Nothing to pay yet.
3. **Survey & design** — ~4–6 weeks. We review the plan. nbn invoices once design is done.
4. **Installation** — ~3–4 months. One visit per unit, by appointment.
5. **Ready to connect** — Order fibre from any provider, when you like.

Full details, plus nbn's brochure, FAQ and sample agreement: fibre.dupreez.id.au
Questions? **Gustav du Preez · Unit 22 · gustav@dupreez.id.au** · owners and tenants welcome

Summary written by a fellow resident

Plain-English summary of nbn's brochure, FAQ, sample agreement and emails from nbn's upgrade team. nbn's own documents and the signed agreement are the final word.

I support full fibre for our building

Owners **and tenants**, add your unit so the committee can see how many of us want this. Prefer not to write it here? Scan the QR code on the notice, email **gustav@dupreez.id.au**, or knock on **Unit 22**.

UNIT	FIRST NAME (OPTIONAL)	OWNER / TENANT	I SUPPORT IT
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This sheet just shows the committee how much interest there is. It isn't a vote, and nothing has been put to a vote yet.