

BIRRR

BETTER
INTERNET FOR
RURAL,
REGIONAL &
REMOTE AUSTRALIA

For further details:
www.birrraus.com



WHY BIRRR HAS DEVELOPED THIS CHECKLIST

The information provided to consumers about the CAN Radio / HCRC migration may vary depending on the replacement technology being offered, the customer's circumstances and where they are in the migration process.

BIRRR has developed this checklist to help consumers obtain consistent information before deciding whether to proceed with the migration. It is designed to assist you in understanding how the replacement service will operate at your property and identify any changes that may affect your communications.

CHECKLIST

Are you aware and informed about:



REPLACEMENT TECHNOLOGY

Why it has been recommended and how it will perform at your property.



YOUR PHONE NUMBER

Keeping your existing number and what to expect during the transfer.



POWER REQUIREMENTS

Typical 24/7 power use, outlets needed and backup power requirements.



CONNECTED DEVICES

Medical alarms, security systems and other important devices.



CALLING FEATURES

Caller ID, privacy settings, MessageBank and other calling features.



YOUR ACCOUNT

Plan, billing, identity verification and contact details.



COMMUNICATIONS RESILIENCE

What to expect during power outages, network outages and what backup options are available.



INSTALLATION

Equipment supplied, installation timeframes, requirements, best location and any preparation needed.



HOW TO GET SUPPORT

Best contact methods, support options and how to get help if you have an issue after migration.



BIRRR TIPS



Request all responses in writing.



Keep a copy of all correspondence and information provided.



Do not disconnect your existing service until your new service is installed, tested and working.



Test your home phone, calling features and any connected devices and follow them up promptly.

Checklist

Request for Information CAN Radio / HCRC Migration

Get the information you need before you decide.

www.birrraus.com/can-radio-migration/



MAKE IT YOUR OWN EMAIL

Copy and paste the questions below and email to your Telstra case manager. Before sending, **edit any red text and delete any questions you can already answer or that aren't relevant to your circumstances**, and add any questions specific to your property or communications needs.

SUBJECT: REQUEST FOR INFORMATION REGARDING MY CAN RADIO / HCRC MIGRATION

Before I decide whether to proceed with the migration of my CAN Radio / HCRC service, I would appreciate written confirmation of the following so I can understand how the replacement service will operate at my property and any changes I need to prepare for.

Replacement Technology

- What replacement technology has been recommended for my property and why?
- Has my property been assessed to confirm it is suitable for this technology?
- What are the known limitations of this technology at my location (e.g. coverage, performance, weather or congestion)?

Equipment & Installation

- What equipment will be supplied and who will install it?
- Is there a recommended phone handset?
- What is the expected timeframe for installation and how will I be kept updated?
- Are there any installation requirements I need to prepare for, including access to power, my roof, buildings or other infrastructure?
- Where will the equipment be installed?
- Are there any equipment or modem fees?

My Phone Number

- Please confirm my existing phone number will be retained. What happens if I currently have multiple numbers?
- Will a temporary phone number be used during the migration?
- How long is my existing phone number expected to take to transfer to the new service?
- Will there be any interruption to incoming or outgoing calls during the transfer process?

Power Requirements

- What do I need to provide to ensure a suitable power supply for the new service? My property uses *[mains power / an off-grid power system]*.
- Under **normal operation**, what equipment needs to remain powered, what is its typical power consumption in watts for continuous 24/7 operation, and how many 230–240V power outlets are required?
- For **backup power**, which equipment must remain powered, what is the total power consumption in watts, what is the estimated energy requirement per hour (Wh), and how many 230–240V backup power outlets are required?
- If I am registered for Telstra Priority Assistance, will my Priority Assistance status transfer to the replacement service and what backup power arrangements will apply?
- Is there anything different I need to consider because I do not have access to mains power or use an off-grid/alternative power system?

Connected Devices

- Are there any known compatibility issues with medical alarms, back-to-base security or fire alarms, EFTPOS terminals, fax machines or other devices connected to the existing service? *[delete irrelevant devices]*
- Where can I go to get advice regarding my devices?

Calling Features

- Please confirm whether my existing calling features will carry across to the replacement service: *Calling Number Display (Caller ID), Permanent Caller ID blocking (silent number), MessageBank, any other calling features currently enabled on my service (e.g. Call Waiting or Call Diversion)*
- Will any of these features need to be reactivated, reconfigured or set up again after my existing number has been transferred? If so, please provide instructions or a guide explaining how to do this.

My Account

- What will my new home phone plan be and what will it cost each month?
- Will my *billing arrangements, concessions, discounts, email addresses or bundled services* change?
- If this is a business account, will the service remain in the business name and remain bundled with my other services?
- Will I receive a new account number, bill or service reference number, and will this change how I receive or pay my bill?
- What identification or verification will be required before the new service can be connected? Is the process different for a business account?
- Please confirm my account authorities, service address, postal address and contact details are correct.

Help After Migration

If I experience a fault or other problem after migration, what is the best way to contact Telstra for support? Please provide the relevant phone number, online contact/support options and any other contact methods I should use to report a fault or seek assistance with this service.

Thank you for your assistance. I would appreciate your written response so I can make an informed decision before proceeding with the migration.

Kind regards,
[Your name]