**Nbn™ - Questions before Connection**

Who to check with for what ?

                Phone/Internet/Data Plans – Telecom provider, Retail Service Provider (Old ISP)

                Fax – Manufacturer

                Fire/Burglar Alarm Systems – Service Provider

                Personal Alarm – Service Provider

                ATM, EFTPOS – Bank

Additional Cabling – qualified Tradesman – Costs ? Cabling

Register Fire Alarms and lift phones

[www.nbn.com.au/fireandlift](http://www.nbn.com.au/fireandlift)

Register Medical Alarm with nbn – Individuals and Corporates

[www.nbn.com.au](http://www.nbn.com.au) front page

or call 1800 227 300

Be aware that once the “ready for service” advice (direct mail) is received by the customer, they will have 18 months to migrate their services before the old copper network is decommissioned.

* Consumers – DO NOT BE RUSHED - Wait until you have answers to all your questions and the correct plan.
* Business – Ensure you start the transition within 12 months of the cut-off date.
* Ensure the customer asks the RSP .. What is the speed of this service ?
* If cancelling a service and moving to another provider – ask .. What is the cancellation fee ?
* If changing plans with the same provider – ask…Is there a charge involved ?
* Phone customers - state that you want to 1) Retain you existing number

2) have continuity of service

* Renting or leasing - Once you have checked your address and know the installation procedure we are planning for your home you should contact your landlord or agent as you may need permission.
* Discuss your current set up with your preferred phone or internet service provider when you order your **nbn**™ services to find out what you will need – you may require extra cabling installed by a certified cabler – at additional cost.
* Do I need to consider a “Dual RSP” arrangement for Business Continuity ( ie Telstra/AAPT)

**Broadband Connection – Who do I talk to ?**

| What you want to do ? | Who to contact ? | Details |
| --- | --- | --- |
| Check eligibility for service | nbn / retail service provider | [nbn.com.au - website](http://www.nbnco.com.au/connect-home-or-business/check-your-address.html) allows you to check if you are eligible for services.  Retail service providers will also be able to advise if you are eligible for services |
| Purchase a service | Retail service provider | Retail service providers sell plans to consumers and small businesses. They will also organise for an nbn technician to connect your premises |
| Get connected | Retail service provider | After purchasing a service with a retail service provider they will arrange for equipment to be installed at your premises. |
| Delay in getting connected | Retail service provider | If the technician missed an appointment or connection is taking longer than expected contact your retail service provider. |
| Property damage during installation | nbn | If the nbn technician caused damage to your property during installation you should contact nbn, who will repair this damage at no charge. |
| Service does not work after installation | Retail service provider | If your service does not work after nbn have installed the equipment contact your retail service provider |
| Complaint of faulty services | Retail service provider | If there are any problems with your connection, such as unusable services, dropouts, delays, slow speeds etc. you should raise the issue with your retail service provider. |
| Query bill charges | Retail service provider | If you experience any unexpected charges you should raise these with your retail service provider. |
| Service outage | Retail service provider | If your service stops working for any reason, contact your retail service provider. |
| Disconnecting | Retail service provider | If you no longer want a service, contact your retail service provider to cancel. |
| Moving services | Retail service provider | If you are moving house, contact your retail service provider about changing your service to different premises. Fees may apply to move a service. |
| Damaged or moved equipment | Retail service provider | If the equipment gets damaged (for example during storms or an object hitting the satellite dish) contact your retail service provider. An nbn technician may be required to visit your premises to correct the position or replace the equipment. There may be a cost, check with your provider. |
| Complaint about retail provider or nbn not addressing problems encountered | Telecommunications Industry Ombudsman (TIO) | If your complaint to your retail service provider or nbn has not been dealt with, contact the TIO. The TIO will refer your complaint to your provider or nbn and give them 10 days to fix your problem. If this does not solve your problem the TIO will work with you and the provider to see if you can agree on how to fix the problem. Finally, if the issue is still not resolved then the TIO can investigate your complaint. |
| Changing retail service provider | Retail service provider of choice | Switching between retail service providers is easy. Just make sure there are no early termination fees with your current retail service provider. |
| Think you have seen a scam | Scam Watch | Internet scams may attempt to take your money, steal your identity, or access your personal information.  If you think you have seen a scam contact [Scam Watch](https://scamwatch.gov.au/report-a-scam). |

**Business Links on nbn Website**

[www.nbn.com.au](http://www.nbn.com.au) National Broadband Network Official Site

**New ‘Guide to nbn Business’**

[www.nbnco.com.au/connect-home-or-business/information-for-business/a-guide-to-nbn-business.html](http://www.nbnco.com.au/connect-home-or-business/information-for-business/a-guide-to-nbn-business.html)

**New ‘Preparing for the nbn network’ + Interactive nbn readiness checklist**

[www.nbnco.com.au/connect-home-or-business/information-for-business/prepare-your-business.html](http://www.nbnco.com.au/connect-home-or-business/information-for-business/prepare-your-business.html)

**Enhanced ‘Benefits’ and ‘Step-by-step guide to connecting’**

[www.nbnco.com.au/connect-home-or-business/information-for-business/benefits-for-business.html](http://www.nbnco.com.au/connect-home-or-business/information-for-business/benefits-for-business.html)

[www.nbnco.com.au/connect-home-or-business/information-for-business/step-by-step-to-connecting-your-business.html](http://www.nbnco.com.au/connect-home-or-business/information-for-business/step-by-step-to-connecting-your-business.html)

**Some Useful Websites/Locations – for Further Information**

[www.birrraus.com](http://www.birrraus.com) Better Internet for Rural, Regional and Remote Australia

[www.accan.org.au](http://www.accan.org.au) Australian Consumer Communications Action Network

[www.speedtest.net](http://www.speedtest.net) Ookla speedtest site – for checking internet speeds

[www.whistleout.com.au](http://www.whistleout.com.au) Comparison Website

Google Video Quality Report Average You Tube performance

Netflix’s ISP Speed Index Average pseed each ISP delivers video content

Whirlpool Forum Discussions on service and performance