Experiencing Service Issues or Damaged nbn™ Equipment? Here's Who to Contact

If you're dealing with connection issues, slow internet, or damaged nbnTM equipment—like a faulty or missing nbnTM box (NTD)—you might be wondering who to reach out to for assistance. The answer is found below.

When to Contact SpinTel

SpinTel is your first point of contact for any service-related issues with your nbnTM connection. This includes, but isn't limited to:

- Connection delays
- Getting a new nbnTM connection
- Network outages
- Missing or incorrect address details
- Concerns about service performance (e.g., slow speeds, dropouts, or service interruptions)
- Damaged nbnTM equipment (e.g., broken or inactive nbnTM box)
- Billing or charges accrued for your nbnTM service
- Appointments for installation or repair
- Missing installation equipment or hardware

Please contact **SpinTel directly at 1300 303 375** for assistance with any of the above.

Need to Contact nbn Directly?

To understand when it's appropriate to contact nbn rather than SpinTel, please refer to this guideline:

How and When to Contact nbnco for Assistance

Summary

In summary, if you're experiencing any issues related to nbnTM service delivery—including damaged or missing equipment, connection delays, performance issues, or billing concerns—**SpinTel is the right contact**. As nbn operates solely as a wholesale provider, they do not handle individual customer service matters.

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