

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

If you're dealing with connection issues, slow internet, or damaged nbn™ equipment—like a faulty or missing nbn™ 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 nbn™ connection. This includes, but isn't limited to:

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