

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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