

# NBN Technology Upgrade

NBN is offering an upgrade from FTTN/FTTC to FTTP for faster, more reliable internet in select areas. It involves installing new equipment inside and outside your home, with appointments scheduled with NBN-approved technicians.

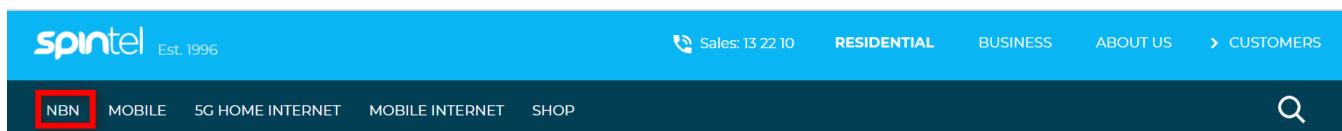
Click [here](#) to learn more about the technology upgrade.

To check if your area is eligible for an upgrade, you can visit our website or log in to My Account if you're an existing customer.

Here are the detailed steps to guide you:

## Through the Website

1. Visit our [website](#) and navigate to the NBN section.



2. Enter your service address in the search bar and click on Check Address

## NBN BUNDLES

Enter your address to see what service is available in your area

Override

Start typing your address then select it from list

Check Address

3. Scroll down and you will see "Free Fibre Upgrade Available" if your area is eligible. Select your desired high-speed plan with "Free Fibre Upgrade" to place an order.

### CHOOSE YOUR NBN PLAN

#### FREE FIBRE UPGRADE AVAILABLE

Your address is eligible for a free nbn® Fibre to the Premises (FTTP) Upgrade. Fibre grants you access to higher speed plans, and more reliable internet access. Just pick a plan, and we'll handle the rest - [Find Out More](#).

Follow the prompts to complete your order. To view the NBN technology upgrade terms, click here.

Please note that upgrading to a new service type (FTTP) typically does not automatically cancel your old FTTN or FTTC service. To avoid ongoing charges, ensure you cancel the old service once the upgrade is complete.

### Through My Account

If you're an existing SpinTel customer on FTTN or FTTC and wish to upgrade to FTTP, follow the steps below to submit your order through My Account.

1. Login to your online account and go to the Dashboard

The screenshot shows the Spintel My Account dashboard. At the top, there are navigation links: DASHBOARD (highlighted with a red box), SERVICES, BILLING, and MY ACCOUNT. Below the navigation, a large "WELCOME" message is displayed, followed by a blurred account number. A search bar is present with the placeholder "Search by service type, plan, or username." A note "Your usage resets in 7 days." is shown. The main service status is "NBN ( [REDACTED] )". A message "You're eligible to upgrade to fibre. [find out more](#)" is highlighted with a red box. Below this, "Data Usage" is listed as "615.31GB Used". To the right, there are two boxes: "Mobile Plans" (with a "VIEW PLANS" button) and "Live Chat" (with a "CHAT NOW" button).

2. If your area is eligible, you'll find a note similar to the one above. Click "find out more" to initiate the order.

Here you will see the available high-speed plans.

The screenshot shows the "Upgrade to nbn's fast fibre" page. A heading "Good news, you're eligible to upgrade to fibre" is followed by a note: "Faster and more reliable – it's designed for a future where giant leaps in technology, and homes with multiple devices are the norm. Embrace the future today, with nbn's fast fibre." Below this is a large, blurred rectangular area. A section titled "What's involved in the upgrade" is present, with a note: "Once you submit your order we'll arrange your upgrade and keep you in the loop every step of the way." It also mentions that you can read more about the upgrade process [here](#).

3. Select your desired plan and tick the boxes to confirm the Terms, then submit the order.

## Important Note:

By submitting an order for fibre upgrade, you acknowledge that it's your responsibility to cancel your current Fibre to the Node (FTTN) or Fibre to the Curb (FTTC) service within 7 days of activating the new Fibre to the Premises

(FTTP) service.

Failure to cancel your old service will result in continued billing for both active services as the upgrade will not terminate it automatically.

## Availability of Higher Speed Plans on FTTP Fibre Upgrade

By participating in the fibre upgrade, you acknowledge that your **nbn® speed will be 100 Mbps or higher** as outlined in the [upgrade terms](#). This means that if you are currently on a lower-speed plan, you must move to at least a **100 Mbps plan** when upgrading to FTTP.

Please note, however, that the availability of higher-speed plans depends on several factors, including your property's eligibility and whether those speed tiers are offered in your area. While FTTP generally supports the fastest speeds, certain infrastructure or region-specific limitations may restrict access to higher tiers, such as the **1000 Mbps plan**.

To confirm which higher speeds are available at your location, please visit our [nbn® website](#) and enter your address.

Online URL:

<https://articles.spintel.net.au/article/nbn-technology-upgrade.html>