

Activation Timeframe for NBN Bundle and Standalone

Introduction

As a customer looking to connect to NBN services, it is important to know the service classes and installation timeframes that are available. This article aims to provide a summary of the NBN service classes and its installation time, as well as information on phone activation timeframes and NBN transfers.

NBN Service Classes and Installation Timeframes:

When connecting to NBN, you will receive an email that identifies your service class. The table below shows the different service classes, their definitions, and the installation timeframes:

Service Class and Definition

The table above provides a summary of the different service classes and their definitions. It is important to note that service classes 0, 4, 7, 8, 9, 10, and 20 are not yet serviceable.

Installation Timeframes

The installation timeframes for each service class vary from 2 to 20 business days, depending on the service class and whether a technician visit is required. It is important to note that for FTTP, FW, and HFC, customers can still use the existing copper and porting can take up to 5 days to complete after NBN

completion.

Phone Activation Timeframe



Conclusion

This article has provided customers with important information on NBN service classes and installation timeframes, phone activation timeframes, and NBN transfers. It is important to note that the process date cannot be reversed or changed, and if there is a porting issue, the NBN order may need to be cancelled and resubmitted.

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