

# How and When to Contact nbnco for Assistance

---

If you need help with your nbn® service, it's important to know whether to contact SpinTel or nbn directly.

SpinTel can assist with most service-related enquiries, including connection issues, outages, billing questions, appointment scheduling, and damaged or missing nbn® equipment.

In some situations — such as property damage, contractor conduct complaints, or safety hazards — you may need to contact nbn directly.

The FAQs below explain who to contact and how to report common nbn-related issues.

## What should I do if my nbn® connection box is damaged or missing?

If your nbn® equipment — such as the connection box (NTD) — is damaged, missing, or not working correctly and it is affecting your service, please contact **SpinTel** on **1300 303 375**.

SpinTel will work with nbn on your behalf to help resolve the issue.

## When should I contact SpinTel instead of nbn?

For most service and connection issues, SpinTel should be your first point of contact.

Contact **SpinTel** for enquiries relating to:

- Connection delays
- Network outages
- Slow speeds or dropouts
- Address or installation details
- Billing enquiries
- Appointment scheduling
- Missing or damaged nbn® equipment

Contact **nbn directly** only for matters such as:

- Property damage caused by nbn
- Contractor conduct concerns
- Complaints about installation workmanship

## **How do I report damage caused by an nbn contractor?**

If an nbn contractor has damaged your property or behaved inappropriately, you can submit a complaint via the nbn website or call **1800 687 626**.

## **How do I report a safety issue related to nbn® equipment?**

If there is a health or safety hazard — such as exposed cables, sparking devices, or serious equipment damage — report the issue via the nbn website or call **1800 687 626**.

To report urgent safety hazards by phone, select:

- Option 1
- Option 4
- Option 2

## **Can I lodge a complaint with nbn about installation workmanship or safety?**

Yes. If you are unhappy with the quality of an installation or have concerns about the safety of nbn® equipment, you can lodge a complaint through the [nbn website](#) or call **1800 687 626**.

## **What information should I include when submitting a complaint to nbn?**

To help nbn investigate and resolve your issue more efficiently, include:

- Dates of relevant events
- The full address where the issue occurred
- A clear description of the issue
- Your preferred resolution
- Any supporting evidence, such as photos, documents, or receipts

## **How can I relocate or remove existing nbn® equipment?**

If you are renovating, demolishing, or moving premises and need to remove or relocate nbn® equipment — such as the connection box or cabling — visit the [nbn relocation and removal page](#) for detailed instructions.

Online URL:

<https://articles.spintel.net.au/article/how-and-when-to-contact-nbnco-for-assistance.html>