

# How and When to Contact nbnco for Assistance



## Who to contact

As nbn is a wholesale provider, please contact SpinTel on 1300 303 375 directly for:

- Connection delays
- Getting an nbn connection
- Network outages
- Missing or incorrect address details
- Concerns about service performance, which may include slow speeds, dropouts and service loss
- Billing or charges accrued for your nbn service
- Appointments, and
- Missing nbn™ equipment.

## When to contact nbnco?

The below scenarios will require you to contact **nbn** directly at [nbnco.com.au](https://www.nbnco.com.au):

- Report damage to property or nbn™ equipment

- Report or make a complaint about an nbn™ contractor's conduct
- Report or make a complaint about nbn™ supplied equipment installation and workmanship
- Make a complaint for issues like our land access processes or our handling of a health and safety concern
- Check for an update on an existing enquiry you've made with **nbn**
- Login issues to the new developments portal, **nbn** certification, **nbn** billing and invoices

## **Information to include in submitting a complaint to nbn co**

In submitting a complaint/feedback, please indicate the following information for faster resolution:

- Dates of events
- The address where the issue(s) occurred
- A clear explanation of the issue(s)
- What you are seeking from nbn to resolve the issue(s), and
- Supporting evidence e.g. photos, diagrams, receipts and quotations.

If you'd prefer to contact nbnco by phone you may call them directly at 1800 687 626.

For damage that is creating a **Health and Safety** hazard, please call **nbn** on 1800 687 626 and select option 1 followed by option 4, then option 2. This is to ensure that any Health and Safety hazards are prioritised.

If you're intending to remove or relocate your **nbn** supplied equipment (such as an **nbn** connection box, associated cables and other equipment) due to renovation, demolition or a move of premises, visit the **nbn** [relocation and removal page](#) for more information.

Online URL:

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