

# How and When to Contact nbnco for Assistance

## Contacting nbn™ FAQs

### 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, and it's affecting your service, please contact **SpinTel** directly at **1300 303 375**. They will coordinate any necessary actions with nbn on your behalf.

### When should I contact SpinTel versus nbn?

Contact **SpinTel** for all **service-related issues**, including connection delays, network outages, incorrect address details, performance problems (like slow speed or dropouts), billing enquiries, appointment scheduling, and missing or damaged nbn™ equipment. Contact **nbn directly** only for specific scenarios such as damage to property caused by nbn, contractor conduct concerns, or 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 directly through the nbn website or call **1800 687 626**.

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

If there's a health and safety hazard (e.g. exposed cables, sparking devices, or serious damage), you can report the matter through the [nbn website](#) or call **1800 687 626**, then select **Option 1 → Option 4 → Option 2** to ensure it is treated as a priority.

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

Yes. If you're unhappy with the quality of installation or there are safety concerns related to nbn™ equipment, lodge a complaint directly through the [nbn website](#) or call **1800 687 626**.

## What details do I need to include when submitting a complaint to nbn?

To help nbn resolve your issue efficiently, include the following in your complaint:

- Dates of relevant events
- The full address where the issue occurred
- A clear description of the issue
- What you're seeking as resolution
- Any supporting evidence (e.g. photos, documents, receipts)

## How can I relocate or remove my existing nbn™ equipment?

If you're renovating, demolishing, or moving and need to **remove or relocate** nbn™ equipment (like the connection box or cabling), visit the [nbn relocation](#)

and removal page for detailed steps.

Online URL:

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