

Business Broadband Bundle FAQs

What is BizCare?

As each business setup is different, our business customers will receive a priority service, free of charge. After placing your order, someone from our BizCare team will contact you to further discuss your requirements and take you through the installation process to ensure minimal downtime.

As we use a range of technologies and services to deliver the best service, our installation processes may vary from product to product.

How long does my nbn Bundle activation take?

Activation timeframes depend on whether NBN equipment is already installed at your property.

If your property is NBN-ready and the required equipment is in place, SpinTel can typically activate your service within 1–2 business days.

If there is no existing NBN connection, an appointment with NBN Co will need to be arranged for a technician to complete the installation. The setup timeframe generally ranges from 2–10 business days, depending on technician availability in your area.

How will you let me know when my order is completed?

As soon as we receive word that your connection has been finalised, we'll let you know via email and SMS. Because your phone and broadband orders will be completed on different days, we'll let you know when each one is finalised.

Online URL:

<https://articles.spintel.net.au/article/business-broadband-bundle-faq.html>