

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?

This depends on whether or not you already have an **nbn** Network Termination Device (NTD) installed. If you already have an NTD installed we can begin ordering your NBN straightaway. If not, we will arrange a technician to install it.

| NTD Installed | | No NTD Installed | |
|-------------------------------|-----------|-------------------------------|-----------|
| Step 1. Install NBN to NTD | 1-3 Days | Step 1. Book NTD Installation | 7-14 Days |
| Step 2. Connect or Port Phone | 2-10 Days | Step 2. Connect or Port Phone | 2-10 Days |
| Total | 3-13 Days | Total | 9-24 Days |

Days quoted are business days only and are based on average delivery times. Some orders may take less or more time to complete.

- *Phone installation times depend on available infrastructure. Most connections take 1-3 business days if you are connecting a phone line for the first time, or there is insufficient infrastructure, phone connections take up to 5-10 working days.*

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-faqs.html>