

# Understanding Your NBN Connection Date

If you have requested a specific date for your NBN connection, here's what you need to know to manage your expectations and ensure a smooth setup:

## 1. Service Class and Infrastructure

The date on which your NBN service is connected depends on the service class assigned to your address and the existing infrastructure. If your address already has the necessary NBN equipment (e.g., an installed NBN box) and does not require a technician visit, we will make every effort to connect your service on the requested date.

## 2. Technician Visit

Should your address require a technician visit, the requested date will serve as the processing date rather than the completion date. We will contact you if a technician visit is necessary to provide the option to process the order earlier. If we are unable to reach you, we will proceed with your order on the requested date and update you on your scheduled appointment once it is confirmed.

If you wish to expedite your order or need an earlier appointment date, please ensure you have access to the property and inform us as soon as possible. Our team will work with you to accommodate your request.

## 3. Porting Involved

If your service involves porting an existing phone number, it is crucial to keep your number active until the porting process is complete. After porting, we will proceed with your NBN connection. The whole process typically takes 5-6 working days. We will reach out to you during this period to discuss your options, such as processing your order earlier than your requested date.

#### **4. Missing NTD/NCD**

If your address was previously serviced by HFC or FTTC service but the Network Termination Device (NTD) or the Network Connection Device (NCD) is missing, we will arrange for a replacement to be sent to your address. Delivery of the NTD/NCD will take 5-7 working days.

#### **5. Further Information Required**

In some cases, your order may require additional documentation or verification to proceed. If this is the case, our team will reach out to you directly to request the necessary information. This could include providing proof of identity, address verification, or other relevant documents.

To ensure that your connection process remains as smooth and timely as possible, it is important that you respond promptly to any requests for further information. Keeping your lines open for these updates will help us address any issues quickly and keep your order on track.

For any further assistance or specific concerns about your connection, please contact our customer support team at 1300 303 375 or click the chat icon below.

Online URL:

<https://articles.spintel.net.au/article/understanding-your-nbn-connection-date.html>