

How to Find Your AVC ID

What is an AVC ID and Why Do You Need It?

The AVC ID (Access Virtual Circuit ID) is a unique identifier for your NBN connection. It's used to locate and manage your specific service on the NBN network.

You may need your AVC ID when you're:

- Switching to a different internet provider (churning)
- Requesting technical support
- Lodging a complaint with NBN Co


Knowing how to find your AVC ID can help make these processes smoother and faster.

Where to Find Your AVC ID

You can easily find your AVC ID through your online account. Just follow these simple steps:

Step 1: Log in to [My Account](#) using your credentials.


My Account Login



[Forgot username](#) or [password?](#)

[Login](#)

Step 2: Once logged in, locate your active NBN service on the dashboard.

 MY ACCOUNT **DASHBOARD** SERVICES BILLING > MY ACCOUNT

WELCOME LI HIAH

Account Number

Search by service type, plan, or username.

Your usage resets in 18 days.

Phone (08 8888 8888)

MANAGE SERVICE

No usage record for this period.

NBN (08 8888 8888)

MANAGE SERVICE

Data Usage

790.97GB Used

June 2025 Bill

\$83.12 will be deducted via your normal payment method tomorrow, on Friday 13th of June 2025.

VIEW MY BILLS

Live Chat

If you leave a message with us outside of business hours we'll get back to you within 24 hours.

CHAT NOW

Step 3: Click "Manage Service"

NBN ()

MANAGE SERVICE

Data Usage
790.97GB Used

Step 4: Locate the AVC ID. Your AVC ID will be displayed on the service details page.

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DASHBOARD SERVICES BILLING > MY ACCOUNT

NBN ()

Select another service

Service Details

Address

Plan

Connection

Status	✓ Online! Connected since 2025-05-31 20:43:48	?
AVC	AVC	?
IPv4		Change ?
IPv6		?

Need Help?

If you can't find the AVC ID or have questions about your service, our support team is here to help. For further assistance, [reach out via chat](#) or call us at 1300 303 375.

Online URL:

<https://articles.spintel.net.au/article/how-to-find-your-avc-id.html>