



# Getting assistance with your NBN service

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## Service not working—talk to your service provider first

The switch to the National Broadband Network (NBN) is the biggest telecommunications infrastructure project in more than a generation. With the NBN coming to over 11 million premises by 2020, some homes may experience service disruptions or faults during the connection process.

## Contact your service provider for assistance

If you have a concern or complaint about the installation, connection, repair or operation of your internet or phone services provided over the NBN, you should contact your service provider.

As you have a service agreement with your provider, they're best placed to help you resolve any issues with the connection of your service, including delays to installation and any missed appointments.

If your complaint is related to the NBN infrastructure, your provider will work directly with the wholesaler, NBN Co Limited (NBN Co), on your behalf to fix the problem. You do not need to contact NBN Co.

Under the Telecommunications Consumer Protections (TCP) Code, your service provider is responsible for handling service performance complaints. The TCP Code covers all internet and telephone service providers, including those providing services over the NBN, and requires your provider to meet minimum standards for providing services, contracts, billing and complaints handling. Visit the Australian Communications and Media Authority (ACMA) website ([www.acma.gov.au](http://www.acma.gov.au)) for more information on the TCP Code.

If you're unhappy with the response from your service provider, you can contact the Telecommunications Industry Ombudsman (TIO) to make a complaint. The TIO is a free and independent alternative dispute resolution body for small business and residential consumers in Australia. The TIO aims to settle disputes quickly in a fair and reasonable manner. Further information is available by visiting [www.tio.com.au](http://www.tio.com.au) or by telephoning 1800 062 058.

This factsheet presents information for consumers from the Government's *Migration Assurance Framework; Telecommunications Industry Guide*. More information about the migration process and the agreed roles and responsibilities of all telecommunications industry parties for a seamless transition to an NBN fixed line service for consumers and businesses is available here: [www.communications.gov.au/publications/migration-assurance-policy-statement-framework](http://www.communications.gov.au/publications/migration-assurance-policy-statement-framework).

## More information

- [Getting ready to connect to the NBN](#)
- [Connecting to the NBN](#)