Important information for your provider
to fix your connection issues

When things go wrong with your phone or internet connection, it can be frustrating talking to your Retail Service Provider (RSP) as you try to pinpoint the issue.

However, there are some tips to try, and information to have on hand before having these conversations to make them easier.

STEP 1: **Knowing who to talk to**

Always contact your RSP first.

Your RSP is the business you pay for your internet or phone connection. You need to contact your RSP regarding any issues, such as:

- Service performance (slow speeds or dropouts)
- Connection delays
- New connections (including **nbn** connections)
- Network outages
- Any issues relating to billing, plans or faulty equipment.

If you have an **nbn** service, you will need to contact your RSP and they may need to escalate your issue to **nbn**. The RSP pays to use **nbn** infrastructure to then provide you with the internet connection.

RSP — RSP SUPPLYING YOUR INTERNET — NBN INFRASTRUCTURE
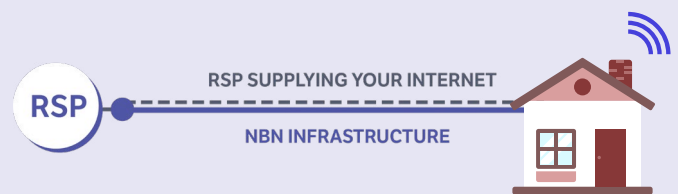
STEP 2: **Checking for existing issues**

First things first. Check your RSP's website for any known outages that could be impacting your connection. If there isn't an identified outage, the next step is to get in touch with your RSP to discuss your problem.

STEP 3: **Knowing what to say**

To make the process easier, it is important to have information about your service with you when you contact your provider.

1. **Your account number**

2. **Your nbn Network Termination Device (NTD) Number (white sticker on modem. eg. NTD0xxxx) (if you have an nbn connection)**

3. **Your residential address**

4. **A list of the issues you are experiencing**

5. **A list of any questions you may have**

Use the form included with this fact sheet to record these details, so you can keep them for future use.

STEP 4: **Escalating your issues further**

If you have tried to resolve the issue with your RSP and you don't seem to be making any progress, get in touch with the Regional Tech Hub using the Escalation Form on our **website**. Please record your ticket or fault number from your RSP, as this will be used to escalate the issue to your RSP on your behalf. We can get involved in the process to see if we can facilitate a faster resolution.

regionaltechhub.org.au

My Connection Details

Contact your RSP about:

- Loss of phone or internet connection including outages/dropouts
- Issues getting connected
- Concerns about speed
- Missing or incorrect address
- Appointments, including technician hasn't turned up
- Service connection delays
- Missing equipment

Connection Details

INTERNET

Type of connection

(e.g.) Fixed Wireless (**nbn**® or other), Satellite (**nbn**® or Starlink), mobile broadband, **nbn**® Fixed Line, or ADSL.

_____
Provider

_____
Account Name

_____
Account Number

_____
Monthly Cost

_____
Support Email

LANDLINE PHONE

_____
Provider

_____
Account Number

_____
My Landline Number

_____
Support Email

_____
Support Phone Number

ACCOUNT DETAILS

_____
Email Address (to log into phone and/or internet provider account)

_____
Account Password

_____
Address (location of your connection)

ROUTER AND MODEM DETAILS

_____
Wi-Fi Password (to connect to the internet)

_____
Account Password

_____
nbn Network Termination Device (NTD) Number (sticker on modem, if applicable)

MOBILE PHONE

_____
Provider

_____
Account Number

_____
My Mobile Number

_____
Support Email

_____
Support Phone Number

Find out more or get in touch with us:

Call us on **1300 081 029:**
Hotline/Live Chat Operating Hours (AEST/AEDT):
Mon: 12pm – 5pm   Tue: 12pm – 5pm
Wed: 9am – 2pm   Thu: 9am – 2pm
Fri: 9am – 2pm

regionaltechhub.org.au

Visit **www.regionaltechhub.org.au** to:
- Book a time to speak with us on the phone through the '**Book an appointment**' tab on our website
- Ask for a free, customised **Connectivity Report** on your options through our website

- Ask to progress an issue with your service provider using our **Escalation Form** on our website