

NBN general

What is NBN?

'NBN' stands for National Broadband Network. This is the government-owned, open access data technology network that aims to provide reliable broadband and home phone services for all Australians. It's being rolled out and operated by NBN Co Limited, which is a wholesale provider of broadband services.

How will the NBN get to my place?

The NBN is rolling out a national network of fibre optic cable. It then takes advantage of existing infrastructure to make the final connection to your premises. This means assessing what network technology is available in each area, then using what's available to deliver a connection solution for that area. It includes using any of these technologies:

- Fibre to the Premises
- Hybrid Fibre Coaxial
- Fibre to the Node and Fibre to the Building
- Fixed Wireless.

What is FTTP or Fibre to the Premises?

This means an optic fibre line will run from the nearest fibre node to your home or workplace. You'll need a powered NBN network device installed in your premises by an approved NBN Co technician.

What is HFC or Hybrid Fibre Coaxial?

This is where the existing 'pay TV' or cable network can be used to make the final part of the NBN connection. The HFC line runs from the nearest fibre node to your premises.

How do I access the NBN services?

NBN Co is a wholesale network provider, which sells access to the network to Retail Service Providers, such as EnergyAustralia. So the NBN broadband and phone service provided to your household or business are delivered through EnergyAustralia.

What if I'm renting?

The property owner needs to agree to connect to the NBN, and where connection equipment is placed in the premises. Just let your landlord know the NBN Co appointment time, so they can be present or available by phone if any questions arise about placement of the NBN equipment.

Who's responsible for maintaining the NBN network?

NBN Co owns and operates the network and they are responsible for its maintenance.

Will I deal directly with NBN Co?

EnergyAustralia, as your Retail Service Provider, will be the main contact for your NBN service. During roll-out, NBN Co may contact you to do some preparatory work. However all connection communications will be through EnergyAustralia, who will arrange an appointment for an NBN technician to come to your premises to install connection equipment.

Do I have to switch to the NBN?

Once NBN has been rolled out in your area, if you want to keep your internet and landline phone, you'll need to switch to the NBN before the old copper infrastructure is switched off. This will happen around 18 months after NBN becomes available in your area.

How reliable is NBN compared to ADSL broadband NBN?

The fibre optic section of the NBN network is generally more reliable than standard ADSL broadband, as fibre optic technology is affected less by distance, weather conditions and radio and electromagnetic interference.

Will my 'back-to-base' alarm work on the NBN network?

Some devices such as existing home security alarms may not be compatible with the new technology of the NBN. Check with your alarm provider if it will be compatible, or if necessary what alternatives are available.

What if I have 'difficult' premises to connect?

When the NBN technicians are on site, they'll assess what's required to connect your premises and discuss what's involved with you before starting work.

Can I still use my existing landline phone?

No. If you want to keep your landline phone, you'll need to switch to the NBN before the old copper infrastructure is switched off around 18 months after NBN becomes available in your area. EnergyAustralia can offer you VoIP service, which allows you to use your phone as before, but with greater cost benefits.

Can I keep my current landline phone number?

Yes, EnergyAustralia offers number porting from all major providers. Once we process your application, we'll be able to confirm if your number is portable.

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NBN sales

Can anyone take up NBN through EnergyAustralia?

The EnergyAustralia NBN service is only available to a select group of customers. If your postcode isn't supported by the EnergyAustralia offer, we won't be able to deliver your service. However, this may change if we expand the offering in future.

What plans are available?

EnergyAustralia offers a choice of two NBN plans. The EnergyAustralia NBN 25/5 plan starting at \$65.95 per month is perfect if you have multiple devices connected to the internet. Or if you use heaps of data for gaming or streaming, try our EnergyAustralia NBN 100/40 plan starting at \$85.95 per month.

Can I get a phone service with my NBN?

Yes, EnergyAustralia offers a VoIP phone service provided over the internet that can replace your old landline phone service.

What are the plan terms?

EnergyAustralia offers a \$69.95 per month 25/5 NBN plan or an \$85.95 per month 100/40 NBN plan. The minimum cost for the 25/5 contract is \$791.40 (incl. GST) and the minimum cost for the 100/40 contract is \$1031.40. You need to pay the first month up front, plus the cost of a modem if you order one. Both plans include a \$10 per month discount when you bundle NBN with your gas and electricity. If you want NBN without electricity and gas, the cost is \$75.95 per month for the 25/5 plan and \$95.95 for the 100/40 plan.

What's the set up fee?

There is no set up fee, other than payment of the first month for NBN or voice plan up front. If you order a modem, this will be included along with a postal fee as part of the first payment.

What's the NBN New Development fee?

This is a one-off fee of \$300 charged by NBN Co for all new orders within the boundary of a new development.

Can I use my existing modem to connect to the NBN?

Yes, but EnergyAustralia won't be able to help with servicing or maintenance of your modem. EnergyAustralia offers TPLink or Netcomm Wireless Modems that are NBN compliant. Using this equipment ensures that NBN Co will investigate or repair a fault associated with your service.

Can I switch to EnergyAustralia if I have NBN with another provider?

Yes, just make a new application with EnergyAustralia and cancel your existing service (cancellation charges may apply from your other provider).

Is it better to connect now or wait until later?

NBN installation is free during the roll-out period, but this may change in future. If you want to avoid any uncertainty, connect now.

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NBN provisioning

How long will it take to install my NBN service?

Installation can take up to 23 business days. How long it takes depends on the type of NBN service available at your premises and availability of NBN Co technicians in your area.

Will I be kept up to date during the application process?

Yes, EnergyAustralia believes in keeping you in the loop, so we'll let you know how your application is going and when your service is ready to be activated.

Will a technician need to visit my place?

This depends on the type of NBN available at your premises. We'll let you know if an NBN Co technician needs to visit your place to install NBN equipment.

Can I change my connection appointment?

Yes, but you need to contact us on **1800 488 305** at least three business days before your scheduled appointment.

How can I keep track of my connection progress?

Once you've submitted your application, we'll keep you in the loop with SMS and or emails. You can also call us on **1800 448 305** to ask about your connection progress.

What will happen to my existing phone service if I switch to NBN?

Your existing phone service will be disconnected when the copper infrastructure is cut-off around 18 months after NBN is available in your area. You'll need to cancel your service with your phone provider to avoid further charges. If you want to keep a phone service, you can bundle VoIP with your EnergyAustralia NBN.

Can I choose which NBN technology I want?

No, the technology to connect NBN to your premises is pre-determined by what's available in your area and there's no option to choose.

Will I have to pay the New Development Fee again if I move to a new place without NBN?

Yes, the New Development Fee is charged for each address that's identified as being within a new development area.

What if I can't be available on the appointment date?

You can arrange for someone else who is over 18 years old to be there for you, or you can change your appointment date by calling us on **1800 488 305** at least three business days before your scheduled appointment.

Who is authorised to change appointment date?

Only the primary account holder or an authorised representative can request an appointment change.

Can I ask for a specific appointment date?

Yes, and we'll check if that date is possible, but we can't guarantee it. We'll confirm availability of the appointment date within 24 hours of your request.

After the appointment, can I use the NBN straightaway?

No, the technician needs to report that everything's OK, then we'll send you an SMS to confirm it's ready to use.

Will I need additional instructions to use the new modem?

No, the modems we provide are pre-configured, so you can just plug and play.

Do I need to call to check progress of my order?

No, once you've submitted your application, we'll keep you in the loop with SMS and or emails. However, if you want you can call us on **1800 448 305** to ask about your connection progress.

Can I ask for connection to be made sooner?

Yes, and we'll check if an earlier date is possible, but we can't guarantee it. We'll confirm availability of the appointment date within 24 hours of your request.

I missed my appointment, what happens now?

If a technician was required to attend your premises and no-one was there, you may be charged an incorrect call out fee of \$220 (inc. GST). Call us on **1800 448 305** to ask about making a new appointment.

If I have FTTB/N and I have multiple phone sockets, can I connect my modem to any of them?

Yes, as long as all the sockets are running on the same line.

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NBN customer service

Will I receive monthly paper bills for my NBN service?

No, your EnergyAustralia NBN bills are emailed on the first business day of each month to the email address you nominated when you signed up. You can log in to [My Account here](#) to see a PDF of your bill that you can download and print if you wish.

How do I pay my bill?

Your bill will be paid by direct debit using the debit or credit card you nominated when you signed up. To update your payment details log on to [My Account here](#)

Will I be charged if I cancel my NBN service?

An Early Termination Charge of \$120 (inc. GST) applies if you cancel within the 12-month contract period.

Can I change my NBN plan?

Yes, you can change your NBN plan speed at any time.

Can I go back to my ADSL service?

No, you cannot go back to ADSL once you have moved to NBN.

If I cancel my NBN service, do I have to return my modem?

No, you can keep your modem as you paid for it up front.

When will I receive my bills?

EnergyAustralia NBN bills are emailed on the first business day of each month to the email address you nominated when you signed up.

Can I change my payment method?

At this stage, you can only pay your EnergyAustralia NBN bills by direct debit using a nominated debit or credit card.

Do charges on the bill include GST?

Yes all charges include GST.

How do I avoid my account being suspended?

Just make sure your payment details are up to date and there are sufficient funds in your account to cover each payment.

Can I have the modem delivered to a different address?

Yes, just let us know the delivery address you want it sent to.

What is EnergyAustralia's Complaints Procedure?

We take all complaints seriously. If you're not satisfied with any aspect of our service, please let us know by calling our NBN Support team on **1800 448 305**. You can also review our complaint handling policy

Can I pay my bill at an Australia Post outlet?

No, at this stage, you can only pay your EnergyAustralia NBN bills by direct debit using a nominated debit or credit card.

I'm having difficulty paying my bill, can you help?

Please call our NBN Support team on **1800 448 305** to discuss possible payment options.

Can I track the delivery of my modem?

Yes, your delivery can be tracked online at <https://m.auspost.com.au/view/tracking> using the Australia Post tracking number you were sent.

Can I pick up the modem instead of having it delivered?

No, the modem can only be delivered to the address you nominated when you signed up. If you miss the delivery, the modem will be 'Awaiting Collection' at your nearest Post Office.

What is the modem warranty?

The modem hardware has a standard 12-month manufacturer's warranty. You can return the modem if it's found to be faulty after 30 days from purchase.

How can I access my bill online?

Your EnergyAustralia NBN bills are sent on the first business day of each month to the email address you nominated when you signed up. You can log in to [My Account](https://www.energyaustralia.com.au/myaccount/index.html#/login) [\[https://www.energyaustralia.com.au/myaccount/index.html#/login\]](https://www.energyaustralia.com.au/myaccount/index.html#/login) here to see a PDF of your bill that you can download and print if you wish.

When does billing start?

You'll start to be billed from the date your NBN service is activated. We'll send you an SMS or email to let you know as soon as your NBN service is activated.

Can I change my billing cycle?

No, your EnergyAustralia NBN bills cover the period from the first day of each month to the last day of each month.

Why am I being charged in advance?

Your EnergyAustralia NBN service is a pre-paid service. If you have a VoIP service, this is also charged in advance, but any additional calls beyond your allowance will be charged in arrears on the next bill.

What do I have to do to restore my service after its been suspended?

Once you've made a successful payment of the overdue amount, call us on **1800 448 305**. Your NBN service will be restored within 4 hours and you'll be advised to turn your modem off and on again.

What happens if I want to cancel my service due to a speed issue?

We'll go through all appropriate trouble-shooting steps. But if we can't fix the issue, you can either accept a free downgrade of your plan, or you can cancel your account. Please call us on **1800 448 305** to discuss your options.

How can I change my contact details?

Just log in to [My Account](#) here [here](#) and follow the tabs to change your details.

How can I add an authorised person to my account?

You'll need to complete an Authorised Representative Form and email it to the address shown on the form. You can access the form [here](#).

Can I choose not to be listed in the phone directory?

To have your number unlisted and opt out of telemarketing calls, you can complete a Registration Form [here](#) [<http://donotcall.gov.au>] or call **1300 792 958**.

How can I stop receiving marketing calls?

EnergyAustralia doesn't make telemarketing calls. You can opt out of receiving any other telemarketing calls, by visiting the government website [here](#) [<http://donotcall.gov.au>] or calling **1300 792 958**.

Does my NBN plan have peak and off-peak hours for data?

No, your EnergyAustralia NBN service provides unlimited data with no peak or off peak data times.

How can I cancel my service?

Your EnergyAustralia NBN service agreement requires four weeks notice to cancel the plan. An Early Termination Charge of \$120 (inc. GST) applies if you cancel within the 12-month contract period. Please call us on **1800 448 305** for more information.