Important information for your provider to fix your connection issues

Description

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Weâ??ve put together the below 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, here is some information to have on hand before starting these conversations to make them easier.

Check the issue

Check your RSPâ??s website for any known problems that could be causing your issue. They are the business you pay for your internet or phone connection. If thereâ??s no known outage, contact them directly. They should help with issues such as slow connection speeds and delays, new connections (including nbnÂ®), network outages, billing or faulty equipment.

Know what to say

Itâ??s important to have your service information ready when you contact your provider. Ensure you have your account number, nbnÂ® Network Termination Device Number if applicable (white sticker on modem), residential address, list of current issues and any questions you may have.

You might also like to check out our list of [connectivity definitions](#) to get an understanding of the terminology used when discussing issues.

Escalate the issue further

If you have tried to resolve the issue with your RSP and are struggling to make any progress, get in touch with the Regional Tech Hub using our [Escalation Form](#). 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.

Get Connected Stay Connected

To better understand the relationship between internet technology, nbnÂ®, and RSPs, check out this video.

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https://www.youtube.com/embed/1D_hrXgfZ_c?si=lvsnBrRvb08IGktzâ?• width=â?•560â?³
height=â?•315â?³ frameborder=â?•0â?³ allowfullscreen=â?•allowfullscreenâ?•></iframe>

Feeling overwhelmed?

Complete a request for a Connectivity Report and we will provide a fully customised, free and independent overview of all your internet and/or phone connectivity options.

Category

1. Guides

Tags

1. fix connection
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