



Request a Connectivity Report

Description

Request a connectivity report

Unsure of your phone and internet options at your address? Fill out this form to receive a Regional Tech Hub Connectivity Report. This report is available **at no cost to you** and will provide independent advice on the best connections options that meet your specific needs and location.

NOTE: Developing a personalised connectivity report for your internet and phone options can be a complex process. Depending on how many requests we have, it may take up to a two weeks to complete your report. If your location is particularly complex and requires more time, we will be in contact. Thank you for your patience.

We use the information from this form to help us:

- Locate the best connection technologies based on your needs and location (e.g. technology type, mobile broadband, alternate fixed wireless provider).
- Help with addressing issues and resolve nbn LOCID (Location ID) issues.
- Check if you have a line of sight to towers and facilitate a service class change if necessary.
- Determine what mobile broadband towers are located nearby and if any boosting equipment may improve your mobile broadband signal.
- Establish if there are any available Wireless Internet Service Providers in your area.

Please ensure you include the correct address, region and GPS co-ordinates for your exact location. Ensure the red symbol is directly over the area where the services are needed. This is an important step and is key to ensuring we provide accurate results for your property.

GPS co-ordinates are needed and should be in this format, eg. -23.295476, 146.713776

The more information you can provide us, the quicker we can process your report. We understand that you may not have all information available.

[1300 081 029](tel:1300081029)

Date

27/02/2026

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07/11/2023