



Regional Tech Hub

How to prepare for your RTH interaction

When things go wrong with your phone or internet connection, it can be frustrating. However, there are some tips to try, and information to have on hand before having a conversation with us, to make things easier.



STEP 1: CHECKING FOR EXISTING ISSUES

Always contact your RSP first.

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.



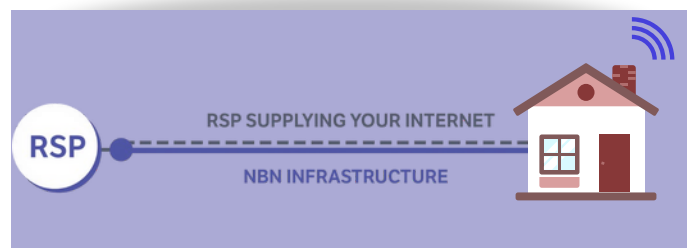
<https://regionaltechhub.org.au/stay-connected/check-network-outages/>

STEP 2: KNOWING WHO TO TALK TO

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.



Troubleshooting Tips: Click on the links for more things you can try

- [Speed Test](#)
- [Troubleshoot an internet connection](#)
- [Troubleshoot a phone-connection](#)
- [Troubleshooting with your rsp](#)
- [Tech Tips](#)
- Or type <https://regionaltechhub.org.au/stay-connected/tech-tips/> into a browser and search
- [nbn Home Internet Helper](#)



Information to bring with you. It doesn't matter if you don't know the answer to everything, just fill in what you can.

Take photos and/or screenshots of:

- Any notifications/alerts/messages you receive
- Your modem
- Your router
- Cabling
- Equipment
- Anything else you think may be relevant

A list and description of your issues:

E.g.,

- Appointments, including technician hasn't turned up
- Service connection delays
- Internet is slow and/or drops out
- Voice reception is poor
- I can't use wifi calling etc.

Connection Details

INTERNET

Type of connection

(e.g.) Fixed Wireless^{nb} or other), Satellite (nbn[®] or Starlink), (mobile broadband^{nb} Fixed Line, or ADSL.

Provider

Plan Name

Account Number

Monthly Cost

Support Email

ACCOUNT DETAILS

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

Address (location of your connection)

GPS coordinates

ROUTER AND MODEM DETAILS

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

LANDLINE PHONE

Provider

Account Number

My Landline Number

Support Email

Support Phone Number

MOBILE PHONE

Provider

Account Number

My Mobile Number

Support Email

Support Phone Number

Bring a copy of your bill -this can be incredibly helpful

Find out more or get in touch with us:

Call us on [1300 081 029](tel:1300081029):

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