

# Provider Contact Sheet



Contact your internet or phone provider 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), nbn™ Sky Muster™ satellite service, nbn™ Sky Muster™ Plus satellite service, mobile broadband, fixed line, ADSL)

---

#### Providers

---

#### Account Name

---

#### Monthly Cost

---

#### Support Email

---

### 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)

---

### Landline Phone

#### Provider

---

#### Account Number

---

#### My Landline Number

---

#### Support Email

---

#### Support Phone Number

---

### nbn Outage Service

1800 687 626

### Telstra Faults

Residential: 13 22 03

Business: 13 29 99

NGWL: 1800 MYNGWL

HCRC: 1800 RRADIO

Email: rradio@team.telstra.com