

# **SCHOOL STUDENT BROADBAND INITIATIVE**

## **Frequently Asked Questions**

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### **General Overview**

#### **What is the School Student Broadband Initiative?**

The School Student Broadband Initiative is an Australian Government program to support students that do not have access to home internet (broadband). To boost education opportunities and help narrow the digital divide the Australian Government asked nbn to implement the School Student Broadband Initiative, providing approximately 30,000 eligible families and carers across Australia with school age children with free nbn-powered broadband internet at home until 30 June 2028.

The program is not currently accepting new nominations, but unredeemed vouchers will now remain valid until 11:59pm on 30 June 2025.

The program is not accepting new nominations because the number of existing voucher holders means that the program allocation will be met.

Vouchers can only be used once and can only be used in relation to the address listed. They cannot be transferred to another family.

### **What's included in the School Student Broadband Initiative offer?**

- Free **nbn** home internet via a participating School Student Broadband Initiative internet provider until 30 June 2028 – with no lock-in or rollover contract.
- Free Wi-Fi router – (that does not have to be returned).
- SSBI services:
  - Fixed line is on nbn Home Standard (~50/20 plans and unlimited data).
  - Fixed wireless is on nbn Fixed Wireless Plus.
  - Satellite is on **nbn**® Sky Muster® Plus Ordered Product (where your organisation has acquired the 50GB+ Plan Product Component without the Data Block Product Feature), or the 24x7 Uncapped Data Usage – 50 Plan.

### **What is a 50/20 plan?**

The goal is for all SSBI on Fibre to the Node (FTTN), Fibre to the Basement (FTTB) and Fibre to the Curb (FTTC) technology, to be provided with a broadband service based on **nbn's** 50/20 wholesale speed tier. This means that during peak usage periods, the wholesale download speed should be around 50 megabits per second (Mbps) and upload speeds ranging from 5 -20 Mbps. Note, these are wholesale speed tiers.

A customer's experience, including the speeds achieved over the **nbn** network, depends on the nbn access technology and configuration over which services are delivered to the customer's premises, whether the customer is using the internet during the busy period, and some factors outside of **nbn's** control (like the customer's equipment quality, software, chosen broadband plan or how their provider designs its network).

### **Can I upgrade my SSBI connection? e.g. Upgrading to Fibre to the Premise (FTTP)**

The SSBI offer is with a 50/20 speed plan and upgrading this service is not permissible. A household can choose to increase their speed tier but would have to cease their SSBI plan to do so.

These circumstances would be identified and managed via the NRC and nbn escalations process.

### **Are devices included in the School Student Broadband Initiative offer?**

Devices such as phones, tablets or computers are **not included** as part of School Student Broadband Initiative.

### **Who are the participating internet providers?**

Below you'll find the most up-to-date list of participating internet providers.

- Activ8Me
- Aussie Broadband
- Belong (Telstra)
- Exetel
- Lemonade Broadband (Brisbane only)
- MultiWave
- Optus
- SkyMesh
- Superloop
- Vodafone (TPG)

For more information on the current list of participating internet providers please visit our website:

<https://www.nbnco.com.au/campaigns/school-student-broadband-initiative>

The choice of internet provider will vary depending on where you live. Your voucher will list the participating internet providers available at your address.

### **Will the program reopen in the future (new Government policy, new Financial Year)?**

The Government committed to connecting approximately 30,000 families and carers to the SSBI. That allocation is now full. The Government has not made any announcements regarding changes to this allocation.

### **What happens in June 2028 when the program is due to finish?**

Free internet through the SSBI is due to end on 30 June, 2028. nbn anticipates SSBI internet providers to be in contact with participant households in advance of this date. It is nbn's expectation that providers should not automatically roll SSBI families or carers onto paid plans without prior discussion and express consent.

### **How is personal information being managed?**

Participating internet providers are expected to manage the personal information of the families and carers who have signed up to SSBI in the same way they manage information of existing customers outside of the program.

The National Referral Centre is contractually obliged to abide by all applicable Australian Privacy laws when handling any personal information obtained as part of the eligibility assessment.

## **Contacting the National Referral Centre - Troubleshooting and Support**

### **What services will the National Referral Centre offer?**

The program is not currently accepting nominations. The National Referral Centre are actively working with a significant number of existing voucher holders, recent enquiries and active leads.

**If you have already signed up for the program and have a technical or internet service question - please contact your chosen internet provider.**

### **The National Referral Centre will:**

- Refer, where appropriate, people to other support services which may assist with financial hardship.
- Answer and resolve general queries relevant to the School Student Broadband Initiative.
- For people from non-English speaking backgrounds, or people with accessibility challenges, the National Referral Centre can offer translation services through TIS and some of their own bi-lingual staff; and their website is equipped with ReciteMe technology:

[www.anglicarevic.org.au/student-internet](http://www.anglicarevic.org.au/student-internet)

### **Who can help with questions and queries about the SSBI program?**

If you already have an SSBI service, your SSBI internet provider should be your first point of call for queries related to your service. If you have general questions about the program, the National Referral Centre remains in place until 30<sup>th</sup> September 2025 and can be contacted on 1800 954 610 Monday - Friday, 10am - 6pm (AEST) or by visiting [anglicarevic.org.au/student-internet](http://anglicarevic.org.au/student-internet).

### **Can a family or carer move to a new internet provider during the free internet period?**

No. A School Student Broadband Initiative home internet service is not able to be moved or transferred to another participating internet provider.

You can choose to disconnect and leave the initiative at any time within the free internet period. If you cancel, you cannot re-join later.

### **I am currently on SSBI and I have to move house, what do I do?**

If you have used your voucher and are receiving an SSBI internet service, please contact your current SSBI internet provider and let them know you are moving home. They should be able to transfer your nbn home internet to your new home (provided your new home is in a location that nbn can service via a standard connection, and your current internet provider provides nbn services at that new location). You can continue with your SSBI service until 30 June 2028. You do not require a new voucher to move your SSBI service to a new address.

### **I have an SSBI voucher but have not used it. What do I need to do?**

If you have an unused SSBI voucher, contact the participating SSBI internet provider of your choice and redeem your voucher by 11:59pm on 30<sup>th</sup> June 2025. After this time all unused SSBI vouchers will no longer be valid. If you need help in redeeming your voucher or connecting with an SSBI internet provider, please contact the National Referral Centre on 1800 954 610 Monday - Friday, 10am - 6pm (AEST).

### **I am having trouble with my SSBI service, who do I contact?**

Your internet provider can help you identify, troubleshoot, and resolve any concerns with your SSBI service. If not, they have a direct relationship with nbn if they believe it is an issue with the nbn network.

### **I need support or advice on my SSBI service but can't remember who my chosen internet provider is?**

If you are receiving free internet from the School Student Broadband Initiative and need to contact your chosen internet service provider – please search for their details in either your email or mobile phone messages. You should also have received a letter from your chosen internet provider when you originally signed up for the program.

Below you'll find a list of the internet providers who have participated in SSBI:

- Activ8me
- Aussie Broadband
- Belong

- Connected Australia (previously known as Lemonade Broadband).
- Exetel
- Launtel
- Multiwave
- Optus
- SkyMesh
- Superloop
- Vodafone

**I didn't get to be part of the SSBI but I'm experiencing financial hardship. How can I pay my internet bills?**

Many service providers offer a range of options for customers experiencing financial difficulties. Speak to your internet provider about what might be available for you.

## **Other Useful Information**

### **Where can I find out more about eSafety and parental controls?**

Families and carers are encouraged to get information and resources to help use their home internet connection safely from the eSafety Commission site website:

<https://www.esafety.gov.au/parents>

You can also speak to your chosen internet provider about what controls you can use to keep your household safe online.

### **What advice is provided regarding scams?**

Scammers may try using the SSBI to impersonate a participating entity, such as NBN Co, to get your money.

It's important to know that you will never be contacted and asked to provide bank details or to pay money to participate in the SSBI by NBN Co. If you receive a suspicious phone call, report it immediately to the ACCC's Scamwatch website <https://scamwatch.gov.au>

### **I need translation support – how can I get this?**

For people from non-English speaking backgrounds, or people with accessibility needs, the NRC can offer translation services through TIS and some of their own bi-lingual staff; and their website is equipped with ReciteMe technology: [www.anglicarevic.org.au/student-internet](http://www.anglicarevic.org.au/student-internet)

### **Where can I find out more information about the School Student Broadband Initiative?**

You can find out more information by contacting the National Referral Centre on 1800 954 610 or by visiting [www.anglicarevic.org.au/student-internet](http://www.anglicarevic.org.au/student-internet)

Or by visiting [www.nbn.com.au/ssbi](http://www.nbn.com.au/ssbi) and/or <https://www.infrastructure.gov.au/ssbi>