



## Tip Sheet

# My home broadband is slow or unreliable

Many factors can affect the quality of your broadband connection. This can include the quality of the wiring to your home or your equipment inside the home. Read [ACCAN's tip sheet](#) for more information on this.

If you cannot use the internet in the way you need to due to poor speeds or connection problems, you should:

1. Do an [online speed test](#) to compare your home internet speed to your retail service provider's (RSP) advertised speeds. Keep records of the speeds you get and how many drop outs occur if your service is unreliable.
2. Contact your RSP and clearly state that you want to make a complaint about slow speeds or an unreliable service.
3. You may need to do some troubleshooting with your RSP to see if they can help you fix the problem. This may involve a technician looking at your connection, or a replacement of equipment. If you agree to a solution with your RSP, your provider has 10 days to do what they promised to fix the problem.
4. If your problem is still is not fixed, contact the [Telecommunications Industry Ombudsman](#) (TIO). The TIO is a free service that will help to resolve your complaint quickly.

If you have experienced ongoing issues with a slow or unreliable service, the TIO may be able to help you end your contract early or get compensation for not receiving the service you were sold. Not all NBN providers offer equal services, switching to a different provider may result in a better service for you.

Australian Communications Consumer Action Network (ACCAN)  
*Australia's peak body representing communications consumers*

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