



Your Internet and Home Phone

Connecting and fixing your NBN home internet service



**Easy
English**

acan



You can get help with this book

To help you understand this book you can talk to

- a friend
- a family member
- a support person.



They can also help you find more information.



Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **red**
- we write what the hard word means.

About this book

This book is about connecting to an NBN **broadband** plan.



Broadband is the internet you use at home. People normally use broadband through Wi-Fi.

Broadband will soon be provided over the **National Broadband Network (NBN)**.

The **NBN** is a new way of providing phone and internet services.

You will need to choose a home broadband plan to get the NBN.



Once you have chosen your plan your **telco** will organise your home to be connected to the NBN.

A **telco** is the company that you pay for your internet. Some telcos are



- Telstra
- Optus
- Vodafone.

Getting Connected



The NBN may send someone to your home to connect you to the internet.

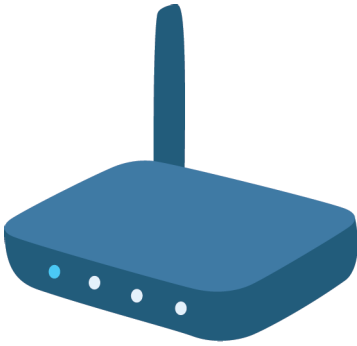


Your telco will call you if the NBN needs to send someone to your home.

Your telco will also tell you



- when this person will arrive
- if you need to be home to meet them.



You may also need a new **router**.

A **router** is a tool that connects your phone or laptop to the internet.



It is best to use the router that your telco provides to you. Sometimes older or different router won't work or will be slower with the NBN.



Moving onto the NBN

Your telco must check that your NBN connection is working.

If your NBN connection is not working within 3 working days your telco has to help keep you connected to the internet.



To keep you connected your telco might give you a temporary mobile phone to use.



If there is no NBN connection your telco cannot charge you money.



Your telco has to keep trying to get your NBN service working. They must keep trying to get you connected even if they have given you a temporary service like a mobile phone.



Your telco is responsible for fixing the issue.



If you think your telco is not fixing the problem or answering your questions you can make a **complaint**.

A **complaint** is when you tell someone you are not happy with something.



You can contact the **Telecommunications Industry Ombudsman (TIO)** if



- your problem is not fixed
- you are not happy with your telco.

The **TIO**



- listens to complaints
- works with you and your telco to fix your problem.

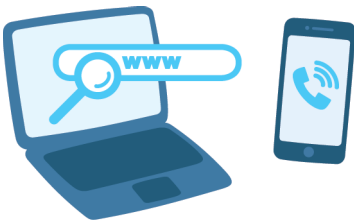


To contact the TIO

Call 1800 062 058

Or

Visit their website
tio.com.au



Need help with technology?



If you have a disability or need help using the internet, the Accessible Telecoms project can help you.

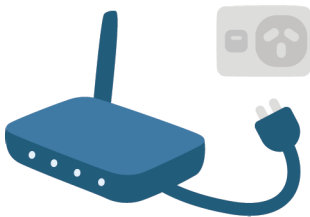


Visit their website
accessibletelecoms.org.au
or call 1800 029 904

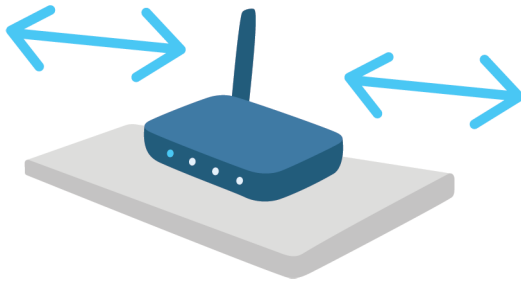


Quick tips

If your internet is not working, here are some tips you can try:



- 1.** Restart your router. Unplug your router from the power point for 1 minute, then plug it back in.



- 2.** Check where you have your router. It should be around 2 metres off the ground and not blocked by any objects like fish tanks, TVs or microwaves.



- 3.** Call your telco to ask if there is a bigger internet problem.

More Information



For more information
contact ACCAN



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Consumer Action Network**

