



COVID-19 Education Assistance Package

Update

1 May 2020

nbn helping to connect low-income families with home-schooling needs

To help Australians respond to the COVID-19 pandemic, **nbn** is providing up to \$50 million to assist phone and internet providers to support low-income family households with school-aged children who do not currently have an active **nbn**[™] connection at home.

This funding will help phone and internet providers create more affordable offers to connect eligible families during term two of school.

More than 20 phone and internet providers have agreed to participate in this program. Phone and internet providers that are ready to connect customers as of 1 May 2020 are:

- Activ8me - <https://www.activ8me.net.au/>
- Aussie Broadband - <https://www.aussiebroadband.com.au>
- IPSTAR Broadband - <https://ipstarbroadband.com.au/products/educationreliefoffer/>
- SkyMesh - <https://www.skymesh.net.au>
- Superloop - <https://www.superloop.com>
- Southern Phone - <https://www.southernphone.com.au/>
- Flip Connect - <https://www.flipconnect.com.au/nbn/>

An up-to-date list of phone and internet providers participating in the COVID-19 relief and assistance package, that have consented to their details being provided by **nbn** and are ready to connect customers is available at: <https://www.nbnco.com.au/response>

What is nbn doing?

To help low-income families with school children get connected, **nbn** will be providing phone and internet providers with rebates against its wholesale charge for many 25/5 Megabits per second speed tier services between April and September. This is intended to enable phone and internet providers to create more affordable offers to connect eligible families.

How do I know if I'm eligible?

If internet access has not been financially possible previously and you have children requiring broadband access for school purposes, then you may qualify for this support. This offer is available only for low-income family households that were not connected to the **nbn**[™] access network before 1 March 2020. You can contact the participating phone and internet provider of your choice today and they will help determine if you are eligible for assistance. A full list is available at <https://www.nbnco.com.au/response>

I think I qualify, who do I contact?

You can contact the participating phone and internet provider of your choice today. A full list is available at <https://www.nbnco.com.au/response>

Your school also may have a coordinated approach to home-schooling. Please contact your school for more information.

What will I have to pay?

The assistance period runs from 1 April 2020 to 30 September 2020. Each phone and internet provider has their own pricing structure and may still charge a fee for monthly access, data costs and account set up fees.

How long will it take to get connected to the **nbn**[™] access network?

Connection times are taking longer during the COVID-19 pandemic because of high demand. **nbn** is striving to complete all new connections as quickly as possible.

What equipment do I need to get connected?

Your phone and internet provider will help with getting you the equipment you need to get connected to the internet. You will require a modem, which many phone and internet providers supply when you sign up. You will also need your own device, such as a computer or tablet, to use the internet. Your school also may have advice about how to get a device to access the internet.

I rent my home, am I still able to get the education relief assistance?

Yes. Please inform your landlord that you wish to have the **nbn**[™] access network connected. By agreement with your landlord, you are then able to order an **nbn**[™] powered plan from the internet provider of your choice. Make sure the internet provider you choose is offering the education relief assistance. A full list of phone and internet providers is available at www.nbnco.com.au/response

Will the **nbn**[™] service automatically end when the assistance period is over?

nbn will begin charging phone and internet providers normal prices for services at the end of the assistance period. Your chosen phone and internet provider will have a transition plan in place once the education relief package ends. Please contact your phone and internet provider to ask what happens at the end of the assistance period and make sure you agree and understand any ongoing costs.

What if I already have an nbn™ powered plan and I'm experiencing financial hardship during COVID-19?

Phone and internet providers can help with financial hardship in some circumstances. Please contact your current phone and internet provider to learn more.

For further information, including tips and tricks for using the internet and a list of participating phone and internet providers, visit www.nbnco.com.au/response