

School Student Broadband Initiative (SSBI) Frequently Asked Questions

Question	Response
What is the SSBI?	<p>To support students that do not have access to internet at home, the Australian Government has committed to the School Student Broadband Initiative.</p> <p>The Australian Government has asked nbn to implement the Government's Initiative to provide internet access, via participating internet service providers delivered over nbn's wholesale broadband network.</p>
What is the SSBI's objective?	<p>The School Student Broadband Initiative aims to boost education opportunities by providing up to 30,000 Australian eligible families with school age children (K-12), with free nbn-powered broadband internet at home for 12-months.</p>
How can families access the SSBI?	<p>Eligible families will be identified and nominated for the School Student Broadband Initiative by organisations including schools, education authorities, and community organisations (these are called: Nominating Organisations). Federal MPs and Senators are also able to nominate families they identify or determine are in need for the SSBI.</p>
How is eligibility determined?	<p>To be eligible for the School Student Broadband Initiative, families must:</p> <ul style="list-style-type: none"> • Have a child living at home that is enrolled in an Australian school in 2023. • Not have an active nbn[®] network internet service at home. Having a mobile internet service does not affect eligibility. • Be referred by a nominating organisation. Federal MPs and Senators are also able to nominate families for the SSBI. • Live in a premises that can access the nbn network.
How does it work?	<p>To nominate please email Mark.Coulton.MP@aph.gov.au with the below information:</p> <ol style="list-style-type: none"> 1. Student name and School 2. Name of primary contact point for the family 3. Contact information of primary contact (preferably email and mobile number) 4. Home address (where the connection will be installed. This will also be used to confirm eligibility) <p>It is important that consent is obtained from the family to provide their personal information to nbn. Following receipt of an application, nbn will (a) contact the family (email, call or text) to provide notice of nbn's Privacy policy nbn (nbnco.com.au) and that their personal information will be managed in accordance with that policy; and (b) respond within two business days to confirm if the family is eligible or not.</p>

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	<p>For families who are eligible, nbn will generate a printable voucher which will be sent to my office who will then provide it to the recipient in person, or via email.</p> <p>Once received, the voucher can be redeemed by the family at a participating retail service provider listed on the voucher.</p> <p>At the end of the 12-month period, families should not be placed onto a paid service by their internet provider without consent. The Australian Government is considering options beyond the 12-month free period.</p>
<p>Are devices included in the initiative?</p>	<p>Devices such as phone, tablets or computers are not included with the Initiative. A router/modem will be provided to families by their chosen participating internet provider to connect them to the nbn network.</p>
<p>Can a family struggling to pay for their existing NBN connection be involved?</p>	<p>To be eligible for the School Student Broadband Initiative, families must not have an active nbn broadband internet connection. Families with other forms of internet connectivity, such as 4G or 5G wireless services over mobile, are eligible to be nominated by Nominating Organisations.</p>
<p>Where can families get information about safe internet usage?</p>	<p>Families are encouraged to get information and resources to help use their home broadband connection safely. An eSafety Commission factsheet is attached and you can also visit: https://www.esafety.gov.au/parents</p>
<p>How long do SSBI services run for?</p>	<p>An nbn-powered home broadband service will be provided to eligible students and their families for 12-months. The 12-month period starts from the day they activate an eligible School Student Broadband Initiative service e.g. if a family connects on 5 July 2023, they will have a service until 4 July 2024.</p> <p>Currently the last date when eligible families can place an order to receive an SSBI service using an eligible voucher is 30 September 2023. Consideration is being given to extend this date and will advise when a new date is confirmed.</p>
<p>Where can families get technical support?</p>	<p>From their School Student Broadband Initiative internet service provider during the 12-month service period.</p>
<p>Where can a nominated family go to find more information about the initiative?</p>	<ul style="list-style-type: none"> • Visiting nbnco.com.au/ssbi • Calling the [nbn] SSBI Help Desk on 1800 626 269 • Visiting Australian Government website www.infrastructure.gov.au/ssbi
<p>If I move home during the 12-month period, will I lose my free internet service?</p>	<p>No. If you are eligible for the School Student Broadband Initiative offer and move house during the 12-month period, your chosen internet provider will work with you to continue your free internet service if the next home you move into can be serviced by nbn.</p>

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<p>I have a mobile phone plan. Do I need to change to a different service provider to take up the SSBI Offer, if I'm eligible?</p>	<p>Mobile services and home broadband services are two different types of services. If you are eligible for the free 12-month School Student Broadband Initiative Offer, you can choose one of the internet providers that are participating in the SSBI and provide services to your home.</p>
<p>Scams awareness</p>	<p>Scammers may use the School Student Broadband Initiative to impersonate nbn to extort money by asking people for payment details or seeking remote access to devices to participate in the SSBI. nbn will never contact a family to ask for payment or seek remote access to devices.</p> <p>Should a family receive a scam call, the best advice is to end the call immediately.</p> <p>If a family has received a suspicious phone call, report it to the ACCC Scamwatch website (www.scamwatch.gov.au). If a family have handed over any details, they should contact their financial institution immediately.</p> <p>Further information on protecting against scams is available on the nbn website: www.nbnco.com.au/scams</p>