



# COVID-19 Education Relief Package

17 April 2020

## nbn is working with internet providers to connect low-income families with home-schooling needs

**nbn** is playing its part in helping students get connected to the internet during COVID-19 by working with internet providers to make possible cheaper **nbn**<sup>™</sup> network connections to eligible households.

To help unconnected low-income families with school children get connected, **nbn** will be waiving its \$37 monthly wholesale charge for internet providers for many services on the 25/5 Mbps speed tier between April and September. This is intended to enable internet providers to create more affordable offers to connect these families as term two of school starts across the nation.

### How are schools involved?

Schools are encouraged to pass on information to families who may be eligible. Information on participating internet providers will be provided to schools starting from 28 April 2020.

### How do I know if I'm eligible?

If internet access has not been within your budget previously and you have children requiring broadband access for school purposes, then you may qualify for this support. This offer is available only for households that were not connected to the **nbn** access network before 1 March 2020.

### I think I qualify, what do I do now?

**nbn** is a national wholesale provider of broadband services which means we supply internet connections to internet providers who then supply to the public. We are working closely with internet providers and we expect those internet providers who will participate in offering **nbn**<sup>™</sup> powered plans for low-income families will be ready to do so from as early as 1 May 2020.

## When should I contact participating internet providers?

**nbn** will know which internet providers will be participating from 28 April and will make this information publicly available in readiness for **nbn**<sup>TM</sup> powered plans becoming available.

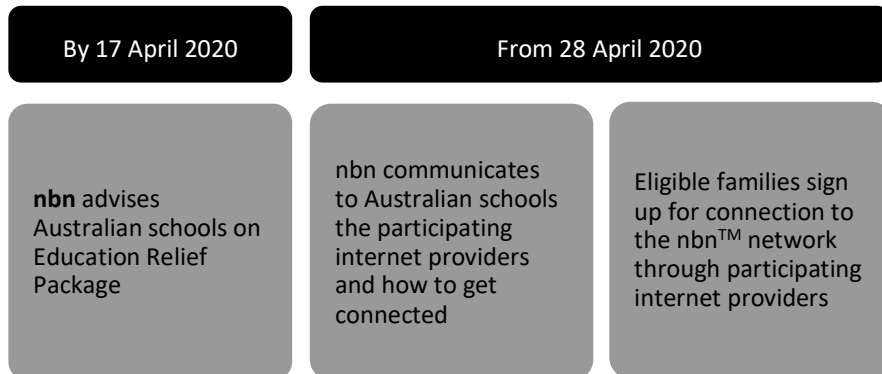
**nbn** and internet providers are currently working through how to provide the support. We kindly ask that you refrain from contacting internet providers until advised. As you may appreciate, internet providers are dealing with unprecedented volumes of enquiries at this time.

It is a good idea to make yourself known to your school so that you can be kept informed about the offers when they are available. Please also check **nbn**'s website at <https://www.nbnco.com.au/campaigns/covid-19>

## What if I already have an **nbn**<sup>TM</sup> powered plan and I'm experiencing financial hardship during COVID-19?

Internet providers can help with financial hardship in some circumstances. Please contact your current provider to learn more.

## What happens next?



For **nbn** COVID-19 latest updates: <https://www.nbnco.com.au/campaigns/covid-19>



For further information, visit [www.nbnco.com.au](http://www.nbnco.com.au)