

SCHOOL STUDENT BROADBAND INITIATIVE

Extension Announcement - Frequently Asked Questions

What's changed?

The School Student Broadband Initiative (SSBI) has been extended with the duration of free nbn home internet, via participating internet providers, to existing and any newly qualifying households to be available until **Friday 30 June 2028**.

It is expected that families and carers currently connected to the nbn network through SSBI will have their connection automatically extended with their participating internet provider until 30th June 2028 if their provider is continuing to participate in the SSBI beyond the initial end of 2025 end date.

Once the program reaches the SSBI cap of 30,000 SSBI services connected no further nominations will be accepted, and any unredeemed vouchers will become invalid. There remains a back stop date of the end of 2025 for qualifying families and carers to redeem their vouchers but nbn anticipates the SSBI cap of 30,000 SSBI services connected will be met well before the end of 2025.

Qualification checks continue for new families and carers only and support will be maintained through the National Referral Centre.

The Limited Access Areas (LAA) pilot has concluded:

- Any SSBI orders received for Torres and Palm Islands between now and the SSBI cap of 30,000 SSBI services connected being met will be accepted but installation and connection timelines may vary significantly.
- At the present stage, SSBI will not be made available to additional LAAs unless requested by the Commonwealth Government and is subject to funding and logistical and commercial constraints.

What does this mean for families and carers already connected to School Student Broadband Initiative?

There is no action required for existing SSBI families and carers who have already connected to the program. Their free SSBI internet service with their participating internet provider is expected to be extended automatically until the end of June 2028.

However any family or carer already participating in the program, and who would like to know more information, should contact their chosen participating internet provider or visit their website.

What does this mean for any new families and carers who sign up?

Families and carers can nominate for the program and redeem their vouchers until the SSBI cap of 30,000 SSBI services connected over the nbn® network via participating internet providers has been reached. There remains a back stop date of the end of 2025 for qualifying families and carers to redeem their vouchers, but nbn anticipates the SSBI cap of 30,000 SSBI services connected will be met well before the end of 2025. Since spaces are limited, we encourage those with vouchers or considering registering to do so as soon as practical.

Once the SSBI cap of 30,000 SSBI services connected has been filled no new families and carers will be able to access the current program.

Are there any changes to the existing participating internet providers?

Below you'll find the most up-to-date list of participating internet providers. However, in early 2025 there will be an additional two new internet providers onboarded.

- Activ8Me
- Aussie Broadband
- Belong (Telstra)
- Exetel
- Lemonade Broadband (Brisbane only)
- SkyMesh
- Superloop
- Vodafone (TPG)

Internet providers to be onboarded early 2025:

- MultiWave Networks
- Optus

Visit our website for more information about each internet provider:

<https://www.nbnco.com.au/campaigns/school-student-broadband-initiative>

What about families and carers who have a voucher but not redeemed?

Anyone who still wishes to join the School Student Broadband Initiative and is yet to use their voucher should choose and connect with a participating internet provider as soon as possible. Once the SSBI cap of 30,000 SSBI services connected has been filled no new families and carers will be able to access the current program.

If required, The National Referral Centre can issue a replacement voucher. Qualifying checks will need to be completed to make sure all qualifying criteria still apply including that the home address does not have an active nbn connection.

What happens once the SSBI cap of 30,000 SSBI service connections is reached?

Applications close when the SSBI cap of 30,000 SSBI services connected over the nbn® network via participating internet providers has been reached. There remains a back stop date of the end of 2025 for qualifying families and carers to redeem their vouchers but nbn anticipates the SSBI cap of 30,000 SSBI services connected will be met well before the end of 2025.

Qualifying families and carers are encouraged to use their vouchers as soon as possible to connect through a participating internet provider. Being issued a voucher does not reserve a place in the program. Once the program reaches the cap of 30,000 SSBI services connected, no further nominations will be accepted or processed, and any unredeemed vouchers will become invalid.

How will organisations, families and carers be notified that the School Student Broadband Initiative has closed, and the SSBI cap of 30,000 SSBI service connections reached?

nbn and the National Referral Centre will continue to share program updates and increase the frequency of communications as connection take-up rates start to approach the SSBI cap of 30,000 SSBI services connected. nbn will also communicate further on the associated changes to the program and role of nominating organisations once the SSBI cap of 30,000 SSBI services connected is reached.

The National Referral Centre will remain in place until the end of September 2025 and nbn is working on plans to ensure support remains for SSBI families and carers once the cap is reached. The National Referral Centre will update messaging on their webpage, inbox and contact centre call line once the SSBI cap of 30,000 SSBI services connected is met to make it clear as to the status of the SSBI.

We will update our communication kit with refreshed materials for your organisation to use with immediate effect once the ministerial announcement has been made.

Updated resources will be available here:

<https://digitalassetportal.nbnco.com.au/customshare/index/p0nAL>

How will participating families and carers be kept informed about the School Student Broadband Initiative for the duration of the extended period (ie until 30 June 2028)?

For any technical or internet service issues, the first point of contact for participating families and carers should be their chosen participating internet provider.

Families and carers on the School Student Broadband Initiative program should contact their participating internet provider if they have any queries about their participating internet provider's broadband service over the nbn network and the extension of the SSBI service to June 2028.

The National Referral Centre will remain in place to support families and carers get connected and sign up School Student Broadband Initiative.

For any other issues or queries the nbn contact centre is available on [**SSBI@nbnco.com.au**](mailto:SSBI@nbnco.com.au)

What if my child leaves school before 30 June 2028?

Qualifying criteria is determined at the time of application for a SSBI service.