Regional Tech Hub

National Farmers Federation

Australian Government

Department of Infrastructure, Transport, Regional Development, Communications and the Arts

About us...

1. **Australian Government initiative** run by the National Farmers' Federation. **National remit** - rural, regional and remote Australia.
2. **FREE** and **INDEPENDENT** service available to all individuals, community groups, organisations, businesses and **councils.**
3. We assist with –
   - ✓ Identifying all connectivity options at any site in Australia – new builds, existing builds, extending range etc
   - ✓ Attend community events and support 1:1 on issues and options
   - ✓ Work with councils and other groups to build connectivity plans
   - ✓ Help troubleshoot problems with connections
   - ✓ Assist with the escalation of reported incidents with RSPs.
   - ✓ Help people evaluate suitable plans (data, speeds, latency, budget)

WHAT WE DO

Provide free, independent advice and support for rural, regional and remote individuals, businesses and communities on internet and voice options.

WHO WE ARE

Australian Government initiative run by the National Farmers' Federation. Regionally-based team located around Australia.

HOW WE HELP

Free advice on getting connected, improving a connection, switching to a better or cheaper service, or finding out how to boost or get better internet and mobile coverage.

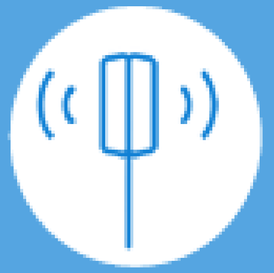
OUR SERVICES

Individualised connectivity reports
Escalations service
Online Connectivity Resource Hub
Attend community events
Book-in service to discuss issues

Regional Internet Technology Types

BIRRR
BETTER INTERNET FOR RURAL, REGIONAL & REMOTE AUSTRALIA

nbn FIXED LINE



nbn FIXED WIRELESS

nbn SATELITTE Sky Muster

WISP non-nbn FIXED WIRELESS

Starlink SATELLITE

ADSL, non-nbn FIBRE & CABLE

MOBILE BROADBAND

How the RTH was formed

2018

BIRRR, ICPA, RRRCC advocated for a regional tech hub

Recommendation from 2018 RTIRC review

2019

- The Government announced funding for the creation of a regional tech hub

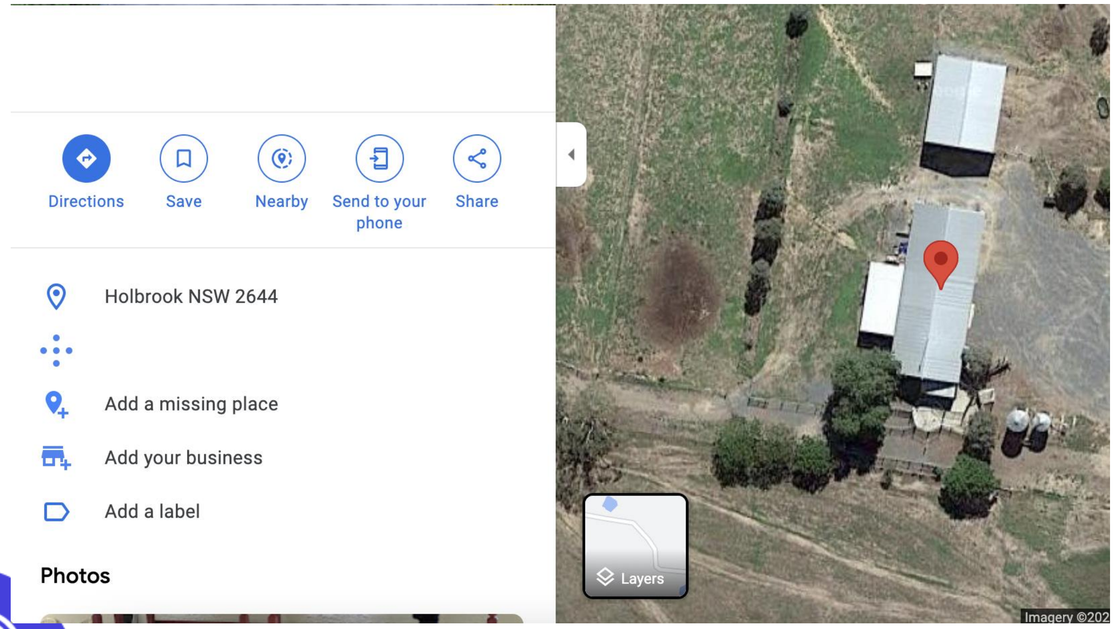
2020

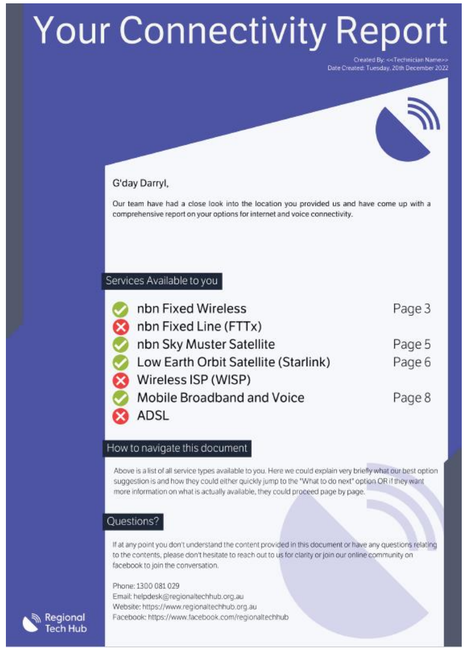
- National Farmers' Federation won the tender to manage the RTH program
- The Regional Tech Hub was created

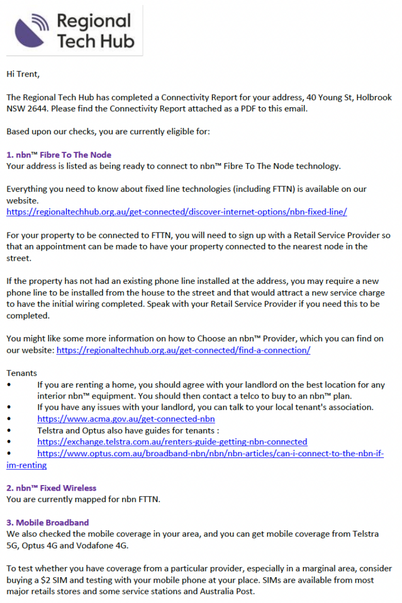
RTH has helped 140,000 people across rural, regional and remote Australia

Personalised connectivity reports

- Finding available technology solutions via a free, independent, personalised connectivity report – for voice and internet.
- Seven regionally-based staff around Australia to help explain people and business technology options.






Regional Tech Hub

Hi Trent,

The Regional Tech Hub has completed a Connectivity Report for your address, 40 Young St, Holbrook NSW 2644. Please find the Connectivity Report attached as a PDF to this email.

Based upon our checks, you are currently eligible for:

1. nbn™ Fibre To The Node
Your address is listed as being ready to connect to nbn™ Fibre To The Node technology.

Everything you need to know about fixed line technologies (including FTTN) is available on our website.
https://regionaltechhub.org.au/get-connected/discover-internet-options/nbn-fixed-line/

For your property to be connected to FTTN, you will need to sign up with a Retail Service Provider so that an appointment can be made to have your property connected to the nearest node in the street.

If the property has not had an existing phone line installed at the address, you may require a new phone line to be installed from the house to the street and that would attract a new service charge to have the initial wiring completed. Speak with your Retail Service Provider if you need this to be completed.

You might like some more information on how to Choose an nbn™ Provider, which you can find on our website: https://regionaltechhub.org.au/get-connected/find-a-connection/

Tenants
- If you are renting a home, you should agree with your landlord on the best location for any interior nbn™ equipment. You should then contact a telco to buy to an nbn™ plan.
- If you have any issues with your landlord, you can talk to your local tenant's association.
- https://www.acma.gov.au/get-connected-nbn
- Telstra and Optus also have guides for tenants :
- https://exchange.telstra.com.au/renters-guide-getting-nbn-connected
- https://www.optus.com.au/broadband-nbn/nbn/nbn-articles/can-i-connect-to-the-nbn-if-im-renting

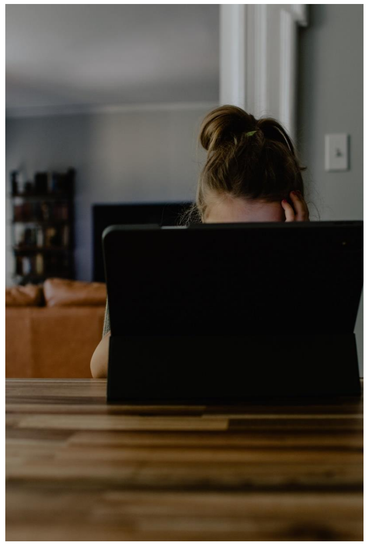
2. nbn™ Fixed Wireless
You are currently mapped for nbn FTTN.

3. Mobile Broadband
We also checked the mobile coverage in your area, and you can get mobile coverage from Telstra 5G, Optus 4G and Vodafone 4G.

To test whether you have coverage from a particular provider, especially in a marginal area, consider buying a $2 SIM and testing with your mobile phone at your place. SIMs are available from most major retails stores and some service stations and Australia Post.

Help with a Retail Service Provider

- Help resolve problems with your phone or internet provider and work with you to rectify any connection issues.
- Help make sense of what is going on and give you confidence and the language to use.
- Walk you through any trouble shooting processes.
- Our completely free and independent service is here to help find you a solution!

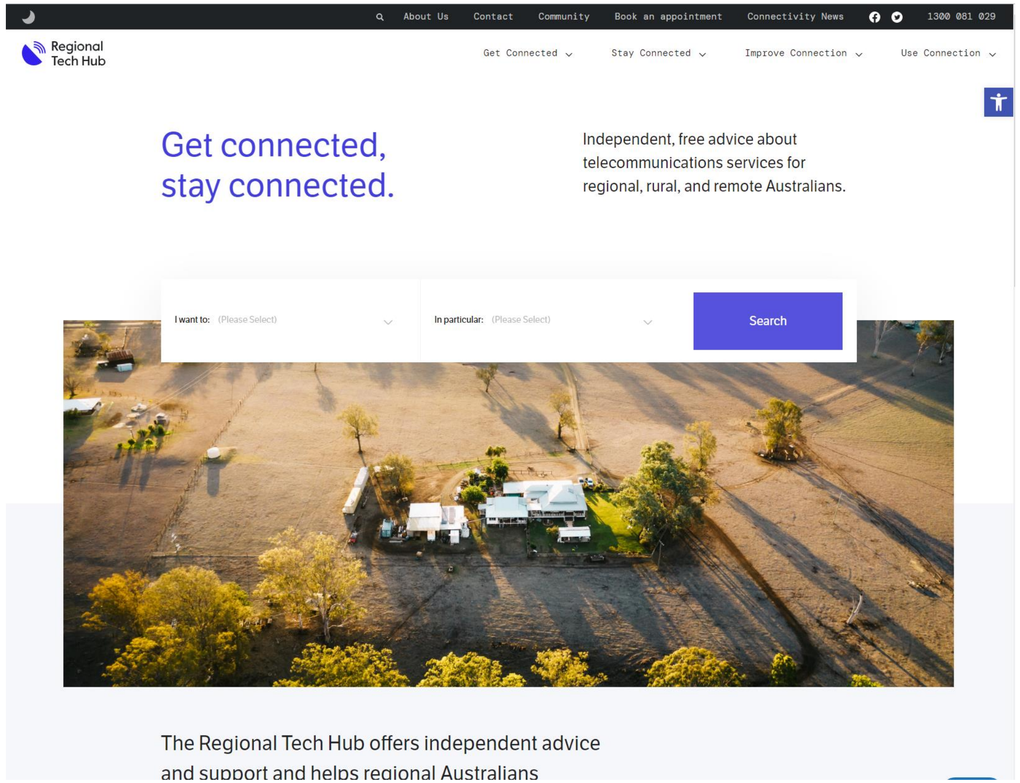


Connectivity Resource Hub

Example resources:

- **Small business**, e.g. POS, 3G shutdown
- **Emergency and disaster preparedness**
- Health and education
- Home internet and voice (get connected and stay connected)
- Wifi calling
- On-farm connectivity
- **New build advice, rentals and technology placement**
- Extending range and coverage

www.regionaltechhub.org.au



Get in touch with us

Visit www.regionaltechhub.org.au and fill out one of our forms to get started

Book a time to speak 1:1 with our team (via link on website)

Send us an email - helpdesk@regionaltechhub.org.au

Call us on 1300 081 029

Regional Tech Hub Community Discussion Board

Regional
Tech Hub