Australian Government

Australian Broadband Guarantee

Process Flowchart

Customer enters their details into the Broadband Service Locator (BSL)

BSL Review Process
ISPs review Customer location details online (limited to protect privacy) and subsequently indicate which premises they can offer a service

Department mails an Australian Broadband Guarantee (ABG) Service Pack to the Customers address

Service Pack for Category A Customer

Includes:

1. Cover Letter with list of Category A Providers

The Customer contacts a Category A to request a broadband service

If Providers listed in Service Pack can't offer a Service, then Customer calls Department about getting a service from the next Category Provider

ABG Service Pack for Category B or C Customers

Includes:

1. Cover Letter with list of Category B or C Providers
2. Customer Attestation form with BSL ID number
3. ABG help flyer

Customer signs the pre-populated Attestation form

Customer requests service from Category B or C Provider and supplies their Attestation Form to the Provider

Provider installs Service

Customer logs onto www.dcita.gov.au and confirms a service has been Connected and Supplied (as per ABG help flyer instructions)

Provider submits Attestation Form (in PDF format) and claim to Department quoting valid BSL ID number

Department processes claim

Department pays valid claim to ISP