

# NBN Transfer AVC ID FACT SHEET



## What is an NBN Service Transfer?

An NBN Service is an access service supplied by NBN (Australia's wholesale broadband access network) to Retail Service Providers (RSPs). RSPs develop and package services to sell to customers.

An NBN Service Transfer is the process by which you can authorise your currently active nbn service at your address to be moved to a different RSP.

This industry process is regulated by the Australian Consumer and Media Authority (ACMA) as described in the C647:2023 NBN Access Transfer Industry Code.

## What is an AVC ID

Your chosen RSP will provide you with your AVC ID (or Access Virtual Circuit Identifier) which represents your unique NBN service once it is connected.

This identifier is made up of the characters 'AVC' followed by 12 numerical digits. For example, it should be displayed in the format 'AVC123456789100'.

## What is an AVC ID used for?

Your AVC ID is a unique identifier for your service with your current RSP and therefore if you choose to change to a different RSP in the future, it can be provided to your new RSP along with your address to accurately identify your service in NBN systems and authorise its transfer.

Only you and your current RSP have access to your AVC ID, which prevents another RSP from transferring your service without your authorisation. If you change RSPs, your new RSP will provide you with a new AVC ID once your service has been successfully transferred.

## How will I find my AVC ID?

Your RSP will provide you with your AVC ID and other important service information in their own way, but there are rules which they must follow to ensure your AVC ID is readily available.

Generally, an RSP must make your AVC ID available:

- if you or your authorised representative request it, and your RSP must provide it to you in a timely manner;
- for self-service access via at least one of the following methods;
  - a. Customer invoice / bill;
  - b. web portal;
  - c. Customer toolbox;
  - d. web chat function;
  - e. RSP app

To ensure your AVC ID is not difficult to find, the C647:2023 NBN Access Transfer Industry Code also contains specific requirements on how an RSP must display the AVC ID.

If you cannot locate your AVC ID, you should contact your RSP directly, prior to initiating a request for an NBN service transfer to another RSP.

## **Further information**

The Communications Alliance C647:2023 *NBN Access Transfer* Industry Code can be downloaded from

<https://www.commsalliance.com.au/Documents/all/codes/c647>

This factsheet can be downloaded from

<http://www.commsalliance.com.au/Documents/Fact-sheets-and-brochures>

## **Communications Alliance**

Communications Alliance is the primary communications industry body in Australia. Its membership is drawn from a wide cross-section of the communications industry, including carriers, carriage and internet service providers, content providers, platform providers, equipment vendors, IT companies, consultants and business groups. Its vision is to be the most influential association in Australian communications, co-operatively initiating programs that promote sustainable industry development, innovation and growth, while generating positive outcomes for customers and society.

The prime mission of Communications Alliance is to create a co-operative stakeholder environment that allows the industry to take the lead on initiatives which grow the Australian communications industry, enhance the connectivity of all Australians and foster the highest standards of business behaviour.

For more details about Communications Alliance, see <https://www.commsalliance.com.au>