Regional Broadband Scheme reporting
Instructions for carriers

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Contents

1. Making a reporting submission using the RBS portal

The Regional Broadband Scheme (RBS) reporting portal enables you to meet your reporting obligations under section 100 of the *Telecommunications (Consumer Protection and Service Standards) Act 1999.*

You will need a myID to use the portal

Access to the RBS Portal is only available through the myID authentication service, a secure login that identifies those acting on behalf of businesses when assessing government services provided online.

Details on setting up a myID are available on our [Using the RBS reporting portal](#) webpage.

Please note:

- These instructions provide general information and simplified guidance on the operation of the RBS. It is not a substitute for legal advice. Carriers should seek their own legal advice about how the scheme applies to their individual circumstances.
- Read more about the [scheme](#) and how it works. Our [decision tree](#) may help you determine what you need to report on.
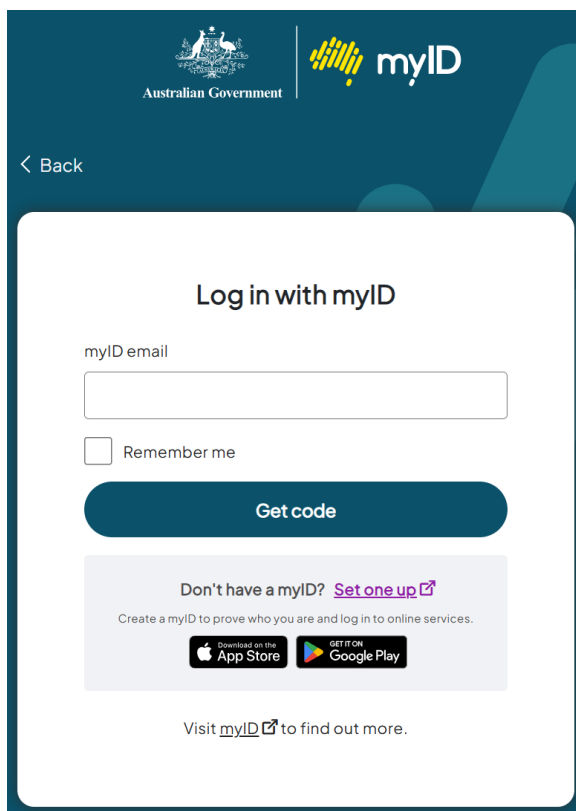
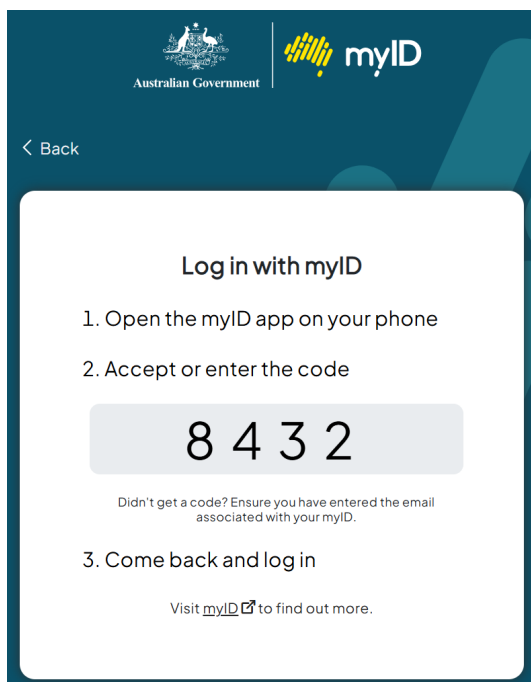# 2. Logging in to the RBS portal

How to log in: *existing* users

1. Go to the ACMA's [Regional Broadband Scheme (RBS) reporting portal](#) webpage and select the '**Access ACMA RBS reporting portal**' button (shown below):
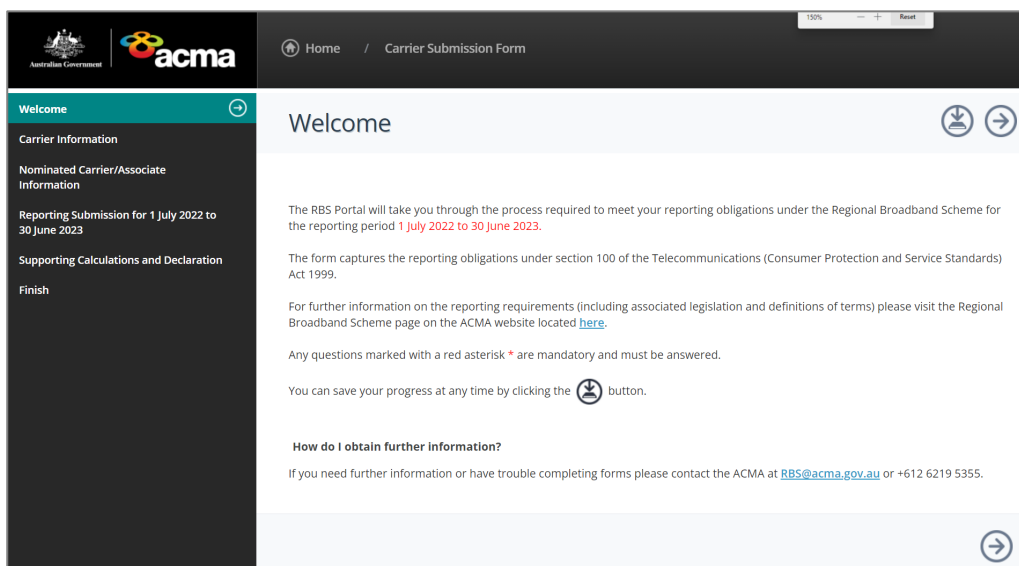
    Access ACMA RBS reporting portal ⬀
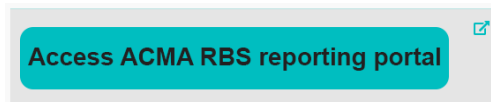
2. You will be redirected to the '**Government Authentication Service'** where you will be required to log in with your myID email:

3. Once you have been directed to the Authentication screen, open the myID app on your phone and accept or enter the code given:

4. Once you are logged in to the RBS portal, you will see the '**Welcome**' page:

5. On the '**Welcome'** page, select the arrow icon to navigate to the **'Carrier Information'** page. *Go to section 3 of this instruction: 'Completing the carrier submission form'.*
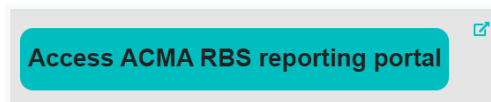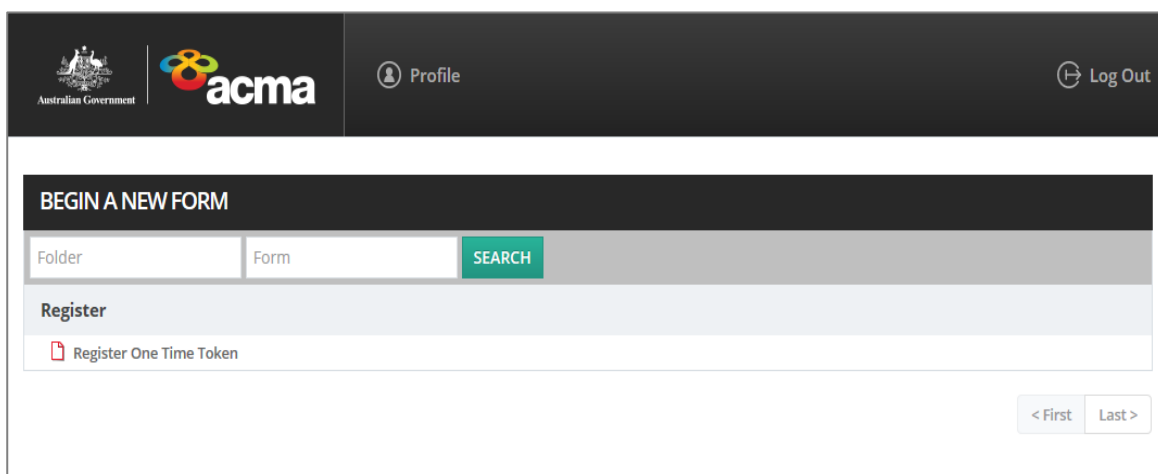

 NOTE:

If you cannot see the '**Welcome**' page, follow the instructions under '**How to log in:** *first-time* **users'** below.
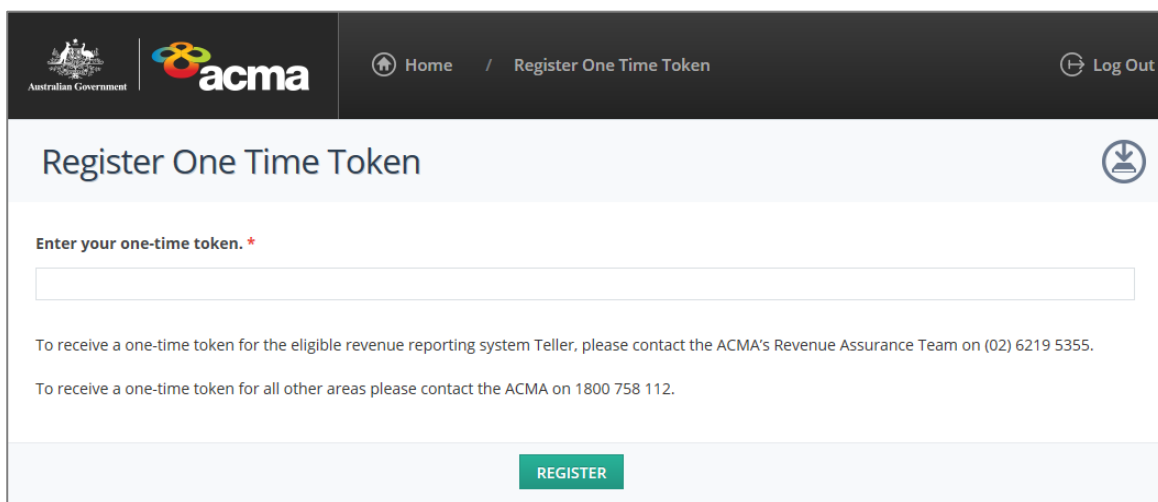

How to log in: *first-time* users

1. You will need the one-time token to access the RBS portal for the first time.
   Please email rbs@acma.gov.au to get your token.

2. Once you have your token, go to the ACMA's Using the RBS reporting portal
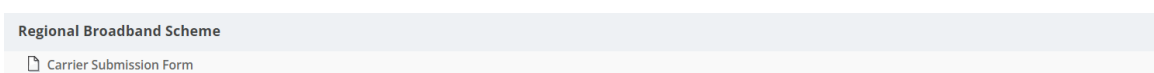   webpage and select the '**Access ACMA RBS reporting portal**' button (shown
   below):

3. Select '**Register One Time Token**':

4. Enter your token on the '**Register One Time Token**' page and click '**Register**':

5. Once you have access, you will be able to view the '**Carrier Submission Form**':

3. Completing the carrier submission form
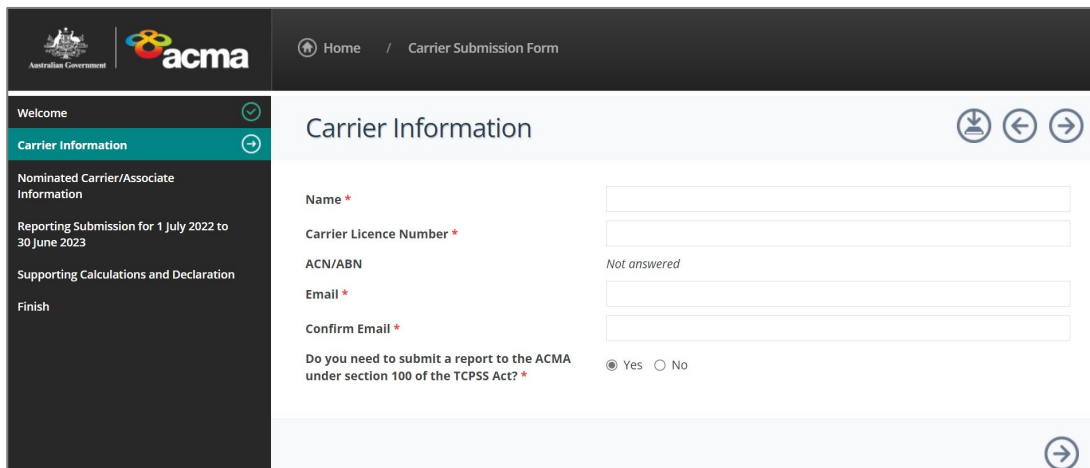
NOTE:
Questions in the portal that are marked with a red asterisk * are mandatory and must be answered.
Save your progress at any time by clicking the save button.

Carrier information

1. On the **'Carrier Information'** page, check that your name and email address are correct.

2. If any of the details are incorrect, complete the Authorised Contact Registration Form and submit to the ACMA by emailing rbs@acma.gov.au.

3. Check 'Yes' or 'No' to the question of whether you need to submit a report to the ACMA under section 100 of the TCPSS Act.

If you select 'No' for the reporting option:

1. It is not mandatory for carriers to provide a reason or documentation if they are not required to report. However, if you wish to provide further information, please select the relevant reason and or upload document under 'Documentation supporting calculations'.

2. Tick the '**Declaration of submission**' box, certifying that the information being provided in the form and any attached documents is, to the best of your knowledge, true and correct.

3. Select the arrow icon to navigate to the **'Finish'** page.

4. Upon submission, an acknowledgement will appear on screen, and will also be sent to the email address provided at the start of the form.
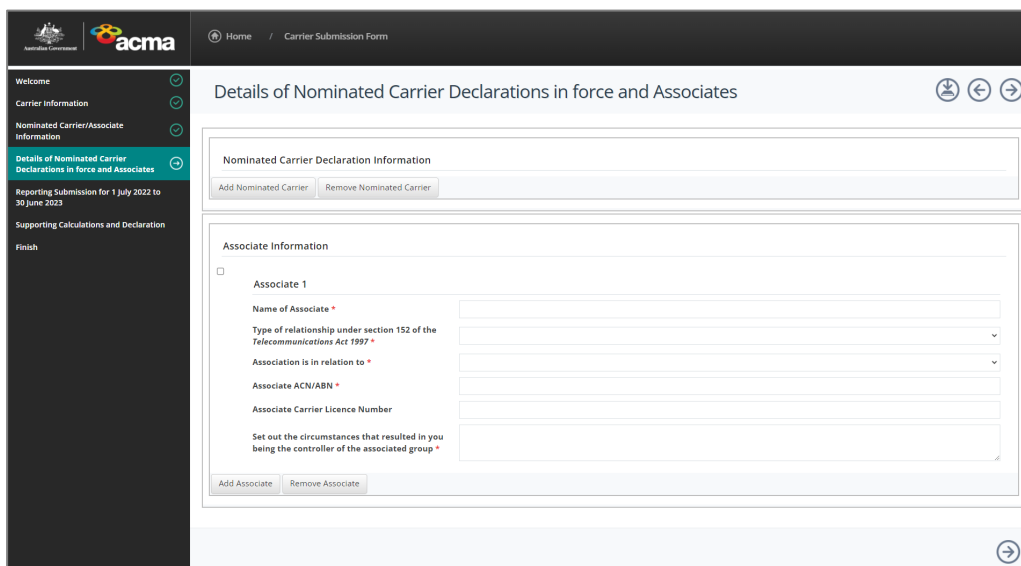
If you select 'Yes' for the reporting option:

1. Select the arrow icon to navigate to the **'Nominated Carrier/Associate Information'** page.

2. Depending on your organisational structure, answer the questions relating to nominated carriers and associates.

3. Select the arrow icon to navigate to the next page.

4. If you answered '**No**' to the questions relating to both '**Nominated Carrier Declaration**' and '**Associated Group**', you will be taken directly to the '**Reporting Submission**' page.

5. If you answered '**Yes**' to the question(s) relating to '**Nominated Carrier Declaration in force**' and/or '**Associated Group**', you will be taken to the '**Details of Nominated Carriers Declaration in force and Associates**' page.

6. Complete the information. If you have more than one nominated carrier under a declaration, select the **'Add Nominated Carrier'** button in the bottom left-hand corner to include their details. If you have more than one associate, select the '**Add Associate**' button in the bottom left-hand corner to include their details.

7. Select the arrow icon ⊕ to navigate to the '**Reporting Submission**' page.

Reporting submissions

The answers provided at the '**Nominated Carrier/Associate Information'** page will determine the reporting submission that you need to complete.

1. **Number of chargeable premises**
    Complete the number of premises that were supplied with a designated broadband service by any carriage service provider through a local access line owned by you for the whole or part of the month. If no premises were supplied during the month, enter '**0**'.

2. **Concessions:**

    a. **Recently connected greenfield premises**
        This amount is limited to the '**Number of Chargeable Premises**' claimed or 55,000, whichever is the lower.

    b. **Potentially concessional premises**
        This amount is limited to the '**Number of Chargeable Premises**' claimed or 25,000, whichever is the lower.

3. Provide a detailed explanation of how the figures were derived within the text box.

4. In relation to '**Nominated Carrier Declaration Reporting**', complete the number of premises that were supplied with a designated broadband service by any carriage service provider through a local access line for which you are a nominated carrier where a nominated carrier declaration is in force for the whole or part of the month. If no premises were supplied during the month, enter '**0**'.

5. Provide a detailed explanation of how the figures were derived within the text box.

6. Select the arrow icon to navigate to the '**Supporting Calculations and Declaration**' page.

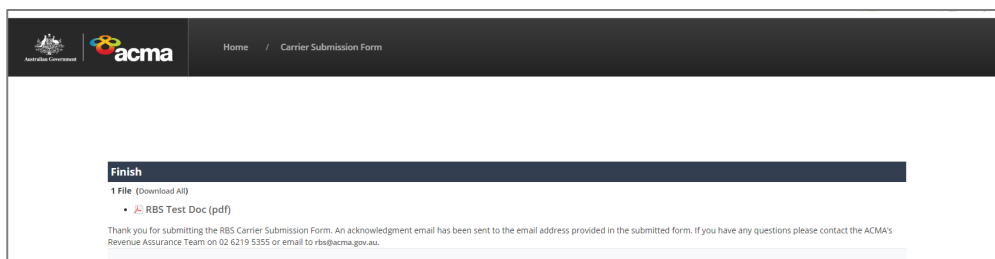# Supporting calculations and declaration

1. Please upload information to substantiate what is being reported under '**Documentation Supporting Calculations**'.

2. Download the statutory declaration template available from the ACMA website and upload an executed version.

3. If any additional supporting documentation in substantiation of what is being reported is being included as part of the submission, upload it under '**Additional Supporting Documentation**'. To upload more than one document, select the ⊕ button.

4. Read and agree to the '**Declaration of submission**'.

5. Please select the arrow icon ⊖ to navigate to the **'Finish'** page.

Finishing and submitting your application

1. Complete the questions and select the SUBMIT button.

2. Upon submission, an acknowledgement will appear on screen, and will also be sent to the email address provided at the start of the submitted form.

4. Further information

For further information on the reporting requirements (including associated legislation and definitions) visit the [RBS page](#) on the ACMA website.

If you need further information or have trouble completing forms, contact the ACMA at rbs@acma.gov.au.