



LEAVING THE NBN® BOX BEHIND IS A GOOD MOVE.

Unlike your Wi-Fi router, the **nbn® connection box** belongs to nbn and must stay at the property when you move. The equipment is registered to an address, meaning if it gets packed onto your moving truck, it is unlikely to work in your new home.

To prevent ending up with an nbn box you can't use, and to spare yourself a trip to the post office, be sure to leave the nbn box (and any accompanying cables) behind for the next resident.



Look out for the nbn logo to identify which equipment to leave behind when you move. Remember to also leave any power adaptor and cables, for the device.





FINDING THE NBN BOX

Some helpful tips for locating the nbn® connection box in your new home:

- It is usually installed in the hallway, lounge room, dining room, study or sometimes even in the garage.
- It will have an 'nbn®' logo on it.
- It is typically not located in bedrooms, kitchens or bathrooms.
- It is typically connected via a cable to a wall socket.

Still can't locate the nbn box?

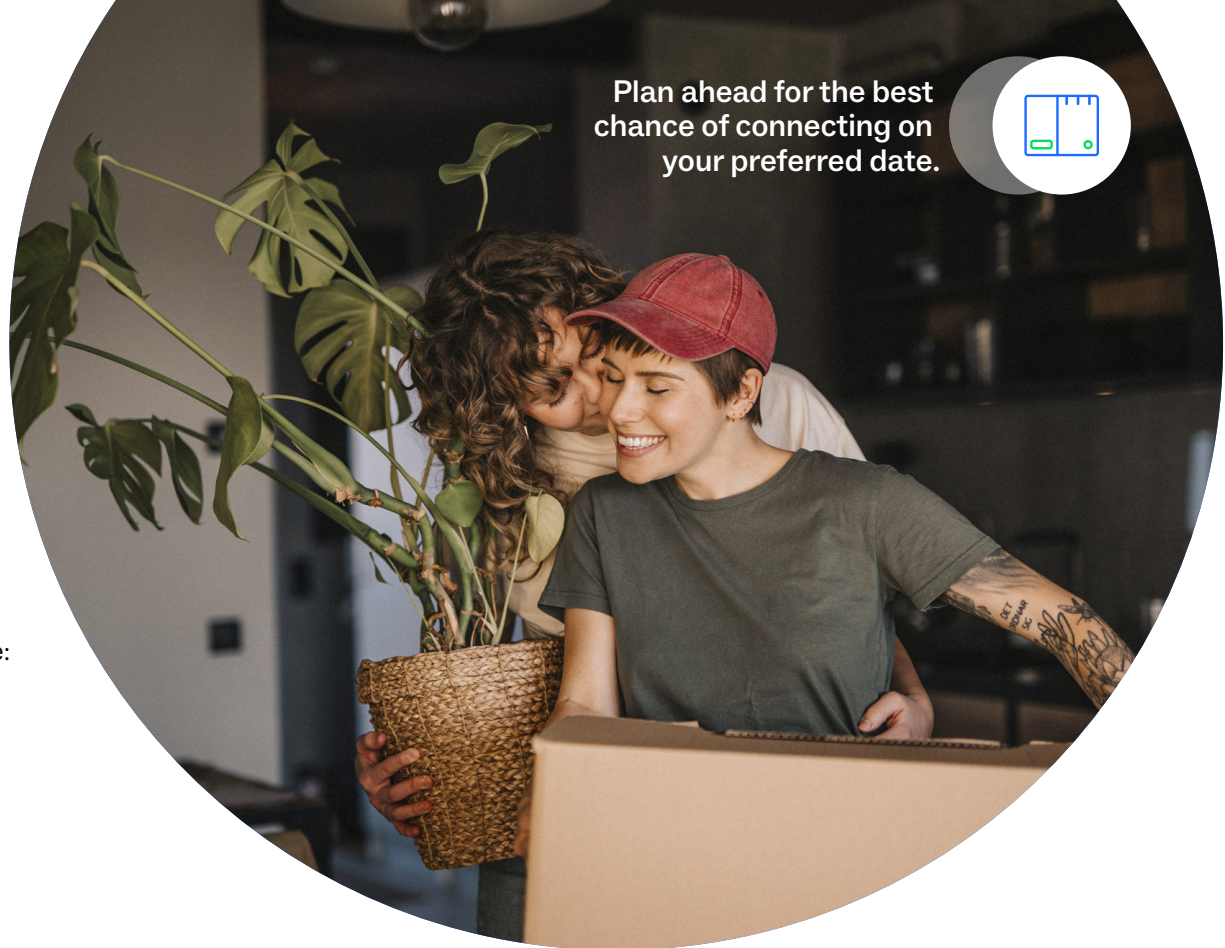
Here are four possible reasons why:

- The previous resident took it with them when they moved.
- nbn has never been connected but is available.
- nbn might be available but a connection box isn't required (e.g: apartment buildings).
- nbn isn't available at your new address.

If you've already arranged to reconnect and you've discovered that the nbn box is missing, make sure to let your phone and internet provider know so that they can organise for a new one to be installed.

Accidentally took the nbn box with you?

If the nbn box ended up on the moving truck by mistake, don't worry. You can easily return it to us via Australia Post for free. [Simply start by creating your return label.](#)



Plan ahead for the best chance of connecting on your preferred date.



PLAN AHEAD TO CONNECT

Don't forget to plan ahead with your internet provider as early as possible for the best chance of connecting on your preferred date.

Reconnect in your new home

Remember to take any Wi-Fi equipment with you when you move. These items are your property and will help get you back online in your new home.

If your new home has already been connected to nbn, and the previous resident left the nbn box behind at the property, reconnecting should be easy.

[Check your address.](#)