



SMART MOVES: NBN® GUIDE FOR REAL ESTATE PROFESSIONALS

An easy-to-use guide designed to help real estate agents and property managers confidently respond to nbn enquiries, streamline conversations with tenants and owners, and help support smoother tenancy transitions.

FAQ

Here are the most common questions you may receive about an nbn connection.

Who is responsible for nbn? Landlord or tenant?

Residents are responsible for organising their own nbn service connection.

Should the Tenant take the nbn connection box with them?

No. The nbn connection box is the property of nbn and is registered to the address. It must stay with the property when a tenant moves out.

If the tenant takes it, can I (Property Manager) charge them for a new one?

No, you shouldn't charge the tenant. Property managers are encouraged to include clauses in lease agreements and vacate checklists stating that the nbn connection box must remain at the property.

Please check your state's regulations for any specific guidance.

Who is responsible for fixing the nbn box if it breaks?

nbn is responsible for replacing faulty nbn equipment. Tenants should contact their internet service provider, who will coordinate any replacement with nbn.

Why does nbn matter for your property listings?

It can boost property appeal, support remote work and meet tenant expectations. Ensuring that properties are nbn-ready can make them more attractive to potential tenants and buyers, helping lead to quicker and more successful leasing or sales outcomes.

How do I check if a property is nbn-ready?

Use the 'Check your address' tool at nbn.com.au to find out what nbn technology is available at the premises and whether it's ready to connect.

Who arranges nbn installation?

Tenants arrange their own service. Agents may need to coordinate access and landlord approvals.

Should the nbn connection box stay at the property?

Yes. It's registered to the address and must not be taken when tenants move.

What should I tell existing tenants about moving with nbn?

Leave the nbn connection box behind, check that there is an nbn connection box at the new address and plan ahead. Tenants should then be encouraged to contact their RSP to confirm if installation work is required, and ensure it's completed as quickly as possible to avoid delays in connecting.

How can I help my incoming tenants reconnect to nbn?

1. Check availability: Visit the nbn website to confirm if the property is nbn-ready
2. Choose a provider: Select an internet service provider and plan that suits your needs
3. Activate the service: The provider will activate your connection
4. Set up your modem: Pick a spot for your Wi-Fi router: Place your router in an elevated and uncluttered area. Keep it away from electronic devices that might interfere with Wi-Fi signal (e.g. microwaves).



LEAVING THE NBN[®] BOX BEHIND IS A GOOD MOVE

Help make your tenants' move smoother by reminding them to leave behind the **nbn[®] connection box**. It not only ensures the next resident can re-connect with ease, but also prevents your customers from taking equipment they won't need in their new home.

FAQ

Here are the most common questions we receive about leaving the nbn box behind.

Who should be informed about leaving the nbn box behind?

Any customers who are moving homes should be reminded to leave the nbn box behind at the property when they leave.

When should we let them know to leave the nbn box behind?

Let them know as soon as they notify you that they're moving homes or before their move-out date.

What does the nbn box look like?

The nbn equipment is easy to spot as it has an nbn logo on it. Remind them to also leave behind any cables or power adaptors attached to the nbn equipment.

Why should they leave it behind?

The nbn box is the property of nbn and is often registered to the address where it was installed. If they take it with them to their new address, it's unlikely to work at their new home.

What's the difference between the nbn box, a modem, a router and a Wi-Fi booster?

The nbn box is the property of nbn and will have an nbn logo on it. Remind them that they also need to leave behind any cables or power adaptors attached to it. Any other hardware that is not nbn equipment is theirs to take with them to their new home (including modems, routers, etc.)

What if they accidentally took the nbn box with them?

If the nbn box ended up on the moving truck, don't worry. They can easily return it at their local Australia Post office. Click [here](#) to create a return label.

Here's the URL: return.auspost.com.au/nbnCO

What if they can't find the nbn box in their new home?

Ask them to first check the areas where the nbn box is commonly installed:

- Hallway
- Lounge room
- Dining room
- Study
- Garage

If they still can't locate an nbn box (and the address has already been connected to nbn) the previous occupant may have taken the nbn box with them.

You will have to help them organise for a new nbn box to be installed by nbn. This may unfortunately delay your customer's ability to connect to the nbn network.

Where can I direct them to find out more information about nbn?

For more information about moving with nbn, direct your customers [here](#). They'll find answers to all their questions and helpful guidance to make the move seamless.

Here's the URL: nbn.com.au/residential/moving-home