

Frequently asked questions

Here are some questions we get asked when our customers are moving home.

Do you need to be home for installation at your new address?

If your new home has previously been connected to the nbn™ network, and the nbn™ supplied equipment is still in place at the home, we may be able to activate your service remotely and you won't need to be home. In some cases, we may need to send a technician to your new address (we will let you know via email and SMS), and you may need to be at home depending on what installation works need to be completed.

How do I make the most out of my Wi-Fi connection?

Here are some tips to optimise your Wi-Fi connection in your home:

- Make sure your modem/router is located in a central location in your home. If this is not possible you can purchase a Wi-Fi Repeater/ Booster/ Extenders/ Mesh systems.
- Keep your modem away from microwaves and cordless phones.
- Keep your modem/router firmware updated.
- If you live in heavily populated areas such as a big apartment block, you may consider changing your Wi-Fi channel so that there is less disturbance from your neighbours internet connections.
- Reboot your modem frequently.

Do you need the internet connected into a granny flat?

To connect granny flats to the nbn™ access network, you may need to extend your existing connection from the primary residence – by either extending the signal of your local Wi-Fi network, or by installing an additional service through a registered cabler.

Can I choose the date for my new service?

Yes, when you raise your request via MyAccount, let us know the date that you are moving into your new home. If you require a technician appointment, we will try to arrange it for this date, or a date closest to your requested activation date.

How do I connect my modem/router?

Whether you're using a modem supplied by MyRepublic or bringing your own, you can find our setup guides [here](#). You can quickly do a Service Qualification check on our [website](#) to find out what nbn™ technology is servicing your address so you know what steps to follow.

What if the previous occupant at my new address has not disconnected their service?

It is very rare and uncommon for this to occur, but if this is the case, we'll let you know whether you'll need to provide documentation to prove that you're moving into the new address. Proof of Occupancy documentation may include:

- Lease Agreement
- Rental Agreement (Residential or Commercial Tenancy Agreement)
- Contract of Sale (must be signed, and include settlement date)
- Rates Notice
- Utility Bill, such as Water, Gas or Electricity

What is a New Development Charge?

A New Development Charge of \$300 will be charged from nbn™ and passed on via MyRepublic to you, in the instance that you want to connect to the nbn™, however there is currently no telecommunications network infrastructure available. This mostly impacts customers who:

- Live in a brand new estate or;
- Knocked down and rebuilt their house where the current network infrastructure was removed or damaged in this process

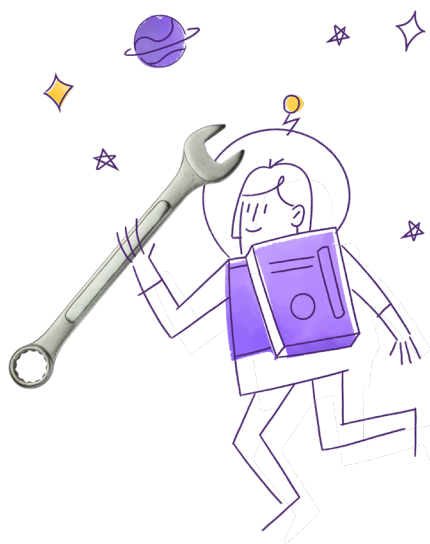
What can I do if MyRepublic nbn™ is not available at my new address?

Chat to us online so we can arrange to disconnect your existing service. We will also advise you of any Early Termination Charges (if applicable). You will need to arrange an alternative internet solution for your new address such as mobile broadband.

Where can I get the nbn™ technician to install the nbn™ supplied equipment if required?

You will need to pick a suitable spot based on the requirements below:

- A central point in the house as you will need to connect a modem/router to the nbn™ equipment to provide Wi-Fi connectivity to your devices.
- Reasonably close to a powerpoint.
- A cool, dry, ventilated area (nbn™ equipment cannot be installed in a damp or wet area such as; a kitchen, bathroom, laundry, or under a window that opens).
- Away from busy areas where it may be knocked or damaged.
- Somewhere easy for you to see and check the indicator lights.
- In the same building as the main electric meter box or distribution board (i.e. not in a separate detached garage or outhouse).
- Whilst the nbn™ technician will try to accommodate your choice of location, some environmental factors such as complex walls, distance to power sources and proximity and accessibility to the exterior utility box may prevent installation in this location. Try to choose an alternative location if your preferred location is not viable and discuss the options with your allocated installer.



Moving home checklist

- I've checked that my new address can connect to MyRepublic nbn™.
- I've raised and booked my relocation request via MyRepublic MyAccount.
- I've checked what nbn™ supplied equipment is available at my current and new address.
- I've left any nbn™ supplied equipment at my old address.
- I've packed my modem/router with me to bring to my new address.
- I have thought about where I would like nbn™ supplied equipment to be installed (if applicable).
- I've made arrangements to be at home for the installation (if required).
- I know to contact MyRepublic via [Online Chat](#) to make any changes to my relocation order or if I have any further questions.

