

Why It's Important Not To Remove nbn™ Supplied Equipment When Moving Home



Network Termination Devices (NTD's) are tailor made for each address

Each nbn™ device is made and provisioned for a specific address. Once a device is associated with a particular address, it should not be removed from that address.

Increases connection times to the nbn™

If you remove the nbn™ supplied equipment (NTD), or the NTD is missing from your new address, connecting to the nbn™ will be more difficult. The equipment will need to be replaced and re-installed by an nbn™ technician in order to re-connect your address to the nbn™ network.

If you are moving into an HFC or FTTC address and raised your request via [MyAccount](#), you would have been asked to confirm whether the equipment is present or missing. This is so that we can ensure we have raised the correct request to nbn™ for your new address.



How quickly can I get connected to the nbn™ network if the nbn™ equipment is available?

If the address has previously been connected to the nbn™, with nbn™ equipment already installed and you selected to bring your own modem/router (BYO), new connections can be as quick as 2 hours. Alternatively, if you select to purchase a modem from MyRepublic we won't be able to activate your service until you have received your equipment from us. Please allow up to 5 days for delivery.