



21 February 2022

Media release

nbn's top five tips to get fast internet when moving home

As the Australian property market continues to boom, **nbn** is sharing five simple tips for renters and buyers to give them the best chance of getting fast internet[#] when moving home.

1. Check if the **nbn**[™] network is available at your new home and what wholesale speed internet plans are available: nbn.com.au/check-your-address
2. [Find an internet provider](#) that offers a plan to suit your needs at your new home.
3. Review and choose a wholesale speed plan that might suit your needs. Consider how many devices you need to connect, and what your connection might be used for.
4. Tell your service provider at your current address that you are moving home. If you are continuing your service with them, they can assist with the disconnection process and help set your internet up in your new home.
5. Leave the **nbn**[™] supplied equipment at your old premises.

nbn[™] Consumer Experience Expert, Jane McNamara said:

“**nbn** helps deliver essential broadband access to more than 8.4 million homes and businesses in Australia. Much like you ring ahead to ensure your electricity and water are running in time for when you move in, we encourage customers to do the same for their internet.

“Customers can check if the **nbn**[™] network is available at the property on **nbn**'s website, or by contacting their chosen internet provider.”

“The things to consider when choosing an internet plan could depend on how many devices you need to connect at the same time, and the types of services you want to connect to. An internet provider can help make recommendations on which plan would suit a customer's needs and ways to optimise their set up.

“Internet retailers can help with disconnecting a customer's previous service at their former home, and assist with getting them connected to an internet service at their new place.”

ENDS

[#] Your experience, including the speeds actually achieved over the **nbn**[™] network, depends on the **nbn**[™] access network technology and configuration over which services are delivered to your premises, whether you are using the internet during the busy period, and some factors outside **nbn**'s control (like your equipment quality, software, broadband plan, signal reception and how your service provider designs its network). Speeds may also be impacted by the number of concurrent users on the **nbn**[™] Fixed Wireless network, including during busy periods. Satellite end customers may also experience latency.

Media enquiries

Zara Hopcroft	NBN Co Media Hotline
Phone: 0429 347 940	Phone: 02 9927 4200
Email: zarahopcroft@nbnco.com.au	Email: media@nbnco.com.au



Resources

Full Moving Home Checklist <https://www.nbnco.com.au/residential/moving-home>

- I've checked that my new address can connect to the nbn™ network.
- I've checked what nbn™ supplied equipment is available at my new address.
- I've chosen a speed and internet plan via my preferred phone and internet provider that best suits my needs.
- I've contacted my preferred phone and internet provider to book my move.
- I've checked with my equipment providers whether services such as security, medical and fire alarms, will work on my chosen nbn™ powered plan.
- I've notified my phone and internet provider of when I'd like to disconnect the service at my old address. I understand that my existing services, including any medical alarms, may not work and I have a charged mobile phone on hand in case of an emergency.
- I've left any nbn™ supplied equipment at my old address.
- I've made arrangements to be at home for the installation (if required).

For more information, visit www.nbn.com.au