

moving home with nbn

If you are currently connected to nbn™ with MATE, and you are moving address, we'll need to disconnect the internet service at your current location. We'll then need to connect a new internet service at your new address (pending availability).

The status of an nbn™ connection and how you connect to the nbn™ network at a new address may differ from your current location.

Therefore, if you're planning on [moving home](#) soon, it's worth preparing before you relocate to help minimise any disruption to your MATE nbn™ service. Here's some critical information to follow if you're planning to relocate.

let us know you're moving as soon as possible

The sooner you [let us know you're moving](#), the better. It allows us time to connect the nbn™ network to your new address. Remember, the status of an nbn™ connection and the technology nbn™ uses to connect will likely differ from one location to another.

Don't stress about cancelling your MATE service! We can set a cancellation date in advance, and we can also keep both your new and existing services active at the same time if needed.

If you are moving, it would be best to contact our support team as we would need to confirm the following:

1. The date you would like the MATE internet service at your current address to be cancelled;
2. The full address where you are moving to (including any unit numbers, state and postcode) so we can check and advise what we can offer you at this location;
3. The MATE nbn™ plan you wish to connect at your new address.

We can also check if the MATE [speed plan](#) you are currently on is available at your new address - this could be an excellent time to review your speed requirements based on how many users you have in the home.

don't remove any nbn supplied equipment

You must leave any [nbn™ supplied equipment](#) at your old premises - please do not take it with you. Any supplied nbn™ equipment, such as an nbn™ connection box, will have an nbn™ logo on it.

Don't forget to leave behind the power cord and any connection cords, such as a telephone cable or a coaxial cable.

Any nbn™ equipment is registered to a specific address. Therefore it will not work or be compatible with your new premises. You won't be able to use it at your new address, and it cannot be re-sold as it is the property of nbn™.

Additionally, by removing the nbn supplied equipment, you may make it harder for the new owner or occupant of the premises you're moving from.

what if my new address is missing or incorrect?

If MATE is unable to locate your new address in the nbn™ ordering portal, we will need to investigate further with nbn™ so we can try and provide you service.

If this is the case, our provisioning team will request a Proof of Occupancy (POD) document from you showing the full address you are moving to. Acceptable documents will include:

- A current fixed utility bill (for example, water, electricity or gas);
- A current insurance document, specific to the address (e.g. Business or Home & Contents);
- A Certificate of Title of the land;
- A signed Lease agreement (this MUST include seller and vendor signatures)

how long will it take to get connected to nbn at my new address?

MATE will let you know the [expected timeframe for connecting](#) your new home to the nbn™ network once we confirm your address.

The connection timeframe will ultimately depend on the technology type and existing set up at your new address and if any nbn™ supplied equipment has been removed.

what should I do if the nbn supplied equipment at my new address has been removed?

MATE will ask you to confirm if the nbn™ supplied equipment at your new address is present. If it is missing, let us know as soon as possible as we will need to organise the equipment to be replaced by nbn™.

will I need to be home during installation?

If your new home has previously been connected to the nbn™ network, and the nbn™ supplied equipment is still in place, MATE should be able to activate your service remotely, and you won't need to be home.

In some cases, MATE will need to send an nbn™ technician to your new address, and [you may need to be at home](#) depending on what installation works need to be completed.

can I keep my home phone number and existing plan?

MATE will let you know if your current speed plan is available at your new address. We'll also let you know if your current home phone number is transferrable.

are there any fees for moving my nbn service?

MATE does not charge any relocation fees. If you are an existing MATE customer, we will also not process any upfront payment for the internet service at your new address.

If you're moving to a recently built property that hasn't had a fixed internet connection before, an [nbn™ New Development Fee](#) may apply. Please note that this is not an installation fee but a first-time, once-off connection fee.

If this applies to your new address, the nbn™ New Development Fee is a once-off charge of \$300.00 inc. GST.