



E-BOOK

"Home is where the ~~wifi~~ nbn™ box is"

A guide for real estate agencies.

Paid partnership with **nbn**
to help improve the
connection experience for
Australians moving home.

OCTOBER 2021



Disclaimer

The Real Estate Institute of Australia is a federation of state and territory Real Estate Institutes. Formed in 1924, it represents the real estate industry in Australia at national and international levels.

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Contents

- 01** Why should I read this?
- 02** How to identify **nbn™** connection boxes
- 03** Checklist for property managers
- 04** Checklist for sales agents
- 05** Tell my people
- 06** Learn more

Why should I read this ?

This eBook guide should be read by property managers, sales agents, principles and team members.

nbn™ connection boxes must be treated as a permanent fixture of a home for sale or lease.

This eBook guide shows you how to quickly deal with **nbn™** connection boxes when listing a property for sale or lease. The eBook guide shows you what to do, how to do it and when to do it.

Save yourself some time, and help happy tenants and home buyers get connected quickly.

Why it helps real estate agents



Missing boxes

Property managers and sales agents are being contacted by new owners and tenants when the **nbn™** connection box is missing upon move in.



Cost of replacement

Investors and clients potentially have to wear the cost of replacement.



Frustration

New owners and tenants become frustrated by delays in connection, costs in replacing equipment and a poor moving experience.

How to identify nbn™ connection boxes

Locating it in the property

nbn™ connection boxes are found in all homes connected to a service over the nbn™ network, except for those connected over FTTN and FTTB technologies.

The nbn™ connection box may be fixed to the wall or a standalone device and is usually connected to the occupant's Wi-Fi Router or Modem.

If you're unsure what type of nbn™ technology the home is connected to, you can check at nbn.com.au/check

Identifying nbn™ connection boxes

The nbn™ connection box will have an nbn™ logo present on the front of the box and will usually be signed 'Property of nbn'.

The nbn™ connection box must remain at the property as part of the sale or lease of a home.

Examples below:



Checklist for property managers

The **nbn**[™] connection box belongs with the new tenant and new lease.

The **nbn**[™] connection box must be treated as a permanent fixture of a home.

Property Managers should take these steps to save time throughout the rental:

- ✓ Assess if property has an **nbn**[™] connection box.
- ✓ If yes, include **nbn**[™] connection boxes in lease and condition report.
- ✓ Include **nbn**[™] connection box information in tenant communications.
- ✓ Check **nbn**[™] connection box remains on the premises during entry, exit and routine inspections.
- ✓ Add to standard operating policies and procedures.



Checklist for sales agents

The nbn™ connection box belongs with the 'sold' sticker.

The nbn connection box must be treated as permanent fixture of a home.

Sales agents should take these steps to save time:

- ✓ Assess if property has an **nbn™** connection box.
- ✓ If yes, include **nbn™** connection boxes in sale documentation.
- ✓ Include **nbn™** connection box information in vendor and buyer communications + gifting.
- ✓ Check **nbn™** connection box remains at pre-settlement inspection.
- ✓ Add to standard operating policies and procedures.



Tell my people



The **nbn**™ connection box must remain at the property when the home changes hands for sale or lease.

Learn more

"Home is where the
nbn™ connection
box is"

Spread the word.



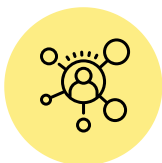
Let your team know.

Your agency can help deliver a better moving experience to all by informing all of your sales and property management team about **nbn**™ connection box requirements.



Tell your vendors, buyers, and tenants.

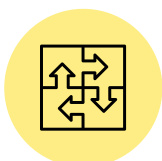
Informing your clients about the need for the **nbn**™ connection boxes to remain at the property will help reduce the likelihood of you needing to take time to fix future connectivity issues.



Get Social.

Let your colleagues, peers and clients know how to quickly resolve this pesky issue. REIA has developed a few social tiles to help you spread the word.

[Learn more](#)



Look at any software integration.

Integrate the **nbn**™ connection box for entry, exit and routine inspections in your inventory management software.