

# Upgrading from FTTC? Here's What to Do with Your Old NBN Box

When you upgrade from Fibre to the Curb (FTTC) to Fibre to the Premises (FTTP), the nbn-supplied FTTC **Network Connection Device (NCD)** is no longer needed for your new service. Since the NCD belongs to nbn, it should be returned so it can be refurbished and reused. The good news is that returning it is easy and free through Australia Post.

## How to Return Your NCD

- **Don't keep or throw it away:** The device is nbn's property and can be reused to help connect other customers. Returning it also helps reduce e-waste.
- **Get a free return label:** Visit [Australia Post's nbn returns portal](#) and follow the steps to create and print your prepaid label.
- **Pack it securely:** Place the NCD in a sturdy box with some padding. If you still have the power adapter and cables, include them too. Attach the printed return label to the box.
- **Drop it off at any Australia Post outlet:** Lodgement is free. Make sure to keep your lodgement receipt until the parcel has been delivered.

## Why returning the NCD matters

By sending your NCD back, you're helping nbn:

- Refurbish and reuse equipment to speed up future connections

- Reduce unnecessary landfill and support environmental sustainability.

Returning your NCD is quick and free, and it helps the next customer connect faster.

Online URL:

<https://articles.spintel.net.au/article/upgrading-from-fttc-here-s-what-to-do-with-your-old-nbn-box.html>