

Tracking Your Modem Delivery: Everything You Need to Know

When you order a modem, it's important to stay informed about its delivery so you're ready to set up your service without delay. In this guide, we'll cover all the essential details, including how to track your shipment, update your delivery address, and what to do if your parcel goes missing.

How Long Will It Take for My Modem to Arrive?

The delivery timeframe for your modem depends on the type of service you've ordered:

- **NBN Service:**

We strive to ensure your modem arrives before your service is connected. Once your connection date is confirmed, we'll send you your shipping details. Modems typically arrive within 1–2 business days from the dispatch date.

- **5G or Wireless Broadband Service:**

Delivery usually takes 2 to 7 business days, depending on your location and the stock availability in our warehouse.

Once your modem has been dispatched, you'll receive a shipping confirmation email with tracking details so you can monitor your shipment on the StarTrack website [here](#).

Can I Change My Delivery Address After Placing an Order?

If your modem hasn't been dispatched yet, there may be an opportunity to update the delivery address. To check, you may contact us on 1300 303 375 or start a conversation with us [online](#).

If your modem is already in transit, you can request a redirection directly through StarTrack by calling 13 POST (13 7678) or by visiting the [StarTrack website](#).

What does pending mean when tracking my item?

The status "Pending" means that your item has not yet been scanned into the courier's system. Please allow 24 to 48 hours for your tracking status to update.

Is a Signature Required for Delivery?

No, a signature is not required for delivery. If you're unavailable to receive the modem, the delivery person will leave the package in a safe location at your delivery address.

Can the Modem Be Left at My Door If I'm Not Home?

Whether the modem can be left at your door depends on the security of the location. The delivery driver will assess the area and determine if it's safe to leave the package.

What Should I Do If My Parcel Is Marked as Delivered, But I Haven't Received It?

If your parcel shows as delivered but you haven't received it, check around your property, as the delivery person may have placed it somewhere safe, and ask if someone else accepted it on your behalf. If you still can't locate the parcel, verify that the delivery address is correct, and then lodge an investigation with StarTrack by calling 13 POST (13 7678) or by visiting the [StarTrack website](#).

My Modem Was Returned to the Sender

If your modem has been returned to the sender, please contact us or start a conversation with us online by clicking the chat icon 

I've received my modem, how long will it take to activate my service?

Our modems are pre-configured for both NBN and WBB services, making setup as easy as plugging them in.

For [Wireless Broadband \(WBB\) services](#), visit the [activation page](#) to activate your service. Your modem comes with a pre-inserted SIM card, and during activation, you may be asked to verify the last 4–5 digits of the SIM card number, which can be found on the letter included with your modem. Activation typically completes within a few minutes but can sometimes take up to 2 hours.

For NBN services, you will receive an order completion email once your service is ready. To [set up your modem](#), simply connect it according to the NBN connection type available at your premises.

For any delivery-related concerns, please contact the courier directly through their website or by calling 13 POST (13 7678). If you have further questions or need additional help, don't hesitate to reach out to us.

Online URL:

<https://articles.spintel.net.au/article/tracking-your-modem-delivery-everything-you-need-to-know.html>