

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?

We strive to deliver your modem before your service is connected. Once your connection date is confirmed, we'll provide you with shipping details. To track your shipment, simply click the tracking link in the shipping confirmation email.

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, start a conversation with us by clicking the chat icon at the lower right corner of this page.

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 at the lower right corner of this page.

I've Received My Modem, What's Next?

Our modems are pre-configured for both NBN and WBB services, making setup as easy as plugging it in. If you experience any issues, refer to our [troubleshooting guide](#) for assistance.

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>