

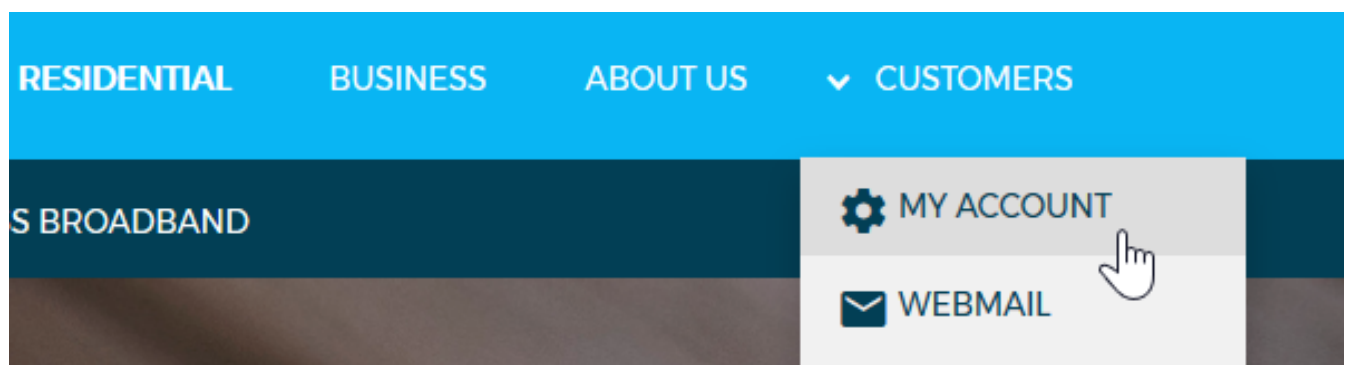
How do I relocate my NBN service to a new address?

If you're moving to a new house and want to transfer your NBN service/s, you can either fill in an online relocation form, or call us on 1300 303 375 to get more information or start the process of transferring your services.

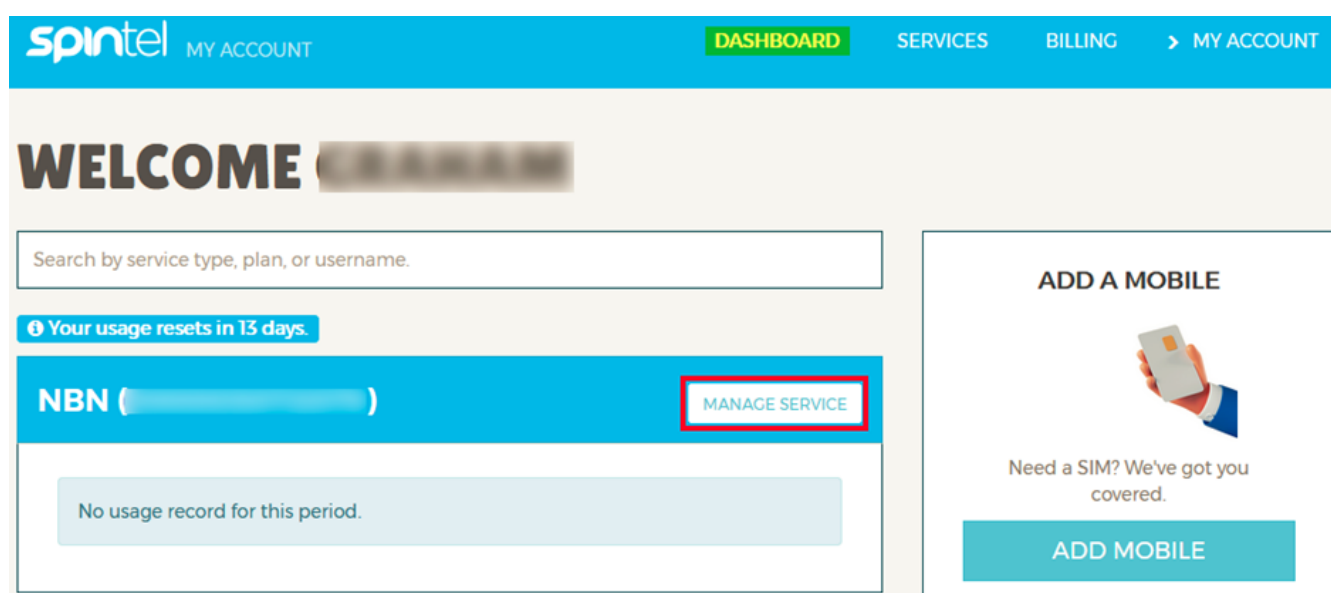
Please note: Relocation orders are only applicable for NBN-to-NBN service transfers. If you're switching to a different type of service (e.g., wireless or mobile broadband), or if NBN is unavailable at your new address, you'll need to cancel your current NBN service and place a new order for an alternative service at the new location.

Steps on how to relocate your NBN service through My Account:

1. Visit spintel.net.au
2. Login to [My Account](#) by selecting **Customers** then **My Account**.



3. Once logged in, click **Manage Service** on the service to be transferred



4. Scroll down to Service Management and click on **Relocate my service to another address**

Service Management

Relocate my service to another address

Change my plan

Change my speed

Change my service nickname

Purchase a data-block

5. Enter your new address, select it from the list, then choose your new contract length

RELOCATE MY SERVICE

Service Relocation

Things To Know

We will attempt to disconnect and connect your services on your requested dates, however this is not always possible. Actual time-frames may vary, depending on infrastructure and workload in your new area.

We will SMS and Email you an ETA for your relocation within 2 business days.

Relocating your service requires us to disconnect your service from one address and reconnect it to your address, this means you cannot normally retain services at your old location. If you need to leave your service active which may be the case in shared living situations, please contact us by phone to organise a change of ownership

Your Current Service Address

Please Enter Your New Address

Relocation Options

- ☒ Continue on a month to month contract - Free
- ☐ Extend my contract for 12 months - Free

Relocation Date

Click on the box and select your relocation date, then add a note on the comment box if you have any comments about your relocation order.

November 2021

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

You would like to add to your relocation order

Please review your contact details below and update your billing address if it has changed.

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6. Review your contact details and update if it has changed. We'll be sending notifications about the relocation to the contact details on your account, which you can update if required. Ensure your billing address is changed to your new address if required as we'll use that address to send any legal notices or any other communication by post if the need arises.

☐ I have read and agree to the [terms and conditions](#) for relocating my service(s) & accept the [CSG waiver](#)

Relocate Service

Tick the box if you agree to the terms in relocating your service and hit **Relocate Service**.

Note: You will receive a confirmation email and SMS with the order number and other important details. Please check your Junk Items and contact us if there are any errors.

*Some services take longer than others to provision so ensure you've given us sufficient time to process your request. We rely on the infrastructure owners such as Telstra, Optus or **nbn** and there is generally a process which needs to take place.*

Online URL:

<https://articles.spintel.net.au/article/how-do-i-relocate-my-nbn-service-to-a-new-address.html>