

Getting Connected With MyRepublic

Welcome to MyRepublic, we're glad to have you on board! There are a few things we need to make you aware of and check so we can book the right technician to connect you to the nbn network.



Once we receive your order, and nbn advises of a technician appointment - our team will book the first available and send this to you in an e-mail.



You or an authorised person over 18 years of age will be required to be at the premises on the day of the appointment.

Important: Someone over the age of 18 must be present during the appointment time frame. If you would like to reschedule, please reply to our email 2 days before the appointment.



Do you have permission from your property owner/property manager/strata/body corporate/real estate for any works that may be required? (e.g., drilling)

Important: If no, please reach out to your property manager/real estate agent/strata/property owner/body corporate for permission more than 2 days before the appointment.

Are you moving into the property?

If the move-in date is after the appointment, will the ownership or lease have started prior to the technician appointment?

Important: Tech appointments should not be before ownership or tenancy has started.



Is there a separate/shared telecommunications room with access key requirements?

If yes – please ensure that the room can/will be unlocked by the onsite contact on the day of the technician visit.



Are there any roadworks/construction, renovations or is this a new build?

If yes – will this impact where the technician will install the equipment or the street outside your premises? If yes – please reschedule your appointment.