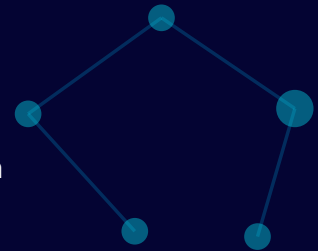


NBN ADDRESS VERIFICATION

Proof of Occupancy

When your address cannot be found or matched to a valid nbn Location ID (LOC ID).



Why do we need to verify your address?

Each premises eligible for a service on the nbn network must be identified in the nbn address records. If FibreMax cannot find a valid **Location ID (LOC ID)**, we may be unable to place your connection order. This can happen when an address is missing, incorrectly recorded, or the unit or tenancy details do not match.

nbn may request **Proof of Occupancy (POD)** and location details so it can investigate. If the premises qualifies, nbn may create or correct the address record. This does not, by itself, confirm that a connection is ready to activate.

First, identify which situation applies

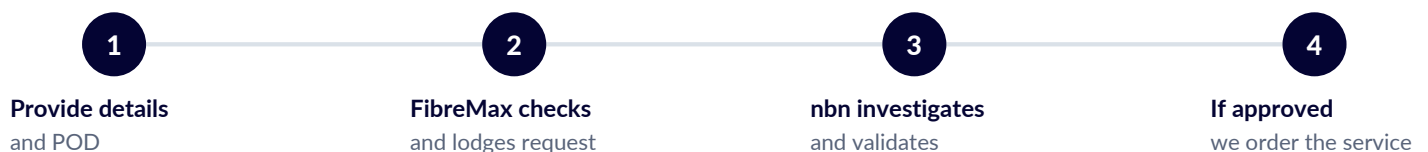
EXISTING HOME OR BUSINESS

An established premises with a normal address, but no correct nbn record. FibreMax can lodge a missing address request.

NEW DEVELOPMENT

A new lot, subdivision, apartment, shop or newly created address. **The developer must follow the nbn New Developments process.**

For existing premises, here is how it works



What documents and details should you provide?

PROOF OF OCCUPANCY

- Signed rental or lease agreement
- Contract of sale or settlement record
- Recent council rates notice
- Recent electricity, gas or water bill
- Current insurance record for the property

PROPERTY INFORMATION

- Full address including unit, lot or shop
- Full name of occupant or business
- Suburb, state and postcode
- GPS location or map pin if requested
- Document with matching service address

Next steps and timeframes

The process depends on whether the premises already exists or is being created as part of a development.

EXISTING ADDRESS REVIEW

5 to 10 business days

A practical planning allowance for a straightforward enquiry, not a published nbn guarantee.

NEW DEVELOPMENT

3 or 6 months

Allow at least 3 months for small subdivisions, or 6 months for other developments.

Important. Missing address reviews can take longer if nbn needs extra evidence, mapping changes or network work. For new developments, the times above are planning notice periods, not guaranteed installation dates.

New development, a different application

POD alone cannot register a new subdivision or create new telecommunications infrastructure. For a newly built home, unit, subdivision or newly created commercial tenancy, the developer must arrange the relevant nbn New Developments application.

1

Confirm the address

Check plans, lot numbers and council records.

2

Developer applies

Submit the development plan and required details to nbn.

3

Complete the works

Accept terms, pay applicable charges and meet build standards.

4

Check readiness

After nbn makes the site ready, FibreMax can arrange a service.

Send your documents to FibreMax

EMAIL

support@fibremax.com.au

SUBJECT NBN Proof of Occupancy

Include your full name, service address and an accepted document. If names or address details differ, explain why. FibreMax may request further evidence.

POD may also be requested for a separate issue, such as a previous occupant still having a service. That is not the same as resolving a missing Location ID.

Official nbn guidance

[Missing addresses](#)

[New Developments process](#)

[Check your address](#)