



## Connecting Internet in a Rental Property

### Description

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## A practical guide for tenants and landlords

Whether you're moving into a new rental or leasing out your home, getting connected to the internet is a common priority—but it can raise questions about who does what, what permissions are needed, and how to get it sorted without stress.

This page covers what both **tenants** and **property owners** need to know about getting internet services set up, including nbn, Starlink, and mobile or wireless options.

### For Tenants: Getting online at your rental

Moving into a rental property? Here's how to get your internet connected quickly and smoothly—even if you don't own the home.

#### 1. Check what's available at your address

Use the [nbn address checker](#) or [Starlink availability tool](#) to see which services are available at your new home. Options may include:

- Fibre to the Premises (FTTP)



- Fibre to the Node (FTTN)
- Fixed Wireless
- Satellite
- Starlink (for remote or hard-to-reach areas)
- Mobile wireless (4G/5G home internet)

## 2. Ask if the property is already connected

If the home has been connected to nbn before, you often don't need approval just choose a provider and plan.

If new hardware (like a utility box or antenna) is needed, you'll need the landlord's permission. Ask your property manager or real estate agent early, as some installs take time.

• **Tip:** Start the process early. It can take several weeks to get a new service installed, especially in regional or remote areas.

## 3. Choose a Retail Service Provider (RSP)

Compare plans based on:

- Speed (for streaming, work, or casual browsing)
- Price
- Contract terms (especially if you plan to move again)



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You don't need to stick with big-name providers—there are plenty of smaller options with competitive deals. Try [WhistleOut](#) or [Compare Broadband](#).

## 4. Book your service

Once you've chosen a plan, the provider will walk you through the next steps. This may include:

- An installation appointment (if needed)
- A modem delivery
- Plug-and-play setup if the connection is already live

If you're sharing with housemates, agree upfront on how costs and data will be managed.

## 5. Equipment

- You can bring your own modem (check it's compatible)
- If one's already there, ask the landlord or agent if it's okay to use
- nbn hardware stays with the property. Starlink gear belongs to the person who bought it (often the tenant)

## 6. Portable or flexible options

Can't wait for a fixed service or likely to move again? Look into:

- 4G/5G home internet
- Starlink Roam or Mobile
- Wireless broadband with a portable modem



## For Landlords: Helping your tenants connect

As a property owner, you don't need to arrange internet for your tenant, but you *can* help make the process easier and avoid delays.

### 1. Know what's available

Use the [nbn address checker](#) or [Starlink](#) to see what types of internet connections are possible at your property.

Tenants may also look into mobile internet options if the fixed line service is limited or unavailable.

### 2. When is landlord approval needed?

You'll usually need to give consent if your tenant wants to:

- Install a new nbn utility box or antenna
- Drill into walls or mount Starlink on the roof
- Do any permanent or semi-permanent installation

Most installs are minor and reversible. Ask the tenant or agent to describe the work before making a decision.

### 3. Who pays for what?

- **nbn installs** are usually free (the hardware stays with the property)
- **Starlink** is purchased by the tenant and can be removed when they move
- **Modems and routers** are the tenant's responsibility unless agreed otherwise

It's a good idea to document any agreements around installation, especially for non-standard setups.



#### 4. Make things easier

- Let your tenant know if the property is already connected
- Approve reasonable installation requests promptly
- Make access available for technicians if needed

Internet access is increasingly important to tenants, especially in regional areas, so a connected property can be a key rental feature.

#### Other things to know

- If your rental is in **shared housing**, make sure tenants agree on who manages the account and how costs are shared.
- If you're unsure about **your rights as a renter**, check your state's tenancy authority via the [Tenants Union of Australia](#).
- If you're a **landlord with a managing agent**, let them know how you'd like to handle future internet access requests.

#### Need Help?

The **Regional Tech Hub** is here to help rural, regional and remote Australians navigate phone and internet options. We provide free, independent advice.

Call us on 1300 081 029 for free and independent advice.

#### Still having issues? Give us a call

Chat to us on our hotline with one of our team members and let's get the conversation started. If we don't answer, we'll get back to you in no time at all.

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