

WHAT CAN I ACCESS?

- Enter your address to check what nbn technology you can access:
WWW.NBNCO.COM.AU/LEARN/ROLLOUT-MAP
- Write down the technology you are mapped for e.g. Fixed Wireless, Satellite & the address that appears.
- Check that the address maps correctly. Click on Earth to see a satellite image, make sure the pin is on your house or close by.
- If your address maps correctly, click on the blue button **"More address information."** This will also show if upgrades are available or coming soon.
- Click on **"Speak to a Provider"** to see which providers offer the nbn technology you can access.
- If your address won't map or maps incorrectly contact the **Regional Tech Hub** (a free & independent service) for help.

WWW.REGIONALTECHHUB.ORG.AU

- **Every Australian residence** is mapped for an nbn service
Except in certain areas serviced by alternate fibre providers.
- **Each residence** is entitled to its own nbn connection, even if you have multiple dwellings on your property.
You can choose your provider & plan, but not your access technology. Standard installations are free, in most situations.
- There are hundreds of nbn providers & not all providers sell all nbn technologies or all types of plans that are available.

SOME PROVIDERS MAY SHOW SALES BIASES THAT PREVENT YOU FROM GETTING THE CORRECT INFORMATION OR BEST SERVICE FOR YOUR NEEDS & BUDGET.

NOT ALL PROVIDERS ON THE NBN NETWORK OFFER THE SAME EXPERIENCE !

Providers differ on the level of performance offered, depending on how many customers they have & how much they have invested in their service & support.

Regardless of where you live, every Australian residence is mapped for nbn or an nbn alternative.

Providers are also called RSP's or Retail Service Providers



YOUR NBN EXPERIENCE CAN BE AFFECTED BY YOUR CHOICE OF PROVIDER, PLAN & IN-HOME EQUIPMENT.

CHOOSING YOUR PROVIDER

CUSTOMER SUPPORT

- Do they offer: Australian-based support? Is it available after hours, on weekends & public holidays?
- How can you contact them, by phone, app, dashboard, social media or email? Do you need a backup broadband service to make contact?
- What notifications do they send for outages?
- Do they have ways for you to check usage, data limits, speeds etc, such as an app or dashboard?
- What support is provided when things go wrong?
- How easy is it to sign up for a service?



CONTRACTS & BILLING

- Are you contracted or can you choose a flexible month-to-month plan?
- What payment methods are available?
- Are there any connection or activation fees?
Most providers do not charge these.

PROVIDER SPECIFICS

- Not all providers sell all nbn technologies. Check they offer the technology you are mapped for.
- Not all providers offer all plans. Check if they offer a full suite of available plans & speed tiers.
- If you need a voice service, does the provider offer voice services? Can you keep your number?

**YOU CAN REVIEW RSPS HERE:
WWW.PRODUCTREVIEW.COM.AU/C/INTERNET-SERVICE-PROVIDERS**

NB: Be wary of sites where providers pay to be featured.

CHOOSING YOUR PLAN



COST & INCLUSIONS

- Check the monthly cost of the plan
Look beyond introductory offers & check terms & conditions
- Look for month-to-month options instead of long contracts.
- Check if there are discounts for longer sign-ups or for bundling a mobile or voice service.
- Look for any extras included (e.g. streaming services, free equipment, backup 4G).
- Check the cost of voice services if required. What is included? Are all calls free, including mobile calls?

SPEED

- Check both upload & download speeds & ask about typical evening/peak speeds you can expect.
- Higher speed tiers cost more, but are needed as device numbers & data use grows.
- Some providers offer a 12/1 Mbps plan for voice-only services. This is not recommended for a data service
- Decide on a speed tier that matches your household use.

DATA

- Find out if the plan is unlimited or has a data cap. Check if there are any peak and off-peak data limits.
- If the plan is limited does it have any unmetered data
Unmetered = Data that doesn't count towards your allowance.
- If it's a limited data plan, ask if you can buy data packs or easily upgrade during heavy-use months (e.g. school holidays).

NOT ALL PROVIDERS SELL ALL TYPES OF NBN PLANS OR ALL SPEED TIERS.



Don't get locked into a provider related email, ensure you opt for a generic email platform such as outlook or gmail.

NBN TECHNOLOGY TYPES

www.nbnco.com.au/learn/network-technology



NBN TECHNOLOGY		AVAILABLE SPEEDS
nbn FIXED LINE	FTTP- Fibre to the Premise	Plans start from 25/10 Mbps up to 2 Gbps / 200 Mbps
	HFC - Hybrid Fibre Coaxial	Plans start from 25/10 Mbps up to 2 Gbps / 100 Mbps
	FTTB- Fibre to the Basement	Plans start from 25/10 Mbps up to 100/40 Mbps
	FTTC - Fibre to the Curb	Plans start from 25/10 Mbps up to 100/40 Mbps
	FTTN - Fibre to the Node	Plans start from 25/5 Mbps up to 100/40 Mbps <small>NB: Not all speed tiers available on all FTTN connections</small>
nbn FIXED WIRELESS	Nbn Fixed Wireless	Plans start from 25/5 Mbps up to 400/40 Mbps <small>NB: Superfast & Home Fast speeds not available on all connections.</small>
nbn SATELLITE	nbn Sky Muster Satellite	Plans start from 25/5 Mbps up to 100/20 Mbps <small>nbn LEO powered by Amazon Project Kuiper is the planned replacement for the existing Sky Muster satellite platform in future years. Register your interest for more information at www.nbnco.com.au/register.</small>

CHOOSING A SPEED TIER



You will need a higher speed tier if you:

- Have many users online at the same time
- Run multiple connected devices (laptops, phones, TVs, consoles, cameras, smart appliances)
- Use data heavily (streaming, video calls, online learning, remote work, gaming)
- Want smooth HD or 4K streaming on one or more TVs
- Need faster uploads as well as downloads (for large files, video calls, cloud backups)



CHOOSING EQUIPMENT

ROUTERS / WI-FI EQUIPMENT

- Check if your provider supplies a router to give wi-fi (needed for most NBN technologies). What is the cost? Is it plug & play (easy to set up) or does it need configuration?
- Make sure the router is Wi-Fi 6 or better for good performance.
- If you have a large house, check if the router is mesh compatible (can add hubs/routers to extend coverage).
- Update your router & ethernet cord when changing technologies or **at least every 3-5 years**.
- If you require a voice service, make sure the router is suitable / VoIP (Voice over Internet Protocol) compatible.

POWER

- **All NBN equipment requires power to work.**
- To keep services running during an outage, consider a Universal Power Supply (UPS), power station, solar with batteries, or generator.
- If you have a priority assist service, ask if your provider offers a backup power source.

COMPATABILITY

- Check if other services (fax, medical, fire/security alarms, EFTPOS, lift phones) will work over your NBN connection.
- Ensure EFTPOS machines are Wi-Fi & 4G/5G enabled so you have backup if NBN is down.

YOUR EQUIPMENT & SET UP MATTERS! IT CAN AFFECT YOUR NBN EXPERIENCE

www.nbnco.com.au/learn/optimisation

NBN AVAILABLE SPEED TIERS BY TECHNOLOGY

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