

WHAT CAN I ACCESS?

- Enter your address to check what nbn technology is available at your Premises:

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/satellite view and 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 show if any upgrades are available or coming soon.
- Click “**Speak to a Provider**” to see providers offering your available nbn technology.
- If your address is missing, incorrect or mapped to the wrong Premises, contact an nbn provider (RSP) who can ask nbn to investigate
- Where a property is serviced by nbn Fixed Wireless or nbn Satellite, an additional Premises can access its own nbn connection. If the additional Premises isn't listed in the nbn address checker, contact an nbn Provider (RSP) and ask them to have a new Location ID (LOCID) created. You may need to provide GPS coordinates and evidence that it is a separate Premises.

*You can choose your provider & plan, but your nbn technology is generally determined by your address.
Standard installations are free, in most situations.*

NOT ALL NBN PROVIDERS OR SERVICES OFFER THE SAME EXPERIENCE!

Your provider, plan and in-home equipment can all affect your nbn experience. RSPs may offer different technologies, plans, speed tiers, equipment and customer support. Compare your options to find what best suits your needs and budget.

Every premises in Australia is covered by a Statutory Infrastructure Provider (SIP). nbn is the default SIP in most areas, but another network provider may be responsible in some locations.

Providers are also called RSP's or Retail Service Providers



CHOOSING YOUR PROVIDER

CUSTOMER SUPPORT

- Is Australian-based support available? What are the support hours?
- How can you contact them — phone, app, online chat, email or customer portal?
- If your internet is down, can you still contact support or check outages?
- Do they provide outage notifications and online service/usage information?
- What fault and technical support is available?

CONTRACTS & BILLING

- Is the plan month-to-month or contracted?
- Are there activation, equipment, delivery or installation costs?
- Are there cancellation fees or equipment return requirements?
- Check Critical Information Summary (CIS) before ordering & check ongoing pricing after introductory offers end.

PROVIDER SPECIFICS

- Not all RSPs offer every nbn technology, plan or speed tier.
- Compare price, speeds, equipment, support and plan conditions, not just the monthly cost.
- If you need a voice service, is one available and can you keep your existing number?
- Check whether the provider supplies a Wi-Fi router, what it costs and whether it must be returned if you leave.

COMPARE MORE THAN ONE RSP BEFORE YOU ORDER

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



NBN TECHNOLOGY TYPES

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



NBN TECHNOLOGY	AVAILABLE WHOLESALE SPEED MAXIMUM
FOTP - Fibre to the Premise	up to 2000/200 Mbps
HFC - Hybrid Fibre Coaxial	up to 2000/100 Mbps
FTTB - Fibre to the Basement*	up to 100/20 Mbps
FTTC - Fibre to the Curb*	up to 100/20 Mbps
FTTN - Fibre to the Node*	up to 100/20 Mbps NB: Not all speed tiers available on all FTTN connections
Nbn Fixed Wireless	up to 400 Mbps / 10-40 Mbps NB: Higher Fixed Wireless speeds are only available to eligible premises.
nbn Sky Muster Satellite	up to 100/5 Mbps Burst upload: up to 20 Mbps² nbn is transitioning from Sky Muster to nbn LEO, powered by Amazon Leo, from around mid-2027. Register for updates: www.nbnco.com.au/register

CHOOSING A SPEED TIER



Think about how your household or business uses the internet at its busiest time.

- **Light use:** Browsing, email, social media and occasional streaming.
- **Moderate use:** Multiple users, HD streaming, video calls, working or learning online.
- **Heavy use:** Many users/devices, 4K streaming, gaming, cloud services and large file transfers.
- **Upload needs:** Consider upload speed if you regularly video call, upload large files or use cloud backups.

You can generally change or upgrade your speed tier if your needs change, subject to availability at your Premises and from your RSP.



Use an independent email service, such as Gmail or Outlook, so your email address isn't tied to your internet provider.

CHOOSING YOUR PLAN



COST & INCLUSIONS

- Compare ongoing monthly cost, not just introductory offers.
- Check whether plan is month-to-month or contracted.
- Look for equipment, activation, delivery or other upfront costs.
- Check for discounts or bundles and what's included e.g. mobile or voice services, Wi-Fi equipment, backup connectivity, streaming or other extras.
- If you need a voice/home phone service, check the cost and which calls are included.
- Check for cancellation fees or equipment return requirements.

SPEED

- Check both download and upload speeds and the typical evening/peak speeds you can expect, not just the maximum advertised speed.
- Choose a speed tier that suits the number of users, connected devices and how you use the internet.
- Higher speeds may cost more, but can be useful for multiple users, streaming, video calls, gaming, cloud services and large file transfers.

DATA

Most nbn plans now offer unlimited/uncapped data, with plans generally differentiated by speed rather than data.

- Check whether your chosen plan has any data limits or Fair Use/Acceptable Use conditions.
- If data is limited, check for peak/off-peak allowances and whether any data is unmetered.

Unmetered = data that doesn't count towards your allowance.

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CHOOSING EQUIPMENT



ROUTERS / WI-FI EQUIPMENT

- Check whether your provider supplies a Wi-Fi router (needed for most nbn technologies), what it costs and whether it is easy to set up.
- Look for Wi-Fi 6 or newer and, for larger homes, consider mesh Wi-Fi to improve coverage.
- Make sure your router and Ethernet cables can support the speed tier you choose.
- If you need a voice service, check that your equipment is suitable for VoIP (Voice over Internet Protocol).
- Update your router & ethernet cord when changing technologies or **at least every 3-5 years.**

POWER

- nbn equipment and Wi-Fi routers require power to operate.
- Consider backup power if you need your internet or connected services to keep working during a power outage.
- Backup options may include a Universal Power Supply (UPS), portable power station, battery/solar system or generator.

COMPATABILITY

- Check whether connected services such as medical devices, alarms, EFTPOS, fax or voice services are compatible with your nbn service.
- For critical services, consider a backup connection that doesn't rely on your nbn service.
- 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

BIRRA
BETTER
INTERNET FOR
RURAL,
REGIONAL &
REMOTE AUSTRALIA

NBN AVAILABLE SPEEDS BY TECHNOLOGY

NBN TECHNOLOGY		AVAILABLE WHOLESALE SPEED MAXIMUM
	FTTP- Fibre to the Premise	up to 2000/200 Mbps
	HFC - Hybrid Fibre Coaxial	up to 2000/100 Mbps
	FTTB- Fibre to the Basement*	up to 100/20 Mbps
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	FTTN - Fibre to the Node*	up to 100/20 Mbps <i>NB: Not all speed tiers available on all FTTN connections</i>
	Nbn Fixed Wireless	up to 400 Mbps / 10-40 Mbps <i>Higher Fixed Wireless speeds are only available to eligible Premises</i>
	nbn Sky Muster Satellite	up to 100/5 Mbps <i>Burst upload: up to 20 Mbps[#]</i> <i>nbn is transitioning from Sky Muster to nbn LEO, powered by Amazon Leo, from around mid-2027.</i> <i>Register for updates: www.nbnco.com.au/register</i>

- Speeds shown are nbn wholesale maximums. Availability and actual speeds vary by Premises, equipment and RSP.
- * FTTN, FTTB & FTTC maximums depend on connection capability.
- # Sky Muster Plus Premium Mid & High plans may burst up to 10 Mbps upload.