

## A guide to navigating the broadband jungle.



Every Australian residence is mapped for some type of **nbn™** service.

Each residence is entitled to a connection - even if you have multiple buildings on your property, or you are currently using a different type of internet connection. Visit [nbnco.com.au](http://nbnco.com.au) to check what **nbn™** service you have been mapped for.

You don't get to choose which technology you can receive, but the Regional Tech Hub can check that the **nbn™** map shows the correct service for your location.

You may have access to mobile broadband, non-nbn™ fixed wireless, cable, or ADSL services in your region. These are not supplied or managed by nbn.

Check what data packages the provider offers. Can you purchase data packs if needed or upgrade your plan in heavy data months?

With **nbn**<sup>TM</sup> Sky Muster<sup>TM</sup> satellite, and any non-nbn connections, check for metered and unmetered, peak and off-peak (generally after midnight) data limits.

Internet plans provide different speed tiers and are priced accordingly.

Talk to the provider regarding a speed tier that best meets your needs.

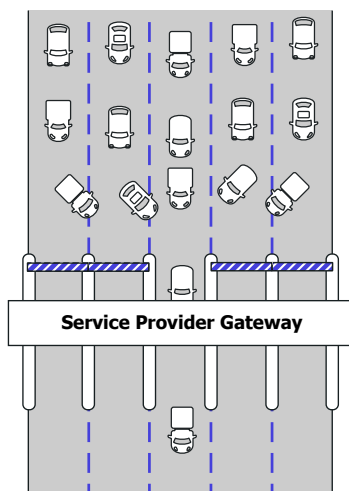
What is the monthly cost of the plan, does it fit your budget? Do you get locked into a 1 year, 2 year contract? We recommend looking at providers that have 30-day plans, as this gives you flexibility to choose another provider if your current one doesn't work out. Check what methods are available to pay your bill.

Discuss the setup with your provider.

Are there any activation or setup fees? Most **nbn™** setups are free. Non-**nbn™** setups may have an initial cost for the modem, setup, or activation. Do they supply an easy to install modem / router? Does it provide Wi-Fi? Is there an extra charge for these? If you already have your own modem / router, is it compatible with the internet technology?

Does the provider have Australian-based support centres, with support available after hours, on public holidays & weekends? What notifications do they send for outages & usage? How can you check your usage?

- Unlimited plans sound wonderful, but put you at risk of suffering network congestion.
- Find a provider who offers good speeds at all times of the day.
- **nbn™** Sky Muster™ Plus satellite plans are unlimited except for streaming video and VPN services. Check inclusions carefully.
- Visit the [Regional Tech Hub website](#) to compare satellite plans.
- Visit [Whistle Out](#) to compare other plan types & [Product Review](#) to review providers.
- Remember, you get what you pay for!



If you are connecting to an **nbn™** Sky Muster™ or **nbn™** Fixed Wireless service, you do not have to change your existing landline. In **nbn™** Fixed Line areas, you should check with your provider about voice services, phone compatibility, & keeping your current phone number.

Check with the provider about any impact on landline-based services such as fax machines, medical, fire & security alarms, EFTPOS machines & emergency phones in lifts. These may be impacted if you're switching to an **nbn™** Fixed Line service.

In **nbn™** Sky Muster™ or **nbn™** Fixed Wireless areas you do not have to switch to the nbn network. If you have an existing fixed line phone service, it will continue to operate. You may also be able to use mobile broadband internet, existing ADSL or alternative fixed wireless providers.

In **nbn™** Fixed Line areas, existing landline phone services will stop working about 18 months after the **nbn™** service is first made available, even if you don't switch to the **nbn**. You may also be able to use alternative fixed wireless providers or the mobile network for phone & internet services.

You should find out when nbn will become available in your area, as switching is not automatic. Check your address at [nbnco.com.au](http://nbnco.com.au).

Internet equipment generally needs mains power to work (grid or off-grid). Most internet services will continue to work in a power outage, as long as your equipment has power (generator, UPS, off-grid power).

Some providers may be impacted by local power outages. **nbn™** Sky Muster™ satellite isn't impacted. Mobile phone and internet services should continue to work while your phone or modem has charge, but may be impacted by congestion during emergencies.

Providers differ on the level of performance offered depending on how many customers they have & how much they have invested in their service. Each internet service provider will not offer the same level of service. Therefore, it is important to ask questions when researching providers.

**IMPORTANT:** Talk to your provider about the type of connection you will receive & what equipment you will require, especially if you need Wi-Fi for multiple devices & if you require a voice service.



Visit [regionaltechhub.org.au/get-connected/discover-internet-options](http://regionaltechhub.org.au/get-connected/discover-internet-options) to learn about internet technology types.