Not being able to get a service can be extremely frustrating. ACCAN has put together these six tips on successfully obtaining a broadband service based on the options available to meet household broadband needs.

# Waiting list

Ask your provider if your request for service can be added to a waiting list.

Providers should keep your address and notify you when services become available in the future.

# Check other fixed providers

If one retail service provider (RSP) says they can’t provide you with services, other RSPs might be able to help you.

There are a number of companies that have their own ADSL equipment. If one provider has no availability another might. Here are some companies that have their own ADSL equipment and may have services available in your area:

* Aussie Broadband
* EFTel
* iiNet
* Internode
* My Soul (NSW)
* OnTheNet (Queensland)
* Optus
* Primus
* Telstra
* TPG

There may also be other fixed line networks that operate in your area that you may be able to use, such as:

* iiNet VDSL2 (ACT)
* Optus Cable (Sydney, Melbourne, Brisbane)
* Telstra (Velocity, South Brisbane, Cable)
* Wondercom FTTB

If you are in a new development you may have access to other networks. You can check the [new developments map](https://www.nationalmap.gov.au/#share=s-pAUtMPlFQCSwV4qYdRCUE4t8sAt) to see if you are covered.

# Check fixed wireless options

Fixed wireless broadband options, where an antenna is installed on your house, may be a valid alternative for you. Here are some that we are aware of:

* Acenet AirStream (NSW Southern Highlands)
* Aussie Broadband (Gippsland, Western Victoria, South Australia)
* Beam Barossa Valley
* BITS Wireless
* Clear Broadband (Perth, Tasmania, Brisbane, Melbourne, Adelaide)
* Countrytell (NSW- Hunter, Mid North Coast)
* Dreamtilt (QLD).
* DCSI (West Gippsland)
* Gtelecom (Greater Melbourne area)
* iiNet WiMax (South Australia)
* Lightning Broadband
* NuSkope (South Australia)
* Planet ISP (Melbourne)
* Red Broadband (Western Australia)
* Red Fox (QLD)
* Red WiFi (Queensland)
* South Western Wireless (regional NSW)
* The Signal Co (Canberra)
* Wires Broadband (Gold Coast, Sunshine Coast and Northern New South Wales)
* Wi Sky (regional NSW and Queensland)
* Uniti Wireless (Adelaide)

Note: The average Australian household uses between 69-131GB of data a month.

# Check home wireless options

Home wireless may be an alternative option. These usually work through a modem device (which may cost extra) that allows a number of devices in the house to connect. It is important to check that there is coverage at your house.

* Optus Home Wireless broadband offers 200GB of data a month for $80 a month (month to month [$240 for modem], 12 month [extra $10 a month for device], or 24 month [device included])
* Telstra large home wireless broadband offers 50GB of data for $150 a month (month to month [own device required], 12 month contract [own device required] or 24 month contract [includes free device])
* Vivid Wireless Unlimited internet wireless plan offers unlimited GB for $89 a month (month to month [$199 for modem], or 24 month plans [modem included]).

Note: The average Australian household uses 69-131 GB of data a month

# Check mobile broadband options

Mobile broadband may be an alternative option. These plans are designed to be used on the go, usually through one device such as a tablet (which may cost to purchase). For more than one person to connect you need to 'hotspot' the device. It is important to check that there is coverage in your house.

* Jeene Mobile offers 90GB of (3G) data for $79 a month (month to month). Own device required.
* Optus offers 50GB of data for $70 a month (24 month contract). Device costs extra
* Ovo data plans offer 50GB of data for $59.95 a month (month to month). Own device required.
* Spintel offers 90GB of (3G) data for $79.95 a month (month to month). Own device required

Note: The average Australian household uses between 69-131GB of data a month.

# Share your experiences and solutions

Join the discussion on our Facebook Broadband Help group to share your experiences and connect with similar consumers. Contact ACCAN at broadband@accan.org.au if you are unable to get a service, or if you are a provider who can offer consumers’ services.