Not being able to get an internet service can be extremely frustrating.

ACCAN has put together these options of broadband services for consumers struggling to get an ADSL internet service.

**Note:** We have assumed that an average household needs at least 50GB of data a month. Each household is different. An average house using Satellite internet uses 23GB of data a month (January 2017), while an average house using NBN internet uses 160GB a month (March 2017).

# 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

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
* iPrimus
* OnTheNet (Queensland)
* Optus
* 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 [www.nbnco.com.au](http://www.nbnco.com.au) to see when you will be connected to the National Broadband Network.

# Check fixed wireless options

Fixed wireless broadband provides internet using an antenna dish installed on your house. 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)

# Check home wireless options

Home wireless provides internet at one location using a modem/gateway device with a mobile SIM card. It requires power from a socket in your house. A number of people and devices can connect to the internet through the modem/gateway.

It is important to check that the provider offers coverage at your house!

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 80GB of data for $150 a month 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]).

# Check mobile broadband options

Mobile broadband plans are designed to be used on the go. The SIM card inserts into one device, such as a tablet or phone. For more than one person or device to connect you need to 'hotspot' the device.

It is important to check that the provider offers coverage in your house!

* Amaysim offers 50GB of data for $65 and 70GB of data for $80. Both last 28 days (month to month) [own device required].
* 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) and 70GB of data for $79.95 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.
* Vaya offers 50GB of data for $59 a month and 70GB of data for $79 a month (month to month contract). Own device required.
* Yomojo offers 50GB of data for $69.90 for 30 days and 70GB of data for $85.90 for 30 days (month to month contract). Own device required.

# 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.