

Tips for picking a good value NBN internet plan



1 Check ISP quality

If you use the internet occasionally, most NBN products will suit your needs. But to get the most out of the extra NBN speed, you will want to start streaming high definition (HD) video.

Video performance is the main measure of a good quality internet service provider (ISP). There are two tools to compare ISP performance quality:

- The Google Video Quality Report which shows the average YouTube video performance over a 24-hour period for different providers in your area.
- Netflix's ISP Speed Index which is based on the average speed that each ISP delivers its video content.

Whirlpool Forum discussions (forums.whirlpool.net.au) on providers in your area may offer information on customer service and performance.

2 Get enough data

In December 2015, the average monthly usage over the NBN was 128GB. Data usage is growing with the increasing popularity of streaming and other services that use lots of data. Choose a plan with enough data to suit your needs. Look at your previous monthly usage to help guide you in how much data you need.

3 Compare plans and costs

Some general rules are to:

- Avoid offers that split data into peak and off-peak. Generally these are not good value.
- Balance big set-up costs against the monthly fee. Shop around as some service providers have no set-up costs and low monthly fees.
- Make sure you are comparing products that offer similar download speeds.
- Use comparison websites like WhistleOut (whistleout.com.au) to compare products on price and inclusions.

4 Added extras

Bundled extras may look like good value, but you can end up paying for them through higher overall prices. Two of the main added extras are:

Voice – This is either Voice over Internet Protocol (VoIP) or a standard telephone service. If you have medical or security alarms it is best to stick with a standard telephone service.

Entertainment – Some ISPs will throw in a few months free subscription to a streaming service or zero rate any data you use on these applications. This means any data you use watching content on that streaming service will not count towards your monthly data limit while the offer lasts.



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Contact us

If NBN is not available in your area yet

1 Check what services are available for your premises

Put your address into the MyBroadband website (mybroadband.communications.gov.au). MyBroadband also gives information about the availability and quality of mobile broadband.

2 I cannot get any internet coverage for my house!

Some premises are outside the range of fixed broadband networks and it is more difficult to track down the best solution. MyBroadband may not be able to help, but there may be other wireless or satellite options available. If you are having trouble connecting to a broadband service, check out our tips:

www.accan.org.au/get-connected

accan.org.au
Twitter: @ACCAN_AU
facebook.com/accanau
info@accan.org.au
02 9288 4000

For more tips and information go to:
accan.org.au/consumer-info

