Tip Sheet

How to get the best internet available

1. Is NBN available?

Generally if NBN is available it will be the highest quality internet connection. The official NBN rollout map gives some information about the current rollout. For more detail you can go the myNBN website and find out which areas are due to begin a rollout in the next 18 months.

2. No NBN, what's the alternative?

Is the NBN still a couple of years off? Find out what your other options are with existing technology. As a start you should put your address into the Australian Government's MyBroadband website. This website can tell you what type of fixed broadband is available and an estimate of the speed based on your distance from the telephone exchange.

There is also information about the availability and quality of mobile broadband. This might be a good alternative if you don't use the internet very much, but can be very expensive for heavier users.

3. I still can't find any internet coverage for my house!

Some premises are outside the range of fixed broadband networks and it is a bit more difficult to track down the best solution. The websites above won't have much information to help, but there may be other wireless or satellite options available. Start by doing a Google search for 'fixed wireless' providers in your area.

4. Picking an ISP

Once you know what kind of internet is available you can start looking for the best internet service provider (ISP). If you're just using your internet service for basic web browsing and email most providers are okay, but if you want to make the most of new services like video streaming you'll need a solid performer. At the moment there aren't very many independently verified ways to compare. The two major ones are the Google Video Quality Report and Netflix's own ISP speed index.

5. Is the price right?

You can compare the broadband plans of most ISPs on the WhistleOut website. Once you find a plan that meets your needs contact the ISP to make sure it can connect your house. Once you're signed up the connection process usually takes about 10 working days for a new fixed broadband connection and around four hours for a transfer from an existing supplier.