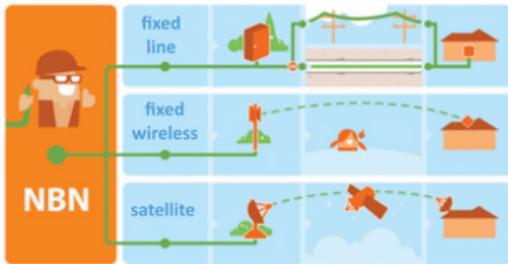




# HOW TO CHOOSE AN NBN PROVIDER

A BIRRR Guide to navigating the Broadband jungle.

## NBN CONNECTIONS



NB: See Pg 2 for NBN Technology types

Every Australian residence will be able to access an nbn connection by 2020.

Each residence is entitled to a connection - even if you have **multiple residences** on your property. If you have been told otherwise by a provider / neighbour, then this information is **INCORRECT**.

Visit [www.nbnco.com.au](http://www.nbnco.com.au) to check what nbn type you have been mapped for.

## DATA LIMITS

Check what data packages the provider offers. Can you purchase data packs if needed or upgrade your plan in heavy data months? **NB:** With Sky Muster Satellite connections you will need to check what **peak and off peak (1am - 7am)** data limits the plan has.



## SPEED TIERS

NBN plans provide different **speed tiers** and are priced accordingly. Talk to your provider regarding a speed tier that best meets your needs.

## COST

What is the monthly cost of the plan, does it fit your budget? Are you contracted? BIRRR recommends choosing a provider that offers **30 day plans**. Also check what methods are available to pay your bill.



## SET UP & ACTIVATION

Are there any activation or setup fees? Most nbn connections are set up fee **free**. Discuss setting up your nbn connection with your provider. Do they supply an easy to install **modem / router**? Does it provide **wifi**? Is there an extra charge for these? If you are using your own modem / router is it compatible with the nbn technology?

## CUSTOMER SUPPORT

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?



## NOT ALL PROVIDERS ON THE NBN NETWORK OFFER THE SAME EXPERIENCE!

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

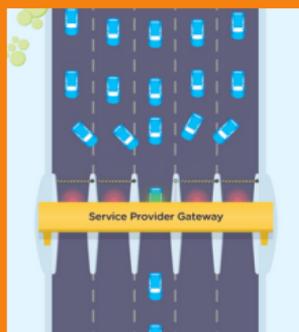


**BIRRR WEBSITE:** [www.birrraus.com](http://www.birrraus.com)

## UNLIMITED PLANS

Unlimited plans put you at risk of suffering network congestion.

- \* Find a provider who offers good speeds at all times of the day.
- \* Visit the **BIRRR Website** to compare SM plans.
- \* Visit **Whistle Out** to compare FW & Fixed line plans & **Product Review** to review providers.
- \* Remember you get what you pay for!



## LANDLINE PHONES

If you are connecting to a **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.

## ALARMS, EFTPOS & LIFTS

To continue using services such as fax machines, medical, fire & security alarms, EFTPOS machines & emergency phones in lifts you should check with your provider regarding compatibility.

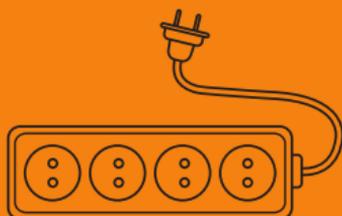


## DO I HAVE TO CONNECT?

In **NBN Fixed Wireless & Sky Muster** areas you **do not** have to switch to nbn. 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 fixed line phone services will cease to function approximately 18 mths after the nbn service is first available in your area. You may also be able to use mobile broadband internet, alternative fixed wireless providers or the mobile network for a phone service. You should find out when nbn will become available, switching is not automatic. Check your address here: [www.nbnco.com.au](http://www.nbnco.com.au)

## POWER

Your nbn equipment will need power to work. Backup options generator power backup or a UPS for your nbn equipment. If you have mobile service, ensure your phone is fully charged.



- SM - Sky Muster Satellite
- FW - Fixed Wireless
- HFC - Hybrid Fibre Coaxial
- FTTN - Fibre to the Node
- FTTB- Fibre to the Basement
- FTTC - Fibre to the Curb
- FTTP - Fibre to the Premises

## NBN Technology Types

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



Visit: [www.nbnco.com.au/learn-about-the-nbn/network-technology.html](http://www.nbnco.com.au/learn-about-the-nbn/network-technology.html)  
to learn more about nbn technology types.