

Introduction to nbn™

How do I get an nbn™ connection?

You purchase your nbn™ connection through an ISP (internet service provider, also called a telco). There are hundreds of ISPs across Australia, it is up to you to choose one. There are a few things to consider before deciding which ISP you would like to purchase your nbn connection from:

- How fast you need your internet connection to be
- The amount you are willing to pay for an internet connection
- Whether you are happy to lock into a contract
- How much data you will use each month

There are comparison websites such as Finder.com.au, WhistleOut.com.au and Choice.com.au that can help you find deals online.

Preparing to talk to an ISP

When you call or visit an ISP, they will ask you some questions to try and find the right nbn™ plan for you. To help you feel prepared for this, have answers to the following questions ready:

1. How many people live in your home?
2. How many devices do you have that will connect to the internet? Eg. computer, tablet, mobile phone, smartwatch, tv, games console, home assistant (Google Home or Alexa)
3. What will you do with your devices? Check all that apply.
 - read the news
 - email
 - watch Netflix or YouTube
 - listen to music
 - download large files
 - social media
 - online shopping
 - internet banking

- video calling friends and family

4. What is your monthly budget for an internet connection?

Common plans ISPs offer

Below are some examples of the common plans offered by ISPs, including a few general rules about which households each plan would be best suited for.

nbn25 – commonly called “Basic” or “Starter

- There are 1 or 2 people in the household
- A couple of internet-connected devices
- Fast enough connection for:
 - General web browsing
 - Reading the news online
 - Using social media
 - Sending emails
 - Watching a few videos online

nbn50 – commonly called “Standard plus” or “Everyday”

- There are usually between 3–6 people in the household
- More than three internet-connected devices
- Fast enough connection for everything mentioned in nbn25, as well as:
 - Watching movies online in HD e.g. Netflix
 - Streaming music on multiple devices
 - Catchup TV
 - Online gaming
 - Downloading large files

nbn100 – commonly called “Premium”, “Family” or “XXL”

- A lot of people in the household
- A lot of internet-connected devices
- Fast enough connection for:
 - Watching a lot of movies online on multiple devices simultaneously
 - Streaming music on multiple devices
 - A lot of online gaming on multiple devices
 - Quickly downloading and uploading many large files on multiple devices

When you have chosen an internet service provider

When you have chosen an ISP, they will tell you what type of connection your home has and whether a technician will be required to visit your property to activate your connection. The technician will not always have to come to your house to do the work, they may be able to activate your connection from a box located somewhere on your street. They will send you any equipment you will need (a WiFi router and sometimes an nbn™ connection box).

You will also be given a date that you can connect your equipment and then your nbn™ will be up and running!