

#### Internet

### **Description**

# Find the best residential internet service for you

Understanding the many internet solutions available can get confusing. We can help you choose the best technology for your needs, from browsing the internet to running a business or connecting multiple devices and streaming services for the whole family.

## Watch this video to get started

## Different types of internet connections

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- nbn® Fixed Wireless
  - 2Non-nbn® Fixed Wireless
  - 3nbn® Fibre
  - 4nbn® Sky Muster® Satellite
  - 5Starlink (SpaceX) LEO satellites
  - 6Mobile Broadband
  - 7ADSL and DSL Connections

# Learn more about what options best suit your needs

Internet options in regional, rural and remote Australia can be confusing, and there is a lot of misinformation about what is available. The following table has been designed to help you work out what options might suit your needs, based on budget, speed, latency, equipment, and contract length.

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# Regional Tech Hub

# **Residential Connectivity Guide**

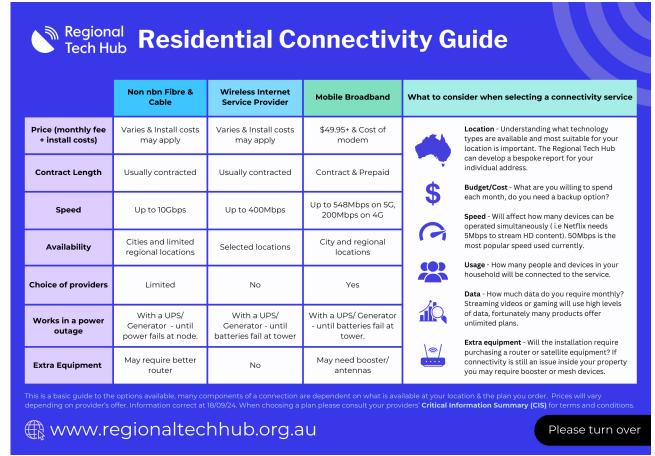
|  | nbn Fixed Line  | nbn Fixed Wireless  | nbn Sky Muster<br>Satellite       | Telstra Home<br>Starlink     | Starlink                     | Starlink Mob                  |
|--|---|---|-----------------------------------|------------------------------|------------------------------|-------------------------------|
| Price (monthly fee<br>+ install costs) | \$55+ & Free install                                    | \$59+ & Free install  | \$59+ & Free install              | \$125 & Install costs        | \$139 & Install costs        | \$80+ & May re<br>installatio |
| Contract Length                        | Contract free with<br>many providers                    | Contract free with<br>many providers                        | Contract free with many providers | Contract free                | Contract free                | Contract fre                  |
| Speed                                  | Up to 1Gbps   | Up to 400Mbps   | Up to 100Mpbs                     | Up to 50Mbps                 | Up to 250Mbps                | Up to 250Mk                   |
| Availability                           | City and regional<br>locations                          | Outer city and regional locations                           | Regional and remote locations     | Everywhere                   | Everywhere                   | Everywher                     |
| Choice of providers                    | Yes   | Yes   | Yes                               | No                           | No                           | No                            |
| Works in a power<br>outage             | With a UPS/<br>Generator - until<br>power fails at node | With a UPS/<br>Generator - until<br>batteries fail at tower | With a UPS/<br>Generator          | With a UPS/<br>Generator     | With a UPS/<br>Generator     | With a UPS<br>Generator       |
| Extra Equipment                        | May require router                                      | May require router  | Router required                   | Dish & mounting<br>equipment | Dish & mounting<br>equipment | Dish & moun<br>equipmen       |

This is a basic guide to the options available, many components of a connection are dependent on what is available at your location & the plan you order. Prices will vary depending on providers' Critical Information Summary (CIS) for terms and cor



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Residential internet options

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## **Request a Connectivity Report**

Request a free and independent connectivity report through the Regional Tech Hub to find out all your internet options tailored to your specific needs. The report takes into account factors such as budget, latency, speed, contract length, and equipment costs, ensuring you get the best possible solution for your circumstances. The report will help you make informed decision and find the most suitable and cost-effective internet service for your requirements.

Request a Connectivity Report

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## Check out our most recent resources

GuidesSeptember 5, 2023

Choosing the right internet technology

#### Download

Guides

September 5, 2023

**School Student Broadband Initiative (SSBI)** 

Tech TipsSeptember 5, 2023Boosting your connection

Guides
September 5, 2023
nbn® Fixed Wireless standard vs non-standard setups

See all resources

# Here to assist regional residents



We can help you understand all your phone and internet options, tailored to your needs. Our service is completely free and independent. Request a connectivity report to get started.





We can assist you with existing connectivity issues. Your first point of contact is your Retail Service Provider, however if it remains unresolved, we can escalate it for you.

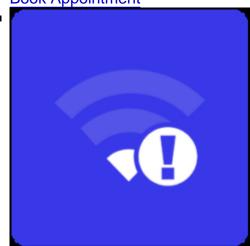
**Escalate My Issue** 





We can speak with you at a time that suits you. Simply book an appointment with one of our team members, and we'll ensure try and solve your connectivity issue.

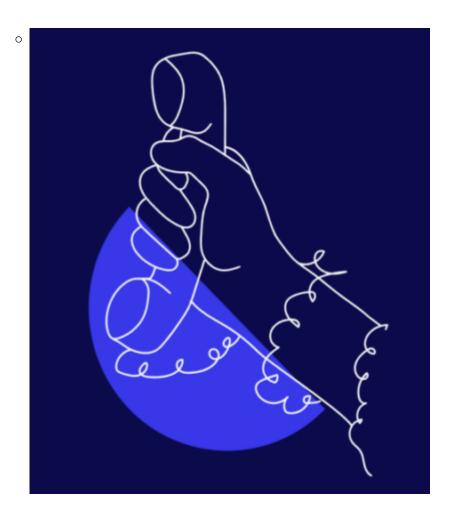




We understand how frustrating network outages can be and are here to assist you. Check our outage information page to stay updated on current connectivity issues in your area.

**Network Outages** 





# Still having issues? Give us a call

Chat to us on our hotline with one of our team members and let's get the conversation started. If we don't answer, we'll get back to you in no time at all.

1300 081 029

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