

How to choose the best phone and internet plan and provider for your needs

Technology type	Data limits and management	Speed tiers	Costs	Setting up and activation	Customer support
Every residence is entitled to a nbn [®] connection. Check what nbn technology your property is mapped for on the nbn [®] website. You can also check for other connection types.	Check what data packages are offered. Can you purchase data blocks or upgrade your plan in heavy data months, and at what times in the billing cycle? Are there on and off-peak data times and limits? Is data shaped when you've used all your allocated data?	Different plans provide different speed tiers and are priced accordingly. Compare and chat with providers to find a speed tier that meets your needs.	Check for monthly costs, contract lengths vs 30-day plans (which you could use as a tester). Also check what methods are available to pay your bill. Is there installation, set up or activation fees? Are their costs for additional equipment?	Most nbn [®] connections are set up fee free, however other types of technologies may not. Discuss the installation and activation process with providers. Do they supply an easy to install modem / router? Does it provide Wi-Fi?	Does the provider have Australian based support? Is support provided 24/7, and on public holidays and weekends? How are you notified of outages and usage? Can you check usage, data limits, speeds etc? Not every provider will offer the same level of support.
Network congestion	Landline phones	Special requirements	Required to connect	Emergencies	Additional equipment
Ensure your provider isn't impacted by network congestion as this can impact the speed of your connection. Find a provider who offers good speeds at all times of the day.	Check what happens to your landline and how it operates with the type of technology you choose. Check phone compatibility, and voice and message services.	If you require special devices such as fax machines, medical, fire or security alarms, EFTPOS machines and emergency phones in lifts, check the compatibility of these devices with your provider.	In nbn [®] Fixed Wireless and Satellite 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 months after the 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.	Consider if you require backup power to keep your connection running in an emergency, such as a generator or a UPS.	Is additional equipment required? Are your devices compatible with the technology type you've selected?