

17 May 2017

Confusion widespread amongst Aussies yet to connect to the NBN

Just 42 per cent know how to connect to the NBN when it comes to their area

Research released today by NBN experts [iSelect](#) revealed that **three out of four (74 per cent)** Australian households who are yet to connect to the NBN say they don't know enough about how to transition to the service.

The Galaxy Research study, commissioned by [iSelect](#) to assess the attitudes of Australian households towards the NBN¹, found that **almost a quarter of Australians** who are yet to connect to the NBN say they "have no idea about any of it."

According to the survey, just **29 per cent** of Australian households are currently connected to the NBN with **62 per cent** using ADSL2+, cable or wireless broadband.

Laura Crowden, spokesperson for [iSelect](#), said this data suggests an alarming level of confusion amongst the majority of Australian households who are still waiting for the NBN to arrive in their town or suburb.

"This research suggests that **over 6 million** Australian household decision makers have knowledge gaps when it comes to the NBN, **30 per cent** of whom don't know when it will become available."

"It is important for Australians to address this lack of knowledge because once the NBN becomes available in their area, switching over is mandatory," said Laura.

After a household is notified that it can switch to the NBN, they have 18 months to move their services to the new network before the existing network is switched off.

With **just 42 per cent of those households that are not yet connected to the NBN** understanding how to connect to it when it becomes available in their area, many households will need to educate themselves quickly on the service or risk being disconnected.

"While NBN Co. is responsible for building and delivering the NBN across Australia, it's vital people understand that you can't actually buy a plan through them. Plans are available through the many internet providers currently selling NBN services."

Australians also need to factor new NBN costs into their household budget, with **over 3 million households** unsure of whether the NBN will cost more or less than their current connection.

With different speed and data options available, it's important people take the time to weigh-up their preferred speed and data allowances against their lifestyle and budget.

¹ In April 2017 iSelect commissioned a nationally representative consumer research study with Galaxy Research to assess the attitudes of over 1,100 Australians household decision makers towards the NBN

“There is a lot of complexity and confusion around the NBN at the moment. As such we recommend Aussies who are looking to make the switch speak with an NBN expert when the service becomes available in their area.”

“They will be able to condense all the technical information into everyday language and provide a personalised recommendation that fits your budget, speed requirements and data needs,” said Laura.

iSelect's top 5 tips for transitioning to the NBN
1. Get connected as soon as you can –Once the NBN is available in your area, you have 18 months to connect before your ADSL service is disconnected. Providers are keen to encourage customers to move across so connecting earlier can increase the likelihood of enticing introductory offers such as lower connection fees and cheaper modems.
2. Check your contract – Make sure you are aware when your current fixed internet contract ends, as it may restrict your options when it comes to moving across to the NBN. If you are still in contract when the NBN arrives in your area, you will either need to move to an NBN plan with your current provider or look to cancel your contract and move to a new provider.
3. Availability - In order to connect to the NBN, it needs to be available in your area. To find out if the NBN is currently available in your area, contact iSelect or your current provider, or visit the NBN website. If it's not currently available, the NBN website will be able to give you an indication of when NBN will be available in your area.
4. NBN Plans – Shorter NBN contracts like month to month are available which generally have upfront set up and modem costs. If you prefer a 12 or 24 month contract the upfront and modems costs are usually subsidised or waived completely.
5. Shop around – With so many options available, it is a good idea to speak with an NBN expert such as iSelect when the service becomes available in your area. They will be able to cut through the complexity and match the right NBN plan with your needs and budget.

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