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Forty per cent of Aussies with the NBN are confused about speed tiers

Research released today by NBN experts [iSelect](#) revealed that **almost 40 per cent** of NBN users don't know what speed tier they are currently on.

The Galaxy Research study, commissioned by [iSelect](#) to assess the attitudes of Australian households towards the NBN¹, found that **29 per cent** of Australian households are currently connected to the NBN. Across Australia, those living outside capital cities are almost twice as likely to be connected to the NBN.

Although NBN users are confused about speed tiers, they survey also revealed they are generally satisfied with the speed delivered by the NBN. The Galaxy survey found **8 out of 10** Australian households connected to the NBN are satisfied with their internet speed.

Laura Crowden, spokesperson for [iSelect](#), said confusion around speed tiers can lead to Aussies being unsure of what to expect from their NBN service once connected.

“Our research suggests that **over a million NBN users** don't know if their NBN service is delivering them the agreed speed stated in their contract.”

“This suggests that people are connecting to the NBN without being properly informed on the speed tier options available and how they work,” said Laura.

Retailers have designed their plans around the NBN's four speed tiers (12, 25, 50 & 100 megabits per second) which consumers will need to select from ahead of their connection taking place. Each option can vary in cost depending on the data allowance and provider.

Despite the faster speeds now available, Laura cautioned against Australians automatically selecting the fastest speed and instead urged them to match a speed tier with their usage and budget.

“When it comes to the NBN, the right speed tier will depend on your internet needs, how many people and devices will be connecting and how important upload and download speed is to your daily internet use. It is important to remember that some of the slower plans (such as 12mbps) may end up being slower than your previous ADSL2+ connection,” said Laura.

“If you run a business from home, consume a lot of entertainment or play online games, a faster speed might be suitable. However, if you just use the internet to check your emails or Facebook occasionally, a cheaper slower NBN connection might be more suitable.”

With so many options and variables in the market, Australians are being encouraged to speak to an expert to ensure they sign up to the right service.

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

“An NBN expert will be able to cut through the complexity and match a speed-tier and plan with your individual needs and budget. After that you can rest easy and enjoy all the benefits the NBN has to offer,” said Laura.

iSelect's top 5 tips for getting the right NBN plan
1. Get the right speed – Retailers have designed their plans around the NBN’s four speed tiers (12, 25, 50 & 100 megabits per second). The right speed tier for you will depend on your internet needs, how many people and devices will be connecting and what type of NBN connection you can get at your home.
2. It’s an equal playing field – In the past, the big providers owned all the infrastructure but the NBN means that all internet providers now access the same infrastructure owned by NBN Co, which is a Government Owned Enterprise. For customers, this means speed and reliability will be more consistent between providers. Less variation in speed and reliability means customer service and plan inclusions, like your home phone or modem will become more important.
3. Cheaper 12mbps speed plans may be no faster than ADSL2+ – Like with all things in life, you get what you pay for. 12mbps speed NBN plans are generally cheaper but it’s important to understand that the NBN does not consider 12mbps to be “superfast” and for many households, may actually be slower than their previous ADSL2+ connection.
4. Think about how many users & devices you have – The NBN speed you actually experience depends on how many people and/or devices are using it at any given point in time. Your house may receive speed tier 50 which is 50mbps, but if five family members are connected at the same time, you might not be able to all enjoy that speed simultaneously.
5. Shop around – With so many speed 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 speed tier with your needs and budget.

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Last year, more than 9 million Australians visited our website and we provided recommendations to over 6 million customers. But we are much more than just another online comparison website. Our highly-trained experts at [iSelect](#) HQ help customers to choose and buy from thousands of available policies, products and plans. And we provide our advice at no cost to the customer.

We compare and sell some of Australia’s biggest brands but are proud that, unlike other comparison sites, we are not owned by an insurance company. From health and life insurance through to energy and broadband, as well as car insurance and home loans, iSelect helps Australians take care of the boring but important stuff. www.home.iselect