

# NBN Plans

2022



## What NBN plans are available to consumers?

The National Broadband Network (NBN) provides consumers access to broadband across speed tiers available through internet providers. NBN speed tiers are based on a range of typical evening download speeds measured in Megabits per second (Mbps).

- 12 Mbps
- 25 Mbps
- 50 Mbps
- 100 Mbps

Please note, not all possible speed tiers available are considered and not all speed tiers are available everywhere. The actual speeds you experience, particularly during busy periods, may be limited by demand in other parts of the network. Check with a retailer before purchasing to see what speed you will likely receive at your address.

## What is the Canstar Blue NBN comparison tool?

Canstar Blue's NBN comparison tool allows consumers to compare the estimated cost of a plan against its included features by providing an estimated monthly cost and feature score (out of 10) for each of these three main categories:

- **Customer Service and Support** – availability of customer support through call centre, in-store, in-home, electronic, self-service, and other support services.
- **Inclusions** – typical speeds, data and additional inclusions on plans.
- **Billing and Payments** – payment frequencies and options and statement and billing options.

Canstar Blue considers plan features that are important to consumers in the calculation of the Value Rank, however, not every feature is included.

## What are the types of Plans compared in the NBN comparison tool?

Canstar Blue's NBN comparison tool, allows consumers to compare NBN fixed line plans which utilise a physical line running to the premises.

Plan Type	Eligibility Criteria	Description
NBN Fixed Line	Must be an NBN Fixed Line Plan	NBN plans which utilise the physical line running to the premises (FTTB, FTTC, FTTN, FTTP and HFC) are considered.

## Consumer Profiles

Canstar Blue takes into account data allowances and download speeds on NBN plans. The following combination of variables determine the plan requirements for each profile:

Data	Download Speed*
10 GB or more 200 GB or more 500 GB or more 1000 GB or more	12 Mbps or higher 25 Mbps or higher 50 Mbps or higher 100 Mbps or higher

\*Download speeds refer to the theoretical maximum possible download speed available on a plan.

## Value Rank

The Value Rank is determined by the Price Score and Feature Score. Canstar ranks NBN plans based on value for money. The Value Rank takes into account a plans' estimated cost (the 'Price Score') and features offered as compared to the market (the 'Feature Score'). The plans that are lower in cost and have a higher Feature Score will be ranked higher than plans which have higher cost and a lower Feature Score.

Plans are ordered on the comparison table by Value Rank (i.e. total score), which incorporates a Price Score weighted at 70% and a Feature Score weighted at 30%.

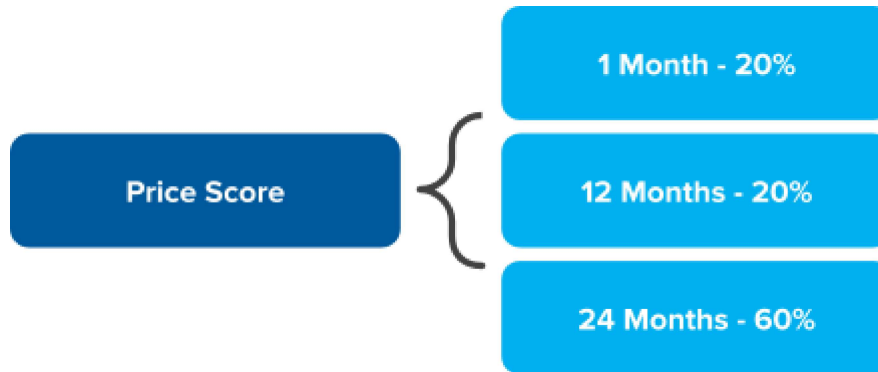


Below is an example of how the Value Rank score is derived, using the figures from the Price Score and Feature Score.



## Price Score

The Price Score is calculated based on a comparison of a plan's minimum cost per period compared to the cost of the plans available in the market over 1, 12, and 24 months.



The following is a general representation for calculating the minimum cost per period of a plan:



The following assumptions are applied in the calculation of minimum cost per period:

Minimum cost per period is based on:	
<b>Period</b>	1, 12, and 24 months are considered.
<b>Monthly Cost</b>	The sum of the monthly costs for the period – assumes that monthly costs will not change during the period in instances where an ongoing contract is not in place.
<b>Cost of Modem &amp; Delivery</b>	The applicable charge of a modem and any delivery fee that may be applied.
<b>Additional Fees</b>	Any initial account setup and activation fees that may be applicable.
<b>Discounts</b>	Discounts or credits that may be applied to the plan, either at sign-up, for a defined period, or ongoing. This does not include conditional discounts, such as, but not limited to: bundle discounts (bundle mobile and NBN to receive a discount), discounts which require a reference code on sign-up, etc.

## Feature Score

Canstar Blue's NBN Feature Score uses a unique methodology that compares the functionality and flexibility of providers and their plans. Over 100 features are captured on each plan and grouped into three categories as outlined below:

- Customer Service and Support
- Inclusions
- Billing and Payments

The plan with the highest Feature Score is allocated the maximum score, with all remaining products within the profile indexed against it.

Category	Weight	Description
<b>Customer Service &amp; Support</b>	<b>40%</b>	
Enquiries	30%	Hours of availability for billing and enquiries, technical support, etc.
Self Service	20%	Access previous bills, usage insights, check data balances, etc.
Electronic Support	15%	Email and live chat support availability.
Customer Service Satisfaction	15%	Score out of 10 from Canstar Blue's Customer Satisfaction (if no score, then average)
Instore Assistance	10%	Ability to make account enquiries and receive technical support instore.
Premium Support	5%	Is premium support available? What does it cover? What does it cost?
Home Support	5%	Availability of support at place of residence.
<b>Inclusions</b>	<b>35%</b>	
Typical Speeds	60%	Typical speed is indexed against user requirement for NBN speed tier. Typical speeds which are greater than or equal to the minimum user requirement receive the maximum score.
Data Inclusions	20%	Monthly data allowance inclusions ('x amount' GB per month, or, Unlimited).
Additional Inclusions	20%	Entertainment and fixed-line phone plan bundle inclusions, standard local, national, and international call inclusions to land-line and mobile.
<b>Billing &amp; Payments</b>	<b>25%</b>	
Options & Charges	80%	Ability to pay via various channels (e.g. BPAY, Direct Debit, Credit Card, cheque, etc.) and fees that may apply.
Alerts & Reminders	20%	Payment reminders, outstanding bill alerts, SMS alerts, etc.

The feature categories are displayed on Canstar Blue's comparison tool as a rounded number between 1 & 10. The unweighted scores of the feature categories are used for this display purpose.

Feature score 

**8** Customer Service & Support

**7** Inclusions

**10** Billing & Payments

Example 1: A score of 82.65 for the category of 'Customer Service & Support' is rounded to display as an '8'.

Example 2: A score of 65.00 for the category of 'Inclusions' is rounded to display as a '7'.

Example 3: A score of 98.97 for the category of 'Billing & Payments' is rounded to display as a '10'.

## Does Canstar Blue rate all products in the market?

We endeavour to include the majority of product providers in the market and to compare the product features most relevant to consumers in our ratings. However, this process is not always possible and it may be that not every product in the market is included in the rating nor every feature compared that is relevant to you.

## How often are NBN Plans reviewed for the NBN Comparison Tool?

Canstar monitors changes on an ongoing basis, and the Value Rank, Price Score and Feature Scores of each plan are fully re-calculated every day.

## How are the plans ordered?

Canstar ranks NBN plans based on value for money. The Value Rank takes into account a plans' minimum cost per period of consideration and features offered as compared to the market. The plans that are lower in cost and have higher features will be ranked higher than plans which have higher cost and less features.



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