Choosing the right internet technology for your property

There are many internet technology types available depending on where you live and how you want to use the internet. These include fixed wireless, satellite, mobile broadband and fixed line. Use this guide as a starting point to find a suitable internet connection for your property.

You may be looking at your options to get connected to the internet or upgrade your service for many reasons:

- To supplement your mobile broadband with other internet options.
- Moving house or building a new home and want to see what is available at your property.
- Unreliable internet connection and want to find something more suitable to your needs.
- People around you are using different technology types and you want to review your options.

Follow these steps to find the right connection:

STEP 1: Location – understanding what technology types are available and most suitable for your location is important. The easiest way to do this is to search each provider's website to see if they cover your property.

1. First, find your address using Google Maps, making sure the marker is where you want the internet access to be located, and note the GPS coordinates. Further instructions on how to do this can be found on our website.

2. Search each of the following sites to find out the coverage your property has with each technology (depending on your location you may be eligible for several or only one type):

nbn

- Use the **nbn** rollout maps to discover what type of **nbn** connection you are mapped for. Once you identify this, you need to research Retail Service Providers (RSPs) in your area that suit your requirements.
- **nbn** are not the provider in this instance, they provide the infrastructure for the technology, while RSPs sell the internet service to you using the **nbn** infrastructure, so you will need to contact your preferred RSP to get connected. The types of technologies you can access using **nbn** infrastructure include:
  - **nbn**® Fixed Wireless
  - **nbn**® Fixed Line
  - **nbn**® Sky Muster® Satellite

You can only be mapped for one type of **nbn** connection and you can't choose your connection type.

LEO satellite (Starlink)

- Check your coverage with Low Earth Orbit (LEO) satellite technology through SpaceX Starlink on Starlink's website.

Mobile broadband

- Check your ability to access the mobile broadband network. There are three main network carriers who provide mobile network towers – Telstra, Optus, and Vodafone. All mobile providers in Australia use one of these three carriers to connect you to a 3G, 4G, or 5G network. Check your address on the mobile network provider maps to find out your options:
  - Telstra
  - Optus
  - Vodafone

Please note, the 3G network is shutting down mid-2024 to create space for improvements to the 4G and 5G network. This means if you are currently using a 3G-only enabled device, you will need to purchase at least a 4G-capable device before the network is switched off. To find out more about this transition phase, head to our website.

WISPs

- Check if you can access a Fixed Wireless service through a wireless internet service provider (WISP). They are independent internet providers and use different towers and equipment. To find out if there is a WISP in your local area or nearby, check your address against the WISP map on our website.

NB: providers contact us to be added to this map, so it may not list every possible provider in your area.

regionaltechhub.org.au

Let the Regional Tech Hub help you find a connection

The Regional Tech Hub can complete a free and independent report of the options available to you. This is called a "Connectivity Report". Head online to our website and fill in the form to request a Connectivity Report.

You will receive an individualised report outlining all the connectivity types available to you at your specific location, with tips on how to get connected and stay connected. The Connectivity Report process can also help with:

- Addressing issues including addresses that are incorrectly mapped, missing or have more than one residence on a property. Moving house or building a new home and want to see what is available at your property.
- Checking to see if you have line of sight to a nbn Fixed Wireless tower.
- Checking all broadband options, including nbn, mobile broadband and WISPs.
- Matching a connection to your needs and wants depending on your locality.

STEP 2: **Once you have established what technology type is available at your location, you should then consider the following factors:**

- **Cost** – different technology types, and the RSPs who supply your internet service, will have different costs for installation and supply of equipment. You may also need additional equipment to boost your connection or distribute it further across your property, depending on your requirements. There are also ongoing costs such as plans to consider. It is useful to know what your budget is before looking into your options.

- **Usage requirements** – knowing what you want to use the internet for will heavily influence the type of technology you will choose. Activities such as gaming, sending and receiving emails, movie streaming, agtech, and business operations all have different data, technology type, performance, and speed requirements, as does the number of people per household using the connection at the same time. Consider if your usage needs are going to grow over time and if the technology type, provider and plan will support that.

- **Latency and ping times** – this is different to speed and is particularly important for activities such as gaming and video conferencing. Satellite technology for example can have a higher latency due to the distance the signal has to travel.

- **Data allowances/caps/metering** – different plans have different monthly data allowances, and different ways to restrict usage once you have exceeded your monthly data allowance. This is where knowing what you want to use the internet for, as well as what your budget is, will help you identify the RSPs and their plans that suit your needs.

- **Reliability and stability** – if you want to know if you can depend on your internet connection, due to business or emergency needs for example, you might like to research reviews and speak to local experts. Factors such as congestion should be considered - some technologies, such as mobile broadband, can become congested if too much demand is placed on a tower and are not designed to be used as a fixed internet solution.

- **Customer support, local regulations and security requirements** – knowing the level of support you will need with your connection will also influence the provider and technology you decide to use. Factors such as Australian-based support, response times, and methods and times of contact and support may differ, and may be more important to you if you rely on connections for business or emergencies. Understanding what security factors are applied to the technology against what you will be using it for, and any local regulations and restrictions on equipment is also important.

To find out more about the types of technologies and what they offer, or for further details on how to work through these steps, there is a wealth of easy-to-understand resources available on our website or give us a call.

SCAN ME

Can I have multiple Internet connections?

Yes, you can. It can be useful in regional areas to have a backup service. You are restricted to one type of **nbn** technology (the type your address is mapped for), however you can have a Sky Muster satellite connection and Telstra mobile data connection for example. Internet technology is constantly changing, so it is important to check in from time to time to review any improvements in what you can access.