



Mozo Experts Choice Awards

NBN Plans

Methodology Report
May 2021



Mozo Experts Choice Awards NBN Plans 2021

This is the third year running that we've gathered together countless pieces of information and applied our methodology to find the leading NBN broadband plans in Australia.

Product providers don't pay to be in the running with our awards, and we don't play favourites. Our judges base their decision on hard-nosed calculations of value to the consumer, using Mozo's extensive product database and research capacity. We identify the most important features of each product, group each product into like-for-like comparisons, and then calculate which are better value than most or offer market-leading features.

This report lists the winners and explains the judging methodology for our 2021 NBN awards.

NBN Plans - 2021 Winners

Fast (NBN 100)

This category assessed Premium plans offering the NBN's top speeds and no data limits.

Accord with Officeworks	Super Fast
Dodo	nbn100
Exetel	Premium nbn100
iPrimus	Premium
Kogan	Gold
Mate	Soul Mates
Spintel	Premium 100
Tangerine Telecom	XXL Speed Boost
TPG	NBN100 Unlimited

Standard Plus (NBN 50)

For this category, the judges looked at plans for the middle tier NBN speed, with no limit on data usage.

Belong	Standard Plus
Exetel	Standard Plus nbn50
iPrimus	Standard Plus
Kogan	Silver
Spintel	Plus 50
Tangerine Telecom	XL Speed Boost

Standard (NBN 25)

People looking for a more entry level internet service may not need to high speeds of other tiers, and have lower data usage. In this category, plans with a data limit of at least 500GB could qualify, as long as there was a meaningful price benefit.

Accord with Officeworks	Standard
Belong	Starter
Kogan	Bronze
Tangerine Telecom	Standard Speed
Tomi	Unlimited nbn Fast

Super Fast (NBN 250)

Plans in this category had to offer higher download speeds and have unlimited data allowance.

Mate	Elite Mates
MyOwnTel	Emerald
MyRepublic	Unlimited NBN Superfast

Ultra Fast (NBN 1000)

Mid-tier speeds are plenty enough for many people, so for this category the judges found those with no contract but the best prices.

MyRepublic	Unlimited NBN Ultrafast
------------	-------------------------

Creator (NBN 100/40)

Servicing those with more demand for upload speeds, these plans are great for providing a smooth workflow.

Accord with Officeworks

Ultra Fast

Mate

Soul Mates Fast+

Tomi

Unlimited nbn Hyper

How are the winners determined?

Cost Calculation

We calculated the minimum cost of each plan option, taking into account:

- Set up costs
- Monthly charges
- The lowest priced modem available from the provider (for Standard, Standard Plus and Fast plans)

Contract Options

This year we included NBN plans with contracts where they were an equivalent cost or cheaper than the no contract alternatives in each speed category.

For the 'Contract' plan options, we calculated the cost of each plan over 12 months and over 24 months.

- For the 12 month cost, if a provider did not offer a 12 month contract then we took the next-longest term and calculated the cost including termination at 12 months.
- For the 24 months cost, if a provider did not offer a 2 year contract then we took the longest contract available and calculated the cost of remaining beyond the contract term on a month-to-month basis.

Download Limits

Plans that have download data limits were only eligible for an award in the 'Standard' speed categories if they offered at least 500GB per month, and were meaningfully cheaper than unlimited plans.

Delivery Technology

Where price varied depending on delivery technology we collected fibre-to-the-node and fibre-to-the-curb as the cheapest and most representative options available to the majority of consumers. Prices for other connection options may vary.

Advertised Speed

A provider must disclose its typical evening speed on their website or in publicly available fact sheets to be eligible for an award. Where the typical evening speed was not disclosed the plan was not eligible for awards. The ACCC has said that typical evening speeds should not be less than 60% of the top speed available on a plan, so any that were less were not considered.

‘Basic’ Plans advertised with a 12 Mbps speed were not considered in these awards as NBNCo is actively encouraging consumers and retailers to move away from plans with lower speeds.

Technical Support

We believe that an important aspect of the service provided by retailers to consumers is accessible technical support. To be eligible for an award retailers had to offer technical support over the phone at least from 9am to 7pm every weekday, and some hours on each of Saturday and Sunday.

How many winners are there?

We aim to confer awards on the top 10% of products in each category. Judges use their discretion to determine an appropriate cutoff point near to the 10% mark, depending on the size of the cost differences between plans.

NBN Provider of the Year



We awarded Tangerine Telecom the 2021 NBN Provider of the Year for taking out wins and offering some of the most competitive pricing across all three of the key Standard (NBN 25), Standard Plus (NBN 50), and Fast (NBN 100) speed categories.

What products do we consider?

In carrying out the Mozo Experts Choice Awards for NBN broadband services we assessed 107 retailers of home connections listed on the NBNCo website in April 2021. Retailers servicing a limited geographic area were excluded, as were plans for businesses. There were 64 retailers that met the minimum support hours criteria and these are listed in the Appendix.

The information collection was conducted between 24 March and 28 April 2021. To be considered for inclusion in these awards all information considered must be readily available on the retailer's website or provided when asked via online chat, phone or email.

We aim to include most providers in the market in the Mozo Experts Choice Awards. However, not every product on the market will be included in our review.

Any product we review must be available in the market at the time of our analysis.

How we manage conflicts of interest

Mozo Experts Choice Awards are based on objective verifiable facts and analysis wherever possible, and any assumptions made are set out in this report. Mozo's research team analyses product data and determines the winners in each Mozo Experts Choice category without reference to Mozo's sales or commercial functions.

A provider can participate in the Mozo Experts Choice Awards free of charge.

Mozo charges a licence fee to providers should they wish to use the Mozo Experts Choice Awards badges in their own marketing activities. Mozo may also offer promotional packages that may be purchased.

Mozo Experts Choice awards are awarded irrespective of a product provider's commercial relationship with Mozo.

About Mozo

Mozo provides a comparison service with the goal of helping consumers to make their own financial decisions and save money. Mozo offers consumers a comprehensive product comparison service across the retail banking market, general insurance, life insurance, business banking, energy and more.

Hundreds of thousands of Australians a month use Mozo's comparison service. Mozo's comparison technology and expertise has been used by some of Australia's largest online publishers.

Mozo holds an Australian Financial Services Licence and an Australian Credit Licence. Mozo's management team have experience in consumer credit and financial services in a variety of roles from executive management, marketing, actuarial services and technology. Mozo's team are often called upon to provide expert media commentary in relation to the product areas they cover.

Our Mozo Experts Choice Awards analysis is overseen by AJ Duncanson, Mozo's Data Director, and Peter Marshall, Research Manager. AJ is a data scientist and actuary and has worked in financial services and product comparison for over 30 years. Peter has worked for a wide range of Australian banks and product comparison for the past 36 years. Both AJ and Peter act as Responsible Manager on Mozo's Australian Financial Service Licence and Australian Credit Licence.

Important Information

The information published in this report is of a general nature only and does not take into account your situation or needs. Before choosing a product, you should consider whether it's appropriate to you and you should read all the information available from the product provider.

The information contained in this report is governed by Mozo's standard Terms of Use. To the extent permitted by law, you indemnify and agree to keep Mozo indemnified against any loss or claim arising out of your use of any information contained in this report. Where Mozo collects information such as rates, pricing and product information we make every effort to ensure that all information displayed is accurate. Mozo does not warrant that the information contained in this report will be faultless or that all of the information displayed will be completely accurate and we accept no liability whatsoever for any errors or omissions.

Copyright © 2021 Mozo Pty Ltd. All Rights Reserved.

ABN: 68 128 199 208. AFSL & ACL 328141

Level 10, 89 York St, Sydney NSW 2000

Appendix

List of all providers considered in the awards

10Mates	Launtel	Waterfront Networks
1300Easyisp	Leaptel	Westnet
Accord With Officeworks	Lizzy Internet	Your Call Telecom
Activ8Me	Mate	Zettanet
AGL Telecommunications	Mcperson Media	
Airtel	Mint Telecom	
Ant	Montimedia Internet	
ASB Communications	My Telco Mate	
Aussie Broadband	MyOwnTel	
Australia Broadband	Myrepublic	
Australia Online	New Sprout	
Belong	Nornet	
Connected Australia	Occom	
Dodo	Onthenet	
Ecn	Optus	
Escapenet	Origin Broadband	
Exetel	Powercom Pacific	
Flip	Qured	
Fuzenet	Southern Phone	
Gointernet	Spintel	
Goodtel	Start Broadband	
Harbour Isp	Switched On Australia	
linet	Swoop Broadband	
Inspired Broadband	Tangerine Telecom	
Internode	Telstra	
Iprimus	Tomi	
Ipstar	Tpg	
Kinetix	Uniti	
Kloudphone	Vocal	
Kogan	Vodafone	