



Mozo Expert Choice Awards
Broadband 2022

Methodology Report
May 2022



Mozo Experts Choice Awards Broadband Plans 2022

This is the third year running that we've gathered together countless pieces of information and applied our methodology to find the leading 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 2022 Broadband awards.



Broadband - 2022 Winners

Broadband Provider Of The Year



Flip took out wins in 3 categories this year, and even in categories where they didn't win their pricing was still very sharp. No other provider comes close to achieving the excellent value across a wide range of services that Flip does.

Standard (NBN 25)

For people with modest internet needs the NBN 25 speed tier is often enough, and can be a great value option.

Accord with Officeworks

Standard

Belong

Starter

Dodo

nbn25

MyOwnTel

Bronze

Occom

Boost

Tangerine Telecom

Standard Speed

Vocal

nbn 25 Unlimited

Standard Plus (NBN 50)

The NBN 50 speed offers a good balance between cost and providing useful speeds for households with moderate to high download requirements.

| | |
|-----------|--------------------------|
| Exetel | Extra-value nbn |
| Internode | NBN50 |
| Occom | Boost Plus |
| Tomi | Unlimited nbn Super Fast |
| Vocal | NBN 50 Unlimited |

Fast (NBN 100)

While faster speed broadband plans are becoming more common, the NBN 100 tier offers plenty of power for large families or other households with heavy internet usage.

| | |
|-------------------------|-------------------|
| Accord With Officeworks | Super Fast |
| Belong | Premium |
| Dodo | nbn100 |
| Flip | Turbo Plus |
| Kogan | Gold |
| TPG | NBN100 Unlimited |
| Vocal | nbn 100 Unlimited |

Super Fast (NBN 250)

Plans with speeds higher than 100 are becoming more common as people demand more of their internet connection. For this category the judges considered plans with a download speed of 250 Mbps.

Flip

Super Speed

MATE

Elite Mates

MyRepublic

Unlimited NBN Superfast

Tangerine Telecom

XXXL Speed Boost

Ultra Fast (NBN 1000)

Ultra fast plans are only for people needing extreme speeds, but they are becoming more widely available and prices can vary enormously.

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.

Flip

Turbo Plus

MATE

Soul Mates Fast+

MyRepublic

Unlimited NBN Premium Plan

5G Home Broadband

With 5G coverage rolling out to more and more Australian homes every month, we examined pricing of advertised 5G home broadband plans and awarded these plans as offering best value.

| | |
|-----------|---|
| iinet | 5G Home Broadband/5G Home Broadband Max |
| Internode | 5G Home Broadband/5G Home Broadband Max |
| Vodafone | 5G Home Broadband/5G Home Broadband Max |

Broadband with backup

If you demand the speed of fibre with the reliability of a backup mobile data connection integrated into the supplied modem, these providers offer the widest plan options at the some of the most affordable rates.

iinet

Internode

How are the winners determined?

Cost Calculation

We calculated the minimum cost of each plan over a 12 month period, taking into account:

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

Contract Options

This year we included NBN and 5G Home Broadband 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

In previous years we have considered plans with download limits for some categories. They have become less common and for this year's awards none of our winners impose limits on downloading data.

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.

We also collected pricing and plan information for 5G home broadband internet and plans with a backup mobile data connection integrated into the supplied modem.

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 offering a 12 Mbps speed were not considered in these awards.

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 typically aim to award the top 10% of products in each category. The judges may use their discretion to adjust the cutoff up or down as necessary after examining the difference between products at the margin.

Broadband Provider of the Year

To find the best provider of internet services overall, we reviewed the winners of the individual categories to identify those that had won most awards. We then compared how each had performed in every category that makes up these awards. This process found that one provider performed better in the majority of categories and they were named our Broadband Provider of the Year.

What products do we consider?

In carrying out the Mozo Experts Choice Awards for NBN broadband services we assessed 195 retailers of home connections listed on the NBNCo website in April 2022. Retailers servicing a limited geographic area were excluded, as were plans for businesses. There were 79 retailers that met the minimum support hours criteria and these are listed in the Appendix. Additionally we collected 5G home broadband plans from 8 providers.

The information collection was conducted between 11 and 23 April 2022. 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.

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Appendix

List of all providers considered in the awards

| | | |
|-------------------------|--------------------------|------------------------|
| 10Mates | foxtel | Onthenet |
| 1300Easyisp | Fuzenet | Optus |
| Accord With Officeworks | Gointernet | Origin Broadband |
| Activ8Me | Goodtel | Qured |
| AGL Telecommunications | Green Tree Frog | Southern Phone |
| Airtel | harbour isp | Spintel |
| Alphacall | I.Net.Au | Start Broadband |
| Ant | iinet | Sumo |
| Aqua Mobile | Inspired Broadband | Superloop |
| ASB Communications | Internode | Switched On Australia |
| ascensa | lprimus | Swoop Broadband |
| Aussie Broadband | lptar | Tangerine Telecom |
| Australia Broadband | Kinetix | Telstra |
| Australia Online | Kloudphone | The George Bains Group |
| Belong | Kogan | Tomi |
| Bendigo Telco | launtel | Tpg |
| best telecom australia | Leaptel | TPG |
| Bvivid | Lizzy Internet | truetelco |
| Carbon Comms | MATE | Uniti |
| Central Coast Internet | Mid North Coast Internet | Vocal |
| Clear Networks | Mint Telecom | Vodafone |
| Datawave | My Telco Mate | Voipex |
| Dodo | MyOwnTel | Westnet |
| Escapenet | Myrepublic | yomojo |
| Exetel | Nelson Bay Online | Zettanet |
| Fantel | New Sprout | |
| Flip | Occom | |