



Mozo Experts Choice Awards **Broadband 2025**

Methodology Report
May 2025

Mozo Experts Choice Awards

Broadband Plans 2025

Every day, Mozo keeps track of thousands of products in banking, insurance and energy.

Unlike some other awards, providers don't 'enter' the Mozo Experts Choice Awards nor do they pay to be considered. Our in-house team of experts analyse all the product data they've been tracking and scour the market to see if there are any other worthy candidates. Then we use our data and our experience to make a hard-nosed assessment of those products, to identify which offer great value or market-leading features. We recognise the leading products with the Mozo Experts Choice Awards.

- For product providers, a Mozo Experts Choice Award is a thoroughly researched third-party endorsement of their product.
- For consumers, the Mozo Experts Choice Awards badge is a sign that a product is among the leaders in the market, and is worthy of consideration.

This report lists the winners and explains the judging methodology for our 2025 Broadband awards.

Broadband - 2025 Winners

Australia's Best Broadband Provider



Spintel secured wins in four categories this year. Although another provider also earned victories in four categories, experts chose Spintel as the standout due to its superior pricing across most categories. They achieved a top-two ranking in the Fast Broadband, Super Fast Broadband and Ultra Fast Broadband categories.

Highly Commended Broadband Provider



Flip is also a winner in four categories, emerging as the top provider in the Basic category. Its competitive price offering across other categories solidified its position as a clear winner for this title.

Basic Broadband

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

Flip	Premium
Southern Phone	Basic
Spintel	Home Starter

Standard Broadband

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

Accord with Officeworks	Fast
Flip	Family

Fast Broadband

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
Exetel	Family nbn
Moose Mobile	Elite
Spintel	Home Fast
Tangerine Telecom	Speedy

Super Fast Broadband

Plans with speeds higher than 100 Mbps 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.

Dodo	Home Superfast
Exetel	Superfast nbn
Flip	Super Speed
Kogan	Platinum
Southern Phone	Superfast
Spintel	Home Superfast
Superloop	Superfast
TPG	NBN Home Superfast

Ultra Fast Broadband

For this category the judges considered all the plans with a download speed of more than 500 Mbps.

Buddy Telco	Zoomy
Flip	Ultra Speed
Spintel	Home Ultrafast

Fast Plus Broadband

Servicing those with more demand for upload speeds, these plans are great for people looking for a smooth workflow. In this award category we have analysed all the plans with 100 download speeds and 40 upload speeds.

Accord with Officeworks	Ultra Fast
Exetel	Power nbn
FibreMax	Home Fast

5G Home Broadband

With 5G coverage rolling out to more and more Australian homes every month, we examined the pricing of advertised 5G home broadband plans and awarded these plans for offering the best value. In this award category, we found the best providers for speeds of 50, 100, and over 100 Mbps.

iinet	5G Home Broadband plus
TPG	5G Home Broadband Plus
TPG	5G Home Broadband Premium

How do we judge the winners?

Cost Calculation

We calculated the minimum cost of each plan over a 24 month period, taking into account:

- Set up costs
- Monthly charges
- Introductory discounts

Contract Options

We included NBN plans with contracts where they were an equivalent cost or cheaper than the no contract alternatives in each speed category except Ultra Fast Broadband & 5G Home Broadband category.

For the 'Contract' plan options, we calculated the cost of all contract plans over 24 months.

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

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, except for the 5G Home Broadband. Based on market trend analysis, our experts determined that any plan offering less than a 75% Typical Evening Speeds (TES) does not qualify for an award.

‘Basic’ plans offering a 12 Mbps speed were not considered in these awards.

Australia's Best Broadband Provider & Highly Commended Broadband Provider

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. Through this process, one provider emerged as the strongest performer across the majority of categories and was named Australia's Best Broadband Provider. Another provider, which also delivered strong results in the analysis, was recognised with the Highly Commended Broadband Provider title.

What products do we consider?

In carrying out the Mozo Experts Choice Awards in Broadband, we analysed 316 products from 69 providers that met our criteria and these are listed in the Appendix.

The information collection was conducted between 18 March and 3 April 2025. 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 Director of Data & Compliance, and Peter Marshall, our Financial Services Specialist. AJ is a data scientist and actuary and has worked in financial services and product comparison since 1990. Peter has worked for a wide range of Australian banks and product comparison for the past 37 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 © 2025 Mozo Pty Ltd. All Rights Reserved.

ABN: 68 128 199 208. AFSL & ACL 328141

Level 10, 89 York St, Sydney, 2000, NSW

Appendix

List of Broadband providers considered in the awards.

Accord with Officeworks	Gointernet	Origin
Activ8Me	Goodtel	Pennytel
AGL Telecommunications	Green Tree Frog	Pronto Broadband
Airtel	harbour isp	Skymesh
Alphacall	iinet	Southern Phone
Amaysim	Inspired Broadband	Spintel
Ant	Iprimus	Sumo
ascensa	Kinetix	Superloop
AUS Internet	Kloudphone	Swoop Broadband
Aussie Broadband	Kogan	Tangerine Telecom
Australia Broadband	launtel	Telechoice
Australia Online	Leaptel	Telstra
Belong	Lightning IP	TPG
Bendigo Telco	Lizzy Internet	Uniti
Buddy Telco	MATE	URL Networks
Carbon Comms	Moose Mobile	Veetel
Central Coast Internet	more Telecom	Vocal
Connected Australia	MyOwnTel	Vodafone
Dodo	Nelson Bay Online	Voipex
Escapenet	Occom	yomojo
Exetel	OneNet	Zettagrid
FibreMax	Onthenet	1300Easyisp
Flip	Optus	2it Technology