



# Mozo Expert Choice Awards **Broadband 2023**

Methodology Report  
April 2023



# Mozo Experts Choice Awards Broadband Plans 2023

This is the fourth 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 2023 Broadband awards.

# Broadband - 2023 Winners

## Broadband Provider Of The Year



Flip took out wins in 5 categories this year, and this is the second time in a row they have been chosen as our Broadband Provider of the Year. No other provider matches the excellent value across a wide range of services that Flip does.

## Standard Broadband (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
Flip	Premium
MATE	Great Mates
Spintel	Standard 25
Tangerine Telecom	Value
Vocal	nbn 25 Unlimited

### Standard Plus Broadband (NBN 50)

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

Flip	Family
Leaptel	Accelerated Unlimited
Spintel	Plus 50
Tangerine Telecom	Value Plus
Vocal	NBN 50 Unlimited

### Fast Broadband (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
Dodo	nbn100
Exetel	Family
Flip	Turbo Boost
Kogan	Gold
MATE	Soul Mates
Spintel	Premium 100
Vocal	nbn 100 Unlimited

### Super Fast Broadband (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.

Exetel	Superfast nbn
Flip	Super Speed
MATE	Elite Mates
Superloop	Superfast
Tangerine Telecom	Superspeedy

### Ultra Fast Broadband (NBN 500)

NBN 500 plans offer great speed for those that need it, and they are becoming more widely available.

Leaptel	Super Boost
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### Ultra Fast Broadband (NBN 1000)

Ultra fast plans (NBN 1000) are the top level speed available right now, but are really only for people needing extreme speeds.

MyOwnTel	Diamond
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## Fast Plus Broadband (NBN 100/40)

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

Flip	Turbo Plus
MATE	Soul Mates Fast+

## 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

# How are the winners determined?

## 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.

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.

## Download Limits

In previous years we have considered plans with download limits for some categories. They have become less common and plans with download limits are no longer eligible to win in our awards.

## 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.

## 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. 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 eligible to win.

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

## 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 143 retailers of home connections listed on the NBNCo website in March 2023. Retailers servicing a limited geographic area were excluded, as were plans for businesses. There were 76 retailers that met our criteria and these are listed in the Appendix. Additionally we collected 5G home broadband plans from 7 providers.

The information collection was conducted between 15 March and 8 April 2023. 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	Mint Telecom
1300Easyisp	more Telecom
Accord With Officeworks	My Telco Mate
Activ8Me	MyOwnTel
AGL Telecommunications	New Sprout
Alphacall	Occom
Ant	Onthenet
Aqua Mobile	Optus
ASB Communications	Origin Broadband
ascensa	Qured
Aussie Broadband	Southern Phone
Australia Broadband	Spintel
Australia Online	Start Broadband
Belong	Sumo
Bendigo Telco	Superloop
best telecom australia	Switched On Australia
Bvivid	Swoop Broadband
Carbon Comms	Tangerine Telecom
Central Coast Internet	Telstra
Clear Networks	The George Baini Group
Datawave	Tomi
Dodo	Tpg
Escapenet	truetelco
Exetel	Uniti
Fantel	Vocal
Flip	Vodafone
foxtel	Voipex
Fuzenet	Westnet
Gointernet	yomojo
Goodtel	Zettanet
Green Tree Frog	
harbour isp	
I.Net.Au	
iinet	
Inspired Broadband	
Internode	
lprimus	
Ipstar	
Kinetix	
Kloudphone	
Kogan	
launtel	
Leaptel	
Lizzy Internet	
MATE	
Mid North Coast Internet	