



# Mozo Experts Choice Awards **NBN Plans**

Methodology Report  
May 2019



# Mozo Experts Choice Awards NBN Plans 2019

This is the second 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 2019 NBN awards.

# NBN Plans - 2019 Winners

## NBN Provider of the Year

Belong

## NBN No Lock-in Provider of the Year

Tangerine Telecom

## Unlimited Premium NBN Contract

Belong	Premium
Exetel	NBN100
MyRepublic	Unlimited Premium
Tomi	Hyper

## Unlimited Standard Plus NBN Contract

Belong	Starter
Belong	Standard Plus
Dodo	Unlimited Data NBN50
Exetel	NBN50

## Premium NBN Contract

ActiveNet	300GB Fastest
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Belong	Premium
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Exetel	NBN100 - 500GB
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MyRepublic	Unlimited Premium
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Spintel	Premium 100
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Tomi	Hyper
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## Standard Plus NBN Contract

ActiveNet	300GB Faster
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Belong	Starter
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Exetel	NBN50 - 500GB
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Exetel	NBN50 - Unlimited
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Spintel	Plus 50
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## Standard NBN Contract

ActiveNet	300GB Fast
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Leaptel	Pronto
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Tomi	Fast
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## NBN Contract + TV

iiNet	NBN + TV bundle
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## Unlimited Premium NBN No Lock-in

Barefoot Telecom	Ultra
Kogan	Gold Unlimited
Mate Communicate	Soul Mates
MyRepublic	Unlimited Premium
Tangerine Telecom	XXL Speed Boost
Vodafone	Premium NBN

## Unlimited Standard Plus NBN No Lock-in

Belong	Starter
Kogan	Silver Unlimited
Spintel	Plus 50
Tangerine Telecom	XL Speed Boost
Vodafone	Essential NBN+

## Premium NBN No Lock-in

Exetel	NBN100 - 500GB
MyRepublic	Unlimited Premium
Spintel	Premium 100
Tangerine Telecom	XXL Speed Boost
Vodafone	Premium NBN

## Standard Plus NBN No Lock-in

ActiveNet	300GB Faster
Belong	Starter
Exetel	NBN50 - 500GB
Kogan	Silver Unlimited
Spintel	Plus 50
Tangerine Telecom	XL Speed Boost

## Standard NBN No Lock-in

ActiveNet	300GB Fast
DCSI	NBN25
Kogan	Bronze Unlimited
Vodafone	Essential NBN
Tangerine Telecom	Speed Boost

## NBN No Lock-in + TV

Vodafone	NBN with Vodafone TV
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# 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

For the TV Package categories we also included:

- Up front cost of the TV box
- Any monthly charges

## Contract Options

The 'No Lock-in' award categories only considered those plans that are available with no ongoing contract period, while the 'Contract' awards considered plans with contract periods of 12, 18 and 24 months. No other contract terms were considered.

For the 'No Lock-in' categories we calculated the cost over a period of 12 months.

For the 'Contract' categories, 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

For the Unlimited categories only plans without data download limits were assessed.

To be considered for any other category the plan must have an included data limit of at least 250GB. Where a retailer offered more than one download limit option only the one closest to but not lower than 250GB was assessed.

We did not consider throttle speeds that may apply if any download limit is breached as we assumed that 250GB would be more than adequate for most households.

## 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 to be eligible for an award, whether stated on site or provided in response to a request. Where the typical evening speed was not disclosed the plan was not eligible for awards.

‘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

In addition to the winners in the individual plan categories we chose one retailer as NBN Provider of the Year and another as NBN No Lock-in Provider of the Year.

To decide these awards, we identified the group of providers that had won awards across a broad range of categories, while making sure that they achieved awards in key categories. Two providers stood out as having award winning plans across a variety of categories, while another group of three providers stood out in many of the No Lock-in categories.

Then we assessed each group by running head-to-head cost comparisons between the shortlisted providers across each award category. In each group, one provider generally ranked ahead of the other contenders. The best from the group that won awards across a wide range of categories was awarded NBN Provider of the Year, and the best from the group that won in many No Lock-in categories was awarded NBN No Lock-in Provider of the Year.

## What products do we consider?

In carrying out the Mozo Experts Choice Awards for NBN broadband services we assessed 89 retailers of home connections listed on the NBNCo website in March 2019. Retailers servicing a limited geographic area were excluded, as were plans for businesses. There were 59 retailers that met the minimum support hours criteria and these are listed in the Appendix.

The information collection was conducted between 2 April and 16 April 2019. 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 Pty Ltd 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 that 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 Experts Choice Awards analysis is overseen by AJ Duncanson, Mozo's Data Services Director. AJ has worked in financial services and product comparison for over 29 years in Australia and the UK. He is a data scientist and actuary, and holds Responsible Manager positions on Mozo's Australian Financial Services 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	IPSTAR
1300 Easy ISP	JustISP
accord With Officeworks	Kinetix
ACN	Kogan
active8me	Leaptel
ActiveNet	Lizzy Internet
Aussie Broadband	Mate Communicate
Australia Online	Mid North Coast Internet
Barefoot Telecom	Montimedia
Belong	MyNetFone
Best Telecom Australia	MyRepublic
Carbon Comms	NewSprout
Central Connect	OCCOM
Click Broadband	OntheNet
DCSI	Optus
Dodo	Origin Broadband
EscapeNet	Powercom Pacific
Exetel	Southern Phone
FairTel	Spintel
Fibre2air	Sumo
Flip TV	Superloop
Foxtel	Switched On Australia
FuzeNet	Tangerine Telecom
GoInternet	Telstra
IF Telecom	The Internet Provider
iiNet	Tomi
infinittel	TPG
Infinity	Vodafone
Internode	Waterfront Networks
iPrimus	